

Privacy Policy

Last Updated: July 29, 2026

1. Introduction

Welcome to **Bay View Therapy Centre**.

We are committed to protecting your privacy and maintaining the confidentiality of your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website or receive services from us.

Bay View Therapy Centre complies with Ontario's **Personal Health Information Protection Act (PHIPA), 2004** and other applicable Canadian privacy laws.

2. Information We Collect

Website Information

When you contact us through our website, we collect only the information you voluntarily provide, including:

- Your name
- Your email address
- The information you choose to include in your message

Please do not include personal health information or sensitive confidential information in your website message. A member of our team will contact you to discuss your needs confidentially and, if appropriate, guide you through our secure intake process.

Personal Health Information

If you become a client of **Bay View Therapy Centre**, we collect the personal health information necessary to provide psychotherapy services. This information is collected and securely maintained through our electronic health record system, **Owl Practice**, in accordance with **PHIPA** and applicable professional standards.

Personal health information may include information such as your contact details, health history, assessments, treatment records, and other information necessary to provide your care.

3. How We Use Your Information

We use your information to:

- Respond to your inquiries.
- Schedule appointments.
- Help connect you with an appropriate therapist.
- Provide psychotherapy and counselling services.
- Maintain clinical records.
- Process payments and insurance claims where authorized.
- Meet our legal, regulatory, and professional obligations.

We collect only the information reasonably necessary for these purposes.

4. Your Consent

We require your consent to collect, use, or disclose your personal information and personal health information, except where we are authorized or required by law to do so without consent.

5. Protecting Your Information

We take reasonable administrative, technical, and physical safeguards to protect your information against unauthorized access, loss, theft, copying, modification, use, disclosure, or disposal.

Personal health information is securely stored within **Owl Practice**, our electronic health record system.

Although we use appropriate security measures, no method of electronic transmission or storage can be guaranteed to be completely secure.

6. Website Cookies and Analytics

Our website may use cookies and analytics tools, such as **Google Analytics**, to help us understand how visitors use our website and improve your browsing experience.

This information is collected in an aggregated manner and is not used to personally identify visitors.

You may disable cookies through your browser settings at any time.

7. Access to Your Information

You have the right to request access to your personal information or personal health information and to request corrections if you believe your information is inaccurate or

incomplete.

We will respond to your request in accordance with applicable privacy legislation.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The most current version will always be available on our website.

9. Contact Us

If you have questions about this Privacy Policy or our privacy practices, please contact our Privacy Officer.

Bay View Therapy Centre

72 Ross Street, Unit 2

Barrie, Ontario L4N 1G3

Phone: (705) 241-9451

Email: info@bayviewtherapy.ca

Website: www.bayviewtherapy.ca

10. Complaints

If you have concerns about our privacy practices, we encourage you to contact our Privacy Officer so we can work with you to resolve your concerns.

If your concerns are not resolved to your satisfaction, you may contact:

Information and Privacy Commissioner of Ontario

2 Bloor Street East, Suite 1400

Toronto, ON M4W 1A8

Telephone: 1-800-387-0073