CANADIAN MENTAL HEALTH ASSOCIATION
ASSOCIATION CANADIENNE POUR LA SANTÉ MENTALE
Haldimand-Norfolk Branch

395 Queensway West
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Public Statement – Personal Health Information

General Practices:

Canadian Mental Health Association, Haldimand-Norfolk Branch (herein referred to as 'CMHA HN') is regulated by the Personal Health Information Protection Act (PHIPA). The Act is intended to help keep the personal health information of service participants private, confidential and secure by imposing rules relating to its collection, use and disclosure.

Personal health information is collected, disclosed and used by CMHA HN with consent, except in limited circumstances as specified in the PHIPA regulations. This information is utilized and necessary to provide effective and accountable program service delivery. A service participant may withdraw consent at any time by providing notice to CMHA HN.

CMHA HN safeguards personal health information to protect against unauthorized use, disclosure, copying, modification, theft and loss.

Contact Person:

CMHA HN has an assigned personal health information contact person. Individuals should direct any inquiries or complaints pertaining to personal health information to the contact person via the CMHA HN office. Our office is located at 395 Queensway W, Simcoe ON N3Y 2N4. Phone: 519-428-2380.

Access to Records:

A service participant of CMHA HN can request access to his or her record of personal health information. Requests must be provided in writing to the Contact Person. A review of the record will be made available in compliance of the PHIPA regulations within thirty days.

Correction of Records:

Service participants can request a correction to their record of personal health information when they believe an error or omission has occurred. The request must be provided in writing to the Contact Person and is subject to the PHIPA regulations.

Contacting the Information and Privacy Commissioner:

Complaints regarding the use, collection, disclosure, modification, retention or disposal of personal health information can be submitted in writing to the Information and Privacy Commissioner at:

Information and Privacy Commissioner/Ontario
2 Bloor Street East
Suite 1400
Toronto, Ontario
M4W 1A8