

## Your Privacy is Important to Us

### Why the College of Registered Dental Hygienists of Alberta Collects Personal Information

The CRDHA considers your privacy to be of utmost importance and is committed to maintaining the privacy of members and applicants for membership.

The CRDHA is required to obtain information about you to comply with legal requirements of the *Health Professions Act* (the "HPA"), the Dental Hygienists Profession Regulation (the "Regulation") and the CRDHA Bylaws.

1. Section 33 of HPA requires that the CRDHA register contain the following information with respect to any person whose name is entered in the register:
  - a. the name of the member;
  - b. the member's unique registration number;
  - c. any restrictions or conditions on the member's registration or practice permit;
  - d. the status of the practice permit, including suspensions or cancellations;
  - e. whether the member is authorized to provide a restricted activity not normally provided by all regulated members of the College;
  - f. whether the member is not authorized to provide a restricted activity that is normally provided by regulated members of the College.

According to law, CRDHA must make this information available to any person who requests information on the register respecting a particular member. Therefore, the CRDHA provides the above information to the public at their request.

2. Section 31 of the Regulation requires applicants for registration, general members and courtesy members to provide CRDHA with specific personal and demographic information on initial application for registration, when there are any changes to the information, or at the request of the Registrar.
3. Section 8.6 of the CRDHA Bylaws requires applicants for non-regulated membership and members on the non-regulated member register to provide CRDHA with specific personal and demographic information on initial application for registration, when there are any changes to the information, or at the request of the Registrar.

Information collected under s.31 of the Regulation and s.8.6 of the Bylaws is relevant to CRDHA registration processes and membership activities. The CRDHA keeps this information in the strictest confidence and does not make it available to the public except for the purposes set out below.

### Use and Disclosure of Your Personal Information by the CRDHA

#### 1. Mandatory Use and Disclosure

The CRDHA will use information provided by or on behalf of applicants for registration and CRDHA regulated members as authorized by applicable law and for the following purposes:

- a. to manage and conduct the business and affairs of the CRDHA in accordance with the HPA, Regulation, Bylaws and policies;
- b. to provide the services requested by you;

- c. to supply information to the Canadian Dental Hygienists Association (the “CDHA”) so membership fees paid to the CRDHA can be forwarded to the CDHA and liability insurance policies can be activated;
- d. to release information for purposes of a letter of good standing to another regulatory authority;
- e. to release information for the purposes of interprovincial trade agreements and memorandums of understanding between Canadian dental hygiene regulatory authorities;
- f. to release information that is necessary to satisfy any law, regulation or request from the Minister;
- g. to publish the list of names of regulated and cancelled members in order that the public, employers and other health care providers can confirm the registration status of dental hygiene service providers;
- h. to release information that is necessary for participation as a recognized provider of dental hygiene services under government funded dental health programs (e.g. Alberta Blue Cross, Alberta Dental Services Corporation, Non-Insured Health Benefits Program);
- i. to release information to the Government of Alberta for the purpose of establishing dental hygiene workforce records within the Alberta Provider Directory, a comprehensive health workforce planning tool and a source of identifying unique providers in a new Electronic Health Record system;
- j. to release information for purposes of provincial and federal human resources surveys;
- k. to publish information as required by an order of any Tribunal or Committee in accordance with the Act, the Regulation and/or the Bylaws; and
- l. to release non-regulated member’s information in a manner consistent with the above.

## **2. Optional Use and Disclosure**

The CRDHA may also use information provided by or on or behalf of applicants for registration, regulated members and non-regulated members for the following purposes:

- a. To provide contact information to the University of Alberta Continuing Dental Education Department for mailing of notices about refresher, upgrading and continuing education programs and courses;
- b. to, at times, provide the release of member’s contact information for approved research purposes;
- c. to, at times, provide contact information to a class alumni association or class president for the purpose of facilitating the organization of a class reunion; and
- d. to, at times, provide member’s mailing labels, for one time use only, to providers of relevant continuing education programs.

The CRDHA will use your personal information in the ways described in 2 above unless prohibited by law **or you advise us otherwise.**

### 3. Contacting the CRDHA

You can let us know if you **do not** want us to use information about you as set out in item 2 Optional Use and Disclosure by contacting the CRDHA:

By Mail: College of Registered Dental Hygienist of Alberta  
Suite 302, 8657- 51 Avenue N.W., Edmonton AB T6E 6A8

By Fax: (780) 440-0544

By Email: info@crdha.ca

The CRDHA will be happy to provide members with access to their own personal information as held in the College register and/or record. Upon request, we will make all appropriate corrections and updates to this personal information.

### 4. Use of Service Providers outside Canada

Most CRDHA service providers are located in Canada. However, from time to time, the CRDHA also uses service providers located in the USA. The CRDHA evaluates the capabilities, practices and trustworthiness of potential service providers outside Canada prior to their engagement. The CRDHA takes reasonable steps to protect member information handled by a service provider who is engaged by the CRDHA, usually by way of a contract for services which contains appropriate safeguards.

Our service providers in the USA (e.g. Cvent Inc.; Permitsy) collect, use or disclose your personal information for the following purposes:

- a. to assist the CRDHA in sending and managing electronic and/or other communications to members about the CRDHA registration and annual renewal requirements and processes and other regulatory information of interest to members.
- b. to assist the CRDHA in processing, monitoring and managing the CRDHA Continuing Competence Program and practice permit renewal.
- c. to assist CRDHA in sending and managing electronic and/or other communications to members and others about events such as conferences, workshops and continuing education opportunities, or about the CRDHA activities and other information of interest to members;
- d. to assist the CRDHA in processing, monitoring and managing registration and attendance for events such as conferences, workshops and continuing education opportunities, or other activities of interest to members;
- e. to assist the CRDHA in communicating with and managing suppliers or sponsors for events, such as conferences, workshops and continuing education opportunities;
- f. to assist the CRDHA in promoting events such as conferences, workshops and continuing education opportunities, or communicating other information about or relevant to CRDHA via social media;
- g. to contact members regarding products or services which may be of interest to members (but members will be presented with an opt-out opportunity in relation to this purpose); and
- h. to provide targeted advertising to members visiting the service provider's website or other electronic service platform (but members will be presented with an opt-out opportunity in relation to this purpose).

If you have any questions about the CRDHA's use of service providers outside Canada, please contact us at the phone number or e-mail address provided above.