

eHealth Ontario Privacy Complaints and Other Feedback Handling Procedure

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Document Prime* Angelique Hamilton, Senior Privacy Analyst

**Enquiries relating to this document should be referred to the responsible Document Prime.*

Approval History

Approver(s)	Title	Approved Date
Patrick Lo	Director, Privacy	2008-10-15
Jane Dargie	Director, Privacy	2008-10-03

Revision History

Version No.	Version Date	Summary of Change	Changed By
3	2009-02-19	Minor revisions	Angelique Hamilton
2	2008-10-03	Updated to reflect Agency name change and shift from policy to procedure document, as directed by the Director, Privacy	Angelique Hamilton
2	2007-12-14	Second Publication	Urooj Kirmani
1	2007-09-24	First Publication	Urooj Kirmani

1 Objective

The purpose of this procedure is to establish practices for receiving and handling complaints, inquiries, compliments, and suggestions received by eHealth Ontario (or “the Agency”) about its privacy and data protection program and/or information management and handling practices. Inquiries, compliments, and suggestions are referred to collectively as ‘other feedback’ in this document.

2 Scope

eHealth Ontario manages Privacy Incidents and Privacy Breaches through the Enterprise Security and Privacy Incident Management Program (ESPIM), consequently, the reception of reports of Privacy Incidents or Breaches and their handling fall outside the scope of this Policy.

3 Policy

This section outlines eHealth Ontario’s Procedure for the handling of complaints and other feedback with respect to privacy.

1. Any Person may submit a complaint and/or other feedback to eHealth Ontario.
2. Complaints and/or other feedback may be submitted by hand delivery, post, facsimile, e-mail, and telephone using the following eHealth Ontario contact information:

Privacy Department
eHealth Ontario
P.O. Box 148
777 Bay Street, Suite 701
Toronto, ON
M5G 2C8
Fax: (416) 586-6598
Email: privacy@ehealthontario.on.ca
Telephone: (416) 946-4767

3. eHealth Ontario shall accept anonymous complaints and/or other feedback; however, it requires the sender’s name and address, telephone number, or e-mail address if the requestor expects a response in return.
4. eHealth Ontario requires sufficient detail in a complaint and/or other feedback in order to investigate.
5. Identifiable personal information or personal health information should not be submitted with the description of the complaint or other feedback. eHealth Ontario may, however, request this level of detail during the course of its investigation. In doing so, the appropriate consent will be obtained as required.
6. All complaints and/or other feedback will be reviewed by the Director, Privacy.

7. eHealth Ontario shall acknowledge receipt of a complaint and/or other feedback within five business days of the receipt of a complaint and/or other feedback.
8. eHealth Ontario shall send a response of the outcome of the investigation to the sender within 30 business days of the receipt of the complaint and/or other feedback. If there is a delay in sending the response, the individual will be notified via post of the expected, approximate time frame.

4 Responsibilities

The development, maintenance, and compliance of eHealth Ontario with this Procedure are the responsibility of the Director, Privacy. The Policy will be updated or revised as needed under the approval of the Director, Privacy.

5 References and Associated Documents

This Procedure supports the eHealth Ontario Privacy and Data Protection Policy and its subordinate policies.