



**CAN-AM
CRYOSERVICES**

**PERSONAL HEALTH INFORMATION
PROTECTION POLICY**

At CAN-AM Cryoservices Corp. (CAN-AM), privacy of personal information, particularly Personal Health Information (PHI), is an important part of providing you with quality service. The collection and disclosure of PHI is regulated under the Provincial Personal Health Information Protection (PHIP) Act of 2004.

**HOW YOUR PERSONAL INFORMATION
IS COLLECTED AND DISCLOSED**

Information may be collected or disclosed by law, on your behalf or upon your Consent, by electronic means or by phone, mail, courier, fax or in person. This collection or disclosure may include any of the following:

- Inquiries and requests made by you or by your physician/clinic relating to Client Depositor or Andrology products or services, or Donor Sperm products or services.
- Communications regarding service delivery, accounts and payment.
- Disclosure between CAN-AM, your physician/clinic and/or medical laboratories of your health records and medical testing results.

PHI SECURITY

CAN-AM takes steps to protect your personal information from theft, loss and unauthorized access. Additionally, CAN-AM's laboratory records system is inspected annually by the HPFB Inspectorate of Health Canada

COMPLAINTS AND CONCERNS

Under the PHIP Act, you have the right to access, review and make corrections to your Personal Health Information and records, where applicable, or to withhold or withdraw your consent for some stated uses and disclosures. These requests must be made to the Privacy Information Officer *in writing*, by fax or mail. An administrative fee may apply.

Our Privacy Information Officer is available to answer any questions or concerns:

Privacy Information Officer

1057 Main St. W, Suite 102 1-888-245-3471
Hamilton, ON L8S 2B7 F: 905-245-3936

Requests or complaints will be acknowledged in writing and investigated thoroughly. You will receive a written decision or notice within 30 days. If you are dissatisfied with the decision, or believe that CAN-AM has violated your privacy rights, you may submit a complaint to the Privacy Commissioner of Ontario:

**Office of Information and Privacy
Commissioner/Ontario**

2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
Tel: 416-326-3333 | Fax: 416-325-9195
Toll-Free: 1-800-387-0073 (within Ontario)

**PLEASE COMPLETE THE REVERSE SIDE
AND SUBMIT TO CAN-AM STAFF.**

WHY WE COLLECT PERSONAL INFORMATION

- To establish and maintain a responsible relationship with you and to provide ongoing service.
- To communicate with fertility clinics/physicians, laboratories or other Health Information custodians regarding your care and treatment, and to allow us to efficiently follow-up outcome of treatment and billing.
- For instructive, academic and demonstration purposes.
- To plan, administer and evaluate our internal operations, in order to ensure continuous high quality service.
- To obtain payment for your treatment from OHIP, private insurers or others, where applicable.
- To generate billing statements for services rendered or products distributed and to process credit card payments or to collect unpaid accounts.
- To comply with legal and regulatory requirements, including Regulatory Agency Inspections.

