

Mikadia Health Solutions Privacy Policy

Protecting Your Personal Information

At Mikadia Health Solutions (Mikadia), we are committed to safeguarding your privacy. As a nurse-led coaching and support practice, we collect, use, and disclose your personal information responsibly and only to the extent necessary to provide our services.

This policy explains how we protect your personal information in accordance with Alberta's **Personal Information Protection Act (PIPA)**.

By engaging our services, you consent to our collection, use, and storage of your personal information as described in this policy.

1. What personal information do we collect?

We may collect:

- Your name, contact details (phone, email, address)
 - Personal health history, diagnoses you share, symptoms, test results you provide
 - Lifestyle, nutritional, emotional, or stress-related information you disclose
 - Payment details and billing records
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2. Why do we collect it?

We collect this information to:

- Understand your needs and provide personalized coaching, education, and support
 - Maintain accurate records of your care
 - Coordinate services among our practitioners
 - Communicate with you about appointments, updates, and relevant resources
 - Comply with professional regulatory standards and legal requirements
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3. How do we protect your information?

We protect your personal information through:

- Secure electronic systems (password-protected computers, encrypted communications if used)
 - Locked filing systems for any paper records
 - Restricting access to your records to authorized Mikadia practitioners and support staff only
 - Regular staff training on privacy and confidentiality
 - We use Practice Better as our electronic records system. Your information is stored in encrypted form on secure servers in Canada, with encrypted backups in the United States, and may occasionally be processed in other jurisdictions according to Practice Better's infrastructure requirements.
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4. When might we share your information?

We will only share your personal information:

- With your explicit consent (e.g., coordinating with another health provider at your request)
- If required by law (e.g., court orders, mandatory reporting situations)
- In rare cases to prevent serious harm, as allowed by PIPA

We do **not** sell or trade your information to anyone.

5. How long do we keep your information?

We retain your records for the period required under professional guidelines or regulatory standards, after which they are securely destroyed.

6. Your rights

You have the right to:

- Access your personal information
 - Request corrections if you believe it is inaccurate or incomplete
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- Withdraw your consent for us to use your information (subject to legal and professional limitations)
 - Contact Alberta's Information and Privacy Commissioner if you are not satisfied with how we handle your personal information.
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7. Questions or concerns?

If you have any questions about our privacy practices or wish to access or correct your information, please contact:

Mikadia Health Solutions

Email: kae@mikadia.ca

Medicine Hat, Alberta