

# Our Privacy Practices

## We Respect Your Privacy

We adhere to federal and provincial laws that protect your information. We respect your privacy and are firmly committed to maintaining the security and confidentiality of your personal information.

## Collection and use of your information

We collect only the information we need to provide our diagnostic services. We use that information to verify your identity, accurately match your specimens with your test results and collect payment. We may also use that information to ensure our quality and evaluate our performance, and we occasionally use unidentified patient specimens for quality control purposes. We protect your information with appropriate safeguards and ongoing staff training to ensure security and confidentiality.

## Disclosing your information

We disclose information about you in order to provide your test results to your physician or recognized member of your health care team. We may also disclose that information to other authorized health care professionals who need it in

order to treat you. These include Emergency Room physicians and outpatient hospital-based clinics you may be attending (e.g. diabetic and renal day care). Should we be asked to reveal information about you for another reason, we will contact you to obtain your permission.

## Accessing your own information

Should you wish to question the accuracy of your information, or enquire about anything related to its use or disclosure, please contact our privacy officer in writing. If you believe we have compromised your privacy, please contact our privacy office:



**Attn: Privacy Office**  
100 International Blvd.  
Toronto, Ontario, M9W 6J6

**Tel: 416-675-3637 or 1-877-849-3637**  
**e-mail: [privacy@lifelabs.com](mailto:privacy@lifelabs.com)**

You may also contact the Office of the Information and Privacy Commissioner of Ontario.