

Privacy Notice for Patient Designated Plasma Protein and Related Products



Canadian Blood Services is responsible for securing and providing plasma protein and related products for use by clinicians and their patients in all provinces and territories (except Quebec). Some plasma protein and related products are recommended for use in specific patient populations but are not appropriate for universal access. Health care providers can request these products from Canadian Blood Services for patients who meet certain criteria.

Collection, Use and Disclosure of Your Personal Information

Canadian Blood Services may collect and retain the following personal information from your health care provider, pharmacy, as applicable, or treating hospital: your name, date of birth, sex, weight, height, province or territory of residence, and clinical outcome and dispensing information related to the requested product(s). We may also request your health card number to verify and communicate your eligibility to receive the requested product(s) with your health care provider.

Canadian Blood Services may use your personal information to confirm you are able to access the requested product(s) in accordance with predetermined eligibility criteria, to facilitate communication with your health care provider, pharmacy, as applicable, and treating hospitals, and to monitor usage of the product.

Your personal information may also be used for quality assurance and program management and evaluation, to comply with legal and regulatory requirements, and to fulfill any other purpose as permitted or required by law.

Your personal information may be shared with your healthcare provider, pharmacy as applicable and others as permitted or required by law. Non-identifiable information may be shared with provincial and territorial ministries of health, including in exceptional cases to confirm your eligibility to receive the requested product.

Protecting Your Personal Information

Your personal information will be securely stored on Canadian Blood Services' internal systems. Canadian Blood Services may also use third party service providers to perform services. These service providers are contractually obligated to implement appropriate safeguards to protect personal information and to use the personal information to which they have access for the purposes of providing these services for, or on behalf of, Canadian Blood Services.

Only Canadian Blood Services staff and service providers who need access to this information to perform their jobs will have access to your personal information. This information will only be

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retained for as long as it is necessary to fulfill these purposes or for legal purposes, after which it will be securely destroyed.

Accessing or Correcting Your Personal Information

To request access to the personal information Canadian Blood Services retains about you, please visit our Privacy/Legal page at www.blood.ca.

How to Contact Us

For questions or concerns about this Notice, including withdrawing your consent to collection, use and disclosure of your personal information, please contact a Canadian Blood Services privacy officer.

Email: privacy@blood.ca

If you feel your concerns have not been addressed by Canadian Blood Services, you have the right to contact your provincial Information & Privacy Commissioner or Ombudsman.