

# POLICY

## PIPEDA POLICY

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MHS adheres to the regulations set forth by the Canadian Personal Information Protection and Electronic Documents Act (PIPEDA). PIPEDA was passed by the Canadian Federal government to establish guidelines and principles on how individual personal information is collected, used and disclosed. MHS is committed to protecting these principles and adhering to Canadian privacy standards.

MHS collects information submitted through voluntary means for the purpose of providing its products and services. The use of this information is limited to the purposes expressed and is safeguarded throughout. MHS respects the rights of all individuals and is committed to the appropriate privacy protection in accordance with legislation, regulations and industry best practices.

As such, MHS will meet the following requirements, unless exempted by law or under PIPEDA:

- a. **Accountability:** MHS is responsible for personal information under its control and will protect such information in accordance with legislation, regulations and industry best practices. A Privacy Officer is accountable for MHS' compliance with the Act and related policies.
- b. **Identifying Purposes:** The purposes for which personal information is collected shall be identified by at or before collection.
- c. **Consent:** The knowledge and consent of the individual are required for the collection, use, or disclosure of personal information, except where consent is not required, or is implied.
- d. **Limiting Collection:** The collection of personal information shall be limited to that which is necessary for the purposes identified by MHS. Personal information shall be collected by fair and lawful means.
- e. **Limiting Use, Disclosure, and Retention:** Personal information shall not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as permitted or required by law. Personal information shall be retained only as long as necessary for the fulfillment of those purposes.
- f. **Accuracy:** Personal information shall be as accurate, complete, and up-to-date as deemed necessary for the purposes for which it is to be used.
- g. **Safeguards:** Personal information shall be protected by security safeguards appropriate to the sensitivity of the personal information. MHS is committed to reviewing security measures on annual basis to ensure they meet applicable industry requirements.
- h. **Openness:** MHS shall make readily available to individuals, specific information about its policies and practices relating to the management of personal information.
- i. **Individual Access:** Upon request and within a reasonable timeframe, an individual shall be informed of the existence, use, and disclosure of his or her personal information and shall be given access to that personal information. An individual shall be able to challenge the accuracy and completeness of the personal information and have it amended as appropriate.
- j. **Compliance:** MHS will provide a means for individuals to inquire about compliance with the above principles. Please contact the MHS Privacy Officer for any inquiries.

### **MHS Privacy Officer**

Multi-Health Systems Inc.

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