

Our commitment to privacy

This Notice pertains to the protection of personal information collected by OTN, that is, information that relates to an identifiable individual. For the protection of personal health information (PHI) please refer to [OTN's Privacy Policy](#).

The information we Collect

OTN collects, uses, retains and communicates certain personal information pertaining to its employees, members, telemedicine users, consultants, students and vendors for the following purposes:

- A. The day-to-day operations of OTN systems (i.e. financial systems, human resources systems, contact management systems)
- B. Adoption and Integration (customer service, utilization etc.)
- C. Service Optimization
- D. Research and evaluation purposes
- E. Occupational health and safety
- F. Managing invoicing and accounting services
- G. Procurement and contract management
- H. Complying with legal and regulatory requirements

The way we use information

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

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

From time to time, OTN may update the purposes for which it collects, uses, retains and communicates personal information in which case you will be notified accordingly so that you may agree to such modification.

Data Security

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and administrative procedures to safeguard and secure the information we collect.

How to access or correct your information

You can access your personally identifiable information that we collect and maintain by contacting the office by mail, email, or telephone. We use this procedure to better safeguard your information.

You can correct factual errors in your personally identifiable 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 other questions or concerns about this notice, please call our privacy office at

1-866-454-6861 or send us an email at privacy@otn.ca

Our mailing address is:

Ontario Telemedicine Network
c/o Privacy Office
105 Moatfield Drive
Toronto, Ontario
M3B 0A2

