

## **RAINY RIVER DSSAB PRIVACY STATEMENT**

Privacy of personal information is an important principle to Rainy River District Social Services Administration Board (RRDSSAB) management and staff. We are committed to collecting, using, and disclosing personal information responsibly. We also attempt to be open and transparent as to how we handle personal information. This document describes our privacy policies.

The RRDSSAB will ensure that your health information is treated with respect and sensitivity and that your privacy will be protected. We are committed to protecting the privacy, confidentiality, and security of all personal and health information. We will ensure that access to your personal health information is limited to those who are involved in your emergency medical care or during your time in our care in non-emergency circumstances. We will further ensure that access to your personal health information by our staff is time-limited.

### **Collection of personal health information:**

Paramedics may collect personal health information about you directly from you or from people acting on your behalf during an emergency or otherwise while you are under our care. The personal health information that we collect is limited to that which is necessary to provide care and may include: your name, date of birth, address, health history, medications, and/or recent event history.

### **We use and disclose your personal health information to:**

- Provide emergency treatment;
- Get payment for your treatment and care (from OHIP, WSIB, your private insurer, or others);
- Conduct quality improvement activities (such as sending patients satisfaction surveys);
- Teach;
- Conduct research;
- Compile statistics;
- Comply with legal and regulatory requirements;
- Fulfill other purposes permitted or required by law; and
- Hospitals or physicians and staff.

### **Important Information:**

We take steps to protect your personal health information from theft, loss, and unauthorized access, copying, modifications, use, disclosure, and disposal. All documents containing personal health information are secured and access is limited. We conduct audits and complete investigations to monitor and manage our privacy compliance.

We retain personal information for a minimum of five years as required by the Ambulance Act so that we can answer any questions you might have about the services provided, and for our own accountability to external regulatory bodies. We destroy paper files containing personal

information by shredding. We destroy electronic information by deleting it and, when the hardware is discarded, we ensure that the hard drive is physically destroyed.

**Personal access:**

You may access and correct your personal health records, or withdraw your consent from some of the above uses and disclosures by contacting us (subject to legal exceptions). Further information is available in the RRDSSAB policies and procedures.

With only a few exceptions, you have the right to see what personal information we hold about you. Often all you have to do is ask. We can help you identify what records we might have about you. We will also try to help you understand any information you do not understand (eg. technical language). We will need to confirm your identity if we do not know you, before providing you with this access. We may ask you to put your request in writing. If we cannot give you access, we will notify you within thirty (30) days and provide a reason why access cannot be granted. We reserve the right to charge a nominal fee for such requests. If you believe there is a mistake in the information, you have the right to ask for it to be corrected. This applies to factual information where you can substantiate that our files are incorrect.

**How to contact us:**

For more information about our privacy protection practices, to raise a concern you have with our practices, or to request access to or correction to your personal information, contact us at:

Joanne Spence, Privacy Officer  
Rainy River District Social Services Administration Board  
450 Scott Street  
Fort Frances, ON P9A 1H2  
Phone: (807) 274-5349 Fax: (807) 274-0678  
Email: [feedback@rrdssab.on.ca](mailto:feedback@rrdssab.on.ca)

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

Information and Privacy Commissioner of Ontario  
2 Bloor Street East, Suite 1400  
Toronto, ON  
M4W 1A8  
Phone: 1(800) 387-0073 Fax: (416) 325-9195  
Email: [info@ipc.on.ca](mailto:info@ipc.on.ca)