

# PRIVACY POLICY

## CLINIQUE PODIATRIQUE S. THERRIEN



We are committed to protecting the privacy and security of personal information collected from our customers and employees. This Privacy Policy explains how we collect, share, use, and protect your personal information in accordance with applicable laws and regulations.

Clinique Podiatrique S. Therrien's Privacy Officer ensures the application, compliance, and monitoring of this policy.

### Contact: Sandrine Therrien

Owner and Privacy Officer – Complaints and/or incident reports concerning confidentiality and/or the protection of personal information.

### Information we collect

- Contact information such as your name, postal address, e-mail address, telephone number and age.
- Health information such as medical history, current medications and allergies.
- Insurance information, such as your policy number and insurance company.
- Any medical information relevant to the proper care of patients in the performance of our functions.

### Information sharing

We do not share your personal information with third parties unless it is necessary for the provision of services, such as with insurance companies for claims processing. In addition, certain information may be forwarded to specialists with whom we collaborate.

### Information security

We take reasonable precautions to protect your personal information from unauthorized access, use, or disclosure. Clinique Podiatrique S. Therrien employees record any information that must be kept in digital format for consultation, rental, or administrative purposes on the secure database. Despite this, no security mechanism can guarantee perfect protection and a residual risk will always exist.

### Privacy incident management

A privacy incident is any situation in which Clinique Podiatrique S. Therrien has reasonable grounds to believe that one of the following incidents has occurred: (1) unlawful access to personal information; (2) unlawful use of personal information; (3) unlawful disclosure of personal information; and (4) loss of personal information.

In the event of a privacy incident, Clinique Podiatrique S. Therrien will:

- Take all reasonable measures to reduce the risk of harm being caused and prevent further incidents of a similar nature.
- Notify any individual affected by the privacy incident in accordance with applicable laws and regulations.

### Your legal rights

You have the right to access, modify, or delete your personal information. You may withdraw your consent to the collection and use of your personal information at any time. However, this may prevent us from providing you with adequate services. You have rights in accordance with legal and regulatory requirements. If you wish to exercise these rights, please inform us.

Please note that we reserve the right to modify this Privacy Policy at any time to maintain compliance and reflect any changes to our personal information collection process.

Effective date: September 22, 2023