



VON CANADA STATEMENT OF INFORMATION PRACTICES

Collection of Personal Health Information

We collect personal health information about you directly from you or from the person acting on your behalf. The personal health information that we collect may include, for example, your name, date of birth, address, health history and records of the care and services you receive from us. Occasionally, we collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits.

Uses and Disclosures of Personal Health Information

We use and disclose your personal health information to:

- treat and care for you,
- get payment for your treatment and care (from government payors, workers' compensation, your private insurer or others),
- plan, administer and manage our internal operations,
- conduct risk management activities,
- conduct quality improvement activities (such as sending client satisfaction surveys),
- teach,
- conduct research,
- compile statistics,
- fundraise to improve our healthcare services and programs,
- comply with legal and regulatory requirements, and
- fulfill other purposes permitted or required by law.

Your Choices

You may access and correct your personal health records, or withdraw your consent for some of the above uses and disclosures by contacting us (subject to legal exceptions).

Safeguarding your Privacy

- We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.
- We conduct audits and complete investigations to monitor and manage our privacy compliance.
- We take steps to ensure that everyone who performs services for us protects your privacy and only uses your personal health information for the purposes you have consented to.

How to Contact Us

Our Chief Privacy Officer is Esther Shainblum, General Counsel, VON Canada.

For more information about our privacy protection practices, or to raise a concern you have with our practices, contact her at:

Esther Shainblum
General Counsel
VON Canada
2315 St. Laurent Blvd., Suite 100
Ottawa, Ontario
K1G 4J8

Direct tel: (613) 288-3476
Toll Free: 1-888-866-2273 ext. 3476
Fax: (613) 230-4376
privacy.officer@von.ca
www.von.ca

You have the right to complain to the Information and Privacy Commissioner of your province if you think we have violated your rights. The Commissioners can be reached at:

<p>Information and Privacy Commissioner of Saskatchewan 503-1801 Hamilton Street Regina, Saskatchewan S4P 4B4 Phone: (306) 787-8350 Fax: (306) 798-1603 Email: gdickson@oipc.sk.ca Web Site: http://www.oipc.sk.ca</p>	<p>Information and Privacy Commissioner of Nunavut 5018, 47th street Yellowknife, Northwest Territories X1A 2N2 Phone: (867) 669-0976 Fax: (867) 920-2511 Email: atippcomm@theedge.ca Web Site: http://www.info-privacy.nu.ca/en/home</p>
<p>Information and Privacy Commissioner for British Columbia P.O. Box 9038, Stn. Prov. Govt. 756 Fort Street, 3rd Floor Victoria, British Columbia V8V 1X4 Phone: (250) 387-5629 Toll-free: 1 (800) 663-7867 (free within B.C.) Fax: (250) 387-1696 Email: info@oipc.bc.ca Web Site: http://www.oipc.bc.ca/</p>	<p>Information and Privacy Commissioner of Ontario 2 Bloor Street East, Suite 1400 Toronto, Ontario M4W 1A8 Phone: (416) 326-3333 Toll-free: 1 (800) 387-0073 (free within Ontario) Fax: (416) 325-9195 Email: info@ipc.on.ca Web Site: http://www.ipc.on.ca/</p>
<p>Office of the Ombudsman 750 - 500 Portage Avenue Winnipeg, Manitoba R3C 3X1 Phone: (204) 982-9130 Toll-free: 1 (800) 665-0531 Fax: (204) 942-7803 Email: ombudsma@ombudsman.mb.ca Web Site: http://www.ombudsman.mb.ca/</p>	<p>Commission d'accès à l'information du Québec 575 Saint-Amable Street, Suite 1.10 Québec, Québec G1R 1G4 Phone: (418) 528-7741 Fax: (418) 529-3102 Toll-free: 1 (888) 528-7741 (free within Québec) Email: Cai.Communications@cai.gouv.qc.ca Web Site: http://www.cai.gouv.qc.ca/index-en.html</p>
<p>Office of the Access to Information and Privacy Commissioner 65 Regent Street, Suite 230 Fredericton, New Brunswick E3B 7H8 Phone: (506) 453-5965 Toll Free: 1 (877) 755-2811 Fax: (506) 453-5963 E-mail: access.info.privacy@gnb.ca Web site: http://www2.gnb.ca/content/gnb/en/contacts/dept_renderer.201145.html</p>	<p>Information and Privacy Commissioner of Prince Edward Island J. Angus MacLean Building 180 Richmond Street P.O. Box 2000 Charlottetown, Prince Edward Island C1A 7K7 Telephone: (902) 368-4099 Fax: (902) 368-5947 Email: mlsmith@gov.pe.ca Web Site: http://www.assembly.pe.ca/index.php3?number=1013943</p>
<p>Office of the Information and Privacy Commissioner for Newfoundland and Labrador 2nd floor, 34 Pippy Place P.O. Box 13004, Station A St. John's, Newfoundland and Labrador A1B 3V8 Phone: (709) 729-6309 Email: commissioner@oipc.nl.ca http://www.oipc.gov.nl.ca/default.htm</p>	<p>Information and Privacy Commissioner of Alberta 410, 9925 - 109 Street Edmonton, Alberta T5K 2J8 Phone: (780) 422-6860 Toll Free: 1(888) 878-4044 Fax: (780) 422-5682 Email: ipcab@planet.eon.net Web Site: http://www.oipc.ab.ca</p>
<p>Information and Privacy Commissioner of the Northwest Territories 5018, 47th street Yellowknife, Northwest Territories X1A 2N2 Phone: (867) 669-0976 Fax: (867) 920-2511 Email: atippcomm@theedge.ca</p>	<p>Freedom of Information and Privacy Review Office P.O. Box 181 Halifax, Nova Scotia B3J 2M4 Phone: (902) 424-4684 Fax: (902) 424-8303 Email: foipopro@gov.ns.ca Web Site: http://www.gov.ns.ca/foiro/</p>
<p>Ombudsman and Information and Privacy Commissioner of the Yukon 211 Hawkins Street, Suite 201 P.O. Box 2703 Whitehorse, Yukon Territory Y1A 2C6 Phone: (867) 667-8468 Fax: (867) 667-8469 Email: email.ombudsman@ombudsman.yk.ca Web Site: http://www.ombudsman.yk.ca/</p>	