

## SPARK's Privacy Commitment to You

SPARK Pediatric Services is committed to protecting your privacy and ensuring the confidentiality of your personal health information. The types of personal health information we collect may include you/your child's name, date of birth, health history, and records of the care provided to you. We collect, use, and disclose personal health information for the following purposes:

- To provide pediatric therapy and family supports to our clients
- To comply with our regulatory obligations to our applicable colleges (College of Occupational Therapists of Ontario, College of Physiotherapists of Ontario, College of Audiologists and Speech-Language Pathologists of Ontario, Ontario College of Social Workers and Social Service Workers)
- To promote our organization, changes to our services, or advise clients of special opportunities (but we will always obtain express consent to do so)
- To conduct quality improvement and risk management activities
- To contribute to the education and development of future and current professionals
- To obtain payment for services provided
- To facilitate the sale of the organization in the event of a change of ownership
- For other purposes permitted by law

We will collect, use, and disclose only as much personal health information as is needed to achieve these purposes. You can withhold or withdraw your consent to the collection, use, or disclosure of your personal health information by contacting us (details below).

### **Access to Health Records**

You have the right to seek access to your health records that we keep and to ask us to correct a record if you believe it is inaccurate or incomplete. Please contact us for more information.

### **Questions or Concerns?**

If you have questions or want to make a complaint about our privacy practices, please contact: Sara Crawford at 289-927-2013.

You also have the right to complain to the Information and Privacy Commissioner of Ontario at the address below if you have concerns about our privacy practices or how your personal health information has been handled:

Information and Privacy Commissioner/Ontario  
2 Bloor Street East, Suite 1400, Toronto, Ontario M4W 1A8  
Telephone: Toronto Area (416/local 905): (416) 326-3333  
Long Distance: 1 (800) 387-0073 (within Ontario)  
TDD/TTY: (416) 325-7539  
FAX: (416) 325-9195  
[www.ipc.on.ca](http://www.ipc.on.ca)

