



## Privacy Notice on the Protection of Personal Information

August 2020

### OTN's Services

Through the OTNhub, Ontario Health (OTN Business Unit) (OH (OTN)) offers an integrated suite of services that support telemedicine activity for clinical, education and administrative purposes for use by the healthcare community in Ontario. These services include videoconferencing (via room-based systems, personal computer or on mobile devices), eConsult, directory access to healthcare professionals and sites, scheduling, secure messaging plus other services. For complete descriptions of the OH (OTN) services, and the safeguards implemented by OH (OTN) in relation to each service, please click [here](#). Where OH (OTN) leverages third-party software and services to provide services to you, OH (OTN) has executed all required contracts with such third-party providers.

### Our Commitment to Privacy

This Notice pertains to the protection of personal information collected by OH (OTN) as part of its business practices. Personal information is information that relates to an identifiable individual. For the protection of personal health information (PHI), please refer to [OTN's Integrated Privacy Policy Framework](#).

### The Information we Collect

OH (OTN) collects, uses, retains and communicates certain personal information about its employees, members, virtual care users, consultants, students, volunteers and vendors for the following purposes:

- A. OH (OTN)'s day-to-day operations, including human resources and financial operations, as well as contact and account management.
- B. Adoption and integration of OH (OTN) programs and services (customer service, utilization etc.)
- C. Enabling OHIP billing
- D. User authentication and authorization
- E. Directory listings
- F. Delivery of training resources
- G. Service optimization
- H. Meeting reporting and program evaluation obligations
- I. Occupational health and safety
- J. Procurement and contract management
- K. Complying with legal and regulatory requirements

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- L. Research and evaluation (with express consent)

## The Way we Use Information

The personal information collected by OH (OTN) is used exclusively for the purposes listed above.

OH (OTN) will collect only the personal information that is strictly necessary for the authorized purposes.

From time to time, OH (OTN) may update the purposes for which it collects, uses, retains and communicates personal information. You will be notified of such changes via updates to this document. If you do not agree to such modifications, please contact us.

## Data Security

To prevent unauthorized access, maintain data security and accuracy, and ensure the correct use of information, we have put in place appropriate physical, technical, and administrative measures.

## Cloud Services and Data Residency

OH (OTN) uses AWS, a third-party service provider subject to laws in a foreign jurisdiction. AWS processes and stores personal and personal health information on behalf of OH (OTN). All data subject to AWS services is encrypted and located in Canada. OH (OTN) has entered into an agreement with AWS, which is subject to the laws of Ontario and Canada.

## How to Access or Correct your Information

You may access your personal information that we collect and maintain by contacting the OH (OTN) Privacy Office.

You can correct factual errors in your personal information by sending us a request that credibly shows the error.

To protect your privacy and security, we will also take reasonable steps to verify your identity before granting access or making corrections.

## How to Contact Us

Should you have questions or concerns about this notice, please call the OH (OTN) Privacy Office at 1-855-654-0888, or send us an email at [privacy@otn.ca](mailto:privacy@otn.ca)

Our mailing address is:

Ontario Health (OTN Business Unit)

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Toronto, ON M5G 2K8  
Attention: Privacy Office