

KEEPING YOUR PERSONAL INFORMATION PRIVATE IS IMPORTANT TO US

Upper Canada Lodge provides you with a broad variety of care services. To meet your needs and serve you well, Upper Canada Lodge needs to know personal information about you.

You, as an individual, have a right to know how we collect, use and disclose personal information. You have a right to expect that to the best of our ability, your personal information held by us remains accurate, confidential and secure.

Upper Canada Lodge is proud of its long-standing commitment to maintaining the confidentiality and security of personal information and has implemented practices to better protect the privacy of your personal information.

Upper Canada Lodge collects, uses, discloses and stores facts about you and your health.

These facts are collected to help provide health care or payments for health care. They include:

- Your name, address and your Ontario Health Care number
- Facts about your health, health care history and the health care that you have been given
- Facts about payment for your health care

We use this information and share it only with those who need to know that information. For instance, we might use it:

- To make decisions about the types of services you need
- To serve as a means to communicate with other service providers
- To monitor the provision of services and evaluate your response to services provided
- For administration, management, strategic planning, decision-making, research, allocating of resources with the organization
- To meet legal and regulatory requirements

Note: We may also use your name and address as part of the organization's fund raising activities.

These are your rights:

- You may see or have access to your personal health information
- You may ask for and receive any copy of your health records
- You may ask us to correct your records
- Your personal information is private. Unless sharing it with others is authorized by law, we cannot and will not give out any of your personal information without your consent.
- You may make a complaint to our Privacy Officer about access to your personal information, or about how it is collected, stored, used or disclosed to others

If you would like to know more about how your personal information is collected, used, stored, and disclosed, ask the staff that is caring for you, or contact:

**Freedom of Information/Privacy Coordinator
Niagara Region
905-685-1571 ext. 3741**