

Statement Of Information Practices & Patient Privacy Rights

1. Our Commitment to Privacy

Junction Family Dental Care is committed to protecting the privacy and confidentiality of your personal health information in accordance with Ontario's Personal Health Information Protection Act, 2004 (PHIPA).

This public statement describes our information practices and your privacy rights.

2. How We Collect, Use & Disclose Information

We collect, use, and disclose only the personal health information reasonably necessary to:

- identify you and provide or coordinate dental care;
- communicate with you and health-care providers involved in your care;
- schedule, confirm and administer appointments;
- process payments, insurance claims and pre-determinations;
- maintain records, support quality assurance and operate the practice; and
- meet legal, regulatory and professional obligations.

We obtain consent when required and collect, use, or disclose personal health information without consent only when permitted or required by law. Staff members and authorized service providers may access information only as needed for their duties and are expected to protect its confidentiality.

3. Protecting Your Information & Your Rights

We use reasonable administrative, physical and technical safeguards to protect personal health information against theft, loss and unauthorized access, use, disclosure, copying, modification or disposal. We retain and securely dispose of records in accordance with legal and professional requirements and respond to privacy breaches as required by law. Subject to applicable law, you may:

- ask how your information is collected, used or disclosed;
- request access to your personal health information;
- request correction of information that is inaccurate or incomplete;
- withdraw or limit consent where permitted; and
- raise a privacy concern or complaint.

4. Questions, Access Requests, or Complaints

Privacy Officer

Dr. Shanny Chang

Junction Family Dental Care

1 St. John's Rd., Suite 101, Toronto, ON M6P 1T7

Telephone: 416-763-4000 | E-mail: info@TheJunction.Dentist

Contact our Privacy Officer to ask a question, request access or correction, or make a privacy complaint.

Information and Privacy Commissioner of Ontario

2 Bloor Street East, Suite 1400, Toronto, ON M4W 1A8

Telephone: 416-326-3333 | Toll-free: 1-800-387-0073 | Website: www.ipc.on.ca

The current statement is available on our website and from our office.