

# Pivotal Minds ASD Treatment Centre

## Privacy Policy

Protecting the confidentiality of our clients' health information is of utmost priority at Pivotal Minds ASD Treatment Centre. We are committed to protecting the privacy of our patients, employees, donors or anyone else in contact with our centre. Our centre complies with the Personal Health Information Protection Act, 2004, ("PHIPA") protecting the privacy and security of the information provided to us by our clients. Please note that our "patient(s)" are children, therefore a parent or other person(s) authorized by law must provide consent to collect, use and/or disclose information on their behalf.

### **Collection of Personal Health Information, Use and Disclosure**

We collect information that is relevant to the work at our centre, and/or as required by legislation. Information may be used for treatment purposes, payment and health care activities. Some of these activities may include:

- assessments and planning/coordination of care
- administrative services (such as planning and managing internal operations)
- business related matters (such as audits)
- conduct evaluations
- coordination of care
- compliance with legal and regulatory requirements as required by law
- other purposes deemed necessary by our centre.

Our standard policy is to obtain written consent from parents and caregivers prior to commencing any therapy or assessment at our treatment centre. If you wish to disclose or transmit information collected or produced regarding your child(ren) to another centre or professional, an authorization form must be signed by a parent or other individual authorized by law. This form can be obtained upon request via [info@pivotalminds.ca](mailto:info@pivotalminds.ca).

A client (or authorized designate) has the choice to agree or refuse to provide information to our centre. A client may also opt to control some of the uses and disclosures of their information. Written authorizations dictating what the client would like control over must be submitted to [Daniella@pivotalminds.ca](mailto:Daniella@pivotalminds.ca). When a client chooses not wish to provide our centre with consent to collect, use or disclose their information, our centre can elect to refuse services to said client.

Our centre may use or disclose your information without your consent or authorization under the following circumstances:

- Child Abuse – If we have reasonable cause to believe that a child(ren) may be abused in any form, or neglected; we are obliged to report such circumstances to authorities.
- Threat to health and/or safety – If a communication is made by a client referencing a specific threat to another individual or themselves and we feel there is potential risk of physical or mental injury (or death), we will make disclosures to authorities or anyone deemed necessary to protect from harm.

- Administrative Proceedings including Judicial Proceedings – If a request for information by any party is made about the evaluation and/or treatment and diagnosis of the patient(s), our centre will comply with court orders.

### **Access to your Record of Information at our Centre**

Access to any records is restricted to Pivotal Minds ASD Treatment Centre. Under PHIPA, the client or authorized person(s) has a right to request access to their record of personal health information. The client also has a right to correct and/or update their information. If a client chooses to amend the record, a written request must be submitted to [Daniella@pivotalminds.ca](mailto:Daniella@pivotalminds.ca). The request will be fulfilled within a 30-day period following receipt.

### **Security**

All reasonable steps are taken to ensure the information provided to us is protected from theft, unauthorized access, copying, disposal or disclosure. Should such events arise, our centre will notify our clients at the first available opportunity to do so.

### **Third-Party Social Media**

Pivotal Minds ASD Treatment Centre's use of social media serves as an extension of its presence on the Web. Social media account(s) are public and are not hosted on our servers. Users who choose to interact with us via social media should read the terms of service and privacy policies of these third-party service providers and those of any applications you use to access them. Pivotal Minds ASD Therapy Centre uses [Twitter](#) and [YouTube](#).

Personal information that you provide to us via social media account(s) may be collected. This information is collected to capture conversations (e.g. questions and answers, comments, "likes", retweets) between you and the centre. It may be used to respond to inquiries, or for statistical, evaluation and reporting purposes. Comments posted that violate Canadian law will be deleted and disclosed to law enforcement authorities. Comments that violate our rules of engagement will also be deleted.

Our centre will not give or sell your information to third parties.

### **Concerns**

For any questions, concerns or complaints regarding the privacy or practices at Pivotal Minds ASD Treatment Centre please contact Daniella Tarquini at [Daniella@pivotalminds.ca](mailto:Daniella@pivotalminds.ca). If a matter cannot be resolved successfully with our centre, please file with The Information and Privacy Commissioner of Ontario, 2 Bloor Street East, Suite 1400, Toronto, ON M4W 1A8. (P) 416-326-3333, (E) [info@ip.on.ca](mailto:info@ip.on.ca).

We reserve the right to change the terms of our Privacy Policy at any time.