



DATA PROTECTION AND PRIVACY POLICY

Effective Date: November 6th, 2024

Last Updated: December 6th, 2024

Introduction

At Precision Experts, we respect the privacy of our clients, our network of experts, and the individuals involved in legal cases. This policy explains how we collect, use, and protect personal information. We comply with privacy laws such as the Health Information Act (HIA) and the Personal Information Protection Act (PIPA) in Alberta. This privacy policy applies to Canadian clients.

1. Scope of Policy

This policy applies to all personal information collected by Precision Experts in the course of providing services, including Independent Medical Evaluations (IMEs), Occupational Therapy (OT) assessments, and other healthcare-related assessments required to prepare legal reports.

2. Types of Personal Information We Collect

We collect only the information necessary for the specific case or for managing our network of experts, which may include:

- **Client Information:** Includes personal identification details, medical records, and case-related documentation as provided by the law firm or client.
- **Expert Network Information:** Personal information about our network of experts, which may include names, contact information, professional qualifications, credentials, and other relevant details necessary to facilitate their role in case consultations and expert testimony.
- **Other Case Information:** Legal documents related to the expert report.

3. How We Use Personal Information

We collect and use your personal information for the purpose of facilitating healthcare-related assessments and preparing legally required reports as requested by your legal representatives. This includes:

- Sharing relevant information with contracted healthcare providers, such as independent medical assessors (e.g., physicians) and occupational therapists (OTs), who are engaged to conduct assessments and provide expert reports.

All contracted providers are bound by confidentiality agreements and are required to comply with applicable privacy laws.

4. Data Security

Precision Experts is committed to protecting the confidentiality and security of your personal information. Measures include:

- Encryption of electronic communications.
- Secure channels for sharing sensitive data (e.g., via SecureDocs or other secure platforms).
- Limiting access to authorized personnel only.
- Requiring contracted providers to adhere to the same security standards and confidentiality requirements.
- Secure Digital Storage: All data is stored on encrypted, password-protected systems..

5. Data Retention

We keep personal information only as long as necessary to complete the work for the case. For completed cases, the data will be retained for a specific period:

- **General Cases:** 2 years after case completion, unless otherwise requested.
- **Pediatric Cases Involving Minors:** Data will be retained until the client reaches 18 years of age or for 2 years after case completion, whichever occurs first.

For our network of experts, information is retained as long as they are active members of our network. Should an expert discontinue their association with us, their data will be securely deleted upon request, unless otherwise required by law.

After these periods, data will be securely deleted using industry-standard methods, unless otherwise required by law.

6. Data Breaches

While we work hard to keep your data safe, if a data breach does occur, we will:

- Immediately take steps to contain the breach.
- Notify affected clients, experts, and individuals if there's a risk of harm.
- Report the breach to authorities, if necessary.

7. Client and Expert Access to Information

You can ask us to provide a copy of any personal information we hold about you or your client's case. We will provide access within a reasonable timeframe and correct any errors if requested. We aim to respond to privacy inquiries within 10 business days.

8. Third-Party Service Providers

To provide our services, we may share personal information with third-party providers, including:

- Contracted physicians for IMEs.
- Occupational therapists and other healthcare professionals for assessments and reports.
- Other contracted healthcare providers and companies to provide you with the requested service.

These providers act as trusted partners and are required to handle your information securely, solely for the purposes specified in this policy and as required by data protection laws, including the Health Information Act (HIA) and Personal Information Protection Act. We only work with providers who are trusted and compliant with privacy laws.

9. Client and Expert Responsibility

Clients and experts are responsible for ensuring the accuracy of the data they provide. Errors in submitted data may impact the quality and accuracy of the services we provide.

10. Consent

By scheduling services with Precision Experts and confirming your appointment, you consent to the collection, use, and disclosure of your information as outlined in this policy. For further information, please contact us directly.

11. Updates to This Policy

As our company grows, we may update this policy. Any changes will be reflected on our website.

11. Jurisdiction

Any disputes regarding privacy will be subject to Alberta's jurisdiction, which aligns with PIPA and HIA compliance.

Contact Us

If you have any questions or concerns about your personal information, feel free to contact us:

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