



Personal/Health Information Privacy Commitment and Policy

Personal Attendant Care is committed to protecting the privacy of all clients, staff and stakeholders by maintaining the confidentiality and protection of personal information in our possession.

Personal Attendant Care pledges to ensure that personal information about clients, employees, partners and other stakeholders is collected, stored, retained and disclosed in a way that allows people to be informed about the use of the information and to have confidence in the processes used to safeguard the confidentiality of the information.

Personal Attendant Care's policy reflects the 10 Canadian Standards Association (CSA) principles of privacy that reflect the expectations of the federal Personal Information Protection and Electronic Documents Act (PIPEDA). Accordingly Personal Attendant Care pledges the following:

1. **Accountability:** Personal Attendant Care has a designated Privacy Officer and has privacy policies and procedures in place.
2. **Identifying Purposes:** Personal Attendant Care identifies the purposes for which personal information is collected at, or before, the time the information is gathered.
3. **Consent:** Personal Attendant Care obtains the appropriate consent from individuals for the collection, use and disclosure of their personal information.
4. **Limiting Collection:** Personal Attendant Care permits only authorized employees to have access to client information.
5. **Limiting Use, Disclosure and Retention:** Personal Attendant Care limits the collection, use and disclosure of personal information to that which is necessary in order to fulfill its mandate. Personal Attendant Care will not reveal personal information to any external organization unless authorized, or required to do so by law.
6. **Accuracy:** Personal Attendant Care ensures that personal information is as accurate, complete and up-to-date as is necessary for the purposes for which it is to be used.
7. **Safeguards:** Personal Attendant Care employs the highest security measures to in order to protect personal information and to safeguard unauthorized use or disclosure of personal health information.
8. **Openness:** Personal Attendant Care provides individuals with specific information about our policies and procedures relating to the management of personal information under our control
9. **Individual Access:** Upon request, an individual will be informed of the existence, use, and disclosure of his or her personal information which is under our control, and may be given access to, and challenge the accuracy and completeness of that information.
10. **Challenging Compliance:** An individual may address a challenge concerning compliance with the above policies and procedures to our Privacy Officer.

To contact Personal Attendant Care's Privacy Officer:
Attention: Privacy Officer
1650 Dundas St. East, Suite 200 Whitby Ontario, L1N 2K8
Phone: 905-576-5603 / 888-433-0240