

PRIVACY STATEMENT

Please take the time to carefully read the following information. If any information is unclear or for technical assistance, please email us at info@etherapies.ca or phone 506-858-4406.

Etherapies is the website of the Telepsychotherapy Unit of the Université de Moncton. Etherapies offers online and telephone mental health screening assessments and Internet psychotherapy. This Privacy Statement sets out in more detail how we manage your personal information. By accessing our services you agree to be bound by this Privacy Statement and the etherapies terms of use. Our staff has taken precautions to protect the security of your information.

We, our and **us** means the Telepsychotherapy Unit of the Université de Moncton, and **you** and **your** refer to you as a user of the Website.

WHAT INFORMATION DOES ETHERAPIES COLLECT AND HOLD ABOUT YOU?

During the course of your interactions with us, we will collect personal information about you. We may collect your name, date of birth, contact details, emergency contacts, your medical history, family medical history, treatment and other information relevant to your use of etherapies.

As used in this Privacy Statement, the term “personal information” means personally identifiable information such as your name, age, contact information, and identification numbers. If you are a client, the term “personal information” also includes “personal health information”, which is information that identifies an individual and relates to that individual’s health, including evaluations, self-reports and other confidential health information.

By accessing the website and submitting your personal information, you agree to be bound by this Privacy Statement and you consent to the collection, use, and disclosure of your personal information in accordance with this Privacy Statement. Your personal information will not be used for any purpose except as set out in this Privacy Statement.

In the event we wish to use your personal information for any purpose other than as set out in this Privacy Statement, we will request your consent prior to such use. Only the

personal information that is reasonably required for us to assess and offer Internet therapy programs will be collected.

We may collect your personal information for a number of purposes, including:

- to contact you;
- to conduct an online and telephone mental health screening assessment to determine if our programs are likely to address your needs, if you are a client;
- to provide Internet psychotherapy to you, if you are a client;
- to inform your clinician of your assessment and progress through the courses, if you are a client;
- to recognise you as a provider of health care services, if you are a clinician;
- to assist us in improving or facilitating the improvement of services, conducting research and training personnel; and
- for other purposes which are reasonably necessary in connection with any of the above uses.

If you are client, please note:

- Internet psychotherapy programs are not for everyone. Participation in a mental health screening assessment does not guarantee participation in one of our programs. It is our hope that, by undergoing a mental health screening assessment, you will be able to access and benefit from our programs; alternatively, if our programs is not a good fit for you, we will do our best to share with you more appropriate alternative services for you.
- If our services are deemed appropriate for your needs, you will be asked to provide additional personal information, which includes the name and phone number of your family doctor as well as your address and phone number. This information could be used in the event of an emergency or if there was a concern about your safety.
- Participation in the screening process is entirely voluntary and you can choose to answer only those questions that you are comfortable with. Should you choose not to participate in the screening, or if you wish to stop the screening at any time after starting, you may do so without explanation and generally without consequences. However, if certain questions are not answered, it may not be possible for us to offer you our services. Among other things, your therapist requires certain information, such as your name and contact information, in order to offer you services.

- If you want your personal information to be excluded from research results, please contact us at the contact information above and your information will be removed from the research database.
- It is not possible to exclude from your clinical files personal information collected during your use of our website until seven years after services have been provided, as this represents a record of care and we have other professional obligations to maintain records of your care.

HOW DOES ETHERAPIES COLLECT AND KEEP YOUR INFORMATION?

We will generally collect your personal information directly from you when you interact with us via our secure website (www.etherapies.ca), by telephone or by secure messaging.

When you use our services, the information you provide and details of your interaction with etherapies will be part of an electronic record kept on our secured platform. If you have agreed for your information to be used for research purposes, your information will be kept for a period of seven years, which is consistent with research practices.

If you receive the guidance of a clinician, a copy of the notes that were recorded in our system will be made for your clinical file at the health agency or network from which you received treatment. This file will be managed in accordance with the health agency's or network's policies. If you have not agreed for your information to be used for research purposes, your information will be eliminated from our servers at the time a copy is provided to the health agency or network.

Giving us personal information is voluntary, but if information is not provided, we may be limited in the assistance we can give. By giving us current, accurate and complete information, we are in a better position to assist you.

HOW DOES ETHERAPIES PROTECT YOUR INFORMATION?

Your information will be collected online through our secure website (www.etherapies.ca). With the exception of information relating to the assessment of psychological distress, all your information will be collected using Moodle software. Our website is powered by Markanyx Solutions Inc. located in Edmonton, Alberta. Information submitted to our website is secured using the Secure Sockets Layer (SSL) software and protected by encryption and firewall technology. Your personal

information is kept in a database of our website on a secured server of Markanyx Solutions Inc. Information on the server is covered by the *Canadian Privacy Act*.

Information relating to the assessment of psychological distress will be collected using an online questionnaire from the OQ-Analyst software and securely stored on the servers of OQ Measures located in Toronto, Ontario. Information on these servers is also covered by the *Canadian Privacy Act*. Your information will be eliminated from the servers three months following the termination of our twelve-month license.

If you have agreed for your information to be used for research purposes, information collected from you will be retrieved from the Moodle and OQ-Analyst softwares and kept by us for use for research purposes on a secure Internet-based storage platform of the Université de Moncton protected by a multifactor authentication (MFA). We store information in access controlled premises and in electronic databases requiring logins and passwords.

Other than authorized clinicians, in connection with administering our etherapies platform and the programs and measures provided, we will also have access to your information as well as system administrators from Markanyx Solutions Inc. and OQ Measures (if used). We will use such information only for the purposes for which it was collected. Additionally, if you have consented to your information being used for research purposes, researchers involved in the project will also have access to the information collected, but will not be able to personally identify you. Nobody else will have access to your information.

Client information is also protected under the *Personal Health Information Privacy and Access Act* (New Brunswick), the *Personal Information Protection and Electronic Documents Act* (Canada), and we and a client's clinician are bound by those laws.

WHAT YOU CAN DO TO PROTECT YOUR INFORMATION

We do our best to protect our website from security breaches by employing high IT security standards. However, the provision of services through our website is subject to security risks inherent in any online service. While we attempt to ensure that your information is protected and secure, it is impossible to protect against all potential breaches of security.

We recommend that you make sure that the computer terminal from which you send email and messages is secure and has up to date antivirus and malware protection. You

must also ensure that you maintain the confidentiality of your password and that you do not share your password with others or leave it in a place that may be accessed by others. It is your responsibility to delete or keep safe messages, emails and any transcripts of online conversations that you download or print out. You need to be aware that even deleted files can still be accessed because your computer or network may keep local or backup copies. We are not responsible for ensuring that any such copies are deleted.

You should sign out or close your browser once you have finished using our website. This is to ensure that others cannot access your personal information and correspondence.

HOW WILL YOUR PERSONAL INFORMATION BE USED AND DISCLOSED?

All personal information gathered in the course of your use of our services is confidential. Your personal information will only be shared with a third party, other than those permitted under this Privacy Statement, if there is a good faith belief that access, use, preservation or disclosure of such information is reasonably necessary to

- (a) satisfy any applicable law, regulation, legal process or enforceable governmental request;
- (b) report or otherwise address an immediate risk of hurting oneself or someone else;
- (c) report or otherwise address the abuse or neglect of a child less than 16 years old; or
- (d) report or otherwise address sexual abuse by a health care professional.

In certain circumstances, your personal information may be used or disclosed to conduct research at the Telepsychotherapy Unit of the Université de Moncton. Use of information in this way generally requires approval of an ethics committee.

Where information is disclosed or published for research, all reasonable efforts will be made to de-identify the information so that you will not be personally identified.

HOW TO ACCESS YOUR INFORMATION?

You have the right to access your personal information. We (or your clinician) will provide you with a copy of your personal information within thirty (30) days of receiving

a written request with sufficient detail to allow us to locate your record. Every reasonable effort will be made to ensure your personal information remains accurate and up-to-date.

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