

## How To Reach Us?

If you have questions or concerns about our privacy practices for ODA Mediations, please speak to the Mediation Chair or contact our Privacy Officer at the Ontario Dental Association at 416-922-3900.

You can also access the ODA Mediation Program Privacy Policy on the ODA website: [www.oda.ca](http://www.oda.ca)

**Ontario Dental Association**  
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# Privacy Information

for the  
**Mediation  
Program**



## Your Privacy

The ODA and its Mediation Committees will not mediate or collect personal information (including health information) from individuals requesting mediation, unless the individual has provided the ODA and its Mediation Committee with express consent to do so. The ODA and those involved in the Mediation process will keep your information strictly confidential, and will not use your personal information for any purpose other than to mediate the dispute and to administer the ODA Mediation Program.

## Your Personal Information Why and How it is used?

### **Your personal information, including personal health information, is kept private and secure.**

The ODA and its Mediation Committees will collect and use your personal information and personal health information only with your express consent and for the following purposes:

- Receiving your request for mediation
- Understanding the nature of your dispute with your dentist
- Determining whether your dispute falls within the scope of ODA Mediations
- Determining whether your dentist is a member of the ODA
- Mediating the dispute
- Corresponding with you and your Dentist regarding the mediation process
- Documenting the mediation process using forms developed for the ODA Mediation Program
- Allowing the ODA to monitor and follow-up on mediations that are underway
- Allowing the ODA to evaluate the ODA Mediation Program for quality assurance

## Who May See and Use Your Personal Information?

### **The following individuals are involved in administering the ODA Mediation Program:**

1. ODA staff responsible for mediations;
2. The Mediation Chair and Mediation Committee appointed by the ODA dental society located in your community;
3. ODA Member Dentist Mediators assigned to mediating your dispute, and possibly their staff.

## Your Rights and Choices?

### **You have the right:**

- To change your mind about participating in the mediation process at any time
- To withdraw from the mediation program at any time by writing to the Mediation Chair
- To withdraw your consent to the collection and use of your personal health information at any time
- To be told of any security breach or unauthorized access to your personal health information

### **You can be assured that the ODA and those acting on its behalf:**

- Will not give out your information to anyone, unless required or permitted to do so by law.
- Will not initiate the mediation process until you have signed the Agreement to Mediate.
- Will not request a copy of your dental records unless you have signed the Consent for Release of Dental/Health Records.

## How Documents Used in Mediation are Handled and Why?

### **At the conclusion of the ODA Mediation Process, the following steps are taken:**

Any original dental records will be returned to the dentist who created them, since this is legally required. Copies of dental records will be either returned to you, or shredded or destroyed by similar method, since it is a policy of the ODA not to retain any health records used in mediations.

The Parties are entitled to keep copies of any documents they have received or created during the mediation process.

Mediators will shred or destroy by similar method any personal notes they take to assist them in the mediation process. Electronic records created by the mediators, if any, will be destroyed.

All other mediation documentation (i.e. correspondence with the Parties, *Agreement to Mediate*, *Disputant and Dentist Response forms*, *Consent for Release of Dental/Health Records*, *Settlement Agreement*) created for the mediation process will be sent to ODA Headquarters located in Toronto, for safeguarding by secure methods for a period of two years (the statutory limitation period), for legal purposes. After this two year retention period, the ODA will shred or destroy by similar method, all mediation documentation.

Mediation Committees, Mediators and the staff or volunteers who assist them will not retain any mediation documentation whatsoever.

The Mediation Chair of the local dental society will complete a *Mediation Report* to the ODA for program evaluation purposes only, and will retain a copy of this report only for the purpose of preparing an annual report to the ODA for that Society, and for a maximum of two years.

The annual report to the ODA does not require the disclosure of personal information that might identify an individual or his/her dentist. The annual report is used by the ODA only for the purpose of evaluating the ODA Mediation Program.

