

OLIVE MEDICAL CENTRE

PHIPA PRIVACY POLICY

Effective Date: June 2026

Privacy Statement

Olive Medical Centre is committed to protecting the privacy and confidentiality of your personal health information in accordance with Ontario's Personal Health Information Protection Act, 2004 (PHIPA). We collect, use, and disclose personal health information only as necessary to provide safe, high-quality healthcare.

What is Personal Health Information?

Personal health information includes information that identifies you and relates to your physical or mental health, medical history, healthcare received, health card number, laboratory and diagnostic results, prescriptions, referrals, billing information, and substitute decision-makers.

Who We Are

Olive Medical Centre is a multidisciplinary medical centre located in Ajax, Ontario, providing Family Medicine, Walk-In Clinic services, and Internal Medicine specialist support. Our physicians, nurses, administrative staff, and authorized service providers access personal information only as required to perform their duties.

Why We Collect Your Information

Your information is collected to provide medical assessment and treatment, maintain accurate health records, coordinate care with other healthcare providers, process insured and uninsured services, meet legal and regulatory requirements, improve quality of care, and contact you regarding appointments or follow-up care.

Consent

By seeking care at Olive Medical Centre, you generally provide implied consent for the collection, use, and disclosure of your personal health information for your healthcare. Express consent will be obtained where required by law or for uses outside your circle of care. You may withdraw consent where permitted by law.

How We Protect Your Information

Our clinic uses administrative, physical, and technical safeguards to protect your information. Electronic records are secured using password protection, encryption where appropriate, role-based access, audit logs, secure backups, and restricted access. Paper records are stored in secure locations and securely destroyed when no longer required.

Electronic Medical Records

Olive Medical Centre maintains electronic medical records to support patient care. Access is limited to authorized individuals. Information shared electronically with laboratories, specialists, hospitals, pharmacies, or Ontario Health services is transmitted using secure methods whenever available.

Retention and Destruction

Medical records are retained in accordance with applicable Ontario legislation and professional requirements. When records reach the end of their retention period, they are securely destroyed so that personal information cannot be reconstructed.

Access and Correction

You may request access to your personal health information or request corrections if you believe information is inaccurate or incomplete. Requests may be made in writing. Fees permitted by law may apply for copies of records.

Privacy Breach

If a privacy breach occurs involving your personal health information, Olive Medical Centre will investigate the incident, take steps to reduce harm, notify affected individuals where required, and comply with PHIPA reporting obligations.

Website and Online Services

Our website may collect limited technical information such as IP addresses and cookies to improve website performance. Information submitted through appointment booking or registration forms is transmitted and stored using secure systems.

Virtual Care and Email

If virtual appointments or email communication are used, reasonable safeguards are employed to protect your information. Although secure systems are used whenever

possible, electronic communication carries inherent risks which will be discussed where appropriate.

Marketing Communications

Olive Medical Centre does not sell patient information. Any optional newsletters or clinic announcements are provided only with your consent where required, and you may opt out at any time.

Questions or Complaints

If you have questions about this Privacy Policy or wish to make a privacy complaint, please contact the Privacy Officer at Olive Medical Centre. You also have the right to contact the Information and Privacy Commissioner of Ontario if your concerns are not resolved.

Contact Information

Olive Medical Centre
Ajax, Ontario

Privacy Officer
Email: admin@olivemedicalcentre.com
Phone: [Clinic Phone Number]
Website: www.olivemedicalcentre.ca

(Note: Update the contact information before publishing.)