

What you should know about the collection of your personal information

What you should know about the collection of your personal information

When you receive care and services from our organization, we will collect personal information about you. Sometimes we may ask your family, friends, other organizations to give us information about you, (e.g. copies of records, medication information or test results) or confirm your identity and personal health number with the Ministry of Health.

We collect, use and share your personal information for these reasons:

- Your ongoing care and services
- To keep in contact with you and to help us improve our care and services
- Teaching and education (e.g. training medical students)
- Research (as permitted)
- As required by law (e.g. court order, reportable conditions, etc.)
- To know your eligibility for benefits and services
- Arrange payment

We do this under the *Health Authorities Act, Hospital Act*, and other legislation (e.g. *Hospital Insurance Act, Community Care and Assisted Living Act, Health Act, and Mental Health Act*).

We are committed to protecting the privacy of your information

We will take all reasonable steps to make sure that your personal information is treated confidentially, is only used for the purposes described above and is securely stored as directed by the *BC Freedom of Information and Protection of Privacy Act (FIPPA)*.

If you are a patient in the hospital or residential care, it is standard practice to provide people who phone and ask about you with information confirming your admission and location. *If you do not wish us to release this information, please inform a staff member within Patient Registration or within your care area.*

For more information

If you have any questions about this information, please contact the *Regional Information Privacy Office* at **(250) 519-1870** or our *toll-free Privacy Hotline* number at **1-87-PRIVACY-0 (1-877-748-2290)**