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Privacy Policy

Our Commitment

True North Speech (TNS) is committed to protecting the privacy of the personal information of its clients. TNS values the trust of those we deal with, and of the public, and recognizes that maintaining this trust requires that we be transparent and accountable in how we treat the information that you choose to share with us.

TNS complies with the Personal Information Protection and Electronic Documents Act, Canada (“PIPEDA”) and BC’s Personal Information & Protection Act (“PIPA”) to protect the personal information and personal health information of its clients.

During the course of our work, TNS occasionally gathers and uses personal information, including personal health information as defined by both PIPEDA and PIPA. Anyone from whom we collect such information should expect that it will be carefully protected and that any use of or other dealing with this information is subject to your consent. TNS’s privacy practices are designed to achieve this.

Personal information is any information that can be used to distinguish, identify, or contact a specific individual. This information can include an individual's opinions or beliefs, as well as facts about, or related to, the individual. Examples of personal information include Social Insurance Number, age, marital status, and language. Exceptions: business contact information and certain publicly available information, such as: names, addresses, and telephone numbers as published in telephone directories, are not considered personal information. Personal health information includes information related to an individual’s physical or mental health and the provision of health care to an individual.

Personal information gathered by TNS is kept in confidence. TNS personnel are authorized to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained. Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. We also take measures to ensure the integrity of this information is maintained and to prevent it being lost or destroyed.

We collect, use, and disclose personal information and personal health information only for purposes that a reasonable person would consider appropriate in light of the circumstances – this means only within our relationship for the purposes of advising you and for your treatment.

We do not disclose your personal information or your personal health information without prior written consent from you; this includes any express consent you gave when we discussed whether or not we had permission to share information with others in your circle of care, or family members. The exceptions to this rule are: (i) in the event of an emergency, for emergency medical care; or (ii) to comply with the law, including a valid police warrant or a court order.

You may withdraw any consent that you gave for us to disclose your personal information at any time by letting us know. Please note that we may retain information for record keeping or legal compliance. We retain information about you only for as long as necessary to fulfill the purposes outlined in this Privacy Policy.

Updating of Privacy Policy

TNS regularly reviews its privacy practices. Any revisions to the policy will be made available on our website www.truenorthspeech.com.

If we fail to resolve your concern to your satisfaction, you may also contact the Office of the Privacy Commissioner of Canada:

30 Victoria Street
Gatineau, QC K1A 1H3
Toll Free: 1.800.282.1376
www.privcom.gc.ca

Contact Us

For any questions or concerns regarding your privacy, you may contact us using the following details:

Shira Meltzer
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