

## Diabetes Care Program of Nova Scotia Procedure for Privacy Complaints

### What is a privacy complaint?

A privacy complaint is any concern or dispute anyone might have with the Diabetes Care Program of Nova Scotia's handling of personal information. The Diabetes Care Program of Nova Scotia has a Privacy Officer to handle complaints. Please contact our Privacy Officer if you have any questions or concerns about the Diabetes Care Program of Nova Scotia's privacy procedures.

### Complaint Procedure

1. A privacy complaint must be made to the Program's Privacy Officer by the individual complainant or their authorized representative either in person, via telephone or in writing using the *Privacy Complaint Form*.
2. An authorized representative, for the purposes of subsection 1 includes a person designated as a power of attorney, a personal guardian, or a person authorized by an individual to act on that individual's behalf. Copies of supporting documentation must accompany the request.
3. The Privacy Officer will make a note of the date the complaint is received.
4. The Privacy Officer may contact you for more information so that they can look into the complaint and come up with a solution. The Privacy Officer may need to get in touch with other people to fully understand the complaint. The Privacy Officer may mention your name and some details of your personal information as part of the investigation.
5. If your privacy complaint is about the conduct of one or more of our staff members, the Privacy Officer will discuss the matter with the staff member(s) during the investigation.
6. The Privacy Officer will look into the privacy complaint within 30 days of receiving your complaint.
7. At the end of the investigation, the Privacy Officer will let you know the results of the investigation.
8. The Diabetes Care Program of Nova Scotia will use the results of all investigations and privacy complaints to improve the way we handle personal information.