

SHANNEX

Leading the Way to Better Living

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PRIVACY AND YOU

Privacy is everyone's responsibility. At Shannex, everyone is committed to ensuring the confidentiality and the protection of personal and health information of clients, employees, volunteers and family members. Confidentiality and privacy of information is paramount to the way we do business.

Personal and health information includes details about an identifiable individual. Examples are social insurance numbers or health card numbers, income, employment data, marital and dependent status, health records and financial information.

Our complete policy is available on
our website at
www.shannex.com

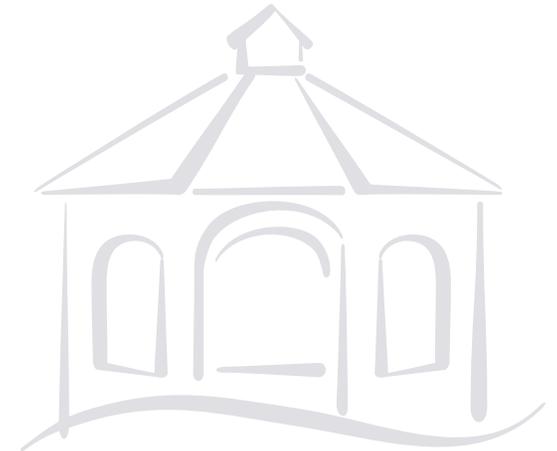
INQUIRIES AND CONCERNS

For any inquiries or concerns you may have about the protection and confidentiality of your personal and health information you may contact:

**PRIVACY OFFICER
48 LOVETT LAKE COURT
HALIFAX, NS
B1S 1B8**

Phone: (902) 454 7499 – then press 8
Email: privacyofficer@shannex.com

PRIVACY AT SHANNEX



CONSENT, USE AND DISCLOSURE

Shannex collects, uses and discloses personal and health information about you with your knowledge and consent. We will not release your information to a third party without your permission, unless it is necessary to fulfill the services Shannex is contracted to provide you (e.g. group benefits, pharmacy, etc.). Consent for the collection, use and disclosure of health information to Shannex staff for the purposes related to client care and treatment is obtained upon admission. Consent to the collection, use and disclosure of personal health information may be given or refused on behalf of a client by a substitute decision maker, if the client lacks the capacity to make a decision.

REQUESTING ACCESS

Upon written request, a Shannex client or employee is able to access their personal and health information held at Shannex whenever possible. An individual is able to review the accuracy and completeness of the information and have it amended as appropriate. If for any reason access to, or amendment of, the information is not possible, we will provide you with a written explanation. Shannex allows authorized staff to access and use personal and health information about you when required to perform their duties. All Shannex employees are required to sign a confidentiality agreement with respect to the collection, use and disclosure of personal and health information, as well as report all attempts at unauthorized access to records and information.

PRIVACY BREACH

There is a process to follow when the privacy of personal or health information may have been breached. The process is as follows:

- A thorough investigation is conducted;
- The source of the breach is identified;
- The information is retrieved and contained where possible; and,
- Corrective action is taken to prevent further breaches from occurring.

Those whose privacy has been breached will be contacted directly and informed about the extent of the breach as well as the immediate and long-term steps that will be taken to correct the situation. This applies to information on the client, employee and the organization. A privacy breach is defined as organizational, personal and/or health information that is being collected, used, disclosed, or retained in ways that do not follow prescribed legislation and organization standards.

RESEARCH

All research conducted within Shannex will adhere to both established standards of the organization, as determined by an internal administrative review, and relevant standards and regulations governing human subject's research in Canada, as determined by an external Research Ethics Board review.

RETENTION, DESTRUCTION, DISPOSAL & DE-IDENTIFICATION

Client, employee and organizational information is stored and maintained in a secure environment and for specified periods of time. Records shall be securely destroyed at the end of their retention period so that reconstruction is not possible. If information is to be retained for purposes other than for which it was collected, it will be de-identified. A record is kept of any individual whose personal health information has been destroyed and includes a summary of the contents, time period, method of destruction and the person/agency responsible for securing the data.

SOCIAL NETWORKING

Shannex has a policy that helps protect clients and employees from potentially harmful social network activity. Employee publications including, but not limited to, postings on blogs and social networking websites must not violate client and employee privacy or confidentiality or negatively impact Shannex's reputation or good will.