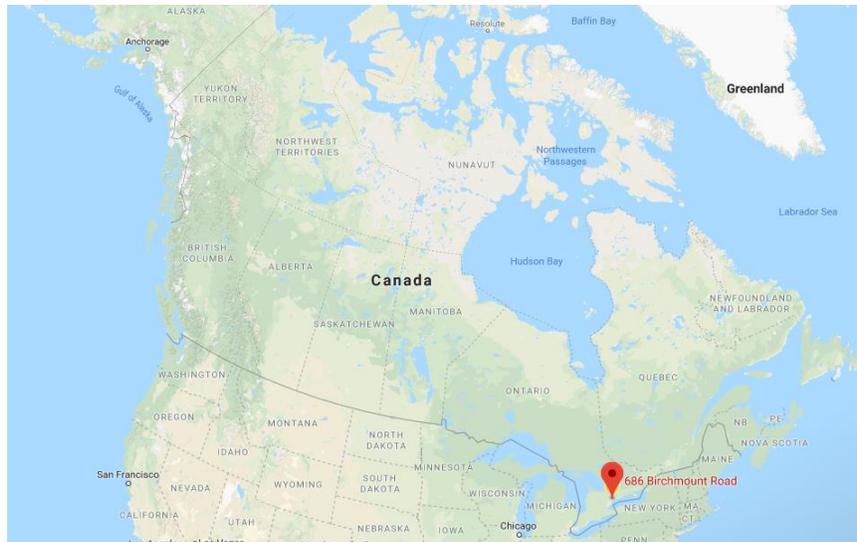


## PRIVACY AND SECURITY



We've got your Canadian healthcare data privacy & security compliance covered.

By choosing SyntaxTRANS your organization will be compliant with all Canadian federal and provincial data privacy laws and data residency regulations. From British Columbia's FIPPA to New Brunswick's PHIPAA (and every province and territory in between) SyntaxTRANS's got your Canadian health data privacy and security compliance fully covered.

Why choose SyntaxTRANS transcription services?

Keep all personally identifiable health information (PII and PHI) safe, secure and private at all times

Ensure your data is always stored in Canada

Ensure your data is not subject to foreign law (like the US Patriot Act)

Ensure your organization meets federal and provincial healthcare data privacy compliance laws

Ensure your data is stored securely, with appropriate safeguards and encryption

SyntaxTRANS is 100% Canadian owned and operated. Your data is always stored on Canadian soil in a Toronto area datacentre and our data privacy policy is specifically modelled after Canada's Personal Information Protection and Electronic Documents Act, or PIPEDA.

Furthermore, hundreds of Canadian doctors and world class Canadian healthcare facilities already use SyntaxTRANS services and know their files are safe. Your healthcare data is safe, secure and in compliance with SyntaxTRANS.

## **Our PIPEDA checklist:**

The Personal Information Protection and Electronic Documents Act is a Canadian federal law that governs how organizations collect, use and disclose personally identifiable information. Everything we do here at SyntaxTRANS is based on meeting PIPEDA compliance:

### **Accountability**

SyntaxTRANS has a designated privacy officer who manages all compliance issues.

### **Identifying Purposes**

SyntaxTRANS will always explain why we need your information before or when we collect it, and SyntaxTRANS will never share personally identifiable information with third-parties.

### **Consent**

SyntaxTRANS will collect, use and disclose your personal information only with your knowledge and consent (except where permitted or as required by law).

### **Limiting Collection**

SyntaxTRANS limits collection of personal information to information required for the proper functioning of SyntaxTRANS.

### **Limiting Use, Disclosure, and Retention**

SyntaxTRANS will not use or disclose your personal information other than for the purposes for which it was collected unless we receive your consent or unless we are required or permitted to by law.

SyntaxTRANS does not claim ownership of your data

Your data can be purged at any time

Your data is automatically purged upon account cancellation or closure

### **Accuracy**

SyntaxTRANS will maintain accurate, complete and up-to-date personal information as required for the identified purposes associated with its collection.

### **Safeguards**

SyntaxTRANS protects the personal information in our possession and control by using security safeguards appropriate to the sensitivity of the information.

You get end-to-end, client-side encryption on all file and file meta data, in transit and at rest

Only you have access to your encryption keys

We don't store or transmit your account password

Our datacentres are SOC-1 certified with security audits by KPMG

Data is always stored in Canada

### **Openness**

SyntaxTRANS's policies regarding personal information are available to the public right here, and should we change any of our privacy practices, we will post such change for 30 days before such changes go into effect.

### **Individual Access**

Upon your written request, and subject to exceptions as permitted or mandated by law, SyntaxTRANS will inform you of the existence, use and disclosure of your personal information and will give you access to that information.

### **Challenging Compliance**

SyntaxTRANS maintains procedures for addressing and responding to all inquiries or complaints from its customers about SyntaxTRANS's handling of personal information.

### **Breach Reporting**

New for 2015 – SyntaxTRANS will notify you, and the Office of the Privacy Commissioner of Canada, and affected individuals immediately, of any breach of security safeguards.

Our provincial checklist:

By choosing SyntaxTRANS, your organization will immediately comply with the myriad of provincial data privacy rules and regulations that also govern cloud storage. Here's our provincial compliance rundown:

Alberta Freedom of Information and Protection of Privacy Act Health Information Act

Personal Information Protection Act

British Columbia      Freedom of Information and Protection of Privacy Act

Personal Information Protection Act

E-Health (Personal Health Information Access and Protection of Privacy) Act

Manitoba      Freedom of Information and Protection of Privacy Act

Personal Health Information Act

New Brunswick Personal Health Information Privacy and Access Act

Right to Information and Protection of Privacy Act

Newfoundland and Labrador      Personal Health Information Act

Access to Information and Protection of Privacy Act

Northwest Territories      Access to Information and Protection of Privacy Act

Nova Scotia      Freedom of Information and Protection of Privacy Act

Privacy Review Officer Act

Nunuvut      Access to Information and Protection of Privacy Act

Ontario Personal Health Information Protection Act

Freedom of Information and Protection of Privacy Act

Prince Edward Island      Freedom of Information and Protection of Privacy Act

Québec Act Respecting the Protection of Personal Information in the Private Sector

Saskatchewan      Freedom of Information and Protection of Privacy Act

Health Information Protection Act

Yukon      Access to Information and Protection of Privacy Act

Still have questions?

We're here to help! For specific answers regarding data privacy compliance and acceptable Canadian cloud storage locations, please contact our sales team or privacy officer today.

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