



---

2751 Gladstone St, Suite 100, Halifax NS B3K 4W6

Phone: 1-800-410-6672 Fax 1-833-333-1996

## Privacy Policy

**Introduction:** All staff at Mentor Clinic are committed to protecting the privacy and security of patients' personal information. This privacy policy outlines the types of personal information we collect, how it is used, and the measures we take to safeguard it.

**Information Collection** We collect personal information that you voluntarily provide to us, which may include:

- **Email Address:** To communicate with you regarding appointments, health updates, and other relevant information.
- **Name, Address and Phone Number:** For identification purposes and to provide personalized care.
- **Date of Birth**
- **Nova Scotia Health Card Number and Expiry Date** (for identification, information sharing and billing purposes).
- **Health Information:** such as medical and family history, current medications, etc. We may also obtain health information about you from other healthcare facilities, such as the drug information system (DIS), lab, diagnostic imaging, hospitals, specialists and other clinicians.

**Use of Information** The personal information we collect is used for the following purposes:

- To provide and manage healthcare services.
- To communicate with you about your health and our services.
- To comply with legal and regulatory requirements.
- We use not-identifiable information to report to the Government of Nova Scotia on the care provided to all patients by our clinic.

**Information Sharing** We do not sell or rent your personal information to third parties. We may share your information with:

- Healthcare providers involved in your care.
- Third parties as required by law, such as regulatory authorities.
- Third parties that you have requested we share your information with (e.g. insurance companies, lawyers, government agencies, etc).

**Data Security** We implement a variety of security measures to maintain the safety of your personal information, including:

- Secure storage systems.
- Restricted access to personal information.
- Regular audits and monitoring of our data protection practices.

**Your Rights** You have the right to:

- Access the personal information we hold about you.
- Request corrections to any inaccurate information.
- Opt-out of certain uses of your information, such as receiving promotional emails.

**Changes to This Policy** We may update this privacy policy from time to time. Any changes will be posted on our website and, where appropriate, notified to you by email.

**Contact Us** If you have any questions or concerns about this privacy policy or the handling of your personal information, please contact our Clinic at 1-800-410-6672.

Please see the following website for more information about Nova Scotia's Personal Health Information Act. [PHIA-Brochure.pdf \(novascotia.ca\)](#)