



PERSONAL INFORMATION PROTECTION POLICY FOR CAN-AM CRYOSERVICES CORP.

At CAN-AM Cryoservices Corp. (CAN-AM), privacy of your personal information is an important part of providing you with quality service. Our policy outlines the type of personal information we collect and receive, and the circumstances in which we store and relay personal information, including your Personal Health Information (PHI). We understand the importance of protecting your personal information and we are committed to using and disclosing this information responsibly.

In this policy, personal information means information about you that is personally identifiable like your name, address, e-mail address or phone number. CAN-AM collects personal information directly from you, or from another person acting on your behalf. We may also collect information about you from other sources if we have obtained your consent to do so, or if the law permits.

PHI may include information regarding your health history, record of visits of a medical nature, and care received during those visits. The management of PHI is regulated under the Personal Health Information Protection (PHIP) Act of 2004, by the Ontario Ministry of Health and Long Term Care.

HOW YOUR PERSONAL INFORMATION IS COLLECTED AND DISCLOSED

Information may be collected or disclosed electronically, or by phone, mail, courier, fax or in person, and may include any of the following:

- Requests for the allotment, preparation, transfer, use, shipment or destruction of Donor or Client Depositor (Self-Storage) Sperm, or by forwarding the request to us through your physician/clinic.
- Product or service inquiries relating to the use or storage of Donor Sperm or Client Depositor Sperm, or Patient Andrology services (including Assessments, Sperm Washes and Sperm Freezes).
- Communications regarding service delivery, accounts and payment.
- Requests made by you, or made on your behalf by your physician/clinic, for Andrology products or services.
- Disclosure between CAN-AM, your physician/clinic and/or medical laboratories of your health history records and medical testing results.

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For individuals using and storing sperm, eggs or embryos, PHI is collected and stored by clinics, hospitals and storage facilities like CAN-AM as a provision of the federal law governing fertility treatment, known as the Assisted Human Reproduction Act.

WHY WE COLLECT PERSONAL INFORMATION

- To establish and maintain a responsible commercial relationship with you and to provide ongoing service.
- To communicate with fertility clinics/physicians, laboratories or other Health Information custodians regarding your care and treatment.
- To allow us to efficiently follow-up outcome of treatment and billing.
- For instructive, academic and demonstration purposes.
- To plan, administer, evaluate and manage our internal operations, in order to ensure continuous high quality service.
- To allow us to obtain payment for your treatment from OHIP, private insurers or others, where applicable.
- To generate billing statements for services rendered or products distributed.
- To process credit card payments or to collect unpaid accounts.
- To comply with legal and regulatory requirements, including Inspections carried out by Regulatory agencies.

PHI SECURITY

CAN-AM takes steps to protect your stored personal information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal. We conduct policy reviews and investigations to monitor and manage our privacy compliance, and CAN-AM's laboratory records system is inspected annually for compliance by the HPFB Inspectorate of Health Canada. CAN-AM takes steps to ensure that everyone who performs services for us protects your privacy and only uses your Personal Health Information for the purposes to which you have consented.

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COMPLAINTS AND CONCERNS

You have the right under the PHIP Act to access, review and make corrections to your Personal Health Information and records, where applicable, or to withhold or withdraw your consent for some of the stated uses and disclosures. In accordance with the PHIP Act, these requests may be made by contacting our Privacy Information Officer in writing (subject to legal exceptions). An administrative fee of \$15 may apply.

Our Privacy Information Officer will attempt to answer any questions or concerns that you might have and can be reached at the following:

Mr. Haimant Bissessar

1057 Main St. W, Suite 102
Hamilton, ON L8S 2B7

Tel: 905-524-3342

Toll-free: 1-888-245-3471

FAX: 905-245-3936

If you would like to request access or correction to your PHI, or wish to make a complaint to us about our privacy practices, you must make your request in writing. Please send your request to our Privacy Information Officer by surface mail or fax. Our Privacy Information Officer will promptly acknowledge receipt of your request or complaint in writing, and will ensure that it is investigated thoroughly. You will be provided with a formal decision, or a notice of extension, in writing within 30 days, and the reason for the decision.

If you are dissatisfied with the decision, including a refusal to allow access to your PHI in part or in whole, or believe that CAN-AM has violated your privacy rights, you may submit a complaint to the Privacy Commissioner of Ontario:

Office of Information and Privacy Commissioner/Ontario

2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
Tel: 416-326-3333
Toll-Free: 1-800-387-0073 (within Ontario)
FAX: 416-325-9195