



Privacy Statement

The Corporation of the County of Grey (“Grey County”, “we”, “us”, “our”) is committed to protecting the privacy of people and their personal information, including personal health information, through responsible information management practices. This Privacy Statement tells you about the ways in which we collect, use, disclose and otherwise manage personal information.

Application of this Privacy Statement

The privacy practices described in this Privacy Policy will be followed by all healthcare providers and staff at Grey County.

Personal Information

“Personal information” means information about an identifiable individual and includes personal health information. We may collect personal information directly from individuals, or through outside sources such as government agencies or institutions or through other third parties such as employment and other references, employers, investment advisors, service providers and family members. The type of information we may collect includes:

- Name
- Gender
- Date of birth
- Address
- Email address
- Phone number
- Health card number
- Personal and family medical history and health care information
- Payment card information
- Other relevant information, as required.

Collection, Use and Disclosure of Personal Information

We may collect, use or disclose personal information as set out below and as otherwise required or permitted by law. An administrative fee of \$75 may apply for the collection and distribution of PHI to an authorized individual and will be paid by the resident or authorized individual prior to release of information.

Services: In general, we may collect, use and disclose your personal information for the purposes of determining suitability for, planning and delivering seniors-housing related and health care services to you or a family member. In the course of providing these services, your personal information may be shared with health information custodians involved in your care (e.g. another physician or health care practitioner, a health professional or member of your clinical care team, a public hospital, pharmacy, laboratory, or ambulance service), unless instructed otherwise by you. We may also share your personal information for the purposes of contacting your family or a potential substitute decision maker.

Payment: We may collect, use and disclose your personal information for the purposes of facilitating payment for our services.

Internal Operations: We may collect, use and disclose personal information for the purposes of risk management, security or otherwise to improve the quality of Grey County’s services,

including the evaluation and monitoring of those services. For example, we may conduct video recording for security purposes via the use of cameras located in public areas of our residences such as reception and entrance and exit locations.

Communications: We may use personal information to communicate with you about Grey County or our services.

Legal & Compliance: We or our service providers may disclose your personal information where required or permitted by law. For example, we may provide your personal information in response to a search warrant or other legally valid inquiry or order. We may also disclose personal information for certain proceedings and to investigate or prevent actual or suspected loss or harm to persons or property.

Storage of Personal Information

Your personal information may be maintained by Grey County in Canada or by our service providers in Canada or the United States. We use third-parties to provide various services on our behalf. For example, we may use service providers to store our data, authorize and process payments, record telephone calls, process test results and send email communications. When we transfer personal information to service providers, we take reasonable steps to ensure that your personal information is protected from loss, theft or unauthorized access, use, modification and disclosure.

Safeguards

Grey County believes that securing your personal information is a very important part of our job. We have implemented reasonable administrative, technical and physical safeguards in an effort to protect against loss, theft or unauthorized access, use, copying, modification, disclosure and disposal of personal information in our custody and control.

Access & Correction Rights

You may ask to see your personal information or by writing to the Privacy Officer, whose contact information and e-mail address are provided at the end of this Statement.

We may deny or restrict your access to your records in very limited circumstances (e.g., if the information is subject to legal privilege, it is reasonable to believe that disclosure would result in a risk of serious bodily harm to you or another person, if a provincial or federal act prohibits disclosure).

If you believe your record to be inaccurate or incomplete, you may request that the record be corrected. We will make the correction if you demonstrate that the information is inaccurate or incomplete for the purposes for which the information is being used. We may not correct the record if it was not originally created at Grey County and we do not have sufficient knowledge, expertise or authority to correct it; or if the record consists of a professional opinion or observation made in good faith about you.

At your request, we will provide written notice to third parties who received the incorrect information about the correction, to the extent reasonably possible and if the correction could reasonably be expected to have an impact on your ongoing health care or benefits.

Changes to Grey County's privacy practices and this Privacy Statement

Grey County may revise its privacy practices and this Privacy Statement from time to time. We will post a copy of the current Privacy Statement on the Grey County website at www.grey.ca. In addition, you may request a copy of the Privacy Statement currently in effect at any time by contacting us.

Information about Grey County's Website

In general, you can visit our websites(www.grey.ca)without telling us who you are or submitting any personal information. However, we collect the IP (Internet protocol) addresses of all visitors to our Websites and other related information such as page requests, browser type, operating system and average time spent on our Websites. We use this information to help us understand our Website activity, and to monitor and improve our Website.

Our Website uses a technology called "cookies". Cookies may let us know who you are, and may help us personalize your experience on our Website. You may set your Web browser to notify you when you receive a cookie or to not accept certain cookies. However, if you decide not to accept cookies from our Website, you may not be able to take advantage of all of the features of our Website. Our Website also uses web analytics to help us understand your use of our Website and which pages you visit on our Website. The use of these tools helps us optimize and tailor our Website for you and other future visitors to our Website.

Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)

As a municipality, the County of Grey is also bound by MFIPPA which defines personal information.

Questions or Comments

If you wish more information, access to your records or you believe that your privacy rights have not been followed as required by law or as explained in this Privacy Statement, you may contact us at:

Privacy Officer- Corporation of the County of Grey
595 9th Ave. E.,
Owen Sound, ON N4K 3E3
Clerks@grey.ca

You may also make a complaint about our information and privacy practices to the Information and Privacy Commissioner at:

Information and Privacy Commissioner/Ontario
2 Bloor Street East, Suite 1400,
Toronto, Ontario M4W 1A8
Tel: (416) 326-3333 Toll-free: 1-800-387-0073