

# Privacy Commitment

The **Kenora Chiefs Advisory (KCA)**, **Kenora District Services Board (KDSB)**, **Lake of the Woods District Hospital (LWDH)**, **Northwestern Health Unit (NWHU)**, **Sunset Country Family Health Team (SCFHT)** and **Waasegiizhig Nanaandawe'iyewigamig (WNHAC)** are committed to protecting the privacy and confidentiality of any personal information we collect from our clients.

We only collect personal health information needed for specific purposes related to our client's health care.

Any personal health information provided to the KCA, KDSB, LWDH, the NWHU, the SCFHT or WNHAC, or any information we receive from our health care partners can only be collected, used, or disclosed (meaning shared) in accordance with the **Freedom of Information and Protection of Privacy Act (FIPPA)** and/or the **Personal Health Information Protection Act (PHIPA)** which is Ontario law.

KCA, KDSB, LWDH, NWHU, SCFHT and WNHAC employees are bound by confidentiality and have established policies and practices that further ensure all client health information is kept private and confidential. We are required by law to notify clients if there is a privacy breach.

Clients have the right to make choices and control how their health information is collected, used, and disclosed. It is assumed that when clients receive health care from KCA, KDSB, LWDH, the NWHU, the SCFHT or WNHAC, the client has given their consent (permission) to use their information, unless they tell KCA, KDSB, LWDH, NWHU, SCFHT or WNHAC otherwise; clients have the right to ask that KCA, KDSB, LWDH, the NWHU, the SCFHT or WNHAC does not share some or all of their health information with one or more of the team members, or their external health care providers (such as a specialist).

In some situations, KCA, KDSB, LWDH, the NWHU, the SCFHT or WNHAC will be required to ask for a client's permission to share information, the client may choose to say no. If the client says yes, they may change their mind at any time. However, there may be some cases where KCA, KDSB, LWDH, the NWHU, the SCFHT or WNHAC may collect, use, or share a client's health information without their permission, as permitted or required by law.

Clients have the right to request a copy of their health record; the request must be in writing and sent to the respective agency.

Questions, concerns, or requests for more information about the SCFHT and WNHAC privacy policies and practices can be directed to a **Privacy Officer**:

**Kenora Chiefs Advisory**  
(807) 467-8144

**Northwestern Health Unit**  
(807) 468-3147

**Kenora District Services Board**  
1-800-461-5766

**Sunset Country Family Health Team**  
(807) 468-6321

**Lake of the Woods District Hospital**  
(807) 468-9861

**Waasegiizhig Nanaandawe'iyewigamig**  
(807) 467-8770

If, after contacting any of the above agencies the client feels that their concerns have not been addressed to their satisfaction, they have the right to complain to the Information and Privacy Commissioner of Ontario:

Information and Privacy Commissioner of Ontario  
2 Bloor Street East, Suite 1400, Toronto, ON M4W 1A8  
or visit the IPC website: [www.ipc.on.ca](http://www.ipc.on.ca)



**WAASEGIIZHIG**  
NANAANDAWE'YEWIGAMIG