**J. Spape Psychological Services**

204-221 Queen Street, Kingston, Ontario, K7K1B4

647-460-5458 [info@jspape.com](mailto:info@jspape.com)

**PRIVACY POLICY**

This document describes my policy regarding collecting, using and disclosing personal information. Be assured that personal information will be dealt with responsibly and only to the extent necessary for the services provided

**Collecting Personal Information**

The primary purpose of collecting, using, and disclosing personal information is to serve clients (e.g., assessment and treatment). In this regard, you may be requested to complete an interview on your mental health symptoms, background information, current stressors, developmental history, health history, and complete psychological inventories or behavioural rating scales.

The College of Psychologists of Ontario, who regulates my profession may inspect my records. In addition, as a professional, I will report serious misconduct, incompetence, or incapacity of other practitioners. External regulators have their own strict privacy obligations. Sometimes these reports include personal information about client, or other individuals, to support the concern (e.g., improper services). Also, like all organizations, various government agencies (e.g., Canada Revenue Agency, Information and Privacy Commissioner, Human Rights Commission etc.) have the authority to review files and interview staff as part of their mandates.

The cost of my professional services is at times paid for by third parties (e.g., Blue Cross/VAC, private insurance). These third-party payers often have your consent or legislative authority to direct me to collect and disclose to them certain information in order to demonstrate client entitlement to this funding. We will always discuss what information I am required to share as part of this mandate before I share any information.

Clients and other individuals we deal with may have questions about services after they have been received. Client information is retained for a minimum of ten years after the last contact to enable the response to these questions.

Protecting Personal Information

The following steps are taken to protect personal information:

* Paper information is either under supervision or secured in a locked or restricted area. Paper information is converted into digital format as fast as possible to be loaded into the Jane file system.
* Electronic hardware is either under supervision or secured in a locked or restricted area. In addition, passwords are used on computers with multi layers of security.
* Paper information is transmitted through sealed, addressed envelopes. I will attempt to avoid mailing documents and prioritize fax whenever possible.
* Electronic information is transmitted through a direct line or encrypted connection.
* E-mail and video conferencing are used only with permission from the client. Despite precautions taken such as strong passwords, e-mail and video conferencing cannot be considered a secure form of communication.

Retention and Destruction of Personal Information

Client files will be kept for a minimum of ten years. Paper files containing personal information are destroyed by shredding. Electronic information is deleted. Electronic information in stored within the Jane file management system. Jane is compliant with all required PHIPA standards.

Looking at your Information

Your personal health information is yours. You can ask to review your file at any time. You can be helped to identify what records about you are here and help you to understand any information you do not understand (e.g., short forms, technical language, etc.). After confirming your identity, you will be allowed access. A note will be made on file that you have reviewed your file and the date this occurred.

If you believe there is a mistake in the information, you have the right to ask for it to be corrected. This applies to factual information and not to any professional opinions which have been formed. If you continue to have another opinion you may write a letter and this will be added to your file. If you disagree with my clinical judgment or opinion, I am obliged to document your disagreement in your file.

If you have a concern about the professionalism or competence of psychological services, you are asked to discuss those concerns with me. However, if I cannot satisfy your concerns you are entitled to complain to my regulatory body:

The College of Psychologists of Ontario

110 Eglinton Avenue West, Suite 500, Toronto, Ontario, M4R 1A3

Telephone: 416-961-8817 or 1-800-489-8388

Website: www.cpo.on.ca

This policy is made under the Personal Information Protection and Electronic Documents Act. For more general inquiries, you may contact the Information and Privacy Commissioner at:

30 Victoria Street, Gatineau, Quebec

Telephone: 1-800-282-1376

Website: www.priv.gc.ca