

My Connected Care Portal Privacy Policy

Effective Date: November 28, 2022

Revised Date: April 1, 2025

Overview

Waterloo Regional Health Network is committed to protecting your privacy and the security of the information you entrust with us. This information practices & privacy policy (Policy) discloses the hospitals' information gathering and dissemination practices. Your use of *My Connected Care Portal* is governed by the terms of this Policy, and by using or accessing *My Connected Care Portal* you agree to be bound by this Policy.

My Connected Care Portal is operated by Cerner Corporation (Cerner) and provided to you by your healthcare provider, Waterloo Regional Health Network (Provider).

The Hospital(s) Role and Obligations as a Health Information Custodian(s)

Under Ontario's *Personal Health Information Protection Act (PHIPA)*, Waterloo Regional Health Network are the health information custodian (HIC) respectively. *PHIPA* 3(1) defines a HIC as, a person or organization who has custody or control of personal health information. As the HIC, Waterloo Regional Health Network have specific obligations when it comes to the collection, use, disclosure, retention and destruction of personal health information. Details about how your health care provider maintains and manages your personal health information can be found on each hospital's respective public website.

How the Health Information in *My Connected Care Portal* is Obtained

My Connected Care Portal provides a view into your Provider's Electronic Medical Record (EMR). *My Connected Care Portal* does not separately maintain or manage your personal health information that is visible to you from within the EMR – that is the role of the Provider as a HIC. The information available for you to view through *My Connected Care Portal* is not a comprehensive view of all the data in your Provider's EMR.

Information You Contribute to *My Connected Care Portal*

When you enter information in *My Connected Care Portal*, that information is stored in your Provider's EMR where it is accessible to members of your Provider's care team and staff based on your Provider's policies and procedures. Information that becomes a part of your Provider's EMR remains in your Provider's EMR even if you should stop using *My Connected Care Portal*. You agree that any information that you may post, submit or transmit through *My Connected Care Portal* is truthful and accurate.

Sharing Your Personal Health Information

It is your choice to share, download or print your information that is accessible through *My Connected Care Portal*.

When you share information from *My Connected Care Portal* with another individual, you acknowledge and accept responsibility for the decision to provide them access to potentially sensitive information.

Before you download any documents, please be advised that a copy of the document will be downloaded to the local computer that you are accessing it from. Your Provider has neither the ability to control nor legal responsibility for the security of copies of documents downloaded from *My Connected Care Portal*.

Once you have printed any documents, please ensure you are storing these printed copies in a safe and secure place.

How Cerner Uses Your Information

- Personal Information - Cerner maintains limited information about you, such as your name, date of birth, and medical record number, during your use of *My Connected Care Portal*; such information is maintained to ensure you are connected to your medical record. *My Connected Care Portal* uses your *Cerner Health* identity (user name and password) to confirm your identity when you sign into *My Connected Care Portal*.
- Site Usage Information - Site usage information may be used by Cerner or its partners to support analysis in support of healthcare research, *My Connected Care Portal* management initiatives, and understanding of the *My Connected Care Portal* user base to enable Cerner to enhance *My Connected Care Portal*. Site usage information is de-identified, meaning your personally identifiable information is removed and cannot be connected to you in any way.
- IP Addresses (Server Log Information) - An IP address is a number automatically assigned to your computer whenever you access the Internet. All computer identification on the Internet is based on IP addresses that allow computers and servers to recognize and communicate with each other. *My Connected Care Portal* collects IP addresses in order to administer the system, understand and manage site access, and analyze use and demand. *My Connected Care Portal* also uses IP addresses to identify individuals violating the *My Connected*

Care Portal Terms of Use or who are threatening the service, site, content, users, or others.

Use of Cookies and Single-Pixel GIF Files

My Connected Care Portal places a text file called a 'cookie' in the browser files of your computer. Cookies are pieces of information that a website transfers to an individual's hard disk for record-keeping purposes. *My Connected Care Portal* uses cookies during your online session to deliver content specific to your interests. Cookies allow *My Connected Care Portal* to more efficiently deliver the information you want. The cookies do not contain personal information. If you disable cookies in your browser, you will be unable to log into *My Connected Care Portal*. In addition to cookies, some web analytics tools used by *My Connected Care Portal* place a single-pixel GIF file on a computer as a tracking indicator.

Deleting Your *My Connected Care Portal* Connection

Should you decide that you no longer wish to use *My Connected Care Portal*, call Cerner Consumer Care at 1-855-455-2717 and have them assist you in deleting your *My Connected Care Portal* connection.

Please note - deleting the connection does not notify your Provider that you no longer wish to receive communications in *My Connected Care Portal*. You must contact your Provider to notify him or her that you no longer wish to receive communications via *My Connected Care Portal*.

Children's Privacy Protection

My Connected Care Portal is not designed for or targeted at children. Cerner will not knowingly collect and maintain personally identifiable information from children under 12 years of age.

Compliance

Cerner regularly reviews its compliance with this Policy. If you have any concerns about how Cerner treats personal information, please contact us at:

Cerner Corporation
2800 Rockcreek Parkway
Kansas City, Missouri 64117 U.S.A.
Attention: Chief Legal Officer

For concerns about how the Provider treats your personal information and/or personal health information, please contact their respective Privacy Office at:

WRHN @ Midtown

WRHN @ Queen's Blvd.

835 King Street West, P.O. Box 9056

Kitchener, ON N2G 1G3

Phone #: 519-749-4275

Email: confidentiallyspeaking@grhosp.on.ca

911 Queens Boulevard

Kitchener, ON N2M 1B2

Phone #: 519-749-6578 ext.
1209

Email: privacyoffice@smgh.ca

Modifications

Cerner and/or Provider may change this Policy at any time without advance notice to you. However, Cerner and/or Provider will take reasonable steps to notify you of material changes it makes to the Policy. You are responsible for regularly reviewing this Policy. Your continued use of *My Connected Care Portal* constitutes your acceptance of the revised terms.