

Privacy & Collection Notice

Effective Date: June 22, 2026

At **Acceleration Physiotherapy**, we are committed to protecting the privacy and confidentiality of your health information. As physiotherapists designated as custodians under Alberta's **Health Information Act (HIA)**, we collect, use, disclose, store, and protect health information in accordance with the HIA and its regulations.

Collection of Your Health Information

Acceleration Physiotherapy and its physiotherapists collect individually identifying health information under the authority of **section 20(2) of the Health Information Act** and for the purposes authorized under **section 27 of the Health Information Act**.

We collect the information necessary to provide and manage physiotherapy services, including information that may be required to:

- Provide, assess, diagnose, treat, and monitor your physiotherapy care;
- Determine or verify your eligibility to receive health services;
- Communicate with you regarding your care, including appointment scheduling, reminders, treatment-related communications, and follow-up;
- Obtain or process payment for health services;
- Submit and process insurance or third-party benefit claims where applicable;
- Support internal clinic management, quality improvement, planning, auditing, evaluation, and reporting;
- Meet professional, legal, regulatory, accounting, and other requirements authorized by Alberta or Canadian law; and
- Fulfill other purposes authorized by the Health Information Act or another applicable enactment.

We collect the **least amount of health information reasonably necessary** to fulfill these purposes.

Where reasonably possible, health information will be collected directly from you. In circumstances permitted by the Health Information Act, information may also be collected from another person or source.

What Information Do We Collect?

Depending on the services you receive, we may collect information such as:

Registration and Contact Information

- Name
- Date of birth
- Address
- Telephone number
- Email address
- Emergency contact information, where appropriate
- Other information necessary to identify and communicate with you

Health Information

- Health history and relevant medical information
- Current medications and relevant health conditions
- Information about previous or current treatment
- Your subjective complaints and concerns
- Physiotherapy assessments and objective findings
- Clinical impressions and diagnoses
- Treatment plans and treatment provided
- Progress and response to treatment
- Communications relating to your care
- Information received from or shared with other health-care providers involved in your care
- Discharge information and recommendations
- Other information reasonably necessary to provide physiotherapy services

Payment and Insurance Information

Where applicable, we may collect information necessary to arrange payment for services, including:

- Extended health benefit or insurance information;
- Policy or plan information;
- Information required to submit or process a claim; and
- Payment information required to process payment for services.

We limit the collection of information to what is reasonably necessary for the identified purpose.

How Do We Use Your Health Information?

Your health information may be used for purposes authorized by the Health Information Act, including:

- Providing physiotherapy and other health services;
- Assessing, diagnosing, treating, and monitoring your condition;
- Developing and evaluating your treatment plan;
- Communicating with you about your health care and appointments;
- Coordinating care with other health-care providers involved in your treatment;

- Processing payment for health services;
- Processing insurance or third-party benefit claims where applicable;
- Internal clinic management and administration;
- Quality improvement, auditing, monitoring, evaluation, and planning;
- Meeting professional, regulatory, legal, and other obligations; and
- Other purposes authorized by the Health Information Act or another applicable law.

We will use only the amount of health information reasonably necessary to fulfill the identified purpose.

When May We Disclose Your Health Information?

The Health Information Act permits certain disclosures of health information without your consent when the disclosure is authorized by the Act.

For example, where authorized by the HIA, we may disclose relevant health information to another health-care provider involved in your care for the purpose of providing health services.

Where you ask us to submit information to an insurer or third-party benefit provider, we may disclose the information reasonably necessary to process your claim or arrange payment.

Where disclosure is **not otherwise authorized by the Health Information Act or another applicable law**, we will obtain your consent before disclosing your health information.

We may also disclose health information where disclosure is required or permitted by law, including where necessary to comply with legal, regulatory, professional, or court requirements.

When disclosing health information, we limit the disclosure to the **least amount of information reasonably necessary** to fulfill the identified purpose.

Communication With You

We may use the contact information you provide to communicate with you about:

- Appointments and appointment reminders;
- Your physiotherapy care;
- Treatment-related follow-up;
- Information necessary to provide or coordinate your health services; and
- Payment, billing, or insurance matters.

Any use of your information for marketing or promotional purposes will be handled in accordance with applicable privacy legislation and any consent requirements that apply.

How We Protect Your Health Information

Acceleration Physiotherapy takes reasonable physical, technical, and administrative safeguards to protect health information against unauthorized access, collection, use, disclosure, loss, theft, or destruction.

Our safeguards include, as appropriate:

- Secure storage of paper records;
- Password-protected electronic systems;
- Role-based access to electronic health information;
- Secure electronic transmission methods;
- Measures to protect computer screens and workspaces from unauthorized viewing;
- Secure methods for transporting physical records;
- Procedures for secure destruction of records;
- Privacy and confidentiality training for individuals who have access to health information;
- Confidentiality obligations for employees, contractors, students, and other individuals who access health information; and
- Monitoring and other safeguards designed to detect and prevent inappropriate access or use.

Access to health information is limited to individuals who require access to fulfill their authorized duties.

Electronic Systems and Service Providers

Acceleration Physiotherapy uses electronic systems and third-party service providers to support the delivery and administration of health services. These may include electronic medical records, appointment scheduling systems, payment processors, communication platforms, and other information technology services.

Where a third-party processes, stores, retrieves, or otherwise manages health information on our behalf, we take steps required by the Health Information Act and its regulations to ensure appropriate privacy and security safeguards are in place.

Your Right to Access Your Health Information

You have a legislated right under the Health Information Act to request access to your individually identifying health information in our custody or control, subject to the limitations set out in the Act.

You may request access to your health record by contacting our Privacy Officer.

We will make reasonable efforts to respond to a written access request within the time required by the Health Information Act.

You may request to examine your record and may request a copy of your health record. Fees may apply for copies where permitted by the Health Information Act and its regulations. We will advise you of any applicable fees before processing your request.

Requesting a Correction or Amendment

We take reasonable steps to ensure that health information in our custody or control is accurate, complete, and current.

If you believe that information in your record is inaccurate or incomplete, you may request a correction or amendment.

Requests should be made in writing to our Privacy Officer and should identify the information you believe is inaccurate or incomplete and explain the requested correction.

A professional opinion or clinical judgment is not required to be changed simply because an individual disagrees with it. Requests to amend professional opinions will be handled in accordance with the Health Information Act and applicable professional requirements.

Privacy Breaches

Acceleration Physiotherapy maintains procedures for responding to actual or suspected privacy breaches.

If health information is lost, accessed, used, disclosed, or destroyed in a manner that is not authorized by the Health Information Act, we will assess the incident and take the steps required by the Act and its regulations.

Where required, we will notify affected individuals and the applicable regulatory or oversight authorities.

Retention and Secure Destruction

We retain patient records for the minimum period required by applicable legislation and professional requirements.

For physiotherapy records, records are retained for **at least 10 years from the date of the last entry in the record**. Where the patient was a minor, records are retained for **at least 10 years after the patient reaches the age of majority**, as required by applicable professional requirements.

Records may be retained longer where required or appropriate for legal, regulatory, professional, business, or other legitimate purposes.

When records are eligible for destruction, they are securely destroyed or permanently deleted in a manner that protects the confidentiality of the information. Where appropriate, destruction activities are documented.

Privacy Officer

Acceleration Physiotherapy has designated a Privacy Officer who is responsible for overseeing our privacy policies and procedures and responding to privacy-related questions and requests.

Privacy Officer: Tiana Squire

Acceleration Physiotherapy

Address: 188 – 2257 Premier Way, Sherwood Park, AB T8H 2M8

Telephone: 587-338-4900

Email: info@accelerationphysio.com

If you have questions about the collection, use, disclosure, access, correction, or protection of your health information, please contact our Privacy Officer.

Privacy Concerns or Complaints

We encourage you to contact our Privacy Officer first if you have a concern about how your health information has been handled. We will review and respond to your concern in accordance with our privacy policies and the requirements of the Health Information Act.

You also have the right to contact the **Office of the Information and Privacy Commissioner of Alberta** regarding concerns about the handling of your health information.

Office of the Information and Privacy Commissioner of Alberta

Phone: 780-422-6860

Toll-free: 1-888-878-4044

Email: generalinfo@oipc.ab.ca

Acceleration Physiotherapy is committed to protecting the privacy, confidentiality, and security of your health information and to complying with the Health Information Act and applicable professional requirements.