

# Privacy Policy

We are committed to protecting your privacy and the confidentiality of your Personal Information.

## **Personal Information**

Any personally identifiable information about a customer\* is considered Personal Information and will be treated in accordance with this policy.

## **Identified Purposes**

PhysioCure Physiotherapy & rehabilitation Centre will collect, use and disclose Personal Information for the following purposes:

To deliver safe & effective patient care, To communicate with you  
To provide reports to your physician and other identified third parties  
To invoice for services, To process payments for services  
To submit claims for payment by third parties  
To compile statistics, To comply generally with the law  
To comply with all regulatory requirements.

## **Consent**

Your knowledge and consent of PhysioCure collection, use and disclosure of your Personal Information is critical. We rely on the following actions by you as indications of your consent to our Personal Information practices:

- i) Your voluntary provision of Personal Information directly to PhysioCure Physiotherapy & Rehabilitation Centre or through a representative for the purposes identified above
- ii) Your express consent or acknowledgement contained within a written, verbal or electronic process
- iii) Your consent solicited by PhysioCure Physiotherapy & Rehabilitation Centre for a specified purpose
- iv) Your consent given through your authorized representative such as a legal guardian, agent or holder of a power of attorney.
- v) Provided that you give reasonable notice, you may withdraw your consent at any time.

## **Limiting Collection and Retention of Personal Information**

PhysioCure Physiotherapy & Rehabilitation Centre will only collect, use or disclose Personal Information that is necessary for our Identified Purposes or as required by law. If we require Personal Information for any other purpose, you will be notified, and subject to your consent, that new purpose will become an Identified Purpose. We will only collect Personal Information by fair and lawful means and will retain that information only as long as necessary to fulfill our Identified Purposes.

## **Accuracy**

PhysioCure Physiotherapy & Rehabilitation Centre will maintain your Personal Information as accurate, complete and up-to-date as is necessary for the Identified Purposes.

## **Safeguards**

PhysioCure Physiotherapy & Rehabilitation Centre will protect your Personal Information by security safeguards appropriate to the sensitivity of the information. Safeguards will vary according to the sensitivity, format, location and storage of the Personal Information.

## **Accountability, Openness and Customer Access**

PhysioCure Physiotherapy & Rehabilitation Centre is responsible for all Personal Information under our control and has designated a Privacy Officer who is accountable for our compliance with this Privacy Policy.

If you have any questions about this Privacy Policy, or Your Personal Information, please call the Office at 905-848-2873 or email us at [info@physiocure.ca](mailto:info@physiocure.ca)

## **Disclaimer**

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\* In this policy, "customer", "you" or "your" includes any individual who has requested, applied for or been supplied with services by PhysioCure Physiotherapy & Rehabilitation Centre, including any other individual for whom the customer has acted as agent, guardian or representative.