

## Your Privacy is Our Concern

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The Mississauga Halton Local Health Integration Network (LHIN) is committed to protecting your privacy and personal information.

### What is personal health information?

Personal health information identifies a specific individual. It includes your name, address, gender, age, health card number, or other personal identification numbers. It may be information about your health status or services. It may refer to payment or eligibility for health care services.

### Do I have access to my personal health information record?

Yes. If you wish to access your records, please speak to your care coordinator.

### Who else sees my personal health information?

Your knowledge and consent are required for the collection, use, or sharing of personal information. With your consent, we share your personal health information with LHIN staff, doctors, and other members of your health team. It may also be shared with individuals you identify as contacts, such as family or friends, and with any other people or organizations as permitted or required by law.

### Who do I speak to for more information?

You can reach our Privacy Officer by telephone or by mail.

Mississauga Halton LHIN Privacy Officer  
401 The West Mall, Suite 1001, Etobicoke, ON M9C 5J5  
1-877-336-9090

Please contact our Privacy Officer when you:

- Have questions about the Mississauga Halton LHIN Privacy Policy and Practices
- Would like to know more about how your personal health information is managed and stored
- Would like to ask the LHIN to correct your information
- Have a privacy complaint

### What do I do if I have a concern or complaint regarding my privacy?

If you believe that your privacy rights have been violated and/or that our Privacy Officer cannot resolve your concerns, you may contact the Ontario Information and Privacy Commissioner at 416-326-3333 or 1-800-387-0073.