



# Privacy Policy & Terms of Use

## PRIVACY POLICY

Heme Iron Infusion Clinic

Last updated: April 2026

Heme Iron Infusion Clinic (“the Clinic,” “we,” “us”) is committed to protecting personal information in accordance with British Columbia’s Personal Information Protection Act (PIPA) and other applicable laws.

### 1. Scope

This policy applies to information collected through our website, referral processes, telehealth services, email, fax, telephone communications, and in-clinic interactions.

### 2. Information We Collect

We may collect personal and health information including:

- Name, contact details, date of birth
- Health card number (where applicable)
- Referral details, medical history, laboratory results
- Appointment and communication records
- Insurance information (if provided voluntarily)
- Website technical data (IP address, browser type)

### 3. Use of Information

Information is used to:

- Provide medical services
- Review referrals and determine eligibility
- Coordinate care with pharmacies and laboratories
- Communicate with patients and referring providers
- Meet legal and regulatory obligations

### 4. Consent

By providing information, you consent to its collection, use, and disclosure as described in this policy. Consent may be withdrawn subject to legal and clinical limitations.

### 5. Disclosure

Information may be disclosed to:

- Pharmacists involved in care
- Laboratories and diagnostic services
- Insurers (if requested by the patient)
- Regulatory authorities where required by law
- Service providers under confidentiality agreements

### 6. Safeguards

We employ administrative, technical, and physical safeguards to protect personal information.

### 7. Retention

Records are retained in accordance with professional and legal requirements as per College of physicians

and Surgeons of British Columbia Practice Standards.

#### 8. Access and Correction

Individuals may request access to or correction of their information, subject to legal exceptions.

#### 9. Contact

Clinic Administratory  
Heme Iron Infusion Clinic  
Surrey, British Columbia  
Tel: 604-332-7988

Email: Admin@heme-iron-infusion.ca

#### TERMS OF USE

Heme Iron Infusion Clinic  
Last updated: [Insert date]

##### 1. Informational Use Only

Website content is provided for general information and does not constitute medical advice. A physician-patient relationship is established only through formal consultation.

##### 2. No Emergency Services

This clinic does not provide emergency care. For urgent or life-threatening symptoms, call 911 or attend the nearest emergency department.

##### 3. Website Use

Users agree not to misuse the website or submit false information. Online submissions do not guarantee appointments or treatment.

##### 4. Accuracy of Information

While we strive for accuracy, content may change without notice and completeness is not guaranteed.

##### 5. Intellectual Property

All website content is owned by the Clinic and may not be reproduced without permission.

##### 6. External Links

Links to third-party websites are provided for convenience. We are not responsible for their content or privacy practices.

##### 7. Limitation of Liability

The Clinic disclaims liability for damages arising from use of the website or reliance on its content, to the extent permitted by law.

##### 8. Governing Law

These terms are governed by the laws of British Columbia and Canada.

##### 9. Contact

Questions regarding these terms may be directed to:  
Heme Iron Infusion Clinic  
Surrey, British Columbia