

Privacy and Confidentiality Statement

Purpose

Primacare Living Solutions and affiliated Homes are committed to protecting the privacy, confidentiality, and security of personal information and personal health information in accordance with applicable legislation and organizational requirements. This Privacy and Confidentiality Statement provides general information about our commitment to privacy and confidentiality and how individuals may contact us with privacy-related questions, concerns, complaints, or requests.

Our Commitment to Privacy and Confidentiality

Primacare Living Solutions and affiliated Homes maintain privacy and confidentiality policies, procedures, safeguards, and practices governing the collection, use, disclosure, retention, protection, and secure disposal of personal information and personal health information, as applicable. These requirements support the protection of information relating to residents, employees, applicants, families and substitute decision-makers, volunteers, students, service providers, and other individuals who interact with Primacare Living Solutions or an affiliated Home. Access to personal information and personal health information is limited in accordance with applicable legal requirements, organizational responsibilities, and authorized purposes.

Privacy Safeguards

Primacare Living Solutions and affiliated Homes maintain administrative, technical, and physical safeguards appropriate to the information under their custody or control. Privacy and confidentiality requirements apply to information maintained in electronic, paper, verbal, and other forms. Where third-party service providers support organizational systems or services, appropriate privacy, confidentiality, security, and contractual requirements are applied, as applicable to the services provided and information involved.

Privacy Questions, Concerns, Complaints, and Requests

Individuals who have questions, concerns, or complaints regarding privacy practices, or who wish to make a request relating to their personal information or personal health information, may contact the Privacy Officer:

Attention: Privacy Officer

Primacare Living Solutions Inc.

200 Ronson Drive, Ste. 305

Toronto, ON M9W 5Z9

NChandrabalani@primacareliving.com

Changes to This Privacy Statement

This Privacy and Confidentiality Statement may be updated from time to time to reflect changes in legal, regulatory, organizational, or website requirements. The most current version will be made available through this website.

Document Type:	OPERATIONAL DOCUMENT
Classification:	Information Management
Connected Policies:	POL-0025-Privacy and Confidentiality Policy, POL-0023-Information Security and Technology Policy