Request for Support
PRIVACY NOTICE

The Centre for Accessible Learning Algonquin College
Health Service Provider Privacy Notice

HOW WE HANDLE YOUR PERSONAL HEALTH INFORMATION

The CAL collects, uses, and shares your personal health information (PHI) following the Personal Health Information Protection Act (PHIPA). The CAL may also collect, use, and share other non-health related personal information under the Freedom of Information and Protection of Privacy Act (FIPPA).

Access & Use

Access to your PHI is restricted to CAL employees, and Welcome Centre employees if you are accessing CAL at the Ottawa campus. Your PHI will only be accessed or used without your consent when required by law or as necessary to provide services to you. When required by law, the reason must fall within at least one of the following circumstances:

Limits to Confidentiality

- There are reasonable grounds to believe you are likely to harm yourself or another person.
- There are reasonable grounds to believe a child under 16 or a resident in a long-term care or retirement home is at risk of being abused or neglected.
- Your file has been subpoenaed or ordered produced by a court of law or other body with similar power.
- You report sexual abuse by a regulated health professional.

Consultation

There might be times when the CAL may want to ask other people for advice about your care or support if we think they can help you. If we do need to involve others, in most cases we will ask for your permission first before sharing any of your PHI.

Retention & Storage

The PHI you provide will be kept strictly confidential and stored at all times in a secure manner for a minimum of 10 years from the last date of action on your file. Please note that email communications are excluded from the 10-year retention period and can only be saved for two years.

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Termination

Access to the CAL will stop when you finish your academic program, or when you are no longer enrolled in a program of study. If you experience a change in your student status for any reason, reach out to the CAL for guidance about access to service.

These standards apply to all Algonquin College health service providers, whether you access them online or in-person at a physical campus.

CONTACT

If you have any questions or concerns about this form or our practices, please reach out to the Ottawa CAL by email at **welcomecentre@algonquincollege.com**.

For more information on how your data is managed, please refer to our Privacy Policy or contact the College's Privacy Office at **privacy@algonquincollege.com**.