**Privacy Policy**

Ireland Manual Physiotherapy is dedicated to providing excellent care while maintaining the privacy of our clients. Personal information is only collected to the extent necessary to effectively assess and treat our clients. Ireland Manual Physiotherapy is committed to collecting, using and disclosing personal information responsibly in accordance with the policies outline below.

In order to provide our clients with the best possible physiotherapy care, Ireland Manual Physiotherapy needs to collect personal information that includes past medical and family medical history, related medical imaging and diagnostic testing, and current abilities and limitations. With this information, a comprehensive assessment can be completed and decisions can be made regarding how to proceed safely with treatment.

Clients' personal information is only released with their signed permission. A signed consent form is required to obtain reports and imaging related to the current health problem. It is our clients' right to withhold or withdraw consent to disclose personal health information. To do so, clients are required to provide a written request to the Privacy Officer.

Ireland Manual Physiotherapy also collects information for other purposes such as:

* Invoicing clients for services provided.
* Reminding clients of upcoming or missed appointments.
* Following up on care.
* Collecting unpaid accounts.
* Disclosing information required by third party payors including WSIB and automobile insurers if a claim is submitted through them. These third party payors pay the cost of treatment and have your consent or the authority to direct Ireland Manual Physiotherapy to disclose certain personal information to ensure clients are entitled to payment.
* Providing clinic information if requested.

As required by the Regulated Health Professions Act, Ireland Manual Physiotherapy keeps client information for ten years (or ten years after the 18th birthday for minors). This allows information to be available if it is needed at a later day for further treatment.

The following steps have been taken by Ireland Manual Physiotherapy to ensure the privacy of our clients:

* Staff and associates are trained to collect, use and disclose personal information discretely and only as necessary.
* Client files are stored when not in use and are accessed only by required parties as needed.
* Unnecessary paperwork is shredded.
* Information stored electronically is password protected and is deleted when it is no longer needed. Hard drives are destroyed when they are no longer needed so that information cannot be accessed or duplicated.

If you have questions about our privacy policy or your personal information on file please contact Corey Ireland, Clinic Owner and Privacy Officer, at 519-733- or email:.

If, after contacting us, you feel that your concerns have not been addressed to your satisfaction, you have the right to complain to the Information and Privacy Commissioner of Ontario. The Commissioner can be reached at:

2 Bloor Street East, Suite 1400

Toronto, ON

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Phone: 1-800-387-0073

Fax: 416-325-9195