

PRIVACY POLICY

General Philosophy

Premier Homecare Services recognizes the importance of personal privacy and is committed to protecting the confidentiality of your health and personal information, within our business or whether provided via paper-based collections, electronic communications over the Internet or on the telephone. Premier Homecare Services respects individuals' rights to privacy and is required by law to protect the confidentiality of this information.

Information Collection

Premier Homecare Services is the sole owner of the information collected on this site. We will not sell, share, or rent this information to others in ways different from what is disclosed in this statement. Information is collected from our users at different points throughout the website.

Purpose of Gathering Information

Premier Homecare Services will identify the intentions in which we are collecting your personal information, on or before the information is collected. We will share users' personally identifiable information within the Premier Homecare Services network, for the purposes of receiving services or information about our services, and for the purpose of applying for employment. The user can identify the location(s) within the Premier Homecare Services network they wish this information to be sent to.

Consent

Except where the law provides an exception, Premier Homecare Services will obtain the express or implied consent from the individuals for the collection, disclosure and its use. Express consent is authorization given by the individual to Premier Homecare Services either orally or in writing. This type of consent will be noted in the file. Implied consent is whereby Premier Homecare Services has not received such authorization. However, circumstances allow Premier Homecare Services to collect, use or disclose the personal information. These circumstances can include but may not be limited to:

- Collection of the information is in the individual's best interest.
- Use of the information where an emergency, health or security situation exists
- Use of disclosure is for law enforcement, our legal counsel, debt collection or whereby an individual's life, health or safety is being threatened.

Security

We are required by law to maintain the privacy of health information. Premier Homecare Services protects this information against loss or theft, unauthorized access or copying. This is achieved by utilizing locked cabinets and secured areas, passwords and firewalls. Our Policy and Procedure on

security is communicated at the initial training and discussed at staff meetings. All documents are shredded before being recycled and electronic data is deleted.

Links

This website contains links to other sites. Premier Homecare Services is not responsible for the privacy practices or the content of such other websites. This privacy statement applies solely to information collected by the Premier Homecare Services website.

Data Quality, Accuracy and Compliance

The accountability for compliance with privacy laws for the corporate office, or its corporate locations, is the responsibility of the Privacy Officer for Premier Homecare Services. Each franchisee will assume this role in their agency or appoint a member of their management team to be responsible for the Privacy in their designated location. Anyone may contact this individual to request access to their information, put forth complaints and request solutions, and to adjust personal information.

Complaint Procedure

- Written request to Privacy Officer
- Acknowledgment of complaint acknowledged.
- Management will assign individual to examine.
- Management will grant access to files to this individual or other appropriate parties, either internal or external to the agency
- Outcome will be forwarded to complainant in writing within 30 days, including remedies to correct the situation.

This website gives users the following option for changing/modifying personal information previously provided through this website:

- user may send email to: info@homecarephs.com
- user may call our corporate office at 905-401-5399.

Cookies Policy

By using Cookies, we are able to save preferences and add to your overall experience on our website. Cookies are small text files that embed themselves on your hard drive from some of our pages. The cookies used by Premier Homecare Services are harmless to your computer. They cannot extract any information from your hard drive. Additionally, you have full control over cookies and can remove them at any time.

Premier Homecare Services uses cookies primarily to determine site traffic, convey useful information to its Marketing Department, and personalize your future visits to the Site.

Any personal information collected by completing our online form is stored on a server in Ontario.

You have the right to access, modify, correct, or remove your personal information. To invoke this right, or if you have questions about the gathering, use or sharing of your Personal Information, please contact us at 905-401-5399 or info@homecarephs.com.

You may opt out of Premier Homecare Services emails about the Site and products at any time by clicking on the “unsubscribe” link at the bottom of any emails sent by Premier Homecare Services.

Notification of Changes

Premier Homecare Services reserves the right to change this Privacy Policy at any time. Regardless of changes to our Privacy Policy, we will continue to adhere to the Act and will never use information you submitted under our current Policy in a new way, without providing you an opportunity to give us your consent. This Privacy Policy was updated on May 29, 2018.