

## **PRIVACY STATEMENT**

The Lakeland Primary Care Network (Lakeland PCN) makes every reasonable effort to protect the security of your personal information and honour your choices for its intended use. We carefully protect your information from misuse, unauthorized access and disclosure.

We do not provide personal information to unrelated third parties for any reason.

Please be aware there is some risk involved in transmitting information over the Internet regardless of our efforts.

Lakeland PCN collects information about and tracks website use. Remedy Web Solutions is used to help analyze how users use the site. Remedy Web Solutions also uses cookies to collect standard internet log information and visitor behaviour information in an anonymous form. The information generated by the cookie about your use of the website (including IP address) is transmitted to Remedy Web Solutions. This information is then used to evaluate visitors' use of the website and to compile statistical reports on website activity, which gives Lakeland PCN the opportunity to identify problems and improve service.

Lakeland PCN will not use the statistical analytics tool to track or to collect any personally identifiable information of visitors to our site. Refer to Remedy Web Solution's privacy policy listed on the Lakeland PCN website. Lakeland PCN will not link, or seek to link, an IP address with the identity of a computer user. We will not associate any data gathered from this site with any personally identifiable information from any source, unless you explicitly submit that information using a form on our website.

This privacy statement applies only to the Lakeland Primary Care Network website and to components of the website.

Lakeland PCN is not responsible for the privacy practices of other sites linked to from our website. You are encouraged to read the privacy statements on those sites.

## **YOU MAY FILE A COMPLAINT ABOUT OUR PRIVACY PRACTICES**

If you believe that your privacy rights have been violated or if you are dissatisfied with our privacy policies or procedures, you may file a written complaint either with us or the Office of the Information and Privacy Commissioner of Alberta ([www.oipc.ab.ca](http://www.oipc.ab.ca)).

To file a written complaint with us, you may bring your complaint directly to our Privacy Officer, or you may mail it to the following address:

Lakeland Primary Care Network  
4801 39 Street  
St. Paul, AB T0A 3A0  
Attn: Privacy Officer

The complaint must name the entity that is the subject of the complaint and describe the acts or omissions believed to be in violation of the applicable requirements of the rule.

You will not be penalized for filing a complaint, and we will not take any action against you or change our treatment of you in any way if you file a complaint.