

Website Privacy Statement

Last updated: August 20, 2024

Thank you for visiting Unity Health Toronto's OurCare website. We (Unity Health Toronto/hospital) are strongly committed to protecting the privacy of our patients, residents, research subjects and website visitors. Please visit our [Privacy Webpage](#) to learn more about Unity Health Toronto's commitment to protecting personal information and personal health information and to view our full Privacy Policy. To learn more about how we protect the privacy of website visitors, please continue reading below.

The [Freedom of Information and Protection of Privacy Act \(FIPPA\)](#) governs how Unity Health Toronto collects, uses, discloses, and retains **personal information** from its visitors.

Unity Health Toronto ensures your **personal health information** is private, confidential and secure through the [Personal Health Information Protection Act \(PHIPA\)](#).

This privacy statement outlines the privacy practices for the OurCare website.

When you visit this website, we will not collect your personal information (outside of your IP address, please see the cookies & analytics section below for more information) unless you choose to provide it. For example, when you subscribe to our newsletters, you provide your email address. We use that email address only for the purpose of collection, i.e., to disseminate and circulate the newsletter to interested individuals who opted in. The hospital will not use your personal information for other purposes without contacting you first. Questions about this collection should be directed to the:

Information Access and Privacy Office
Unity Health Toronto
30 Bond St. Toronto, Ont.,
M5B 1W8
(416) 864-6088
privacy@unityhealth.to

Information collection and use

Unity Health is the sole owner of the information on this site. We will not sell, share or rent this information to others in ways different from what is outlined in this statement. Unity Health collects information from our users at different points on our website:

OurCare Newsletter and Updates

To subscribe to our updates and newsletters, we ask for your email address. As mentioned above, we use this information to distribute updates and newsletters. If you wish to withdraw from receiving these updates and newsletters, please click the "unsubscribe function" at the bottom of the email you receive from OurCare or, alternatively, please contact: ourcare@unityhealth.to

Contact Us

The website includes a “contact us” function/link. When you click the function/link, the OurCare email address will be in an email as to help you contact us with any question and/or concern.

Upon emailing us, we will collect your email address and any other personal information you wish to disclose. We will use this information to address your question and/or concern.

Letter to Elected Leaders

When sending a letter to your Member of Parliament and provincial or territorial representative, we request that you provide your full name, email address and postal code. This information is used solely to personalize and send a pre-written message on your behalf. Your name, email and postal code are only used for this purpose and are not stored.

Cookies & Analytics

This website uses cookies and Google Analytics to help us understand how people are using the website and to understand how many times the same visitor revisits our site. This allows Unity Health to continue to improve the website over time. You can choose to have your computer warn you each time a cookie is being sent or you can choose to turn off all cookies. This can be done through your browser. Each browser is a little different, so look at your browser's help menu to learn the correct way to modify your cookie acceptance. If you turn cookies off, you won't have access to many features provided by various websites, including personalized login sessions and the storage of your personal preferences.

We use IP addresses to analyze trends, administer the site, track visitors' movements on the site, and gather broad demographic information for aggregate use. We do not link IP addresses to personally identifiable information.

Google may also track IP addresses for its own uses.

Links and intermediaries

This website contains links to other sites. Please be aware that Unity Health Toronto is not responsible for the privacy practices of these sites. We encourage our website visitors to read the privacy statements of each and every website that collects personally identifiable information. The statement you are reading now applies solely to information collected by this website. However, intermediaries such as internet service providers may make a record of your visit and log information to assist them in operating their businesses. In addition, in the unlikely event of an investigation, a law enforcement agency or other government agency may exercise its legal right to inspect logs of the hospital's internet service provider. Finally, this site does not provide facilities for secure transmission of information across the Internet. Users should be aware that there are significant privacy risks inherent in transmitting information across the Internet.

Correction, updating, removal, retention of personal information

If your personal information changes or if you no longer want our services, the option to correct or remove this personal information from our database is available. Otherwise, we may retain your data as long as it is useful for its identified purposes.

To correct, update and/or remove your personal information, please contact:
ourcare@unityhealth.to

Notification of changes

If we decide to change this privacy statement, we will post notice of those changes on our website. If at any point Unity Health chooses to use personally identifiable information gathered on its website in a manner different from that stated at the time it was collected, users will be notified by email and have a choice if the hospital may use their information. Failing such notification, the hospital will use information in the manner described by the privacy statement in effect at the time the information was collected.