

## Privacy Policy

Privacy of personal information is an important principle to Dr. Neljak. She is committed to collecting, using, and disclosing personal information responsibly, and only to the extent necessary for the services provided. She strives to be open and transparent about how personal information is used/managed. This document describes Dr. Neljak's privacy policies.

### What is Personal Health Information?

"Personal Health Information" means identifying information about an individual in oral or recorded form, if the information,

- (a) relates to the physical or mental health of the individual, including information that consists of the health history of the individual's family,
- (b) relates to the providing of health care to the individual, including the identification of a person as a provider of health care to the individual,
- (c) is a plan of service within the meaning of the *Home Care and Community Services Act, 1994* for the individual,
- (d) relates to payments or eligibility for health care, or eligibility for coverage for health care, in respect of the individual,
- (e) relates to the donation by the individual of any body part or bodily substance of the individual or is derived from the testing or examination of any such body part or bodily substance,
- (f) is the individual's health number, or
- (g) identifies an individual's substitute decision-maker.

Personal Health Information is collected for the purpose of providing assessment and psychotherapeutic services. In addition, if you choose to contact Dr. Neljak by email, telephone or otherwise, records may be kept to fully address the subject matter.

Personal information is different from business information (e.g., an individual's business address and telephone number). This is not protected by privacy legislation.

### Consent

Your provision of Personal Health Information, as well as the use of Dr. Neljak's website and services offered by the site, constitutes implied consent for the collection, use, and disclosure of Personal Health Information for all of the identified purposes.

If at anytime you wish to withdraw your consent to the collection, use and disclosure of your Personal Health Information (for the purposes listed below), please contact [info@neljakpsychology.com](mailto:info@neljakpsychology.com).

### **Use of Personal Health Information**

Dr. Neljak may use your Personal Health Information for the following purposes:

- To develop and maintain her relationship with you and to communicate with you. For example, she may send you a responding email;
- If you indicated that you were interested in receiving information about services, she may send you information that she feels may be of interest to you; and
- In accordance with applicable legislation, Personal Health Information may be used if she has reasonable grounds to believe the information could be useful when investigating a contravention of a federal, provincial or foreign law, or in order to protect or defend a legal interest.

### **Disclosure of Personal Health Information**

Dr. Neljak will not sell, license, trade or rent your Personal Health Information to or with others. Dr. Neljak will disclose your Personal Health Information to third parties:

- Where you have specifically given your consent to disclose your Personal Health Information for a designated purpose;
- Who are acting on behalf of as service providers, solely to enable her to more efficiently provide you with the service you have requested; or
- As required by law, including by an order of any court, institution or body with jurisdiction or authority to compel the production of information, or in order to protect or defend a legal interest.

There are situations in which Dr. Neljak may disclose Personal Health Information without the consent of an individual. These situations include those in which the health and safety of an individual is at risk. For further information on such situations, please refer to the Information and Privacy Commission of Ontario's website.

### **Cookies**

When you visit Dr. Neljak's website please note that cookies may be used on some pages of the site. "Cookies" are small text files placed on your hard drive that assist in providing a more customized website experience. Cookies are used to make navigation of the website easier and to facilitate efficient registration procedures.

### **Updates and Changes**

You can help Dr. Neljak maintain the accuracy of your Personal Health Information by updating your information as needed. With only a few exceptions, you have the right to access your clinical file and see the personal information held about you. Often all you have to do is ask. Sometimes you may be asked to put your request in writing. Dr. Neljak will help you understand any information you do not understand (e.g., short forms, technical language, etc.). If Dr. Neljak cannot give you access, she will tell you within 30 days if at all possible and tell you the reason, as best she can. Dr. Neljak reserves the right to charge a nominal fee for such file requests.

If you believe there is a mistake in the information, you have the right to ask for it to be corrected. This applies to factual information and not to any professional opinions Dr. Neljak may have formed. Dr. Neljak may ask you to provide documentation that the files are wrong. Mistakes to the file will be corrected and, where appropriate, notify anyone to whom was sent this information. Dr. Neljak will agree to include a brief statement from you on your file when agreement about a mistake cannot be reached and, as appropriate, forward that statement to anyone else who received the earlier information.

Dr. Neljak reserves the right to modify this Privacy Policy at any time without notice. The Privacy Policy posted at [www.neljakpsychology.com](http://www.neljakpsychology.com) shall be deemed to be the Privacy Policy then in effect.

### **Legislation**

The *Personal Health Information Protection Act* governs the manner in which personal health information may be collected, used and disclosed in the province of Ontario. To the extent that any provision of this policy conflicts with *PHIPA*, *PHIPA* will govern.

### **Contact Her**

If you have any questions, concerns, or complaints about your privacy or the use of your Personal Health Information, you may contact Dr. Neljak at [info@neljakpsychology.com](mailto:info@neljakpsychology.com).

If you have a concern about the professionalism or competence of Dr. Neljak's services, she asks you to discuss those concerns with her directly. If Dr. Neljak cannot satisfy your concerns, you are entitled to bring your issue to:

The College of Psychologists of Ontario  
110 Eglinton Avenue West, Suite 500  
Toronto, Ontario M4R 1A3  
Phone: (416) 961-8817 | (800) 489-8388 | Fax (416) 961-2635  
[www.cpo.on.ca](http://www.cpo.on.ca)

For more general inquiries, the Information and Privacy Commissioner of Ontario oversees the administration of the privacy legislation. The Commissioner also acts as a kind of ombudsman for privacy disputes. The Information and Privacy Commissioner can be reached at:

Information and Privacy Commissioner of Ontario  
2 Bloor Street East, Suite 1400  
Toronto, Ontario M4W 1A8  
Phone (416) 326-3333 | 800-387-0073 | Fax (416) 325-9195 | TTY (416) 325-7539  
[www.ipc.on.ca](http://www.ipc.on.ca)