

# Dr. Andrea Sargent's Privacy Policy

## **Personal and Health Information Protection Policy**

Dr. Andrea L. Sargent is committed to safeguarding your personal and health information. Your personal and health information is managed in accordance with Alberta's *Health Information Act* and other applicable laws in the Province of Alberta. This policy outlines the principles and practices followed in protecting all of your information.

## **Collecting Your Personal Information**

Personal and health information is collected from you in order to provide you with chiropractic services, including assessment, treatment and ongoing recommendations. You will always be asked for this information directly or asked to provide consent to collect information from others if circumstances warrant indirect collection. The following information will be collected when necessary:

- contact and mailing information such as name, address, telephone numbers, fax numbers and email addresses
- Alberta Health Care Number
- medical history and health concerns
- credit information for payment
- any other relevant information which is necessary to provide you with chiropractic services.

## **Safeguarding Your Personal and Health Information**

Every reasonable effort will be made to ensure your personal and health information is kept secure at all times to prevent any loss, misuse, disclosure, modification or unauthorized access.

Note: Our privacy policy does not cover content that is transmitted via email to our office. Email does not have the same encryption and security protocols and should not be used to transmit sensitive information.

Access to your personal and health information is limited to Dr. Andrea Sargent through a secure onsite terminal, which is password protected. Personal and health information will never be transported on an unencrypted portable storage device and will be retained only as long as is reasonable to fulfill the purposes for which the information was collected or for legal or business purposes. Appropriate security measures are used when destroying personal and health information, including shredding paper records and permanently deleting electronic records.

Information is stored in a cloud-based electronic file management system on secure servers by Cliniko. Cliniko runs completely under HTTPS, which means data is 256-bit encrypted during transfer. Cliniko data is backed up daily. All content and data will be deleted by Cliniko within 90 days after cancellation or termination of the agreement with Dr. Andrea L. Sargent. Data stored on servers that reside in the USA may be subject to US access legislation.

## **Accessing Your Personal and Health Information**

You have the right to access your personal and health information that is held by us. Please note that if you require copies of such information, a nominal fee may be charged based on the volume of information requested. You may make a request for access to your personal and health information in writing to Dr. Andrea L. Sargent.

## **Updating Your Personal and Health Information**

We will do our best to ensure that your personal and health information is correct and kept current. If your personal information changes, please inform us of the change and any other information you feel is necessary. Also, if any personal or health information is incorrect, then please provide the correct information.

## **Research**

Requests from researchers to access personal or health information, even in aggregate form, will not be accommodated.

## **Controlling Your Personal and Health Information**

All personal and health information requested is collected under the authority of Alberta's *Health Information Act* and the *Personal Information Protection Act* for the purposes of providing chiropractic services. If you have any questions about the collection, use or disclosure of your personal or health information, please contact Dr. Andrea L. Sargent at [info@drandreasargent.com](mailto:info@drandreasargent.com) or 403-455-4779.

## **Social Media Policy**

We are not responsible for any information collected by social networks on which we maintain a social media presence. These include, but are not limited to, Facebook, Google, Twitter, Pinterest, and LinkedIn. Each social network has its own privacy policy and it should be read before creating an account on the network. We are not responsible for any marketing or retargeting performed by a social network after you have visited our pages.

## **Changes to This Policy**

Please note that this Privacy Policy may change from time to time. While we expect most such changes will be minor, we will post any Policy changes on this page.

If you have more questions about your privacy rights in Alberta please contact the Office of the Information and Privacy Commissioner of Alberta at:

Suite 2460, 801 - 6 Avenue, SW

Calgary, Alberta T2P 3W2

Phone: 403-297-2728

Toll Free: 1-888-878-4044

Email: [generalinfo@oipc.ab.ca](mailto:generalinfo@oipc.ab.ca)

Website: [www.oipc.ab.ca](http://www.oipc.ab.ca)