

## Lifeguard's Privacy Policy.

Guarding your personal information is very important to the staff of Lifeguard. Being assigned the responsibility of providing personal care to our clients is a privilege that we do not take lightly. You have our commitment that any disclosure of personal information will be done only when deemed necessary for the continued provision of high quality health care.

Personal information with respect to home address, gender, age, income, health history etc. is considered by our company to be confidential. This information will not be given to anyone other than Lifeguard staff members who are directly or indirectly responsible for our client care without permission to do so from our client, or the primary caregiver assigned legal responsibility for our client.

### How Do We Protect Your Personal Information?

Lifeguard staff, in addition to going through thorough police and reference checks, must sign 'Professional Conduct' and 'Confidentiality' agreements prior to becoming employed by our company.

Client files are kept either under supervision or secured in a restricted area and locked up after office hours. Electronic hardware is either under supervision or kept in a restricted area at all times. Only office Lifeguard management employees are given access to personal information other than the caregiver(s) assigned to a client's care.

All correspondence, regardless of contents generated by our company is shredded upon discard.

Any agencies doing service work for us, for example, accounting and legal firms, have professional privacy policies in place or have signed a privacy agreement with us.

Should you have a general inquiry concerning the ***Personal information and Electronic Documentation Act***, please contact The Information and Privacy Commissioner's office :

112 Kent Street  
Ottawa, Ontario  
K1A 1H3  
Toll free 1 800 282 1376  
Fax (613) 947 6850