

Philippines Data Privacy Notice

We are committed to protecting and respecting your personal data privacy, while being at the forefront of complying with the Data Privacy Act of 2012.

ComPsych along with its partner in the Philippines, In Touch Community Services, Inc., is a leading provider of mental health services in the Philippines. We create and maintain records that contain individually identifiable health information about clients. This notice concerns the privacy and confidentiality of those records and the information contained therein.

Information collected: We may collect, process, store and use the following information to ensure effective service:

- Basic information that directly ascertains the identity of an individual. This includes but is not limited to your name, address, contact information, age, gender, date of birth, marital status, nationality and religion
- Health/medical history e.g. presenting issues, past medical history, current
- Medications or treatment record, family medical history
- Laboratory and diagnostic test results
- Legal and financial Information
- Relevant information of spouse, guardian or kin
- Social security and other government identification numbers
- Other information necessary to ensure effective delivery of healthcare

Data is collected through various means including verbal, written, telephonic or electronic forms or through our website. All information that has been provided from the first contact through to the services provided and billing process becomes part of client data.

Purpose: We use information held about the client in the following ways:

To offer suitable counseling appointments and to match clients and counselors

To notify clients about changes to appointments and other changes to our services

To provide timely, reliable and professional counseling services

To ensure a multi-disciplinary management team, where necessary

To respond to any inquires from the client

To seek feedback on the experience of counseling with us, to improve our services

To administer our service including legal and financial control, data analysis, survey and research purposes

To fulfill our administrative, legal and contractual obligations

To fulfill reporting requirements such as information about certain conditions that may be reported to the Department of Health or other agencies as mandated and authorized by laws and regulations. Your health information may also be disclosed to the Philippine Health Insurance Corporation (Phil Health) as required by law.

A signed Informed Consent Form (ICF) will be required from the client or an authorized representative prior to the use of personal data for purposes other than those stated above.

Storage and security of data: We make all reasonable arrangements to ensure that personal data in our possession or under our control is protected against unauthorized access, collection, use, disclosure, copying, modification, disposal or similar risks.

All paper forms and correspondences are kept in secured filing cabinets on our premises whereas electronic records are stored on our on-site password-protected computer servers, access to which is limited to authorized personnel only.

On receiving information, we apply strict procedures and security features to prevent unauthorized access.

Sharing: We will not share any information about you with other organizations or people, except in the following situations:

Your written consent has been obtained

There is a reasonable cause to suspect child abuse/neglect

There is a risk of suicide

There is a threat of imminent physical injury to yourself or another person

There is a legal responsibility for the therapist to release information contained in records

There is a necessity to protect our interests

This policy only applies to data we collect. Third party agents are not covered by this policy.

Retention period: Personal Information is retained only for as long as necessary for the fulfillment of the purposes for which data was obtained, or for the establishment, exercise or defense of legal claims, or for legitimate business purposes, or as provided by law.

Rights: As provided under the Data Privacy Act of 2012, you have the following rights in connection with the processing of your personal data:

You have the right to be informed if your personal data is being or has been processed.

You have the right to object to the processing of your personal data or withdraw consent that may have been given for direct marketing, trainings or research. You may also opt not to receive any marketing information from us.

You have the right to reasonable access, upon written request, to the contents of your personal data that was processed and the manner by which this was processed, as well as the sources from which this was obtained, the recipients and reasons for disclosure.

You have the right to rectify any error in your personal data and if warranted, request immediate rectification, unless the request is vexatious or otherwise unreasonable.

You have the right to suspend, withdraw or order the blocking, removal or destruction of your personal data from our database if your personal data is:

incomplete, outdated, false, or unlawfully obtained; being used for purposes not authorized by you; subject to unlawful data processing; or if your rights have been violated.

You have the right to obtain from us a copy of the data that is processed in an electronic or structured format.

You have the right to be indemnified for any damages sustained due to inaccurate, incomplete, outdated, false, unlawfully obtained or unauthorized use of personal data.

You have the right to file a complaint about the processing of your personal information. If we do not satisfactorily deal with your complaint, then you may contact and raise your privacy concerns to the National Privacy Commission through the website www.privacy.gov.ph.

Upon death or incapacity, your rights may be transferred to your lawful heirs.

Changes to the statement: We reserve the right to change the terms of our Data Privacy Notice at any time. We will provide you with a copy of the revised Data Privacy Notice by posting a copy on our website.

Contact information: For all inquiries and other concerns regarding data privacy, you may send an email to DPO@in-touch.org.