

Our Commitment to Your Privacy

At Gotcare, our mission is to deliver the best possible care in the comfort of your home. We believe that high-quality care is built on trust and collaboration.

Protecting your privacy is not just a legal rule for us; it is part of our culture. We view your health information as "your story," and we promise to handle it with the highest respect.

Our Promise to You

- We only collect what we truly need to help you.
- We use the latest technology to keep your data safe.
- We are transparent about who sees your information and why.

Key Takeaway: Your privacy is the foundation of our care. We embed protections into everything we do to ensure your information stays your own.

Your Privacy Rights

At Gotcare, we respect the health privacy laws of every province we serve. To ensure a consistent and high standard of protection for all our patients across Canada, we adhere to the Fair Information Principles. These principles guide how we handle your data and protect your rights to:

- 1. The Right to Know**
You have the right to know why we collect your data and how we use it.
- 2. The Right to Access**
You can ask to see or get a copy of your health records at any time.
- 3. The Right to Correct**
If you find a mistake in your records, you can ask us to fix it.
- 4. The Right to Say "No"**
You can give, withhold, or withdraw your consent for how your data is shared.
- 5. The Right to Complain**
If you feel your privacy has been handled poorly, you have the right to voice your concerns to us or the Provincial Privacy Commissioner.

What We Collect & Why

We only collect the minimum amount of information needed to provide you with safe, high-quality healthcare. Information we collect includes:

- Your name, date of birth, and contact details.
- Your physical and mental health history.
- Care plans and clinical notes from your providers.
- Medication lists and test results.

Why we need this information

- **Direct Care:** To create a personalized care plan that fits your needs.
- **Coordination:** To talk with your doctors or specialists so everyone is on the same page.
- **Safety & Quality:** To check that our services are meeting high safety standards.
- **Administration:** To process payments through your insurance or government funders.

Circle of Care vs. Other Purposes

It is important to understand the difference between sharing for your care and sharing for other reasons.

The Circle of Care: This includes the healthcare providers who are actively treating you (like your nurse, your family doctor, or a specialist). We usually share your information within this "circle" using implied consent, which means we assume you want your care team to work together unless you tell us otherwise.

Secondary Purposes: If someone outside your care team—like a life insurance company or a researcher—asks for your health information, we will never share it without your express consent (your direct verbal or written "yes").

Our Commitment to Your Privacy, Continued

How We Protect Your Story

1. Digital Protections

- **Encryption:** Your data is scrambled into a secret code so only authorized people can read it.
- **Multi-Factor Authentication (MFA):** Our staff must use two forms of ID (like a password and a code sent to their phone) to log in.

2. Physical Protections

- **No Paper Policy:** We do not keep paper health records, which prevents them from being lost, stolen, or left behind.
- **Secure Offices:** Our premises are protected by two levels of secure access.

3. Administrative Protections:

- **Strict Training:** Every Gotcare employee must pass privacy training every single year.
- **Confidentiality Agreements:** All staff sign a legal agreement promising to keep your information confidential.

Key Takeaway: All your information is stored on secure servers located exclusively in Canada.

Sharing Your Information

We only share your information when it is allowed by law or when you have given us permission.

- **Healthcare Providers:** We share with your "Circle of Care" to coordinate your treatment.
- **Insurance & Funders:** We share only the details needed to get your services paid for.
- **Legal Requirements:** In very rare cases, the law might require us to share information (for example, if there is a serious risk of harm).
- **Service Providers:** Sometimes we use outside companies to help us (like a secure software company). These partners must sign strict contracts promising to protect your data just as well as we do.

The Role of the SDM and POA

If a patient is unable to make their own privacy decisions, a Substitute Decision-Maker (SDM) or Power of Attorney (POA) steps in.

How it works:

- **Verification:** Before we share any records with a family member, we must legally verify that they are the authorized SDM or POA.
- **Access:** Once verified, the SDM has the same rights as the patient—they can see records, give consent, or ask for corrections.
- **Updates:** If a patient regains the ability to make their own decisions, we update our records immediately to return control to them.

Key Takeaway for Families: To access a loved one's records, please be prepared to provide legal documents showing you are their POA or SDM.

Our Commitment to Your Privacy, Continued

Your Choices “Limiting Consent”

You are in control of your information. You have several choices regarding how it is handled:

1. Giving or Withdrawing Consent

You can change your mind about who sees your information at any time. Simply let us know, and we will update your file.

2. A Limiting Consent Directive

If there is a specific piece of information you don't want a specific person to see, you can request to limit/restrict access to your health information.

- We will mark that information as restricted.
- Only in a life-threatening emergency can limited/restricted health information be opened without your permission.

3. Correcting Your Record

If you see an error (like a wrong birth date or an incorrect allergy), tell us. We are committed to making sure your health story is accurate.

How to Access Your Records

You have a legal right to see your health records. Here is the simple 3-step process to get them:

1. Submit a Request

Contact our Privacy Officer in writing (email or letter). Tell us exactly what records you are looking for.

2. Verification

We will confirm your identity (or your authority as a POA/SDM) to make sure we aren't giving your data to the wrong person.

3. Receive Your Records

We will respond to your request within 30 days.

Is there a cost? We try to keep this process free or at a very low cost to cover basic administrative expenses.

Gotcare

Still have questions?
We are here to help.

Reach out to Gotcare's
Chief Privacy Officer
for more information:

1-888-819-1244
ext. 107

privacy@gotcare.ca

If we cannot resolve your concern, you may contact your Provincial
Information and Privacy Commissioner

Alberta	780-422-6860	Northwest Territories	867-669-0976
British Columbia	250-387-5629	Nunavut	867-979-3081
Manitoba	204-982-9130	Ontario	416-326-3333
New Brunswick	506-453-2789	P.E.I	902-368-4099
Newfoundland & Labrador	709-729-6309	Saskatchewan	306-787-8350
Nova Scotia	902-424-4684	Yukon	867-667-8468