

Accessing Your Own Information

Should you wish to question the accuracy of your information, or enquire about anything related to its use or disclosure, or if you believe that we have violated your privacy rights, please contact our privacy office in writing.

LifeLabs' Core Values

LifeLabs has always taken patient privacy very seriously. Aside from being a good business practice, it is in harmony with our company's core values:

Customer Focus: We focus on our customers. We're professional, caring and responsive to their needs. We work together to ensure they have the best possible experience with us;

Accountability: We are all responsible for meeting our commitments and adhering to the highest ethical standards. People can rely on us to do what we say we will do;

Respect: We treat people the way we would want to be treated - with respect and mutual trust. We communicate openly and provide honest and supportive feedback;

Excellence: We're committed to continuously improving everything we do. We're disciplined in our approach to achieving results and we strive to reach our full potential.

For More Information

For more information about our practices, please visit our website at www.lifelabs.com and click on the "Privacy" link at the bottom of the page.

If you have detailed questions, please feel free to contact us by e-mail at: privacy@lifelabs.com

or by regular mail at the LifeLabs office location nearest to you:

In British Columbia:

LifeLabs
Attn: Privacy Office
3680 Gilmore Way
Burnaby, BC, V5G 4V8

In Ontario:

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

In Quebec:

LifeLabs
Attn: Privacy Office
4800 Dobrin bureau 100
Montreal, Quebec, H4R 2P8

**LifeLabs**[®]
Medical Laboratory Services

Your Privacy at LifeLabs[®]

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

At LifeLabs We Respect Your Privacy

LifeLabs is a national medical laboratory services company. Each year, we provide more than 50 million laboratory tests to over 10 million patients and nearly 20,000 physicians across three Canadian provinces.



We only collect the personal information we need to provide our diagnostic services. We use this information to verify your identity, accurately match your specimens with your test results and collect payment. We may also use this information to ensure quality and evaluate our performance. We protect your information

with appropriate safeguards and ongoing staff training to ensure security and confidentiality.

We disclose your information to your physician or to members of your health care team. These may include Emergency Room physicians and any 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 consent.

Note, however, that under Canadian privacy legislation, there are some rare circumstances in which your consent is not required. These include, but are not limited to:

- *The outbreak of an infectious disease;*
- *An investigation by law enforcement authorities;*
- *The reduction of the risk of probable harm to an individual or group of individuals;*
- *When specified by law.*

Collection and Use of Your Information

Our compliance strategy is based on the ten “Fair Information Practices” from the Model Code for the Protection of Personal Information, created by the Canadian Standards Association in 1980:

- 1. Accountability:** We are accountable to protect the privacy of personal information in our care and custody. The LifeLabs Privacy Office assists the organization in implementing the principles and complying with the federal and provincial privacy laws that apply to us. The Privacy Office is available to answer questions about the application of privacy laws to individual situations as well as to receive concerns or questions about compliance. We train our employees to follow written privacy policies and operational procedures, and also perform ongoing reviews of our privacy practices.
- 2. Identifying Purposes:** At or before the time personal information is collected from an individual, we identify the purposes for which we collect, use and disclose that personal information.
- 3. Consent:** LifeLabs obtains the individual's consent before collecting, using or disclosing their personal information. For some defined and appropriate circumstances, consent is implied. As an indirect health care provider, we operate on the orders of your health care practitioner; therefore, consent is implied.
- 4. Limiting Collection:** We only collect the personal information that we need in order to provide our services and manage our business. The information is collected by fair and lawful means.

5. Limiting Use, Disclosure and Retention:

LifeLabs uses or discloses personal information only for the purposes or services identified, except with the consent of the individual or as required by law. We retain personal information only as long as necessary and then destroy it securely.

6. Accuracy: Personal information used by LifeLabs is as accurate, complete, and up-to-date as necessary for the identified purposes.

7. Safeguards: We have appropriate physical, technical and administrative safeguards in place to protect personal information in our custody or control.

8. Openness: LifeLabs maintains clearly defined procedures and processes for informing individuals of our privacy policies and practices.

9. Individual Access: Upon written request, we will inform individuals of the existence, use, and disclosure of their personal information that is in our care. When appropriate, we provide access to that information and allow the individual to question the accuracy and completeness of their records.

10. Challenging Compliance:

Individuals may address any concerns they have regarding our compliance with these principles to our Privacy Office. LifeLabs remains firmly committed

to maintaining the confidentiality of personal information. Each of our employees is responsible for maintaining the confidentiality of all personal information to which they have access.

