

Privacy and Confidentiality Policy

Protecting your privacy and the personal information we collect on our website or by any other technological means is one of our primary concerns.

This *Privacy and Confidentiality Policy* sets out how the Kirkland Chiro-Health Clinic protects the personal information it holds, taking into account the requirements and applicable privacy laws to which it is subject, as well as any other applicable laws and regulations in this domain.

** This *Policy* does not apply to information that is considered public under these laws.

Responsibility

The Kirkland Chiro-Health Clinic is responsible for the protection of personal information that it holds, or entrusts, as the case may be, to a third party.

The Kirkland Chiro-Health Clinic ensures that its employees, and the third parties with which it does business [Clini-Gestion, Informatique Messely], protect the confidentiality of the personal information to which they have access, regardless of the nature of its medium or the format in which it is accessed.

Personal Information Collected

The following is the list of personal information we may collect: Last name, first name, gender identity, mailing address, email, telephone, credit card number.

Purpose and means by which we collect personal information.

We collect this information: by telephone, file opening or reactivation forms (paper and/or electronically on our website) and through the Clini-Gestion appointment platform.

We use the personal information collected only for the following purposes: Identification, service management and promotions.

Consent - collection, use and disclosure.

The Kirkland Chiro-Health Clinic obtains your consent before collecting, using, or disclosing your personal information to third parties, except as provided by law. Under no circumstances will we use or disclose personal information without your consent unless authorized or required to do so under applicable law.

Active File Information

We retain your personal information for a period of five years after its last use, except where the law provides for a different retention period.

Security measures

We protect your personal information by security measures (physical, technical or administrative) appropriate to the nature of this information, in order to prevent any individual from accessing it, using it, communicating it to third parties when not authorized to do so or to prevent loss or any other breach thereof.

Accessing and/or Correcting Your Personal Information

It is important that the personal information we hold about you is up to date. Please advise us of any changes to your information as soon as possible.

In addition, you can submit a request to:

- access your personal information.
- rectify your personal information.
- withdraw your consent to the use or communication of your personal information.
- commute your file.
- cease the dissemination of your personal information, de-indexing.

by contacting Isabelle Johnson, Privacy Officer, either in person, by phone or by email.

You may contact us about this Privacy and Confidentiality Policy, or make comments, exercise your rights, and/or file a complaint by contacting Isabelle Johnson, Privacy Officer.

** Effective September 22, 2023 and posted on our website www.chirokirkland.com**