

Soul & Co. Mental Health and Wellness Therapies – Privacy Policy

Privacy & Confidentiality Policy

Soul and Co. Mental Health & Wellness Therapies

Therapist: Eva Szakal-Ball

Location: 28992 Kerwood Road, Ontario

1. Commitment to Privacy

Soul and Co. is committed to protecting the privacy, confidentiality, and security of all personal health information in accordance with the Personal Health Information Protection Act (PHIPA), 2004 and relevant professional regulations.

2. Collection of Personal Information

We collect only the information necessary to provide safe and effective counselling and psychotherapy. This may include:

- Name, address, and contact information
- Date of birth and emergency contact
- Health history, mental health concerns, and relevant personal experiences
- Session notes and progress updates
- Billing and payment records

3. Use of Information

Your personal information is used to:

- Provide individualized mental health care
- Maintain accurate clinical records
- Contact you regarding appointments or service updates
- Comply with professional and legal requirements

Your information will not be used for marketing, research, or shared with third parties without your written consent, unless required by law.

4. Confidentiality & Legal Exceptions

All information you share is treated with strict confidentiality. However, confidentiality may be broken in the following cases:

- If there is a risk of serious harm to yourself or others
- If child abuse or neglect is suspected
- If records are subpoenaed by a court of law

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- If you disclose that a regulated health professional has sexually abused a client

Only the minimum amount of information necessary will be disclosed in these cases.

5. Record Storage & Security

Client records are stored securely using encrypted, password-protected systems. Paper records (if any) are kept in locked storage accessible only by authorized personnel. Records are retained for at least 10 years from the date of your last session (or 10 years after turning 18, for minors), as required by Ontario law.

6. Access to Records

You have the right to:

- Access and review your personal health records
- Request corrections if information is inaccurate or incomplete
- Withdraw consent for future data collection or disclosure, with some exceptions

Requests can be made in writing to your therapist.

7. Privacy During Online Sessions

If using telehealth, sessions will be held through secure, encrypted platforms. While we take every precaution to protect your data, you are responsible for ensuring your own privacy in your environment during online sessions.

8. Questions or Complaints

If you have concerns about your privacy or would like to make a complaint, please contact:

Eva Szakal-Ball

Email: info@soulandco.ca Phone: 519 494 5536

Soul and Co., 28992 Kerwood Road, Ontario, N0M2B0

If your concern is unresolved, you may contact the Information and Privacy Commissioner of Ontario (IPC):

Website: www.ipc.on.ca Phone: 1-800-387-0073