

PRIVACY POLICY



Effective Date: June 24, 2026
Last Reviewed: June 24, 2026

Commitment to Privacy

The Medicine Shoppe Pharmacy is committed to protecting the privacy, confidentiality, accuracy and security of the personal health information entrusted to us. Protecting your privacy is an important part of providing safe, effective and professional pharmacy and healthcare services.

The Medicine Shoppe Pharmacy is a Health Information Custodian under Ontario's Personal Health Information Protection Act, 2004 (PHIPA), and collects, uses, discloses, retains and safeguards personal health information in accordance with applicable laws and professional standards.

This Privacy Policy describes how we collect, use, disclose, retain and protect your personal health information and outlines your rights regarding that information.

What Is Personal Health Information?

Personal health information is identifying information about an individual that relates to:

- Physical or mental health, including family health history;
- The provision of healthcare services;
- Medications, prescriptions and treatment plans;
- Laboratory and diagnostic information;
- Eligibility for healthcare benefits and services;
- Payments for healthcare services;
- Health card numbers and other health identifiers; and
- Any other information protected under PHIPA.

Accountability

The Pharmacy is responsible for personal health information in its custody or control.

All pharmacists, pharmacy technicians, students, interns, employees, contractors and agents who handle personal health information are required to maintain its confidentiality and comply with applicable privacy legislation, professional standards and Pharmacy policies.

The Pharmacy has designated a Privacy Officer who is responsible for overseeing privacy practices, responding to privacy-related inquiries and investigating privacy concerns.

Why We Collect Personal Health Information

We collect, use and disclose personal health information only as necessary to provide healthcare services and operate the Pharmacy.

Purposes may include:

- Dispensing medications and providing pharmacy services;
- Conducting patient assessments and medication reviews;
- Prescribing medications where authorized by law;
- Administering immunizations and injections;
- Providing point-of-care testing and clinical services;
- Monitoring treatment outcomes and providing follow-up care;
- Communicating with physicians, nurse practitioners, hospitals and other healthcare providers involved in your care;
- Processing claims through public and private drug benefit programs;
- Meeting legal, regulatory and professional obligations;
- Managing quality assurance, risk management and pharmacy operations; and
- Any other purpose authorized or required by law.

How We Collect Information

Whenever possible, we collect information directly from you.

We may also collect information from:

- Your authorized representative;
- Prescribers and other healthcare providers involved in your care;
- Hospitals, clinics and laboratories;
- Public and private drug benefit programs;
- Healthcare information systems and networks authorized under applicable law; and
- Other sources authorized or required by law.

Consent

PHIPA generally permits healthcare providers to rely on implied consent for the collection, use and disclosure of personal health information within a patient's circle of care for the purpose of providing healthcare.

Where required by law, we will obtain express consent before collecting, using or disclosing personal health information. Express consent may be obtained verbally, electronically or in writing and will be documented appropriately.

You may withdraw or limit your consent, subject to legal and professional obligations. Requests to restrict the use or disclosure of personal health information will be reviewed and documented. Please note that restricting access to information may affect the timeliness, quality or availability of healthcare services.

How We Use and Disclose Information

Your personal health information may be used or disclosed:

- To provide healthcare and pharmacy services;
- To communicate with healthcare providers involved in your care;
- To verify eligibility for healthcare benefits and process claims;
- To contact you regarding your prescriptions, treatment or healthcare services;
- To conduct quality assurance and professional review activities;
- To comply with legal, regulatory and accreditation requirements;
- To facilitate the operation of pharmacy information systems, franchise support services and healthcare technology platforms used to provide patient care and pharmacy services;
- To investigate incidents, complaints or potential risks to patient safety; and
- As otherwise authorized or required by law.

We do not sell personal information.

Service Providers

The Pharmacy may use third-party service providers to support its operations, including information technology services, records management, payment processing and professional advisory services.

These service providers are required to maintain appropriate privacy and security safeguards and may access personal health information only as necessary to perform services on our behalf.

Franchise and Shared Service Systems

The Pharmacy may use information systems, software platforms and support services provided by franchise organizations, affiliated entities, pharmacy software vendors and other authorized service providers to support pharmacy operations and patient care.

These systems may be used for activities such as prescription processing, patient record management, appointment scheduling, clinical documentation, refill requests, patient communications, reporting, quality assurance and other pharmacy services.

Personal health information accessed through these systems remains subject to applicable privacy legislation and contractual safeguards. Access is restricted to authorized individuals who require the information to perform their duties or provide services on behalf of the Pharmacy. Service providers are required to protect personal health information and may use or disclose it only as permitted by law and by their contractual obligations.

Electronic Communications

The Pharmacy may communicate with patients using telephone, voicemail, email, text messaging, online portals or other electronic means where appropriate and permitted by law.

Although reasonable safeguards are used, electronic communications carry inherent privacy and security risks. Patients should be aware that information transmitted electronically may not always be completely secure.

Retention and Destruction

Personal health information is retained for the period required by applicable legislation, professional standards, operational requirements and legal obligations.

When information is no longer required, it is securely destroyed, anonymized or otherwise disposed of in accordance with applicable legal and professional requirements.

Safeguarding Information

The Pharmacy employs administrative, physical and technical safeguards designed to protect personal health information against loss, theft, unauthorized access, use, disclosure, copying, modification or disposal.

Safeguards include:

- Confidentiality obligations for staff and agents;
- Controlled access to records and information systems;
- Secure storage of paper and electronic records;
- Password protection and access controls;
- Security monitoring and auditing where appropriate; and
- Secure destruction of records when no longer required.

Privacy Breaches

Despite our safeguards, privacy breaches can occur.

If personal health information is lost, stolen, accessed, used or disclosed without authorization, the Pharmacy will take appropriate steps to contain the incident, investigate its cause and reduce the risk of recurrence.

Where required by law, affected individuals will be notified and reports will be made to regulatory authorities, including the Information and Privacy Commissioner of Ontario.

Access and Correction

Subject to limited legal exceptions, you have the right to request access to your personal health information and obtain a copy of your records.

You may also request correction of information that you believe is inaccurate or incomplete.

Requests should be made in writing to the Privacy Officer. The Pharmacy may charge a reasonable cost-recovery fee where permitted by law and will advise you of any applicable fee in advance.

If a requested correction is not made, you may be entitled to have a statement of disagreement attached to your record.

Questions, Concerns and Complaints

Questions, concerns and complaints regarding privacy practices should be directed to:

Privacy Officer
The Medicine Shoppe Pharmacy
296 Highland Road East, Kitchener, ON N2M 3W4
519-571-7050
ms0250@store.medicineshoppe.ca

The Pharmacy will investigate and respond to privacy complaints in a timely manner.

If you are not satisfied with our response, you may contact the Information and Privacy Commissioner of Ontario.

Information and Privacy Commissioner of Ontario
2 Bloor Street East, Suite 1400
Toronto, Ontario M4W 1A8
Telephone: 1-800-387-0073
Website: www.ipc.on.ca

Policy Review

This Privacy Policy may be amended from time to time to reflect changes in legislation, professional standards, technology or Pharmacy practices. The most current version will be made available upon request and, where applicable, posted on the Pharmacy's website.