



## How to Make a Privacy Complaint under FIPPA

A privacy breach occurs when personal information is collected, used, disclosed or disposed in ways that are not in accordance with FIPPA. If you feel that your personal information has been subject to a privacy breach you can make a complaint to Hanover and District Hospital or to Ontario's Information and Privacy Commissioner.

To make a privacy complaint to Hanover and District Hospital:

1. Print and complete the Privacy Complaint Form ([click here](#)).
2. Your request must contain as much detail as possible:
  - Your contact information;
  - Explain the specific personal information that was jeopardized;
  - What was going on that involved the collection, use, disclosure or disposal of your personal information;
  - Your explanation of what happened;
  - The reason you believe your information was breached; and
  - The solution you are seeking.

3. Forward the completed form to:

Freedom of Information Coordinator  
Hanover & District Hospital  
90 7<sup>th</sup> Avenue  
Hanover, ON N4N 1N1

4. The Hospital will review your complaint and determine if there was inappropriate collection, use, disclosure or disposal of your information. The Hospital will contact you to get the facts of the situation and any other clarity that is required.
5. Once the review is completed, the Hospital will send you a letter of the outcomes of the investigation. The letter will explain the findings. If the hospital finds your complaint is justified, you will be informed of the solution that the Hospital will implement. If your complaint is deemed to be unjustified, the reasons will be explained in the letter.
6. If you are not satisfied with the hospital's response you can submit a formal complaint with Ontario's Information and Privacy Commissioner.