



HARVEST  
MEDICINE

## PRIVACY POLICY

This policy outlines how we protect the privacy of your personal information and medical record. Every one working for this office is required to adhere to the protections described in this policy. If you have any questions regarding our privacy practices, please contact your doctor or one of our staff.

### COLLECTION, USE AND DISCLOSURE OF PERSONAL INFORMATION

#### What personal information do we collect?

We collect the following personal information:

- **Identification** and **Contact** information (name, address, date of birth, emergency contact, etc.)
- **Billing** information (provincial plan and/or private insurer)
- **Health information** (symptoms, diagnosis, medical history, test results, reports and treatment, record of allergies, prescriptions, etc.)

When and to whom do we disclose personal information?

**Implied consent for provision of care:** By virtue of seeking care from us, your consent is implied (i.e., assumed) for your information to be used by this office to provide you with care, and to share with other providers involved in your care.

**Disclosure to other health care providers:** Relevant health information is shared with other providers involved in your care, including (but not limited to) other physicians and specialists, pharmacists, advisers, lab technicians, nutritionists, physiotherapists, occupational therapists.

**Disclosures authorized by law:** There are limited situations where we are legally required to disclose your personal information without your consent. These situations include (but are not limited to) billing provincial health plans, reporting infectious diseases and fitness to drive, or by court order.

**Disclosures to all other parties:** Your express consent is required before we will disclose your information to third parties for any purpose other than to provide you with care or unless we are authorized to do so by law. Examples of disclosures to other parties requiring your express consent include (but are not limited to) third party medical examinations, provision of charts or chart summaries to insurance companies, enrollment in research studies and trials.

#### Can you withdraw consent?

You can withdraw your consent to have your information shared other health care providers or other parties at any time, except where the disclosure is authorized by law. However, please discuss this with your physician first.

## **Patient Rights**

How do you access the personal information held by this office?

You have the right to access your record in a timely manner. If you request a copy of your record, one will be provided to you at a reasonable cost. If you wish to view the original record, one of our staff must be present to maintain the integrity of the record, and a reasonable fee may be charged for this access. Patient requests for access to the medical record can be made in writing, directed to the physician.

Limitations on access

In extremely limited circumstances you may be denied access to your records, but only if providing access would create a significant risk to you or to another person.

What if you feel your record is not accurate?

We make every effort to ensure that all of your information is recorded accurately. If an inaccuracy is identified, you can request that a note be made to reflect this on your file.

## **Office Safeguards**

How long do we keep information?

We retain patient records as required by law and professional regulations.

## **Complaints Process**

If you believe that this office has not replied to your access request or has not handled your personal information in a reasonable manner, please address your concerns first with your doctor.

You may also choose to make a complaint to your provincial/territorial college.

## **Digital Marketing**

### **Information collection & security:**

Names & emails are securely collected solely for Harvest Marketing digital marketing initiatives. Digital contact information is never shared or used for reasons outside this privacy policy, quarterly update newsletters, education webinar promotion, or Harvest Medicine company updates.

To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

Harvest Medicine's website is secured by use of technology recognized in the industry. Access to your Information is provided to authorized personnel only, and this, solely for the purposes mentioned in this Policy or dictated by the service offered. Although no method of transmission over the Internet or electronic storage is 100% secure, we follow all Privacy Act and PIPEDA (Personal Information Protection and Electronic Documents Act) and PHIA (Personal Health Information Act) requirements and implement additional generally accepted industry standards.

**Disclosure:**

We may disclose your personal information if we are required by law to do so.

**Consent:**

***Withdrawing consent for digital communications:*** A person may unsubscribe at any time from newsletters, webinars (medical cannabis education, healthcare professionals), or all digital marketing campaigns.

***Opting out:*** You may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at any time, by contacting our patient care team at [info@hmed.ca](mailto:info@hmed.ca) or mailing us at: Harvest Medicine Inc., PO Box 60038, RPO Queen Beverley, TO, ON, M5V 0C5

Harvest Medicine will preserve your Information only for the period essentially needed for the purpose for which it has been designed.

The Information collected in the context of statistical analysis may be kept for an undetermined period, but these shall not allow to identify you or to accede to other information that concerns you personally.

Upon unsubscribing, contact information will be permanently deleted from active marketing campaigns and moved to a no-contact list to ensure no further communications.

**Contact**

If you would like to: access, correct, amend or delete any personal information we have about you, register a complaint, please contact our Patient Care team at [info@hmed.ca](mailto:info@hmed.ca)

For enquiries about this policy, please contact the manager:

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