

Privacy Policy (PIPEDA and PHIPA)

1. Purpose

This Privacy Policy describes how the Canadian Centre for Addictions (CCFA) collects, uses, discloses, and protects personal health information (PHI) in compliance with Ontario's Personal Health Information Protection Act (PHIPA), Canada's Personal Information Protection and Electronic Documents Act (PIPEDA), and LegitScript standards for addiction treatment facilities.

2. Scope

This policy applies to all CCFA staff, volunteers, contractors, and students who have access to client information, including verbal, written, and electronic forms of communication.

3. Our Legal Duties

CCFA is required by law to:

- Maintain the privacy and security of client health information.
- Provide notice of our legal duties and privacy practices.
- Follow the terms of this Privacy Policy.
- Ensure all disclosures of PHI are authorized and documented.

4. How We Use and Disclose Your Information

We use and disclose personal health information only as permitted or required by law. Examples include:

- For treatment purposes (e.g., coordinating care with physicians, pharmacists, and other health providers).
- In case of medical emergency or hospitalization.
- If there is a serious threat to the client or others (e.g., risk of harm or suicide).
- To comply with legal obligations (e.g., court orders, mandatory reporting).
- For billing, funding, or administrative requirements.

If disclosure is necessary for any purpose not listed above, written client consent will be obtained.

5. Your Rights

As a client, you have the right to:

- Access and request copies of your personal health record.

- Request corrections to incomplete or inaccurate information.
- Withdraw your consent to use or disclose your information, subject to legal exceptions.
- Be informed about how your PHI is being used.
- File a complaint if you believe your rights have been violated.

6. Safeguards for Your Information

We implement physical, technical, and administrative safeguards to protect your information, including:

- Locked file storage and secure electronic record systems.
- Role-based access controls and password protections.
- Confidentiality agreements signed by all staff.

7. Use of Electronic Communications

CCFA may communicate with clients via email or text messaging. Clients will be informed of potential risks and must consent in writing prior to using these methods.

8. Retention and Disposal

Client health records are retained for a minimum of 10 years after the date of last contact or, if the client was under 18 at the time, 10 years after the client turns 18. Records are securely disposed of in accordance with applicable laws.

9. Changes to This Policy

We reserve the right to modify this policy at any time. Clients will be notified of material changes and offered a copy of the updated policy.

10. Contact Information

If you have questions or concerns about this policy, or if you wish to make a request or complaint, please contact:

Clinical Director

Canadian Centre for Addictions (CCFA)

Phone: 905-372-3484

11. Client Acknowledgement

Upon admission, clients are provided with a copy of this Privacy Policy and asked to sign a written acknowledgment that they have received and understood the information herein.