



Privacy Policy

Personal information is information about you as an identifiable individual.

Powell River Hearing is accountable for the protection of your personal information and for compliance with the Personal Information Protection Act, this policy and where appropriate, the Freedom of Information and Protection of Privacy Act.

The following is the personal information we collect and use:

Your name, home address, phone number and email address.

Date of birth

Personal Health Number

Personal and family medical history (if applicable)

Family physician and ear specialist (if applicable)

Hearing evaluation results

Verification measurements necessary to fit your hearing aids appropriately

Third party hearing loss claim or file number (if applicable)

Credit card information or similar information relating to payment for our services

Powell River Hearing attempts to keep your personal information current as required for the purposes for which we collect it.

How we use and disclose your personal information?

To provide the services and products we have been retained for, we will share your information with third party providers such as WorkSafe BC, Veterans Affairs, NIHB, FNHA, etc. or insurers of your personal information necessary to fulfill our contractual requirements with them pursuant to which we provide our services to you and to be paid for our products and services.

How we ensure the security of your personal information?

Powell River Hearing is committed to ensuring that the appropriate security measures are employed with regards to our collection, use and disclosure of your personal information.

To improve our services to you, Powell River Hearing reserves the right to disclose your personal information as allowed or required by law.

From time to time we may send you information about advances in the products and services we offer, which may be of interest to you. You can withdrawal your consent to receive this information at any time by contacting us via phone, email or in person.

Access to your confidential personal information is strictly limited to employees of Powell River Hearing who need to use the personal information to provide our services to you. Our offices are equipped with locking file cabinets as well as a fully equipped and maintained alarm system. Any hard copy records not required will be rendered unreadable, typically by shredding, before disposal. Electronic records kept on our computers are protected by passwords, firewalls, and where appropriate encryption. Where a hard drive containing personal information is no longer used, all personal information will be removed or rendered unusable before the hard drive is disposed of.

While Powell River Hearing is committed to taking all reasonable steps to ensure the security and privacy of your personal information, it is possible that, despite our best efforts, our security systems may be breached i.e., break-in, computer hacking).

If a privacy or security breach occurs, Powell River Hearing will notify you and/or the Office of the Information and Privacy Commissioner of BC of the nature of the breach, what personal information has been taken or compromised and what steps we have taken to correct the breach and retrieve the information. After any such incident, Powell River Hearing will review the incident with staff and service providers to determine what, if any, security steps were not used or misused and what further steps Powell River Hearing can take to prevent reoccurrence.

Where your hearing services are being paid for through a third party such as WorkSafe BC or Veterans Affairs, NIHB, FNHA etc. we will, where legally permissible, notify the third-party provider of the nature of the privacy and/or security breach and any personal information that was taken or compromised. Where appropriate we will notify the police and, in the course of doing so, may notify them of any personal information that was taken or compromised.

How long do we keep your personal information?

We maintain your personal information while you are a patient and during the time it is required to service you or while there are legal requirements to do so. When destroying, deleting or disposing personal information, we have strict procedures in place to prevent unauthorized access.

All patient records including personal information in our custody or control is only stored in and is accessible only from Canada.

We do not transfer, sell or otherwise disclose your personal information to any third parties without your consent except as required for the purposes of administering your hearing services and providing information requested from authorized government organizations (i.e., Veteran's Affairs, WorkSafe BC, NIHB, FNHA, etc.).

How do I access my personal information?

Except where we are required or permitted to refuse access to your personal information by law, you have the right to access your personal information in our custody or control. We require two business days notice and reserve the right to charge for photocopying documents and for searches for your personal information but shall advise you in advance if we intend to charge and what any charges will be.

If we refuse access to your personal information, we will notify you of the reason why.

Commitment to Assist?

We are committed to assisting you with any questions or concerns about how we collect, use or disclose your personal information or how to obtain access to your personal information. If you have any questions or concerns, please direct them to:

Powell River Hearing
Privacy Officer
4794B Joyce Avenue
Powell River, BC V8A 3B6
(604) 485-0036

If you are dissatisfied with any response which you receive from us relating to your personal information, you may file a complaint with:

Office of the Information and Privacy
Commissioner for British Columbia
PO Box 9038, Stn. Prov. Govt.
Victoria, BC V8W 9A4

Location: 4th floor, 947 Fort Street, Victoria BC V8V 3K3

Telephone: (250) 387-5629
Facsimile: (250) 387-1696
E-mail: info@oipc.bc.ca