

JBN PRIVACY POLICY

JBN understands that your privacy is very important to you. We are committed to protecting your personal information. This Privacy Policy guides our conduct in the collection, use and disclosure of personal information we obtain in the course of providing health care services and treatment to you. We want you to understand how we protect your privacy.

TYPE OF PERSONAL INFORMATION COLLECTED

We collect personal information for the Identified Purposes outlined in this policy. The type of personal information that we hold depends upon the nature of your relationship with us, and includes, but is not limited to:

- Name, address and telephone number.
- Date of birth.
- Driver's license number.
- Credit card information.
- Medical and health information.

We use and disclose such information only for the Identified Purposes outlined below.

LIMITING THE COLLECTION, USE AND DISCLOSURE OF PERSONAL INFORMATION.

When you become a patient at our clinic, you consent to allow us to collect, use and disclose your personal information for the following purposes:

- Offering and providing health care services and treatment to you.
- Establishing and maintaining communications with you.
- Verifying your personal information with government agencies (MOH) and other health care providers.
- Facilitating payment of claims for medical services provided.
- Detecting and preventing fraud or other illegal activities.
- Compiling statistics.
- Teaching and demonstrating on anonymous basis.
- Complying with the law or requests of law enforcement agencies or regulators.

When we collect your personal information, we are doing so for all of the Identified Purposes simultaneously.

CONSENT

We ask that you know our Identified Purposes and provide your consent to us before we collect, use or disclose your personal information. You may provide your consent in a variety of ways. We rely on the following actions by you as indication of your knowledge and consent:

- You provide your implied consent when you voluntarily provide personal information to us directly or through your family physician.
- By receipt of this Privacy Policy outlining our Identified Purposes, you give us your implied consent unless you notify us of the withdrawal of your consent.
- We may also ask you for your express consent for a specified purpose.

We will not disclose your medical and health information without your express consent, except for medical emergencies and as required by law.

You may withdraw your consent, but this may limit our ability to provide you with the requested care or treatment. In the event that you wish to withdraw your consent, you should contact JBN Privacy Compliance Officer in writing.

MAINTAINING ACCURATE INFORMATION

JBN will work to keep your personal information as accurate, complete and up to date as is necessary for our Identified Purposes.

PROTECTING YOUR PRIVACY

We are committed to protecting your privacy. We maintain physical, electronic and procedural safeguards to protect your personal information from unauthorized access. Our Clinic uses ClinicalLogic Electronic Medical Records software designed and maintained by Cogient Corp. As a developer of Web-based healthcare software applications, Cogient Corp has special concern for the confidentiality and privacy of each patient health care record. Safeguarding client information is not only a legal requirement, but also an important ethical obligation. Cogient's company security policies and procedures are entirely based on the medical privacy standards established internationally, including PIPEDA in Canada.

At JBN, we review our policies and practices, monitor our computer networks, to help us ensure the safety of your information. We restrict access to your personal information to those employees whom we have determined need to know that information to provide services to you. In addition, our employees are bound by a Privacy Code of Conduct. Employees who violate these standards are subject to disciplinary measures.

ACCESSING YOUR PERSONAL INFORMATION

As a patient you have the right to access your information to verify its accuracy and completeness. Please send your written request to JBN Privacy Compliance Officer. We will respond to your request within 30 days. We may charge you for providing access to your personal information. However, we will only do so after first advising you of the approximate cost. There is no charge for verifying and correcting information.

CONTACTING US

If you have a question or complaint regarding our Privacy Policy please contact our Privacy Compliance Officer at:

Privacy Compliance Officer
JBN Medical Diagnostic Services Inc.
2951 Walkers Line, Suite #301
Burlington, Ontario
L7M 4Y1

Phone: 905-331-3101
Fax: 905-319-2499
Email: privacy@jbnmedical.com

If we do not resolve your questions or complaint to your satisfaction, you need to address your concerns to:

The Privacy Commissioner of Canada
112 Kent Street
Ottawa, Ontario
K1A 1H3

Phone: 613-995-8210
Fax: 613-947-6850
Email: info@privcom.gc.ca