



## Privacy Policy

PLEXIA ELECTRONIC MEDICAL SYSTEMS INC. (also referred throughout as "Plexia") is a web based electronic medical records service provider. We host data for our health care provider clients. Plexia does not own any patient information that is submitted to us through our website, web pages, and any subdomains under Plexia's control. This also includes software developed by Plexia to deliver and provide services to its health care provider clients.

Plexia provides services to its health care provider clients to help manage appointments, personal health records, communications, and other related activities. The information that is submitted through Plexia's service will be held subject to the requirements specified by applicable law, such as the Personal Information Protection Act ("PIPA"), Personal Information Protection and Electronic Documents Act ("PIPEDA"), Health Information Privacy and Management Act ("HIPMA") or any laws that may apply in specific geographic regions.

This Privacy Policy is solely for Plexia and applies to all services provided through Plexia's Website, web pages, and any subdomains under Plexia's control as well as any software developed by Plexia to deliver Plexia Services. This Privacy Policy does not apply to the practices of other companies that Plexia does not own or control. Links to other non-Plexia controlled websites are governed by their own policies. Plexia is committed to protecting the privacy of its users. This includes all individuals and/or entities who are accessing or using Plexia Software and Plexia Websites for any reason. This Privacy Policy is also to help inform all individuals about our practices with respect to how we collect and use personally identifiable information in connection with the use of Plexia services.

### ***Accountability***

Patient information is sensitive by nature. Employees of Plexia who may assist with or provide services for clients and patients are required to be aware of and adhere to the protections described in this policy for the appropriate use and disclosure of personal information.

Plexia recognizes that the health care provider is ultimately accountable for the protection of the health records in his/her possession or within their access. Plexia recognizes the same accountability and responsibility for any personal and non-personal information provided directly to Plexia to provide services directly to the patient on behalf of Plexia's health care provider clients. Plexia educates and trains staff on the importance of protecting personal information.

Plexia employs strict privacy protections to ensure that we protect the confidentiality of any personal information we access in the course of providing our services. We collect, use and disclose personal information for the purposes of providing services for our health care provider clients and their patients.



## ***Collection, Use and Disclosure of Personal Health Information***

For the collection, use and disclosure of your personal health information by your health care provider using Plexia services, please speak to your health care provider about their organization's privacy policy. For the collection, use and disclosure of your personal health information by Plexia using our Plexia Patient Portal Services, please refer to its own dedicated privacy policy:

<http://www.plexia.ca/plexiapatients/legal.aspx?lt=PP&officeid=PLEXIA>

Plexia will not give or sell your individual information to any outside company for its use in marketing or solicitation. We will maintain the confidentiality of your personal information.

## ***Security Measures***

Plexia uses stringent rules for its services to ensure Personal Information is adequately safeguarded. Personal Information in Plexia's custody is protected by security safeguards to prevent loss, unauthorized access, copying or misuse. Access to Personal Information is restricted to personnel who require such access to perform their duties.

## ***Communications Policy***

We are sensitive to the privacy of personal information and this is reflected in how we communicate with our health care providers, patients, others involved in their care, and all third parties.

We protect personal information regardless of the format.

## ***Policy Changes***

Although our commitment to privacy will not change, in order to accommodate changes based on legal precedents and new legislation, or if the products and/or services that we offer changes, we reserve the right to amend this Policy from time to time. The date of the most recent update of this Policy is listed below. If we update this Policy, the Effective Date will be changed to indicate when the last update was made.

## ***Contacting Us***

If you have any questions about this privacy policy, please send an email to [privacyofficer@plexia.ca](mailto:privacyofficer@plexia.ca)

Last Updated: March 8, 2019