

## **Re: Privacy Information – JB Music Therapy Staff**

### **How do we collect personal information?**

- Service confirmations - info is obtained by administrator or owner
- Confidential client information – info obtained by on-site Music Therapist and office

### **Why do we collect personal information?**

- Billing purposes
- Program specific info ie: goals & objectives, medical conditions, personal info that on-site Music Therapist would require

### **How do we protect client information?**

- Keeping all hard copy of personal information including paper files, floppy discs, compact discs, zip drives in a locked filing cabinet at the office as well as Music Therapist's homes and vehicles. This information is accessible only to the MT or those who have a legitimate need to know the information
- Ensure the appropriate and complete destruction of outdated files after 2 years
- All electronic documents must include privacy clause
- Confidential documents never to be emailed. To be delivered to office in person
- Never release personal information of clients except for the reasons stated by the CAMT Code of Ethics.

### **How do we handle complaints?**

The complaint would be filed with the JBMT Privacy Officer (currently the MT Director) and would be reviewed by that individual to determine the appropriate course of action. If the complaint is in regards to incorrect personal information, that information will be reviewed and corrected if necessary; in the case of inappropriate sharing of personal information, the action taken will be at the discretion of the Privacy Officer and company owner and the wishes of the complainant will also be taken into consideration.