



## Privacy Policy - Health Harmony with Hosna

Effective Date: June 16, 2025

At Health Harmony with Hosna, we are committed to protecting your privacy and personal health information (PHI). This policy outlines how we collect, use, disclose, and safeguard your information in accordance with applicable health privacy laws, including:

- Ontario's Personal Health Information Protection Act (PHIPA)
- Alberta's Health Information Act (HIA)

### Who We Are

Health Harmony with Hosna is a virtual telehealth clinic providing Bioidentical Hormone Replacement Therapy (BHRT) and holistic care services. The clinic is owned and operated by Hosna Ferdous, Nurse Practitioner (NP), who acts as a regulated custodian of your personal health information under PHIPA and HIA.

### What Information We Collect

We collect only the personal health information necessary to provide care. This may include:

- Your full name, date of birth, contact details
- Health history and current symptoms
- Laboratory test results
- Payment and billing details
- Notes from virtual consultations

### How We Use Your Information

We use your information to:

- Provincial health card number
- Assess, diagnose, and treat your health concerns
- Order and interpret lab tests
- Deliver secure, personalized BHRT and wellness services
- Communicate with other authorized healthcare providers (as needed)
- Maintain accurate records and comply with legal obligations

We will not sell, rent, or disclose your information to unauthorized third parties.

### How We Protect Your Information

We follow strict safeguards to ensure your PHI is safe:

- Encrypted and secure Electronic Medical Record (Juvonno EMR)
- Secure fax and communication systems (SR Fax)
- Password-protected devices and role-based access control
- Compliance with privacy regulations in Ontario and Alberta

### Your Rights as a Patient

You have the right to:

- Access and request a copy of your records
- Request corrections to your information
- Limit or withdraw your consent (unless required by law)
- Know how your information has been shared

To exercise your rights, please contact us at: Email: [info@healthharmonywithhosna.com](mailto:info@healthharmonywithhosna.com)

### Consent and Disclosure

By receiving care from Health Harmony with Hosna, you consent to the collection, use, and sharing of your PHI as outlined in this policy. Information may be disclosed without consent only if required by law (e.g., public health reporting, court orders).

### Retention and Secure Disposal

Your records are securely stored and retained for the minimum required duration (typically 10 years from the date of last contact). When no longer needed, records are securely deleted or destroyed.

### Contact Us

For questions, concerns, or requests related to your privacy, please contact:

Hosnatul Ferdous, NP

Health Harmony with Hosna

Email: [info@healthharmonywithhosna.com](mailto:info@healthharmonywithhosna.com)

Phone: 780-830-9191

If you believe your privacy rights have been violated, you may also contact:

- Ontario: [www.ipc.on.ca](http://www.ipc.on.ca) | 1-800-387-0073
- Alberta: [www.oipc.ab.ca](http://www.oipc.ab.ca) | 1-888-878-4044