

## Health Privacy Notice

**Effective Date:** July 31, 2020

### 1. General Information About This Notice

- This notice describes how the personal health information of our customers (“you”) is collected, used, and disclosed by healthcare providers when you receive healthcare services at our locations or through our health and wellness programs.
- This notice should be read together with any other privacy statements or notices available at our locations where healthcare services are provided, websites or mobile applications, which may have additional information relevant to your experience.
- This notice is governed by the [Loblaw Privacy Policy](#). If there is any inconsistency between this notice and the Loblaw Privacy Policy, the Loblaw Privacy Policy will prevail.

### 2. What Information Do We Collect?

We and the healthcare providers who provide healthcare services to you understand the responsibility that comes with collecting, using and sharing your personal health information, and are committed to protecting your privacy.

“**Personal health information**”, as used in this notice and the Loblaw Privacy Policy, is information about you that is gathered through the use of any of the healthcare services provided by pharmacists, dietitians, opticians, nurses, nurse practitioners, respiratory therapists and other healthcare providers and includes any information that identifies or can identify you and relates to the state of your health or the treatment you are receiving. More specifically, personal health information means both diagnostic, treatment and care information, and/or registration information.

Depending on the healthcare service provided, personal health information collected may include your name, date of birth, home address, phone number, height, weight, health conditions, prescription and medical history, the type of healthcare service received, name and contact information of prescribing or referring healthcare provider and name and contact information of any authorized agent acting on your behalf, for example, a caregiver.

In general, your personal health information is collected directly from you or your authorized representative, or your healthcare provider. When necessary, our healthcare providers may need to speak to your physician and other healthcare providers within your circle of care in order to obtain the information they need.

For more information on how your personal health information is collected, please visit the [Loblaw Privacy Policy](#) and review the section “How Do We Collect Personal Information?” or refer to any of the privacy statements or notices that are made available to you at the time of receiving a healthcare service.

### 3. How Do We Use This Information?

Your personal health information collected is used in connection with providing healthcare services to you, which may include:

- Dispensing your medications either in the pharmacy, or at an affiliated central fill pharmacy and providing initial and, where appropriate, on-going counseling with respect to your prescription(s);
- Delivering pharmacy professional services and, where appropriate, providing knowledge, information and counseling in connection with such services, such as immunization information, adaptation of prescriptions, initiation of prescriptions, medication reviews, etc.;
- Communicating with you to advise you of prescription refills and other health-related information and services that may be of assistance or interest to you;
- Providing pharmacy or other health-related capabilities online or through mobile applications;
- Delivering other professional services, including, dietitian, optician and non-surgical cosmetic services and treatments;
- Assisting physicians and other healthcare professionals as needed;
- Responding to requests made by, or on behalf of, your insurance provider to review your insurance claim(s);
- Recommending programs, products, services or events to manage your healthcare needs;
- Managing your patient record, including medications dispensed and services or treatments provided;
- Obtaining and processing payments for prescriptions and healthcare services;
- Monitoring and investigating incidents and managing claims;
- If requested, referring you to other healthcare providers, such as our in-store dietitians, optometrists, respiratory therapists, or other health professionals; and
- Performing our obligations in accordance with, or complying with, applicable healthcare-related professional, legal or regulatory requirements.

For more information on how your personal health information is used, please visit the [Loblaw Privacy Policy](#) and review the section “How Do We Use Personal Information?” or refer to any of the privacy statements or notices that are made available to you at the time of receiving a healthcare service.

### 4. How Do We Share This Information?

When you are provided with healthcare services, your personal health information may be shared with your healthcare providers and your authorized representative(s). Your personal health information may also be shared with others but only with your consent or as detailed in the Loblaw Privacy Policy, or as otherwise permitted or required by law.

#### **For example:**

If you fill a prescription order in one of our pharmacies, we may share personal health information with your provincial drug benefit program, private health insurance provider, or other health claim adjudicator as necessary in order to process your claim.

#### **A. Disclosure Without Consent**

Canadian law permits or requires the use or sharing of personal health information without consent in specific circumstances, including situations when necessary to protect healthcare providers, employees, customers, or others.

#### **B. Service Providers**

In the course of providing our programs, products, and services, your personal health information may be shared with service providers. These service providers help us operate our business, technology systems and applications, internal procedures, infrastructure and advertising and marketing. We require these

service providers to limit their access to and/or use of personal health information to that required to provide their services and to otherwise comply with our privacy requirements.

For more information on how your personal health information is shared, please visit the [Loblaw Privacy Policy](#) and review the section “How We Do Share Personal Information?”.

## **5. What Are Your Privacy Choices?**

The personal health information that your healthcare providers collect is information that they need in order to provide healthcare services to you. If you choose not to provide your healthcare provider with certain personal health information or if you withdraw your consent, where such withdrawal is available, you may not be able to receive certain healthcare services. For more information on what privacy choices are available to you, please discuss this directly with your healthcare provider.

Information on how to manage your privacy choices (relating to non-healthcare services) is available in the section “How Do I Change My Privacy Choices?” of the [Loblaw Privacy Policy](#).

## **6. Who Can You Contact With Questions About This Privacy Notice?**

If you have privacy questions relating to this notice, you can contact our Loblaw Privacy Office at [loblawprivacy@loblaw.ca](mailto:loblawprivacy@loblaw.ca).