

PRIVACY POLICY

Jaime Armstrong, RP, is a Registered Psychotherapist who practices in the Province of Ontario and provides clients with psychotherapeutic services. She may also provide out of Province services (consulting, coaching, etc) in accordance with the regulations of those regions. In providing you with these services, Jaime is sensitive to the confidential nature of the information that her clients provide and diligent with respect to the protection of that information. She is committed to collecting, using and disclosing personal information responsibly and only to the extent necessary for the services that she provides. She will do her best to be open and transparent as to how your personal information is handled. This document describes her privacy policies.

WHAT IS PERSONAL INFORMATION?

Personal information is information about an identifiable individual. It includes information that relates to personal characteristics, health, history, activities and views. Personal information does not include business information, which is not protected by current privacy legislation.

PRIMARY PURPOSES

All personal information you give to Jaime is kept strictly confidential and is protected in accordance with the standards set out in the *Personal Information Protection and Electronic Documents Act* (PIPEDA). Information about her clients is collected, used and disclosed for the primary purpose of providing better service to her clients. In certain circumstances, she may request personal information about you from other healthcare practitioners. In those circumstances, she will request you sign an authorization form for that particular health care provider.

SECONDARY PURPOSES

Like many organizations or businesses, as part of her practice, Jaime may also collect, use and disclose personal information for purposes related to or secondary to our primary purpose. Some examples might be to comply with regulatory requirements of the College of Registered Psychotherapists (CRPO) or if required to disclose information by law or in an emergency situation. Jaime may also access information in order to ensure high quality services, for example the assessment of the performance of any employees. Various government agencies have the authority to review Jaime's files and interview her staff as part of their mandates. Clients may have questions about the services that she has provided after their file has been closed. We may also retain the services of contractors who may have limited access to personal information that we hold. These consultants or contractors may include computer consultants, marketing, social media, and branding consultants, office security and maintenance advisors, bookkeepers, accountants, cleaners, etc. Their access to any personal information will be restricted as much as is reasonably possible. Jaime does not sell information to other organizations.

PROTECTION OF PERSONAL INFORMATION

Jaime's relationship with her clients is based upon mutual trust and confidence. She will endeavor at all times to protect the personal information collected. Only relevant and necessary information will be collected. Any hardcopies or electronic copies of your personal information will be stored in secure locations. When disposing of documents which may contain your personal information, Jaime will take all reasonable steps to shred or destroy those documents.

AUTHORITY

Each client's written consent for the collection, use and disclosure of personal information will be obtained when Jaime enters into a contract with that client.

ACCESS TO YOUR PERSONAL INFORMATION

You have the right to your file and the personal information that Jaime gathers in the presence of a Privacy Officer. You may request that any incorrect information be corrected. Other individuals (our clients' parents, for instance) may have a right to access certain information about them. The Privacy Officer should be contacted to obtain further particulars on the process, including the costs involved.

STILL HAVE QUESTIONS?

If you have more questions about this privacy policy, please do not hesitate to ask Jaime! If you have additional or more general inquiries, the Information and Privacy Commissioner of Canada oversees the administration of Ontario privacy legislation. The Commissioner also acts as an ombudsman for privacy disputes, and will be able to answer questions you may have about the general collections of your private information.