



Privacy Policy

Version 1.4. Last updated October 6, 2025.

Introduction

This document describes how we at Lighthouse Child and Adolescent Psychology and Associates (“Lighthouse Psychology & Associates”) handle client and family information that we collect as we provide healthcare services. It is the law in Ontario that **you own your personal health information, you can ask to review it, and you can ask for it to be corrected if it contains factual errors.**

Our policy is written to support all relevant privacy legislation, regulation, and professional standards in Ontario, including the *Personal Health Information Protection Act, 2004 (PHIPA)*, the *Personal Information Protection and Electronic Documents Act (PIPEDA)*, and the *Freedom of Information and Protection of Privacy Act*. If our policy ever conflicts with an applicable law, regulation, or standard, that other document applies.

What information we collect

Lighthouse Psychology & Associates will only collect personal information we need to provide you with healthcare services. For example, you can expect us to collect:

- **Personal information** so that we can identify and contact you. For example, this will include the client’s name, the client’s birth date, the guardian’s name (if applicable), an email address, a phone number, and a mailing address, along with other information.
- **Personal health information** so that we can provide healthcare services. This could include psychological test scores, interviews, reports, and clinical session notes. If you or your family provide other personal health information as background, like previous letters, diagnoses, or psychological assessment reports,

those documents or summaries of them will also become part of your medical record.

- **Financial information** related to payment for services, such as a credit card number. Note that this is also considered personal health information.

We may need to collect more information to provide you with services, but we will **never** collect information that is not directly linked to providing you with services without asking you first.

How your information will be used

By default, we will use your information only to provide care and services related to care, like writing and sending you reports, billing for services, and program evaluation and research to improve our practices. We may offer you the option to opt-in to messages from us related to services like workshops and lectures, but we will never send you any promotional messages without your consent.

How your information will **not** be used

Your information will never be used for purposes other than providing care and improving services related to care unless you consent to those other uses. For example, we will never sell your information, or use your information to send you promotional messages or advertising without your consent.

How your information is stored

Lighthouse Psychology & Associates uses an electronic medical record system as its long-term information storage system. All electronic information is stored and backed up in Canada and is secured, encrypted, and password protected. We ensure that staff can only access the information they need to provide services. Any temporary paper records that are created while providing you with healthcare services (for example, paper survey booklets) are stored in a locked cabinet in a locked room while needed. They will then be scanned into the electronic system and the paper copies will be destroyed.

How your information is transmitted

We offer clients a secure online portal to receive reports and letters instantly and easily. Once you have agreed to the portal terms of use, you can access digital copies of any reports, diagnoses, or other documents online.

We can also provide clients with paper copies of reports, which can be either picked up at a scheduled appointment or else sent to you through Canada Post regular letter mail.

We can also fax reports or letters to a number you specify.

With your consent we can send appointment reminders and updates through email, but we cannot send reports through email. Please see our Digital Communications Policy for more details regarding online communications.

Information retention and destruction

Both the College of Psychologists and Behaviour Analysts of Ontario and the College of Registered Psychotherapists of Ontario require their registrants to keep all records on file for a specified length of time. For clients who are under the age of eighteen at their last date of clinical contact, we are required to keep records until ten years after the date the client became or would have become eighteen. For clients over age eighteen, we are required to retain records for ten years after their last relevant clinical contact. After this period of time, we will destroy all electronic and paper records securely.

Limits to confidentiality

A successful therapeutic relationship is based on trust and confidentiality, so you need to know that our confidentiality has limits based on the law and professional requirements. For example, we are required to break confidentiality if we have reason to suspect:

- That you (your child) will harm yourself (him/herself) or someone else;
- Child abuse or neglect;
- Sexual abuse by a regulated health professional;
- Elder abuse, if the victim lives in a long-term care home or retirement home;
- If our records are subpoenaed by a court of law;
- Missing persons investigation.

These and other cases where we are required to break confidentiality are spelled out clearly in the laws and standards covering psychology and psychotherapy.

In case of a privacy breach

We take our privacy responsibilities seriously and have robust policies and procedures in place to ensure your information remains safe and secure. However, if we ever become aware of a privacy breach we will notify you as soon as possible. In addition, we will write an official note documenting the extent and nature of the breach and include this

note in your medical record. Lighthouse Psychology & Associates is also required to submit annual privacy breach statistics to the Office of the Information and Privacy Commissioner of Ontario, and will report breaches to the Commissioner as required under PHIPA.

How to contact us with questions

Our Information Officer is Dr. Anne Ritzema, who can be reached for privacy-related questions at (613) 909-7448 or anne.ritzema@lighthousepsychology.ca.

For more information

For more information on privacy law and your rights in Ontario, contact the Office of the Information and Privacy Commissioner of Ontario (IPCO). Please note that the IPCO asks you not to send them personal information through email.

Information and Privacy Commissioner of Ontario

2 Bloor Street East, Suite 1400
Toronto, ON
M4W 1A8

Toronto Area: 416-326-3333

Long distance: 1-800-387-0073

TDD/TTY: 416-325-7539

Fax: 416-325-9195

Email: info@ipc.on.ca

Website: <https://www.ipc.on.ca/>

For more information on Canadian federal privacy law, please contact the Office of the Privacy Commissioner of Canada:

Office of the Privacy Commissioner of Canada

30 Victoria Street
Gatineau, QC
K1A 1H3

Toll-free: 1-800-282-1376

Phone: (819) 994-5444

TTY: (819) 994-6591

Website: <https://www.priv.gc.ca/>

For more information on professional standards for psychologists, please contact the College of Psychologists and Behaviour Analysts of Ontario:

The College of Psychologists and Behaviour Analysts of Ontario

110 Eglinton Avenue West, Suite 500
Toronto, ON
M4R 1A3

Toll Free: (800) 489-8388

Telephone: (416) 961-8817

Fax: (416) 961-2635

Website:

<http://www.cpbao.on.ca/>

For more information on professional standards for psychotherapists, please contact the College of Registered Psychotherapists of Ontario:

**The College of Registered Psychotherapists of
Ontario**

375 University Avenue, Suite 800
Toronto, ON
M5G 2J5

Toll Free: (844) 712-1364

Telephone: (416) 479-4330

Fax: (416) 639-2168

Website: <https://crpo.ca/>