



Protection of Clients' Personal Information

AGS Rehab recognizes the importance of privacy of personal information. We are responsible for the personal information we collect, use, maintain and disclose. We are therefore committed to protecting the security and privacy of this information. To ensure this accountability, we have developed this Privacy Statement, and have trained our staff about our policies and practices.

This Privacy Statement governs the collection, primary use, disclosure, retention and destruction of all information. This information will not be used or disclosed for purposes other than that for which it was collected, except by your written consent.

Collection, Use and Disclosure of Personal Information

Primary Purpose and Informed Consent: Our primary purpose for collecting personal information about clients is to assess their rehabilitation needs. With our client's informed, written consent, we collect information about accident/illness history, health history, physical condition and function, and social situation in order to help us assess what the needs are and then to provide the referring party with a report based on that assessment.

We collect the following personal information:

- Identification and Contact information (such as, but not limited to; name, address, date of birth)
- Funding information (such as, but not limited to; claim information, funding restrictions)
- Health information (such as, but not limited to; symptoms, diagnosis, medical history, reports, and treatment)
- Employment information (such as, but not limited to; current and past employment, work related issues, job demands)
- Activities of Daily Living information (such as, but not limited to; daily activities, transportation, elder care, childcare, leisure, self-care).

Protecting Personal Information

We understand the importance of protecting personal information. For that reason, we have taken the following steps:

- Paper information is either under supervision or secured in a locked or restricted area.
- Electronic hardware is either under supervision or secured in a locked or restricted area at all times. In addition, passwords are used on all computers. All of our cell phones are digital, which

have signals that are more difficult to intercept.

- Paper information is transmitted through sealed, addressed envelopes or boxes by reputable companies.
- Electronic information is transmitted either through a direct line or is anonymized or encrypted.
- Our professionals are trained to collect, use and disclose personal information only as necessary to fulfill their duties and in accordance with our privacy policy.
- External consultants and agencies with access to personal information must enter into privacy agreements with us.

Retention and Destruction of Personal Information

We retain your personal information as per our retention policy which is guided by requirements related to law and professional regulations. Your information will be stored at AGS Rehab Solutions' Administrative Office.

We destroy paper files containing personal information by shredding. We destroy electronic information by deleting it and, when the hardware is discarded, we ensure that the hard drive is physically destroyed. Alternatively, we may send some or the entire client file to our customer.

Obtaining Access and Correcting Your Personal Information

With only a few exceptions, you have the right to see what personal information we hold about you. If there is a cost, you will be advised of the amount once the privacy officer has reviewed your written request. Requests for access to your information must be made in writing.

We make every effort to ensure that all of your information is recorded accurately. If there is an error in the information, you have the right to ask for it to be corrected.

Complaints Process

If you believe that AGS Rehab Solutions Inc. has not replied to your access request or has not handled your personal information in a reasonable manner, please address your concerns with our Information Officer. If you are still concerned after contacting the Information Officer, you may also choose to make a complaint to the relevant licensing authority; the provincial privacy commissioner; or the federal privacy commissioner. AGS Rehab is committed to protecting your privacy. Additional information regarding privacy is available on our website – www.agsrehab.com.

Our Information Officer, Gina Greco, can be reached at:



Privacy Statement

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Or visit our website: www.agsrehab.com

Our Information Officer will attempt to answer any questions or concerns.