



A GUIDE TO UNDERSTANDING ARCH'S PRIVACY POLICY



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If you have any questions, please call our Privacy Officer at [519] 763- 2255 ext. 126, email support@archguelph.ca or visit our website at archguelph.ca

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113-89 Dawson Road
Guelph, ON N1H 1B1
519-780-5298
arcguelph.ca

When We Disclose Your Personal Health Information

In some cases we may share your personal health information with parties other than yourself.

- ◆ It may be necessary to disclose your personal health information to someone that you have designated to act on your behalf. For example, your substitute decision maker.
- ◆ A public authority, when required by law. For example if subpoenaed by the courts.
- ◆ Any third party, provided you have consented to the disclosure.

You have the right to withdraw consent at any time, except in specific instances where the law requires the information to be disclosed.

How We Use Your Personal Health Information

To provide you with effective services and the most appropriate treatment. This may include sharing your information with health care facilities involved in providing treatment for you.

We are Committed to Protecting Your Privacy

As a service user of ARCH, your personal health information is essential to your health care team. It allows us to provide you with the best possible care.

We value the importance of treating your personal health information with respect and sensitivity.

Our privacy policy is designed to regulate how we collect, use, disclose, retain and protect your information. We believe it is important for you to know about this process.

Why We Collect Your Personal Health Information

Your personal health information is collected, used, disclosed and retained to provide patient care services, to conduct research, collect statistics and to comply with legal and regulatory requirements. Your expressed consent will be required for any other purpose.



How You Can Access Your Own Personal Health Information

We respect your right to access your own personal health information. You can request access to your own personal health information in writing by contacting Support Services at support@archguelph.ca.

How We Protect Your Personal Health Information

At HIV/AIDS Resources & Community Health:

- ◆ We use Ontario Community-Based Service Evaluation [OCASE] database as the primary case management software. The information you provide to us is stored securely off-site on a password protected server.
- ◆ All personal information is securely locked.
- ◆ Service Users' personal health information is on a "need to know" basis only.
- ◆ We strive to keep your personal health information as accurate as possible, and will revise it at your request to ensure its accuracy.

We will investigate any complaints about our privacy practices and take appropriate measures to resolve such complaints.