



## **Sutherland-Chan School of Massage Therapy**

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# **Privacy Policy**

Privacy of personal information is an important principle at our school. We are committed to collecting, using and disclosing personal information responsibly and only to the extent necessary for the services we provide. We also wish to be open and transparent as to how we handle personal information. This document describes our privacy policy.

## **What is Personal Information?**

Personal information is information about an identifiable individual. It includes information that relates to an individual's personal characteristics (e.g., age, home address or phone number, gender identification, family status) and the individual's health (e.g., case history, health conditions, health services received). An individual's business card information, such as business address and telephone number, is generally not considered personal information.

## **Who We Are**

Sutherland-Chan School of Massage Therapy's team includes managers, coordinators, admin staff, faculty and clinic receptionists. We work with professionals, consultants and agencies that may, in the course of their duties, have limited access to personal information held by us. These include, without limitation, lawyers, IT consultants, accountants, cleaning and maintenance workers, and credit card companies. We restrict their access to any personal information we hold as much as is reasonably possible given their roles. They are required to maintain confidentiality in accordance with their professional standards and/or this Privacy Policy.

## **Primary Purposes for Collecting Personal Information**

### ***About Student and Specialty Clinic Patients***

We collect, use and disclose personal information:

- To provide massage treatment. We collect personal information about a patient's health history, including family history, physical status and health conditions, medical treatment and

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medications, etc., in order to help us assess what the patient's massage therapy needs are, to advise the patient of the options, and then to provide the health care the patient agrees to receive. This can include modifications to adapt the massage treatment to an individual's specific health status.

- To evaluate progress. A related primary purpose is to obtain a baseline of health and other personal information so that in providing ongoing health services, including advice and referrals, we can identify and monitor changes that occur over time.
- To facilitate the education of our students. Our students are massage therapists in training. Talking with patients about their health status, collecting and interpreting case information, performing and documenting assessments, discussing consent, providing treatment, and giving self-care recommendations are all examples of how our students interact with your personal information as part of your treatment and their education. They also discuss their patients' cases with their instructors, and with other students if sharing or transferring patients' treatment plans as well as through the use of non-identifying information that may be used within the classroom environment.

Please note that it would be very rare for us to collect any such personal information from others without the patient's consent, but this might occur in an emergency (e.g., the patient is unconscious). Occasionally, we collect personal information about you from other sources if we have obtained your consent to do so or if the law permits.

### ***About Potential Members of Our School Community***

In the case of people who contact us for information (e.g., potential applicants, continuing education course registrants, individuals interested in our clinics, etc.), our primary purpose for collecting personal information is to distribute, with appropriate consent, notice of upcoming Student and Specialty Clinics or events (e.g., upcoming information sessions, Open Houses, courses or seminars) or to make them aware of massage therapy services in general or our clinic in particular. We will upon request immediately remove any personal information from our distribution list.

On our website we only collect the personal information you provide and only use that personal information for the purpose you gave it to us (e.g., to respond to your email message, to register you for a course, to process your application to the program, to forward to you information about special events) unless otherwise specified.

### ***About Contract Staff***

In the case of people who are contracted to do work for us (e.g., temporary workers), our primary purpose for collecting personal information is for necessary work-related communication and to enable us to contact them for future assignments.

It is rare for us to collect, use or disclose such personal information without prior consent, but it might happen in the case of a health emergency (e.g., a public health concern) or to facilitate an investigation into a possible breach of law (e.g., if a theft were alleged to have occurred in the school or clinic).

### ***About Students Enrolled in the Diploma Program***

We collect and use personal information about students during the course of their studies. This personal information includes addresses, phone numbers, health history, and other such personal information as is relevant directly or indirectly to the educational process, and sometimes to their funding.

This personal information is held in confidence in accordance with this Privacy Policy and is used only as dictated by needs related to the student's studies at the school.

### **Related and Secondary Purposes for Collecting Personal Information**

We also collect, use and disclose personal information for purposes related to, or secondary to, our primary purposes.

Examples of our related and secondary purposes are as follows:

- To process credit card payments or to collect unpaid accounts.
- To advise, with appropriate consent, patients and others of special events or opportunities that we have available.
- To review patient and other files for the purpose of facilitating our provision of high-quality services, including assessing the performance of our students and staff. In addition, external consultants (e.g., auditors, lawyers, practice consultants, voluntary accreditation programs) may, on our behalf, conduct analyses, audits and continuing quality improvement reviews, including reviewing patient files and interviewing our staff.
- To comply with regulatory requirements from external organizations. In particular, Ontario massage therapy schools are regulated by the Ministry of Colleges and Universities and by the College of Massage Therapists of Ontario, which may inspect our records and interview our staff as a part of their regulatory activities in the public interest.
- To comply with requirements for accreditation by the Canadian Massage Therapy Council on Accreditation (CMTCA), where surveyors may ask to see sample files.
- Although this happens rarely, our organization believes that we should report information suggesting illegal behaviour to relevant authorities. Such authorities have their own strict privacy obligations. Sometimes these reports include personal information about our patients or other individuals.
- Also, like all organizations, we are subject to the ability of various government agencies (e.g., Canada Revenue Agency and the Information and Privacy Commissioner) to review our files and interview our staff as a part of their mandates. We may consult with professionals (e.g., lawyers, accountants) who may assist us regarding such matters.
- If Sutherland-Chan School of Massage Therapy or its assets were to be transferred, to facilitate such a transaction.
- To compile statistics and to conduct research (in compliance with privacy legislation).

### **Protecting Personal Information**

We know the importance of protecting personal information, and have taken the following steps:

- Personal information recorded on paper is either under supervision or secured in a locked or restricted area.
- Electronic hardware is physically secured in a locked office or restricted area at all times, and/or password protected.
- In transferring personal data, Sutherland-Chan will employ suitable safeguards to protect the privacy and security of the personal information. Our staff and students are trained to collect, use, and disclose personal information only as necessary to fulfill their respective duties and in accordance with this Privacy Policy.

## **Retention and Destruction of Personal Information**

We need to retain personal information for some time to enable us to answer any questions you might have about the services provided and for our own accountability, including to external regulatory bodies. However, it is our policy and practice not to keep personal information for an unreasonably long period of time.

As is required, we retain our patient files for ten years. Our patient and contact directories are difficult to destroy systematically, so we remove personal information from those directories as and when we can if it does not appear that we will be contacting you again.

However, if you ask, we will remove such contact information immediately.

We destroy paper files containing personal information by shredding. We destroy electronic information by deleting it, and, when the hardware is discarded, the hard drive is physically destroyed.

## **Privacy Breach Procedure**

Our staff understand their responsibilities in safeguarding the privacy and confidentiality of personal information collected by the school, including your personal health information (PHI). We are on guard to prevent privacy breaches.

“A privacy breach occurs when PHI is collected, used or disclosed without authorization. This can include theft, loss, or unauthorized copying, modification or disposal.”

Information and Privacy Commissioner of Ontario, *Responding to a Health Privacy Breach*

Sutherland-Chan’s Administrator is the school’s Head Privacy Officer (HPO). Should an instructor or administrative staff member become aware of a privacy breach, they must immediately inform the HPO, who will then develop and implement a plan to contain the breach and notify those affected:

- Identify the nature and scope of the breach, and who is involved
- Take available steps to contain the breach and prevent any additional related breach
- If deemed appropriate based on the nature and circumstances of the breach, notify and consult with the Information and Privacy Commissioner’s (IPC) office
- Ensure the affected individual(s) is informed at the first reasonable opportunity, following the

guidelines for this disclosure in the above-referenced IPC document

- Inform the school's management team
- Inform the College of Massage Therapists of Ontario, if the nature of the breach requires it
- Conduct an investigation that leads to correction of the circumstance that made the breach possible, including but not limited to addressing any inadequacy found in procedures, information security systems, or staff/student education
- Undertake disciplinary and/or redress processes as may suit the situation

## **You Can Request Access to Your Personal Information**

You have the right to request access to personal information we hold about you. We will need to confirm your identity before providing you with this access. We reserve the right to charge a reasonable fee for such requests; we will notify you of any costs associated with an access request before processing the request.

Access requests must be in writing. Our designated Information Officer (the school's Administrator) will respond to your request in writing, and if we cannot give you access, we will tell you the reason. We may also need to review your file so that the personal information you are able to access pertains solely to you (e.g., a patient file might contain information pertaining to a student therapist, etc.).

If you believe that the personal information we hold about you is incorrect, you have the right to ask for it to be corrected. We may ask you to provide documentation that our files are incorrect.

### ***Withholding or Withdrawing Consent***

Subject to some legal exceptions, you may withhold or withdraw your consent regarding some of the above uses or disclosures by contacting our Information Officer.

### ***Do you have a Question or Complaint?***

Our Administrator (Sutherland-Chan's designated Information Officer) can be reached at:

15 Gervais Drive, North York ON, M3C 1Y8  
416.924.1107 ext. 16

and will attempt to answer any questions you might have.

This Privacy Policy document has been prepared in the context of, and is subject to, Canada's *Personal Information Protection and Electronic Documents Act* and Ontario's *Personal Health Information Protection Act, 2004*, each of which are complex statutes that provide frameworks within which this Privacy Policy operates.

If you wish to make an access request or a formal complaint about our privacy practices, you may make it in writing to our Information Officer at the above address. Our Information Officer will acknowledge receipt of your complaint and send you a written response.

If you are not satisfied with our response regarding personal information, the Information and Privacy Commissioner of Canada can be reached at:

112 Kent Street  
Ottawa, Ontario K1A 1H3  
Phone: (613) 995-8210 Toll-Free: 1-800-282-1376  
FAX: (613) 947-6850 TDD/TTY: (613) 992-9190 [www.privcom.gc.ca](http://www.privcom.gc.ca)

If you are not satisfied with our response regarding personal health information, the Office of the Information and Privacy Commissioner of Ontario can be reached at:

2 Bloor Street East, Suite 1400  
Toronto, Ontario M4W 1A8  
Phone: (416) 326-3333 Toll-Free: 1-800-387-0073  
FAX: (416) 325-9195 TDD/TTY: (416) 325-7539 [www.ipc.on.ca](http://www.ipc.on.ca)

### **Changes to this Privacy Policy**

Sutherland-Chan School of Massage Therapy reviews all of its policies and procedures and we may change this Privacy Policy from time to time.