



Privacy Policy

Last Updated: February 16, 2026.

Privacy Officer: Nav Lehal - (250) 706-6852

At **Auriva Wellness**, we are committed to protecting the privacy and confidentiality of our patients' personal health information. This policy outlines how we collect, use, and disclose your data in accordance with the Personal Information Protection Act (PIPA) of British Columbia.

1. Collection of Personal Information

We only collect information necessary to provide safe and effective massage therapy treatments. This includes:

- Identification & Contact Info: Name, address, date of birth, and emergency contact.
- Health History: Current symptoms, medical history, medications, and previous injuries.
- Financial Info: Billing details for provincial plans or private insurers.

2. Use and Disclosure

Your information is used to:

- Develop and execute your clinical treatment plan.
- Communicate with you regarding appointments and care.
- Process payments and direct-bill insurance providers.

Disclosure without your express consent only occurs when required by law (e.g., a court order), during a College of Health and Care Professionals of BC (CHCPBC) investigation, or in a health emergency.

3. Consent

By seeking care at our clinic, your consent for the collection and use of information for treatment purposes is **implied**. We will obtain **express consent** before sharing your information with third parties not involved in your direct care (e.g., lawyers or employers).

4. Accuracy and Retention

We strive to keep your records accurate. Under BC regulations, RMTs must retain patient records for at least **16 years** from the date of the last visit (or 16 years after a minor reaches age 19). Once no longer required, records are destroyed securely via professional shredding or permanent digital deletion.

5. Safeguards

We protect your information using administrative, physical, and technical safeguards:

- **Physical:** Locked filing cabinets and restricted access to treatment areas.
- **Technical:** Password-protected Jane App with Canadian-based data residency.
- **Administrative:** All staff and contractors sign confidentiality agreements.

6. Individual Access

You have the right to access your own personal information. Requests must be made in writing to our **Privacy Officer**. We will respond within **30 business days** and may charge a minimal fee for copying records.

7. Questions and Complaints

If you have concerns about how your information is handled, please contact our Privacy Officer. If we cannot resolve your concern, you may contact the Office of the Information and Privacy Commissioner for BC (OIPC).