

MEDPOINT PRIVACY NOTICE

Effective date: June 2nd, 2020

At Medpoint Healthcare Centre. ("Medpoint", "we" or "us") we value the trust that ("You" or "Your Organization") place in us to appropriately use and protect personal information. This Privacy Notice informs visitors and regular users of Medpoint's website available at <https://www.medpoint.ca/> (the "Website") about the purposes for which Medpoint may collect, use, and share personal information, and how it is protected. We want you to be clear how we use personal information and the ways in which we protect this information. By using this Website, you accept the privacy practices presented in this Privacy Notice. We encourage you to read this Privacy Notice in full to understand our privacy practices before using this Website or submitting any personal information.

Scope

This Privacy Notice applies only to the Medpoint's website available at <https://www.medpoint.ca/>. Medpoint and Medpoint's affiliates and subsidiaries may have separate websites, sub-domains, and services through other web, mobile, or cloud platforms that are not subject to this Privacy Notice. Additionally, you as well as Medpoint's business partners, ad networks, and other third parties have their own websites and services with separate privacy practices. We encourage you to read the privacy notices of all websites, portals, and applications that you visit to understand their privacy practices. Throughout this Privacy Notice, we use the term "personal information", which is any information accessed, collected, or used by Medpoint that identifies an individual, or can reasonably be used to identify an individual, directly or indirectly. "Personal information" is equivalent to similar terms used in different regulations, such as "personally identifiable information (PII)" and "personal data."

Personal Information We Collect

Information controlled and maintained by your Organization

This website collects the information provided by YOU for the benefit of assisting with health care and health care concerns. By accessing the Website, Medpoint will provide you services authorized by you.

Medpoint will only share information that YOU make public as part of your use of the Website. Information transmitted to you shall be stored, collected, used, retained, or shared according to policies and procedures. The Website will retain the information that You manually input into the Website.

What functionality does this site or service provide?

When you use this Website, we may collect personal information about you. The personal information we may collect with your prior consent, where required by law, includes but is not limited to:

- Name and Initials
 - o Your first and last name

- Contact Information
 - Your email address
- Sensitive Personal Information or User Behavioral Information (You always have the choice not to answer these questions.)
- Information about you that you share or make visible on the Internet. We may combine such information with information we already have about you.

We may collect non-personal information and it may be aggregated with other information. If we combine your non-personal information with personal information, the combined information will be treated as personal information.

You do not have to provide us with this information if you do not want to; however, that may limit your ability to use certain functions or to request certain services or information.

Tracking Technologies We Use

We use various technologies to collect personal information about visitors to our Website.

These technologies include the following:

- Web server logs
 - As is true of most websites, we gather certain information automatically and store it in log files. This information may include IP addresses, browser type, internet service provider, referring/exit pages, operating system, date/time stamp and/or clickstream data.

How We Respond to “Do Not Track” Signals

Some web browsers have a “Do Not Track” feature. This feature allows you to tell websites you visit that you do not want to have your online activity tracked over time and across websites.

These features are not yet uniform across browsers. This Website is not currently set up to respond to those signals.

How We Use the Personal Information Collected

We may use the personal information we collect for purposes such as:

- Surveys or Contests
 - If you participate in surveys or contests, we will request certain personal information from you. Participation in these surveys or contests is completely voluntary and you have a choice whether to disclose this information. We may use a third-party service provider to conduct these surveys or contests. We will not share the personal information you provide through a contest or survey with other third parties other than your Organization unless we give you prior notice and choice.
- Advertising/Mailing Lists
 - We may partner with a third party to manage our advertising. Our third-party partner may use cookies and other technologies to gather information about your activities to provide you advertising based upon your browsing activities and interests. If you wish to not have this information used for the purpose of providing you interest-based ads, you may opt-out. Please note this does not opt you out from being served non-specific ads. You may continue to receive generic ads.

How We Share Personal Information Collected

- Medpoint does not sell personal information about you to third parties. Medpoint may also need to share information with companies, organizations, or individuals outside of Medpoint if we have a good faith belief that access, use, preservation, or disclosure of that information is reasonably necessary to:
 - Meet applicable laws, regulations, legal processes, or enforceable governmental requests
 - Enforce applicable Terms of Service, including investigation of potential violations
 - Detect, prevent, or otherwise address fraud, security, or technical issues
 - Protect against harm to the rights, property or safety of our users, Medpoint, or the public as required or permitted by law
 - Engage in a merger, acquisition, reorganization, or sale of all or a portion of Medpoint assets.

Your Choice

Where appropriate or legally required, we will describe how your information we collect through this Website will be used and will provide choices about whether to allow us to engage in that use. To exercise your choice, you may contact us to correct, update, amend, or request deletion of your personal information through your account representative or through the address listed in the Contact Information section. Where permitted in our legitimate interest, or with your prior consent where required by law, we will use your name and email address to send our newsletter to you. You may choose to stop receiving our newsletter or marketing emails by following the unsubscribe instructions included in these emails or contacting us using the contact information listed below in this Privacy Notice.

Your Rights

You can contact us directly any time through the address listed in the Contact Information section below to update your personal information or make another type of request regarding the information you know or believe Medpoint holds about you. Here are some rights that you may have according to where you are located:

- Access
 - o Subject to applicable law, you have the right to receive information about, and review in person, or obtain copies of, the personal information we maintain about you. We may charge you a reasonable fee as allowed by law to obtain this information.
- Amendment or Deletion
 - o Subject to applicable law, you have the right to request that we amend or delete your personal information.

Disclosure Accounting

o Subject to applicable law, you have the right to request and receive a list of certain disclosures made of your personal information. If you request this list more than once in a 12-month period, we may charge you a reasonable fee as allowed by law to respond to any additional request.

Use/Disclosure Restriction or Objection

o Subject to applicable law, you have the right to request we restrict our use or disclosure

of your personal information for certain purposes. You also have the right to object to the processing of your personal information. We may not be required to agree to a requested restriction or objection. We will agree to restrict use, or disclosure of, your personal information provided the law allows it and we determine the restriction does not impact our ability to operate our business, provide diagnostic services, and comply with the law. Subject to applicable law, even when we agree to a restriction request, we may still disclose your personal information in a medical emergency and use or disclose your personal information for public health, safety and other similar public benefit purposes permitted or required by law.

Withdraw Consent

o Subject to applicable law, you may withdraw your consent to our processing of your personal information. Note: withdrawal does not invalidate the consent-based processing that occurred prior to withdrawal.

Automated Decision Making

o Subject to applicable law, if at any time the Website uses automated decision making to process personal information, you have the right to object to the use of your personal information.

Data Portability

o Subject to applicable law, you have the right to receive your personal information in a structured, commonly used, and machine-readable format.

These rights may be limited in some circumstances by local law requirements.

Medpoint shall provide you with a response to any such request(s) without undue delay and in any event within 30 days of receipt of the request. That period may be extended by 30 days where necessary, taking into account the complexity and number of request(s). Medpoint shall inform you of any such extension within 30 days of receipt of the request, together with the reason(s) for the delay. If you make the request by electronic-form means, the information shall be provided by electronic means where possible, unless otherwise requested by you in written documentation. You can also exercise the rights listed above at any time by going to the contact information at the bottom of this notice. If your request or concern is not satisfactorily resolved by us, you may approach your local data protection or privacy regulator.

Retention

We will retain your personal information for as long as your account is active, is reasonably useful for commercial purposes, or as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. After that, to identify any issues and resolve any legal proceedings. We may also retain aggregate information beyond this time for research purposes and to help us develop and improve our services. You cannot be identified from aggregate information retained or used for these purposes.

Children's Privacy

This Website is not intended for any user under the age of majority in the Province of Ontario and we do not knowingly collect personal information from children under the age of 18. We request children under the age of 18 not submit any personal information through this Website.

How We Protect Your Information

As a key provider of services and technology to the healthcare industry, Medpoint has implemented programs to address the privacy and security requirements of protecting health information. Medpoint has also established appropriate physical, technical, and administrative safeguards to protect the personal information we collect from or about our users. We restrict access to personal information to Medpoint employees, contractors, and agents who need to know the information to process it for us, and who are subject to confidentiality obligations. Any sensitive personal information (e.g., credit / debit card number) will be transmitted in an encrypted form using SSL encryption. Notwithstanding our security safeguards, it is impossible to guarantee 100% security in all circumstances. If you have any questions about security or have reason to believe your interaction with us is no longer secure (for example, you feel the security of any account you might have with us has been compromised), you must immediately notify us of the problem by contacting Medpoint at info@Medpoint.ca

Cross-Border Transfer of Personal Information

When you use this Website, your personal information may be transferred to another country where we or our service providers operate, including the United States. These countries may have different data protection standards and privacy laws from your country of residence, but we will transfer and protect your personal information lawfully and in accordance to this Privacy Notice. We will have proper contracts or legal mechanisms in place (such as data protection agreements, Standard Contractual Clauses, EU-U.S. Privacy Shield, etc.) prior to transferring personal information to another country.

Changes to this Privacy Notice

We may periodically update this Privacy Notice to describe new features, products, or services we offer and how it may affect our use of personal information about you and your controls. Since we may change this Privacy Notice, we recommend you check the current version available from time to time. If we make changes to this notice, we will update the "Effective Date" at the beginning of this notice.

Privacy Office Contact Information

If you have questions or concerns about this Privacy Notice, our information handling practices, or any other aspect of privacy and security of your personal information, please contact info@medpoint.ca

Or call (519)432-1919 extension 260

You may also write to us at:

Attention: Privacy Inquiries 1295 Riverbend Rd. Suite 200 London Ontario, N6K 0A2