

Privacy Policy 1.1 MMC POCT Lab is aware of the importance of protecting patients' privacy and is committed to appropriately handling and safeguarding patients' personal information (which includes personal health information). We will collect, use, store and disclose personal information responsibly, and only as required to provide our services.

1.1. Why Do We Collect and Use Your Personal Information We will only collect patients' personal information for the following purposes:

- to deliver quality medical laboratory services to our clients
- to maintain communication (e.g. test result distributing)
- for teaching and demonstrating purposes on an anonymous basis
- for research, health surveillance and statistical analysis of data purposes
- for administrative / management activities such as planning, resource allocation, reporting or evaluation
- to comply generally with the law and any other requirements mandated by a government authority
- for any other purpose that may be identified to you before or at the time the information is collected

1.2. Consent We will collect, use and disclose your Personal Information only based on your written consent, except where otherwise required or permitted by applicable laws. By providing personal information to us, you agree that we may use it for these purposes outlined above only.

You may withdraw your consent (which must be in writing) so as to prevent the disclosure of some or all of your personal health information to third party practitioners that would otherwise be entitled to receive their personal information for health care purposes.

1.3. Limits to Collection We will limit the collection of personal information to those purposes identified in this Policy. Similarly, your information will not be used or disclosed for purposes other than those for which the information is collected or as required, or permitted, by law.

1.4. Limits to Use, Disclosure and Retention

We will retain your personal information for the periods prescribed by applicable rules and guidelines. These vary depending on the type of tests that we perform for each patient. All information passed its indicated period will be destroyed from our Lab data base.

1.5. Accuracy of Personal Information We ensure that your personal information is as accurate, complete and up to date as possible as is necessary for the purposes for which it is to be used.

1.8. Security of Personal Information We take all reasonable precautions to ensure that your personal information is protected from loss, theft, unauthorized access, modification, use, copying, disclosure or tampering. Patients' information is protected whether recorded on paper or electronically. We have safeguards in place to protect all personal information retained in our facilities, and during their disposal and destruction. Our safeguards include but are not limited to:

- physical safeguards (e.g., locked filing cabinets, alarm systems, restricting access to our office to only authorized employees, vendors or visitors,)
- technical safeguards (e.g., passwords, encryption, firewalls, anonymizing software)
- administrative safeguards (e.g., role-based access, staff training, signing a confidentiality non-disclosure agreement)

1.9. Right of Access To ensure quality of service, we offer our patients in person, telephone, and e-mail access.

In Person: After the test, you can pick up the test result in person and test result will only be given after verifying your ID.

Telephone: We will try to confirm your preferences for leaving phone messages. If this is not possible, then we will try to call you back at a time when you can answer, or we will not identify ourselves as MMC POCT Lab in the message unless we are reporting a critical result.

E-mail: Any confidential information that we send via email over public or external networks will be encrypted. Every recipient will be notified that if they are not the intended recipient, the email is asked to be deleted immediately and any unapproved distribution of the test result will be dealt with BC Privacy Law.

1.10. Privacy Inquiries and Complaints For privacy inquiry or complaint about MMC POCT Lab, please address your question(s) or complaint(s) concerning our compliance with privacy legislation to the Medical Director via:

Confidential e-mails: clinic.midtown@gmail.com **Telephone:** 604-277-9006