

## **1.0 OUR COMMITMENT TO PRIVACY**

Protecting the privacy and confidentiality of personal information is an important aspect of the way Advanced Rehabilitation Centres (ARC) conducts its' business. Collecting, using, and disclosing personal information in an appropriate, responsible, and ethical manner is fundamental to Advanced Rehabilitation Centres (ARC) daily operations.

Advanced Rehabilitation Centres (ARC) strives to protect and respect the personal information of its team members, clients, suppliers and business partners, and so in accordance with all applicable provincial and federal laws. Each team member of ARC must abide by this organization's procedures and practices when handling personal information.

## **2.0 PURPOSE**

This Privacy Policy informs everyone of ARC's commitment to privacy and establishes the methods by which privacy is ensured. This Privacy Policy applies to all personal information within ARC's possession and control.

*Personal information* is defined as any identifying information about an individual or group of individuals, including name, date of birth, address, phone number, e-mail address, social insurance/security number, nationality, gender, health history, financial data, credit card numbers, bank account numbers, assets, debts, liabilities, payment records, credit records, loan records, opinions, and personal views.

*Business information* refers to: business name, business address, and business telephone number, name of owner, executive officer, and director, job titles, business registration numbers, and financial status. Business information is treated and handled with the same level of confidentiality, privacy, and respect as personal information.

Consent occurs and is obtained when an individual signs an application or other form containing personal information, thereby authorizing ARC to collect, use, and disclose the individual's personal information for the purposes stated on the form or in the Appropriate Use section of this policy.

- Implied consent is granted by the individual when he/she signs an application, form or agrees to the terms of use on a website. This allows ARC to obtain or verify information from third parties (such as banks, credit bureaus, lenders, or insurance companies) in the process of assessing the eligibility of an individual, customer, client, job applicant, or business partner.

## **3.0 APPROPRIATE USE**

Advanced Rehabilitation Centres (ARC) collects and uses personal information solely for the purpose of conducting business and developing an understanding of its clients/partners.

#### **4.0 ELEMENTS**

Personal Information is any information about an identifiable individual. ARC recognizes the sensitivity of Personal Information. It should only be collected and retained for legitimate purposes and must be handled with care and respect. In providing our services it will be necessary to collect and use Personal Information about our clients/partners. In doing so, we are committed to protect your right to have your Personal Information collected and used transparently and responsibly.

Our Privacy Policy ensures that all of your Personal Information is handled properly in accordance with all Federal and Provincial requirements. To the best of our ability it will remain confidential and secure. Our Privacy Policy can be reasonably modified from time to time as may be desired or required. Reasonable notice will be provided of any substantial changes to the terms of the Privacy Policy.

ARC shall not collect, use, or disclose any Personal Information about any party without that party's knowledge and consent, except as herein provided or as may be specifically permitted by applicable law.

#### **4.1 Collection and Use**

ARC collects and uses Personal Information in a lawful manner and only when it is reasonably necessary to do so for the provision of requested services or to comply with applicable laws. This information is general provided voluntarily by a client/partner in applying for our services. However, information relevant to the requested services may also be obtained from authorized representatives and/or appropriate regulatory bodies.

Whenever ARC requests Personal Information, we will explain why that Personal Information is required. The collected Personal Information will be used only for the stated purpose, a requisite ancillary purpose, or for such other purposes to which the client/partner may later consent.

Additionally, 'cookies' from this website may collect non-personal information. A cookie will not collect any information that is not otherwise provided to us. Cookies allow a website to identify repeat visitors through an ID number cached in that computer. Cookies can be disabled or cleared using the tools of any web browser.

#### **4.2 Personal Access**

You are entitled, with certain legal restrictions, to access and review your Personal Information held by ARC. Such legal restrictions include, without limitation, if providing access to your personal information would impede a criminal investigation or result in the disclosure of other protected information. We will respond within a reasonable timeframe to all such requests for access and revision and either provide access to your information or, if permissible, explain why access is denied.

#### **4.3 Disclosure**

It will be necessary for ARC to disclose your Personal Information to certain third-party agents or service providers in carrying out the requested or otherwise permitted uses of Personal Information. Personal Information may also be provided to ARC's professional advisors in connection to its business operations. In any such case, ARC shall ensure that any such party

accessing your Personal Information have appropriate safeguards in place to reasonably ensure the protection of your Personal Information.

ARC shall **not** otherwise disclose Personal Information to third parties for commercial or other reasons, except as may be specifically required to comply with applicable laws. For example, the *Medical Purposes Regulations* may require ARC to disclose a customer's Personal Information to local and/or international law enforcement personnel in certain specific situations.

#### **4.4 Security and Retention**

Threats to Personal Information include loss, theft, inadvertent disclosure, and improper modification. At all times, ARC employs appropriate physical and digital measures to safeguard your Personal Information. Access is limited to authorized personnel.

ARC will not retain any Personal Information, except as may be required by any Federal or Provincial record keeping requirements, longer than is necessary to fulfill the purpose(s) for which the Personal Information was provided. This may involve the retention of your Personal Information for a period exceeding your actual relationship with ARC. Once your Personal Information is no longer required to fulfill the stated purpose or to comply with applicable laws, it will be either destroyed or converted into an anonymous format.

#### **5.0 CONCLUSION**

Any questions or concerns regarding this Website Privacy Policy can be addressed by contacting us at **[1 519 254 2222]**. ARC will investigate and respond to concerns to the best of its abilities about any aspect of the handling of personal information.