

## **Privacy Policy for The Chemist Drugstore**

The Chemist Drugstore, serving the Alberta, Canada community, is committed to the highest standards of privacy, integrity, and security of personal information of our patients, customers, and website visitors.

This Privacy Policy is carefully designed to align with the Personal Information Protection and Electronic Documents Act (PIPEDA), the Health Information Act of Alberta, the Alberta College of Pharmacy (ACP) standards and guidelines, alongside other pertinent federal and provincial privacy legislation. Our objective is to manage and protect personal and health information with utmost transparency, integrity, and care, ensuring we uphold the trust you place in us.

Effective Date: April 4, 2024

Last Revision Date: February 19, 2024

## 1. Information Collection and Use

The foundation of our pharmacy services is built on understanding and meeting the needs of our patients and customers. To achieve this, we collect and use information through various interactions.

### 1.1. Types of Information Collected

#### 1.1.1. Identifying Information

For us to communicate effectively and provide personalized pharmacy services, we collect identifying information. This encompasses your name, address, telephone number, and email address, which are essential for facilitating healthcare services, prescription processing, and maintaining the continuity of care.

#### 1.1.2. Health and Medical Information

The core of our service offering includes the collection of comprehensive health and medical information. This sensitive data includes, but is not limited to, your medical history, current prescriptions, and detailed treatment plans. Collecting this information allows us to provide accurate, safe, and personalized healthcare services tailored to your specific needs.

#### 1.1.3. Financial Information

To streamline our billing and payment processes, we collect financial information, including credit card details and insurance information. This data enables us to process payments efficiently and manage insurance claims on your behalf, ensuring a seamless healthcare experience.

#### 1.1.4. Technical Data

Improving our services and digital platforms is a constant endeavor. To achieve this, we may collect technical data such as IP addresses, browser types, and detailed interaction data. Analyzing this information helps us enhance our website's functionality, security, and user experience.

#### 1.2. Methods of Collection

Our collection methods are diverse, ensuring we capture the necessary information through direct interactions, digital platforms, and collaborations with third-party services, with your consent and awareness.

### 2. Purpose of Processing

We process your personal information with specific objectives in mind, ensuring that our services are tailored, efficient, and compliant with legal standards.

#### 2.1. Service Provision

Providing exemplary pharmacy services and healthcare advice is our primary goal. Your information supports us in delivering these services, managing treatments, and ensuring you receive the care you deserve.

#### 2.2. Communication

Open lines of communication are vital. We use your information to inform you about service changes, new health information, and to address your inquiries and feedback promptly.

### 2.3. Legal and Regulatory Compliance

Adhering to the law is non-negotiable. We process your information to comply with healthcare regulations, privacy laws, and professional standards, ensuring our operations are beyond reproach.

### 2.4. Service Improvement

Feedback and interaction data are invaluable. They enable us to refine our services, ensuring we meet your needs and exceed expectations.

## 3. Consent and Information Use

Your privacy rights are paramount. We ensure clear, informed consent is obtained, aligning with legal standards and ethical practices.

### 3.1. Obtaining Consent

Consent is not just a legal requirement; it's a cornerstone of our trust-based relationship. Before collecting, using, or disclosing your information, we ensure you are fully informed and agree to the purposes for which it will be used.

### 3.2. Use of Information

Your information is a trust placed in our hands, used strictly for the purposes for which it was collected, whether it's to provide healthcare services, communicate with you, or meet our legal obligations. For more information, see Section 1 - Information Collection and Use.

#### 4. Disclosure of Information

Your information is disclosed responsibly and ethically, with your well-being and privacy always at the forefront.

##### 4.1. Healthcare Coordination

Collaboration with healthcare professionals is often necessary for your treatment. We share information as needed, always with the goal of providing comprehensive, coordinated care.

##### 4.2. Third-Party Services

To enhance our services, we partner with trusted third parties for payment processing and insurance claims. These disclosures are made with the utmost care and security, ensuring your information is protected.

##### 4.3. Legal Obligations

When required by law, we may disclose information to authorities. This is done responsibly, ensuring we balance legal compliance with your privacy rights.

##### 4.4. Professional and Ethical Compliance

Our practices are in line with the ethical standards and guidelines set by the ACP, ensuring that every disclosure or use of information is justified, secure, and in your best interest.

## 5. Data Security

We employ advanced security measures to ensure your personal information is protected from unauthorized access, loss, or misuse. Our commitment to data security is unwavering, utilizing secure process and technologies to protect your information.

### 5.1. Security Measures

The safeguarding of your personal and health information is a priority that guides our every action. We employ a comprehensive suite of security measures designed to protect your information against unauthorized access, alteration, disclosure, or destruction. These measures encompass both physical security (such as secured premises) and technological safeguards (including the use of secure 3<sup>rd</sup> party services). Our commitment extends to conducting regular security assessments and updates to ensure our defenses remain at the forefront of privacy protection technologies.

## 6. Data Breach and Security Risks

In recognizing the evolving landscape of digital security, we openly acknowledge the inherent risks associated with managing and storing personal information electronically, including the potential for unauthorized access, and is committed to implementing rigorous security measures to safeguard your data while keeping you informed and empowered to protect your privacy.

### 6.1. Acknowledgement of Risks

We understand and acknowledge that no electronic data transmission or storage system can be guaranteed to be 100% secure. While we are committed to using advanced security measures to protect your personal information against unauthorized access, use, disclosure, alteration, or

destruction, we recognize the inherent cyber-related risks associated with the electronic management of data.

## 6.2. Response to Data Breaches

In the unlikely event of a data breach, we are committed to notifying affected individuals and relevant authorities in a timely manner, in accordance with applicable laws and regulations, and providing guidance on how individuals can protect themselves from potential harm resulting from the breach.

## 6.3. User Responsibilities

We also encourage our patients and customers to play an active role in protecting their personal information. This includes being vigilant in safeguarding their account information, using strong, unique passwords as applicable, and being cautious of phishing attempts and other forms of online scams.

## 7. Data Retention

Your information is retained only as long as necessary for the purposes for which it was collected, or as required by law.

### 7.1. Retention Period

Our approach to data retention is governed by a clear policy that balances the need to provide ongoing care with legal and regulatory requirements. Personal and health information is retained for as long as necessary to fulfill the purposes for which it was collected, such as continuing care or pharmacy services, and in accordance with any applicable legal obligations for record retention. This policy

ensures that we have the information needed to provide high-quality care while respecting privacy principles.

## 8. Your Rights

We recognize and respect your privacy rights, including the right to access, correct, or request the deletion of your personal information. As a valued patient or customer, you are afforded specific rights under privacy legislation, which we uphold with the utmost respect and diligence.

### 8.1. Access and Correction

#### 8.1.1. Access to Your Information

You have the right to request access to the personal information we hold about you. This enables you to be informed of, and verify, the accuracy and completeness of the information under our care.

#### 8.1.2. Correction of Inaccuracies

Should any information be found to be inaccurate or incomplete, you have the right to request a correction. We are committed to updating your information promptly to ensure it reflects the true and current state of your health and personal details.

### 8.2. Withdrawal of Consent

You possess the right to withdraw your consent for the use or disclosure of your personal information, subject to legal or contractual restrictions and reasonable notice. We provide clear mechanisms for you to exercise this right, ensuring that you maintain control over your information.



## 9. Policy Updates

Our Privacy Policy is a living document, reflective of the dynamic nature of privacy legislation, technological advancements, and our evolving practices. We are committed to regularly reviewing and updating our policy as necessary to ensure it accurately reflects our practices and complies with current legal standards. Significant changes to our policy are communicated to our patients and customers, ensuring you are always informed about how we protect your privacy.

## 10. Contact Us

For any privacy-related inquiries, concerns, or to exercise your rights, please do not hesitate to contact us at the provided contact details.

- Tel no.: +1 587 457 2928
- Fax no.: +1 587 951 1096
- Mail: [info@thechemistdrugstore.com](mailto:info@thechemistdrugstore.com)

Your trust and privacy are of paramount importance to us, and we are committed to addressing any concerns you may have with promptness and care.