



Privacy Policy – Health Chat Website

Fraser Health Authority (“Fraser Health”) operates the Health Chat Website, and is committed to maintaining your confidentiality, respecting your privacy and protecting your personal information as outlined in the *Freedom of Information and Protection of Privacy Act* (“FIPPA”).

This Privacy Policy forms part of the [Terms of Use](#) relating to the Health Chat Website, and governs data collection, use and disclosure on the Health Chat Website (including the Health Chat Panel). By using the Health Chat Website and/or registering as a Member of the Health Chat Panel, you acknowledge reading this Privacy Policy and confirm your agreement with its terms and conditions. We reserve the right to update this Privacy Policy at any time, and you are responsible for reviewing it periodically for changes.

This Privacy Policy, your access to and use of the Health Chat Website and its content, and any proceedings arising out of that access or use, will be governed by British Columbia law.

Collection, Use and Disclosure of your Personal Information

FIPPA authorizes Fraser Health to collect and use your personal information for purposes that are directly related to and necessary for our programs and activities or with your consent.

Personal information is any recorded information about an identifiable individual, such as an individual’s name, address, e-mail address, telephone number, age, identifying number, or their health care, education, financial, criminal or employment history.

Fraser Health does not automatically collect personal information from visitors to the Health Chat Website. The information you provide is voluntary. You are free to choose whether or not to participate in a particular Health Chat survey, free to choose not to answer any specific questions and free to withdraw from the Health Chat Panel at any time. Your decision to participate in or to withdraw from the Health Chat Panel or any survey will not in any way affect your ability to access healthcare services.

By your voluntary participation in the Health Chat Panel or a Health Chat survey, you consent to our collection and use of the personal information you provide for the following purposes:

- to operate the Health Chat Website
- to register you as a Member of the Health Chat Panel
- to confirm your eligibility to participate in the Health Chat Panel or specific Health Chat surveys
- to confirm your eligibility to participate in prize draws (where applicable)
- to facilitate your participation in one or more Health Chat surveys



- to plan and/or evaluate existing or future programs and services offered by or in collaboration with Fraser Health
- to communicate with you about the Health Chat program
- to alert you to other surveys, programs or services available from Fraser Health
- to provide you with information you have requested
- Other activities and/or communications related to the Health Chat program or Fraser Health Authority

Individual Health Chat surveys may request information for additional purposes. Any additional purposes will be specified in the survey invitation.

Non-identifiable summary and aggregate level survey data may be disclosed (for example, to other health authorities, community agencies, or the general public); however, any identifying information about you will not be disclosed in this way.

Any personal information that you provide will only be disclosed internally to fulfill the stated purposes, or to our third party service providers who are contracted to process data collected through the Health Chat Website on our behalf. Your personal information will not be stored or processed outside of Canada.

Fraser Health does not sell its Health Chat Member or website visitor lists to third parties. Other than as described in this Privacy Policy, we will not disclose your personal information without your consent unless authorized by law.

Web statistics

The Health Chat Website may use cookies, digital fingerprinting and other technology in order to operate the website and administer surveys.

A "cookie" is a small text file that a website can place on your computer's hard drive in order to collect information about your activities on the site or to make it easier to use certain site functions. The cookie transmits this information back to the website's computer. On the Health Chat Website, we use cookies to make it easier for you to complete surveys and to ensure we do not get multiple responses from one respondent. We also use cookies to analyze how visitors to the Health Chat Website (in the aggregate) use our website in order to make the website as useful as possible. We do not use cookies to collect any personally identifiable information. You may refuse the use of cookies by selecting the appropriate settings on your browser - however please note that if you do this you may not be able to use the full functionality of the Health Chat Website.

"Digital fingerprinting" technology collects data about a computer when it is connected to the internet and combines these data points using a proprietary algorithm to produce a unique identifier for that computer that can be referenced when the computer's user takes a web-based survey. This unique identifier is used to detect duplicate respondents and eliminate fraudulent surveys, and may be used to



flag or block future responses. It does not reveal the personal identity of a respondent. Unless required or permitted by law, digital fingerprinting information will never be shared with third parties without your prior consent.

Unsubscribe

Registration on the Health Chat Panel and participation in surveys is voluntary. At any time, you may opt to remove your email address from our mailing list by clicking the “Unsubscribe” link at the bottom of any of the emails you receive from the Health Chat and following the instructions, sending an email with the subject line "unsubscribe" to support@fraserhealthchat.ca, or clicking on the “unsubscribe” button in the “Update User Info” section of the Health Chat website. Once it is removed you will no longer receive Health Chat surveys or communications from us. Please allow 10 days for your unsubscribe request to take effect.

Information Access

Personal information you provide becomes a record of Fraser Health and is subject to access and privacy protection requirements as set out in FIPPA. Under FIPPA, you are entitled to access and correct any of your personal information that is within our custody and control. Such requests can be made by contacting the Information Privacy Office at privacy@fraserhealth.ca.

Contact Us

We welcome your comments and questions about our Privacy Policy. If you have questions, please contact our Information Privacy Office at privacy@fraserhealth.ca.

If you have any questions about the Health Chat Website, please contact healthchat@fraserhealth.ca.