



Privacy Policy

Safeguarding your private information is very important to us. The OICBT is committed to collecting, using and disclosing personal information responsibly and only to the extent necessary for the services we provide.

What is Personal Information?

Personal information is information about your identity including information related to your gender, age, income, address, phone number, health history, or activities and views.

When and Why We Collect Personal Information

The main reason we collect personal information is to provide psychological services. This could include information about your health history, family history, physical condition, and social situation. We may also ask you for information related to administrative purposes, like invoicing and billing. Finally, your clinician will ask you to complete measures to help determine the services you may need, to track your progress over time, and to increase the likelihood of treatment being successful. You will be asked to complete these measures online through a service provided by a Canadian company called Greenspace (www.grnspace.com). In addition to your therapist, the clinic director (Dr. Connie Dalton) will also have access to the outcome information collected through Greenspace in order to review and monitor the overall quality of the services provided by the therapists at the OICBT.

Protecting Your Personal Information

To protect personal information, we take the following steps:

- Paper information is locked securely
- Electronic hardware is in a restricted area at all times. In addition, passwords are used on computers. Computers and external devices are encrypted.
- Staff are trained to collect and use personal information only as necessary and in accordance with our Privacy Policy.

Retention of Personal Information

The College of Psychologists of Ontario requires that we keep our client records for at least 10 years after we last see you (and in the case of children, for at least ten years past their 18th birthday).

Reviewing or Accessing Your Personal Information

With very few exceptions, you have the right to see all of the information in your file. If you believe that there is a mistake in the information, you have the right to ask for it to be corrected. This applies to factual information but not to our professional opinions. We may ask you to submit any requests for changes in writing.

Still have questions?

We will attempt to answer any questions or concerns you may have. You can reach us at [613-820-9931](tel:613-820-9931).



Privacy and Security of Your Information

Your privacy is extremely important to us. We take this responsibility very seriously and are committed to protecting your privacy and safeguarding your personal information. This document answers some of the key questions about how Greenspace addresses the security and privacy of your personal information. If you would like to discuss in further detail, please feel free to contact Greenspace Mental Health's Chief Privacy Officer, Jeremy Weisz at jeremy@grnspace.com.

Who can see my personal information?

The only people that can see your personal information and results are you and your therapist. In order to view your results, you are required to log in to your account using your password. The Greenspace administrator has the ability to view all participants using the platform, but each participant is identified by a unique code rather than their name. It is therefore not possible for the Greenspace administrator to ascertain the identities of patients.

Is it secure for me to complete my assessments online?

The assessments that are delivered to you by email or sms don't contain any personally identifying information or health information about you. When you complete an assessment, the data will be sent to the server through secure channels (HTTPS, SSH, etc.). No patient information in conjunction with patient names is ever sent over unsecured email or other unsecured channels.

What policies are in place to ensure that Greenspace takes its privacy obligations seriously?

Greenspace's commitment to information security within the organization is codified in its Information Security Policy. The policy provides direction and requirements with respect to the security of personal health information to guard against theft, loss, unauthorized use, disclosure, disruption, modification or disposal. Prior to joining Greenspace, all employees are required to sign confidentiality agreements and undergo criminal background checks. Once joining Greenspace, employees receive extensive training with regard to Greenspace's comprehensive information security policy, which is regularly reviewed and updated.

Where is my information stored and is it secure?

Greenspace stores all data and information in Canada with a secure cloud storage provider called Healthcare Blocks. Healthcare Blocks is specifically designed to securely manage and store confidential and highly sensitive healthcare information. Healthcare Blocks has been tested and certified by security professionals from Kaiser Permanente, Morgan Stanley, and various privacy and security consulting groups. In addition, Healthcare Blocks has passed multiple penetration tests conducted by independent firms, and such tests continue regularly.

Greenspace's database runs in a private subnet (hidden from the outside internet) and access is restricted to Greenspace. Database traffic is encrypted in transit, and data is encrypted at rest using modern technology standards.

How are passwords protected?

All passwords and security question responses are cryptographically salted and hashed before storage (using the PBKDF2 algorithm with a SHA256 hash and 10000 iterations). This means that they are heavily encrypted and are never stored in plain (viewable) text.

A handwritten signature in black ink, appearing to read 'J Weisz'.

Jeremy Weisz,
Chief Privacy Officer
Email: jeremy@grnspace.com



Introducing a measurement and assessment tool to therapy.

1. What is measurement in therapy?

Measurement involves the completion of **assessments** throughout the therapeutic process.

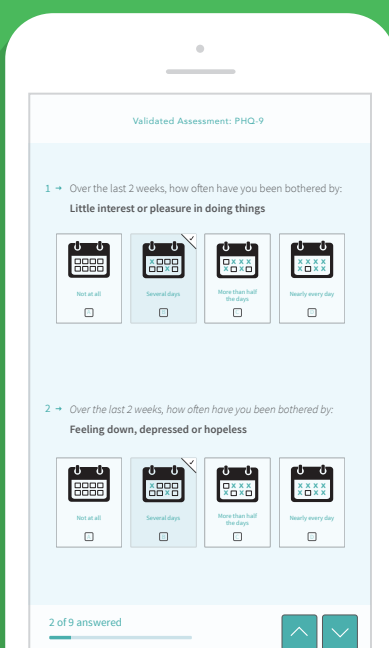
- These assessments are developed and validated through scientific research.
- Most assessments are between 4 and 20 questions.
- Some assessments are meant to be completed more frequently than others. This will be discussed between you and your therapist.

2. Why is it so important?

Medical research shows that the ongoing and consistent measurement of progress throughout therapy leads to significantly improved treatment outcomes - including a 3.5x higher likelihood of experiencing significant and reliable change in therapy.

There are two main reasons for this. First, measurement provides a therapist more feedback and information about a client's progress in therapy. This results in improved decision-making, reduced biases and earlier detection of health changes (among other benefits). Second, the ability to view your symptoms and progress provides you with added transparency and control over your treatment process.

3. How Greenspace Works.



A) Register

You will be sent a unique invite link **by email** that you can use to register for an account. Here you will enter some basic information and select whether to receive assessments by email or sms (text message).

B) Complete Assessments

When it is time to complete an assessment, you will receive an email or sms containing a link to the assessment that has been selected by the therapist. The assessments are short, and can be easily completed on any device.

C) View Results

Visit www.grnspace.com to log in to your secure and encrypted account. You and the therapist can review assessment results and overall progress.