

Association of Hearing Instrument Practitioners of Ontario	
Section	Privacy Policy
Sub-Section	Personal Information Protection and Electronic Documents Act & Ontario Health Information Protection Act January 2025

1.0 Overview

The Association of Hearing Instrument Practitioners of Ontario (AHIP) values the privacy of personal information. We are committed to collecting, using, and disclosing personal information responsibly, and only to the extent necessary for the administration of our services and to fulfill our obligations to our members.

This policy applies to all personal information held by AHIP. AHIP includes at the time of writing an Executive and Board of Directors, an Executive Director, and three support staff. As well as occasional external consultants, such as accountants, lawyers, and auditors, who may have limited access to personal information in the course of performing their duties. We restrict their access to personal information and require them to follow appropriate privacy practices.

2.0 Primary Purposes

We collect, use, and disclose personal information for the following primary purposes:

- **Membership Management:** To establish and maintain membership standards, ensure qualifications, and provide administrative services to our members, including mandatory continuing education and internship programs.
- **Professional Standards and Advocacy:** To establish hearing healthcare standards, promote professionalism, and advocate for our members in negotiations with government bodies and other parties.
- **Communications:** To send membership updates, newsletters, and other relevant information. This includes distributing the marketing material and posting membership information on the AHIP website.

A secondary purpose for collecting personal information is to support our advocacy efforts, improve education, and resolve complaints related to member conduct and practice.

3.0 Protecting Personal Information

We understand the importance of protecting personal information. To safeguard your data, we implement the following measures:

- **Physical Security:** Paper records are stored in secure, locked areas and are only accessible to authorized personnel. Electronic devices storing personal data are either under supervision or secured in restricted areas.

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- **Transmission Security:** We use secure methods for transmitting personal data and employ secure channels for both paper and electronic communications.
- **Staff Training:** All staff members are trained to collect, use, and disclose personal information only as necessary to perform their duties, in accordance with this privacy policy.

4.0 Retention and Destruction of Personal Information

We retain personal information for as long as it is necessary for the purposes outlined in this policy. This includes answering questions, providing customer service, and complying with legal and regulatory requirements.

- **Retention Period:** Membership records are maintained for a minimum of seven (7) years after the termination of membership. Other records, such as financial, advocacy, and complaint-related files, are archived for the appropriate period as required for legal, regulatory, and organizational purposes.
- **Destruction Methods:** Paper records containing personal information are securely shredded. Electronic records are deleted and, when hardware is discarded, hard drives are physically destroyed to prevent unauthorized access or retrieval.

5.0 Do You Have a Question?

If you have any questions or concerns about this privacy policy, the collection, use, or disclosure of your personal information, or if you would like to make a complaint regarding our privacy practices, please contact our Information Officer.

You also have the right to request access to your personal information. To request access to or corrections of your personal information, you may submit a written request to the Information Officer listed below.

Contact Information for the Information Officer:

Joanne Sproule
 Information Officer
 Association of Hearing Instrument Practitioners of Ontario (AHIP)
 55 Mary Street W, Ste #211
 Lindsay, ON
 K9V 5Z6
 Phone: 705-328-0907

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The Information Officer will make every effort to respond to your request promptly and appropriately. If your request is for access to personal information, we will provide you with the requested information unless an exception applies under the applicable privacy laws.

If you wish to make a formal complaint about our privacy practices, you may submit it in writing to our Information Officer. She will acknowledge receipt of your complaint, ensure that it is investigated promptly, and provide you with a formal decision and reasons in writing.

If you have a concern about the professionalism or competence of our professional staff, please contact our Executive Director:

Joanne Sproule
Information Officer
Association of Hearing Instrument Practitioners of Ontario (AHIP)
55 Mary Street W, Ste #211
Lindsay, ON
K9V 5Z6

This policy is made under the Personal Information Protection and Electronic Documents Act. This is a complex Act and provides some additional exceptions to the privacy principles that are too detailed to set out here. There are some rare exceptions to the commitments set out above.

For more general inquiries, the Information and Privacy Commissioner of Canada oversees the administration of the privacy legislation in the private sector. The Commissioner also acts as a kind of ombudsman for privacy disputes. The Information and Privacy Commissioner can be reached at:

The Office of Information and Privacy Commissioner
112 Kent Street
Ottawa, ON
K1A 1H3

6.0 Accuracy of Personal Information

AHIP takes reasonable steps to ensure that personal information is accurate, complete, and up-to-date for the purposes it is being used. If you believe any information we hold about you is inaccurate or incomplete, please contact our Information Officer to request corrections.

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7.0 Disclosure of Personal Information

AHIP may disclose personal information to third parties in certain circumstances, including:

- To our service providers, who perform tasks on our behalf, such as data management, event management, or educational services.
- To comply with legal obligations or regulatory authorities, or in response to a court order or legal process.
- To resolve disputes or complaints related to our services.

Any third party to whom we disclose personal information is required to follow appropriate privacy practices in handling your data and is bound by confidentiality agreements where applicable.

8.0 Cookies and Website Usage

Our website may use cookies and similar technologies to enhance user experience, analyze trends, track movements around the site, and gather demographic information. Cookies do not collect personally identifiable information unless explicitly provided by the user.

You may choose to set your browser to refuse cookies or to alert you when cookies are being sent. However, some parts of the website may not function properly if cookies are disabled.

9.0 Changes to the Privacy Policy

AHIP reserves the right to modify or update this privacy policy at any time. When changes are made, the updated version will be posted on our website with an updated revision date. We encourage you to review the policy periodically to stay informed about how we are protecting your personal information.

10.0 Questions and Complaints

If you have any questions or concerns about this privacy policy, the collection, use, or disclosure of your personal information, or if you would like to make a complaint regarding our privacy practices, please contact our Information Officer at the details provided above.

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If you believe your privacy rights have been violated, you may also contact the Office of the Privacy Commissioner of Canada.

Contact Information for the Office of the Privacy Commissioner of Canada:

Office of the Information and Privacy Commissioner
112 Kent Street
Ottawa, ON
K1A 1H3
Phone: 1-800-282-1376
Website: <https://www.priv.gc.ca>

For a comprehensive overview of PIPEDA compliance, we refer to the [PIPEDA Compliance Help Guide for Organizations](https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/the-personal-information-protection-and-electronic-documents-act-pipeda/pipeda-compliance-help/guide_org/) [https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/the-personal-information-protection-and-electronic-documents-act-pipeda/pipeda-compliance-help/guide_org/].

This guide provides valuable information on how organizations can comply with Canadian privacy laws and ensure the protection of personal data.

Additionally, for further insight into the principles of PIPEDA and related privacy topics, you can review the [OPC's Privacy Laws in Canada overview](https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/02_05_d_15/#heading-0-0-2-2) [https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/02_05_d_15/#heading-0-0-2-2].

By following these guidelines, AHIP aims to maintain transparency and ensure the privacy and security of your personal information.