

# Personal Information Privacy Policy



Last updated: September 11, 2024 - Version 1.0

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Law 25 introduces stringent obligations on organizations that collect, hold, use, or communicate to third parties any personal information.

## Introduction

The Emotional Health CBT Clinic recognizes the importance of confidentiality and the sensitivity of personal information. It takes all reasonable and appropriate measures to ensure its protection against accidental loss, unauthorized access, use, disclosure, or modification.

## Use of Cookies

The Emotional Health CBT Clinic website uses cookies to improve performance and enhance the user experience. We invite you to read more about our use of cookies in the section below for further details.

## Information exchanged automatically

When users access our website, their device (smartphone, tablet, computer, etc.) and the website's server automatically exchange information. This communication is necessary for the server to transmit a file compatible with the device. The information exchanged includes:

- The internet provider's domain name;
- The IP address is a unique number assigned to a device when it is connected to the Internet;
- The type of web browser (Chrome, Firefox, etc.) and the operating system (Windows, Mac OS, etc.) in use;
- The date and time of the website visit;
- The pages viewed;
- The referring website's address, if the website was accessed through another site.

The Emotional Health CBT Clinic retains and uses this information for technical and statistical purposes. It helps track the number of site visits, the most frequently viewed pages, the technology used by visitors, the referring sites, and the countries from which visits originate.

## Information transmitted via email, phone, or form

The Emotional Health CBT Clinic is committed to protecting the personal information provided by its users. If personal or other confidential information is voluntarily transmitted to the Emotional Health CBT Clinic by email, phone, or form, the Clinic only uses the information necessary for its personnel to adequately respond to the request. The same confidentiality practices apply to electronic correspondence as to written documents.

## Security

To prevent unauthorized access or disclosure of confidential information, the Emotional Health CBT Clinic implements physical, organizational, contractual, and technological measures based on recognized industry best practices to protect and secure information collected online.

In addition, all employees, professionals, consultants, and service providers who may need to process your personal information, where applicable, are also required to adhere to these security measures. However, it is important to note that some risk always exists when using the internet to transmit personal information.

## Disclaimer

The accuracy of the information you provide is not the responsibility of the Emotional Health CBT Clinic. Subject to applicable laws, you have the right to review and request any necessary corrections to the personal information we hold. Our website may contain links to other sites of interest (e.g., YouTube, Google Maps). Once you follow these links to leave our website, please note that the Emotional Health CBT Clinic has no control over these external websites.

Therefore, the Emotional Health CBT Clinic cannot be held responsible for the protection and confidentiality of any information you provide when visiting websites that are not covered by our privacy policy. You should always exercise caution and review the privacy policies of the websites in question.

## Personal Data Protection Officer

Dr. Luisa Cameli, our Clinic Director, is responsible for safeguarding personal information at the Emotional Health CBT Clinic. If you have any comments, questions, or complaints regarding our confidentiality practices, please contact Dr. Cameli at the email address: [dr.cameli@cbtclinic.ca](mailto:dr.cameli@cbtclinic.ca)

## Effective date and updates

As of September 11, 2024, this policy has been updated and is in effect. The Emotional Health CBT Clinic reserves the right to modify this privacy policy and publish updates on our website. As privacy and confidentiality legislation continues to evolve, this policy may be changed at the sole discretion of the Emotional Health CBT Clinic without prior notice or liability to any individual or party.

The collection, use, and disclosure of personal information provided by this website to the Emotional Health CBT Clinic are governed by the version of our privacy policy currently in effect.

