



Reproductive Care/Rh Program of Nova Scotia Procedure for Privacy Complaints

What is a privacy complaint?

A privacy complaint is any concern or dispute anyone might have with Reproductive Care Program/Rh Program of Nova Scotia's handling of personal information. Reproductive Care Program/Rh Program of Nova Scotia has a Privacy Officer to address complaints. Please contact our Privacy Officer if you have any questions or concerns about Reproductive Care Program/Rh Program of Nova Scotia's privacy procedures.

Complaint Procedure

1. A privacy complaint must be made to the Program's Privacy Officer either in person, via telephone or in writing using the *Privacy Complaint Form* (Appendix A), by the individual complainant or their authorized representative.
2. An authorized representative, for the purposes of subsection 1 includes a person designated as a power of attorney, a personal guardian, or a person authorized by an individual to act on that individual's behalf. Copies of supporting documentation must accompany the request.
3. The Privacy Officer or designate will make a note of the date the complaint is received.
4. The Privacy Officer may contact the complainant for more information so that the complaint can be investigated and a solution found. The Privacy Officer may need to get in touch with other people to fully understand the complaint. The Privacy Officer may mention the name of the complainant and some details of the complainant's personal information as part of the investigation.
5. If the privacy complaint is about the conduct of one or more of the Reproductive Care Program/Rh Program of Nova Scotia staff members, the Privacy Officer will discuss the matter with the staff member(s) during the investigation.
6. The Privacy Officer will look into the privacy complaint within 30 days of receiving the complaint.
7. At the end of the investigation, the Privacy Officer will let the complainant know the results of the investigation.

8. The Reproductive Care/Rh Program of Nova Scotia will use the results of all investigations and privacy complaints to improve the way the Program manages personal information.