

ENERGIZE HEALTH PRIVACY POLICY

Energize Health is committed to building relationships with our patients. These relationships are built on trust and respect. Part of how we establish trust and respect with you is by telling you what information we require from you, how this information will be handled, and how this information will be kept safe. We know that the privacy of your personal information is very important and we want you to know that we take privacy very seriously.

The Energize Health Privacy Policy (“Privacy Policy”) explains the types of personal information we collect, how it is used, and the steps we take to ensure your personal information is handled appropriately.

COLLECTING PERSONAL INFORMATION

At Energize Health, we collect personal information to better serve your needs. In order to provide you with the best care possible, we may collect the following information:

- Contact and mailing information such as name, address, telephone numbers, email addresses and emergency contact information
- Current health status information and information about any previous conditions,
- Insurance plan information such as plan number, contract number and insurance company,
- Credit card information
- Health information gathered in the course of providing care,
- Any additional health and clinical information gathered from other sources.

We may need to collect other personal information depending on the circumstances, but we will ask you directly and ensure that you agree.

SAFEGUARDING YOUR PERSONAL INFORMATION

Energize Health makes sure your information is protected and kept private at all times. We achieve this by keeping our records secure and having up to date computer security such as passwords, 256 bit encryption and firewalls. Your information is kept confidential between you and your clinician. Any or all of your healthcare information will only be disclosed at your direction, unless otherwise required by law.

CONTROLLING YOUR PERSONAL INFORMATION

We believe that part of establishing trust and integrity comes from allowing you to control your own personal information. As such, we will collect information about you on a voluntary basis. If you have questions or concerns about the handling of your personal information or wish to withdraw your consent, please contact us, we would be happy to assist you.

ACCESSING YOUR PERSONAL INFORMATION

Energize Health provides you the opportunity to access your personal information that is held by us. If you require a copy of such information or further information, please contact us. Please note that a nominal fee may be charged based on the volume of information requested. If you have more questions about your privacy rights in Alberta please visit the website of the Office of the Information and Privacy Commissioner at www.oipc.ab.ca.

UPDATING YOUR PERSONAL INFORMATION

Energize Health will do its best to ensure that your personal information is correct and kept current. A clinic representative would contact you to verify your personal information before any decisions are made or action is taken based on that information. We will keep your information as long as necessary to continue to meet your needs as a patient and any legal requirements we may have. However, once your personal information is no longer needed, we will destroy it. If your personal information changes, please inform us of the change and any other information you feel is necessary. Also, if your personal information is incorrect, please notify us of the correct information.

You may be asked to fill out a new Health History Form on a yearly basis to ensure the clinic is up to date on any changes in your current health status. We use health history information when we develop treatment plans to help you achieve your personal health goals, and as such, it is very important for the clinic to have up-to-date and accurate health information at all times to ensure we are providing you the best clinical care possible at all times, safely.

If you have any questions about our clinic's privacy policy, please contact us.