

1308A Wellington Street West

Ottawa, Ontario K1Y 3B2

Phone: 613-722-7373

Fax: 613-722-8778

Email:admin@anchorpsychology.ca

***Privacy Policy***

Privacy of personal information is an important principle to my Private practice. I am committed to collecting, using and disclosing personal information responsibly and only to the extent necessary for the services we provide. We strive to be open and transparent regarding how we handle personal information. This document describes our privacy policies.

##### *What Is Personal Information?*

Personal information is information about an identifiable individual. Personal information includes information that relates to: an individual’s *personal characteristics* (e.g., gender, age, income, home address or phone number, family status); *health* (e.g., health history and conditions); or *activities and views* (e.g., religion, politics, opinions).

##### I collect personal information to provide you with the care you requested. I do not use this information for any other purpose.

##### *Protecting Personal Information*

I understand the importance of protecting personal information. For that reason, the following steps are taken:

* Paper information is kept in a locked or restricted area.
* Electronic hardware is kept in a locked area at all times. In addition, passwords are used on computers. All of our cell phones are digital as these signals are more difficult to intercept.
* Paper information is transmitted through sealed, addressed envelopes.
* I do not transmit personal information about our patients electronically unless encrypted.

##### *Retention and Destruction of Personal Information*

I retain personal information for some time to ensure that I can answer any questions you might have about the services provided and for my own accountability to my external regulatory body, The College of Psychologists of Ontario. I keep our client files for at least 10 years past the date of last contact for adults and for child clients, 10 years past the date at which they would turn 18 years of age*.*

I destroy paper files containing personal information by shredding. I destroy electronic information by deleting it and, when the hardware is discarded, I ensure that the hard drive is physically destroyed.

##### *You Can Look at Your Information*

With only a few exceptions, you have the right to see what personal information I hold about you. Often all you have to do is ask. I can help you identify what records I might have about you. I will also try to help you understand any information you do not understand (e.g., short forms, technical language, etc.). I reserve the right to charge a small fee for such requests.

If there is a problem, I may ask you to put your request in writing. If we cannot give you access, I will tell you within 30 days if at all possible and tell you the reason, as best I can, as to why I cannot give you access.

If you believe there is a mistake in the information, you have the right to ask for it to be corrected. This is true, however, only about the facts of your situation, and not professional opinions I may have formed. I may ask you to provide documentation that our files are wrong. Where I agree that I made a mistake, I will make the correction and, where appropriate, notify anyone to whom I sent this information (for example, if a report was sent to your family physician). If I do not agree that we have made a mistake, I will agree to include in our file a brief statement from you on the point and, as appropriate, I will forward that statement to anyone else who received the earlier information.

##### *Do You Have A Concern?* If you have a concern about the professionalism or competence of my services or the mental or physical capacity of any of our professional staff I would ask you to discuss those concerns with us. If I cannot satisfy your concerns, you are entitled to complain to my regulatory body:

The College of Psychologists of Ontario

110 Eglinton Avenue West, Suite 500

Toronto, Ontario M4R 1A3

Phone: (416) 961-8817 | (800) 489-8388 | Fax (416) 961-2635

[www.cpo.on.ca](http://www.cpo.on.ca)