



Health Claims for Auto Insurance

# Privacy Notice for HCAI Users

## Our Privacy Commitment

Health Claims for Auto Insurance Processing (HCAIP) is responsible for the operation of the electronic processing system (HCAI) for automobile insurance claims for rehabilitation post-accident. This system allows health care facilities and insurers to communicate with each other by facilitating the transmission of Ontario claim forms (OCFs). The aim is to facilitate the claims adjudication process. Data which has all personal identifiers removed (aggregated data) is also used to assess how insurance resources are accommodating the needs of claimants. In order to fulfill our mandate, the HCAI system contains sensitive personal health information. Protecting this information is the job of HCAIP, healthcare providers, insurers and the claimants.

See the Privacy Commitment section on HCAInfo's [Health Care Facility portal](#) or [Insurer portal](#) for more information.

## Your Personal Information

We only collect your information for the following purposes:

- To deliver to you a code as a second factor for authentication. In case you do not have a corporate email address or cell phone number, we recognize you may provide your personalones;
- To help us manage your HCAI sessions (via the use of cookies) and improve the system (via the use of a traffic analysis tool). See below for more information about cookies and traffic analysis; and
- For logging and auditing purposes.

The information collected is solely for our own purpose. At no point it is disclosed to a 3<sup>rd</sup> party except if you have directed us to do so or if we are legally required to do so.

Note that we do not collect or use your information for the purpose of managing insurance policies, claims or OCFs as we take no part in determining what is submitted, or how it is adjudicated. Information on submitted forms cannot be changed in any way.

## Email Security

Emails sent over the internet are not secure and may be lost, intercepted, misused or altered. HCAIP is not liable for the loss, interception, misuse or alteration of any confidential information sent by email.

Any person wishing to send or receive information of a private or confidential nature and not feeling comfortable with these risks should do so by other means.

## Cookies

Cookies are small blocks of data created by a web server while a user is browsing a website and placed on the user's computer or other device by the user's web browser (see Wikipedia at [https://en.wikipedia.org/wiki/HTTP\\_cookie](https://en.wikipedia.org/wiki/HTTP_cookie) for more information).

HCAI utilizes some cookies for user authentication and session management purposes. These cookies do not include any personal information.

## Traffic Analysis

HCAIP monitor traffic on our websites to measure viewership and get a better understanding of the type of browsers our users are using.

To this end, HCAIP employ Google Analytics, a web analytics service provided by Google Inc., to help measure traffic patterns to, from, and within our websites. This analytics measurement tool uses “session” and “persistent” cookies to collect standard Internet log information and to track visitor behaviour information in an anonymous form. The information generated by the cookies about your use of the websites (including the first nine digits of your IP address) is transmitted to Google. No personal information is recorded or provided to Google. This anonymous information is used to evaluate visitors’ use of our websites and to compile statistical reports.

For further information about Google Analytics, please refer to Google’s documentation available at <https://support.google.com/analytics/answer/11593727?hl=en>.

## Third Party Websites

None of our websites includes links to third party websites for the purpose of collection information about you. We only provide link to the regulator for your information.

## Security of your Personal Information

HCAIP maintains industry accepted security safeguards when handling, storing or destroying your personal information in order to prevent unauthorized access, collection, use, disclosure, copying, modification, disposal, or similar risks. We regularly review, test, and enhance our systems to ensure they meet accepted industry standards. We also limit the number of employees who may access your personal information on a need-to-know basis. We conduct due diligence on, and impose appropriate security standards for our employees who are permitted to access your information.

## Contact

For more information about our privacy practices, or to raise a concern, you may have about these practices, please contact:

HCAI Processing  
Privacy Office  
2235 Sheppard Avenue East  
Atria II, Suite 600  
Toronto, Ontario M2J 5B5

[privacyofficer@hcaiprocessing.ca](mailto:privacyofficer@hcaiprocessing.ca)

**Disclaimer:** Please note that, to protect your privacy, the best practice is not to include any personal information in your emails.

You may also make a complaint to the Office of the Privacy Commissioner of Canada if you believe we have violated your privacy rights. The Commissioner can be reached at:

Office of the Privacy Commissioner of Canada  
30 Victoria Street  
Gatineau, Québec K1A 1H3

Tel: 819-994-5444 / 1-800-282-1376

[priv.gc.ca/](http://priv.gc.ca/)

[priv.gc.ca/en/report-a-concern/file-a-formal-privacy-complaint/file-a-complaint-about-a-business/](http://priv.gc.ca/en/report-a-concern/file-a-formal-privacy-complaint/file-a-complaint-about-a-business/)