



ANORAH CARE PRIVACY POLICY

COMMITMENT TO PRIVACY

AT ANORAH CARE, WE TAKE YOUR PRIVACY SERIOUSLY. WE ARE COMMITTED TO PROTECTING THE PERSONAL INFORMATION YOU SHARE WITH US AND ENSURING IT IS HANDLED WITH THE UTMOST CARE. OUR PRACTICES COMPLY WITH ALL RELEVANT PRIVACY LAWS, INCLUDING THE PERSONAL INFORMATION PROTECTION AND ELECTRONIC DOCUMENTS ACT (PIPEDA), THE PERSONAL HEALTH INFORMATION PROTECTION ACT (PHIPA), AND OTHER APPLICABLE PRIVACY REGULATIONS. WE ALSO FOLLOW INTERNATIONAL STANDARDS SUCH AS THE EUROPEAN UNION'S GENERAL DATA PROTECTION REGULATION (GDPR) TO ENSURE THE BEST PROTECTION FOR YOUR INFORMATION.

OUR RESPONSIBILITY

WE ARE DEDICATED TO MAINTAINING THE CONFIDENTIALITY AND SECURITY OF YOUR PERSONAL INFORMATION. EVERY EMPLOYEE AT ANORAH CARE IS RESPONSIBLE FOR KEEPING YOUR DATA PRIVATE AND SECURE. WE MAKE SURE THAT ALL OF OUR TEAM MEMBERS UNDERSTAND THEIR PRIVACY OBLIGATIONS AND FOLLOW OUR STRICT POLICIES TO PROTECT YOUR PERSONAL INFORMATION. WE CONTINUOUSLY REVIEW AND UPDATE OUR PRIVACY PRACTICES TO STAY ALIGNED WITH CURRENT LAWS AND INDUSTRY STANDARDS.

INFORMATION WE COLLECT AND WHY

ANORAH CARE ONLY COLLECTS THE INFORMATION NECESSARY TO PROVIDE YOU WITH THE SERVICES AND CARE YOU REQUEST. THIS INCLUDES DETAILS ABOUT YOUR HEALTH, DAILY LIVING NEEDS, AND PREFERENCES TO HELP US CREATE A PERSONALIZED CARE PLAN. FOR SERVICES LIKE HOME SUPPORT OR NURSING CARE, WE MAY NEED TO CONDUCT HEALTH ASSESSMENTS OR GATHER OTHER RELEVANT INFORMATION TO ENSURE WE PROVIDE THE APPROPRIATE CARE. WE WILL ALWAYS ASK FOR YOUR CONSENT BEFORE COLLECTING SENSITIVE INFORMATION.

IF ADDITIONAL INFORMATION IS REQUIRED FOR ANY OTHER PURPOSE, WE WILL ASK FOR YOUR PERMISSION FIRST.

CONSENT TO USE YOUR INFORMATION

WHEN WE START PROVIDING SERVICES, WE WILL ASK YOU TO SIGN A CLIENT CONSENT FORM. THIS ALLOWS US TO USE YOUR PERSONAL INFORMATION SOLELY FOR THE PURPOSE OF PROVIDING CARE AND SERVICES. YOU CAN WITHDRAW OR CHANGE YOUR CONSENT AT ANY TIME, AND WE WILL EXPLAIN WHAT THAT MEANS FOR YOUR CARE.

IN CASES WHERE YOU ARE UNABLE TO PROVIDE CONSENT (E.G., DUE TO AGE OR HEALTH), CONSENT WILL BE OBTAINED FROM A LEGALLY AUTHORIZED REPRESENTATIVE, SUCH AS A GUARDIAN OR POWER OF ATTORNEY.

HOW WE USE YOUR PERSONAL INFORMATION

YOUR PERSONAL INFORMATION IS USED ONLY TO PROVIDE THE SERVICES YOU REQUEST AND TO IMPROVE THE QUALITY OF CARE YOU RECEIVE. WE SHARE YOUR DATA ONLY WITH THE PROFESSIONALS WHO ARE INVOLVED IN YOUR CARE.

WE MAY ALSO USE YOUR INFORMATION FOR INTERNAL AUDITS OR QUALITY ASSESSMENTS, BUT THIS IS DONE IN A WAY THAT ENSURES YOUR PRIVACY IS RESPECTED. YOUR PERSONAL DETAILS ARE NEVER USED FOR MARKETING PURPOSES, AND WE WILL NEVER SELL, RENT, OR TRADE YOUR INFORMATION.

SHARING YOUR PERSONAL INFORMATION

WE SHARE YOUR INFORMATION ONLY WITH INDIVIDUALS DIRECTLY INVOLVED IN YOUR CARE. IF WE NEED TO SHARE IT WITH ANYONE ELSE, WE WILL SEEK YOUR PERMISSION FIRST.

IN RARE SITUATIONS, WE MAY BE REQUIRED TO RELEASE YOUR INFORMATION DUE TO LEGAL OBLIGATIONS, SUCH AS A COURT ORDER. IF THIS HAPPENS, WE WILL ENSURE ONLY THE NECESSARY INFORMATION IS SHARED.

IF THERE IS ANYONE YOU DO NOT WANT TO RECEIVE YOUR INFORMATION, YOU CAN LET US KNOW, AND WE WILL RESPECT YOUR WISHES.

HOW LONG WE KEEP YOUR INFORMATION

ANORAH CARE KEEPS YOUR PERSONAL INFORMATION FOR AS LONG AS NEEDED TO PROVIDE CARE. AFTER YOUR SERVICES END, WE RETAIN YOUR INFORMATION FOR AT LEAST SEVEN YEARS (OR LONGER IF REQUIRED BY LAW). FOR CHILDREN, RECORDS ARE KEPT UNTIL THE CHILD REACHES THE AGE OF MAJORITY PLUS SEVEN YEARS. AFTER THIS PERIOD, YOUR INFORMATION WILL BE SECURELY DESTROYED.

WE TAKE STEPS TO ENSURE THAT YOUR PERSONAL INFORMATION IS STORED SAFELY, WHETHER IT IS IN PAPER OR ELECTRONIC FORMAT.

HOW WE PROTECT YOUR INFORMATION

AT ANORAH CARE, WE TAKE EVERY PRECAUTION TO PROTECT YOUR PERSONAL INFORMATION. WE HAVE PHYSICAL, TECHNICAL, AND ORGANIZATIONAL SAFEGUARDS IN PLACE TO PREVENT UNAUTHORIZED ACCESS, USE, OR DISCLOSURE.

- **PHYSICAL SECURITY:** YOUR INFORMATION IS STORED IN SECURE LOCATIONS, ACCESSIBLE ONLY TO AUTHORIZED STAFF.
- **ELECTRONIC SECURITY:** WE USE FIREWALLS, ENCRYPTION, AND PASSWORD PROTECTIONS TO SAFEGUARD ELECTRONIC RECORDS.
- **EMPLOYEE TRAINING:** OUR STAFF IS TRAINED IN THE IMPORTANCE OF PROTECTING YOUR PRIVACY AND MUST FOLLOW STRICT CONFIDENTIALITY POLICIES.

ACCESSING AND CORRECTING YOUR INFORMATION

YOU HAVE THE RIGHT TO ACCESS YOUR PERSONAL INFORMATION AT ANY TIME. IF YOU WOULD LIKE TO REVIEW OR OBTAIN A COPY OF YOUR RECORDS, PLEASE CONTACT YOUR LOCAL ANORAH CARE OFFICE. WE WILL ASSIST YOU IN OBTAINING THE INFORMATION AND HELP CLARIFY ANY DETAILS IF NEEDED.

IF YOU BELIEVE THAT ANY OF YOUR INFORMATION IS INCORRECT OR INCOMPLETE, YOU CAN REQUEST A CORRECTION. WE WILL MAKE THE NECESSARY CHANGES AS QUICKLY AS POSSIBLE.

YOUR PRIVACY RIGHTS

IF YOU HAVE ANY QUESTIONS OR CONCERNS ABOUT HOW ANORAH CARE HANDLES YOUR PERSONAL INFORMATION, OR IF YOU WISH TO WITHDRAW YOUR CONSENT OR MAKE A REQUEST, PLEASE CONTACT ANORAH CARE.