

PROHOME[®] HEALTH SERVICES PRIVACY POLICY

General

ProHome[®] Health Services is committed to protecting the privacy of all personal information collected by us and under our possession or control.

In those instances where we may, now or in the future, collect personal information on our website, this Privacy Policy, as posted from time to time on this website, will apply to the collection, use and disclosure of the personal information.

The Canadian Standards Association has set out 10 fair information principles that have been adopted by the Personal Health Information Protection Act (PHIPA).

Personal Information

As used in this policy, “personal information” means information about an identifiable individual, such as age, home address, home phone number, income, ethnic origin, date of birth, race, marital status, fingerprints and medical records.

In general, personal information does not, for example, include the name, title, business address, and business telephone number of an employee of an organization.

Changes to Privacy Policy

We reserve the right to make changes to this Privacy Policy from time to time without prior notification. Please browse through this page each time you visit our website to keep track of any changes. The changes will only affect personal information provided after the change comes into effect.

External Sites

Our website may contain links to other websites. You should review the Privacy Statement / Policy of the other websites as they may differ from ours.

Please be aware that we are not responsible for nor do we make any representations with respect to the privacy practices of other sites.

Cookies

We may, from time to time, collect non-personal information about you and your use of our website through the use of cookies. Cookies are small text files that are placed on your computer's hard drive when you visit websites. Cookies collect and store information about you based upon your browsing patterns and information you provide. We use cookies to enhance our website. Specifically, cookies are used to collect statistical information, track website usage, frequency of page access and plotting by key word search. We do not match or correlate this information with any personal information that you submit on the website. Some browsers may be set to reject most cookies. If your browser is set up that way, most of the features of our website should remain available to you.

1. Accountability

ProHome[®] Health Services is responsible for maintaining and protecting your personal information. The information we collect for clients will differ from employee information. It may include but is not limited to information about an identifiable individual

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2. Identifying Purposes

We identify the purpose for which the personal information is collected before or at the time of collection. For example, should you wish to apply for a position with our organization as listed under the careers section of our website, you will be asked to submit a resume for consideration.

3. Consent

By using our website, you consent to our collection, use, and disclosure of your personal information as set out in this Website Privacy Policy.

4. Limiting Collection

We collect personal information that you provide to us voluntarily whether over the website, by email, mail, fax, telephone or other communication means. Should you deal with our organization apart from browsing our website, a copy of our general privacy policy may be obtained by contacting the Privacy Officer, ProHome Health Services, 700 Clonsilla Ave., Suite 201, Peterborough, Ont., K9J 5Y3, and requesting in writing a copy of our Privacy Policy.

We typically obtain an individual's consent to collect, use or disclose his or her personal information before or at the time of collection. In certain circumstances, consent is sought after the information has already been collected but before use.

We limit the collection of personally identifiable information to those details that are necessary for the purposes identified.

When you visit our site, non-personal information and data may be automatically collected by our website administrator. The type of non-personal information collected includes the date and time of your visit, the address of the website you linked from in coming to our website and the duration of your visit.

5. Limiting Use, Disclosure and Retention

Personal information collected by us is used or disclosed for the purpose for which it is collected or as otherwise permitted or required by law.

We only use or disclose personally identifiable information collected by us for a purpose other than the one identified prior to or at the time of collection, or in ways unrelated to the ones described in this Privacy Policy, if you have consented to such other use or disclosure or as otherwise permitted or required by law.

We do not sell or rent your personally identifiable information or share it with outside parties, except as provided for in the section entitled "Exceptions to Disclosure" as set out below.

We retain personal information for as long as required for the identified purpose or as required by law.

6. Accuracy

We keep personal information we collect as accurate, complete and up-to-date as possible to fulfill the purposes for which it is collected.

7. Safeguards & Security

We protect personal information we collect with security safeguards such as firewalls, secure servers, anti-spam and anti-hacking software.

Keep in mind, however, that personal information transmitted to us by e-mail or otherwise through our website, is transmitted without encryption. In other words, the information is not converted into encoded text but instead is sent in the same form as submitted by you on our site in plain text. As such, we cannot guarantee the security of any information you disclose online and any such disclosure is at your own risk.

8. Openness

Upon request, you may review and verify the accuracy and completeness and request changes to your personal information that is in our possession or control.

9. Challenging Compliance

We will endeavour to respond in a timely manner to questions, concerns and complaints about the privacy of personal information and our privacy policy and procedures.

How to contact us: you may write to ProHome Health Services, 700 Clonsilla Avenue, Suite 201, Peterborough, Ontario K9J 5Y3

If your questions, concerns, or complaints have not been resolved to your satisfaction, you may contact the Chief Privacy Officer at: ProHome Health Services, 700 Clonsilla Avenue, Suite 201, Peterborough, Ontario, K9J 5Y3, 1 (800) 265 9630 or hr@prohome.ca.

Exceptions to Disclosure

We reserve the right to disclose your personally identifiable information in the following situations:

1. to comply with any applicable law, regulation, or court or tribunal order;
2. to protect our intellectual property; or
3. as permitted or required by applicable law.