

Novavita Laboratory Management Corp. and Dr. R.C. Kit Inc. are committed to safeguarding the personal information entrusted to us by our clients. We manage your personal information in accordance with British Columbia's *Personal Information Protection Act* and other applicable laws. This policy outlines the principles and practices we follow in protecting your personal information.

What is personal information?

Personal information means information about an identifiable individual. This includes an individual's name, home address and phone number, age, sex, marital or family status, an identifying number, financial information, educational history, and medical information.

What personal information do we collect?

For our patients, we collect their name, address, phone numbers, age, sex, medical history and financial information. For our employees, we collect their name, address, age, sex, SIN, phone numbers, email address, and contact information.

Consent

For our patients, consent is not obtained during the collection of their information as it is required for the purpose of performing their medical treatments. Consent is collected should the patient request information be sent to a third party unrelated to their actual care (i.e. ICBC, lawyer).

For our employees, consent to disclose is obtained prior to the release of their information to any third party, such as Accreditation Canada.

How do we use and disclose personal information?

We use and disclose patient personal information only for the purposes for which the information was collected, except as authorized by law. For example, we may use patient contact information to deliver medications. The law also allows us to use that contact information for the purpose of collecting a debt owed to our organization, should that be necessary.

We only share patient information with other health professionals or health care institutions to the extent necessary to provide proper health care.

How do we safeguard personal information?

We make every reasonable effort to ensure that patient and employee information is accurate and complete. We rely on our patients and employees to notify us if there is a change to their personal information.

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We protect patient and employee personal information in a manner appropriate for the sensitivity of the information. We make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information.

Access to records containing personal information

Patient Access: Novavita patients have a right of access to their own personal information, subject to some exceptions. For example, organizations are required under the *Personal Information Protection Act* to refuse to provide access to information that would reveal personal information about another individual. Organizations are authorized under the Act to refuse access to personal information if disclosure would reveal confidential business information.

Employee Access: Employees may book a time to meet with the HR Director to review their personnel file. As noted with the patient access, information that would reveal personal information about another individual will not be disclosed. Consent is obtained from personnel prior to the release of information contained in their human resources record.

Questions and complaints

Questions or concerns about any collection, use or disclosure of personal information are submitted to the Olive Operations and HR Director.

Link to Personal Information Protection Act:

http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/10_473_2003

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Approved By:

Medical Approval		
Dr. Renison Chongkit		Jan 24, 2015
Name	Signature	Date

Management Approval		
Bonnie Tam		Jan 24, 2015
Name	Signature	Date

Record of Revisions

Version	Date of Revision/Review	Responsible Person	Revision Description	Signature of Approval
1.0	Jan 15, 2019	BT	Annual Review	
1.0	Jan 6, 2020	BC	Annual Review	Barry Coligado
1.1	April 12, 2021	BT	Annual Review and format change	

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