

Privacy and Confidentiality Policy

Consent Statement: By accessing the BounceBack coaching services and content, you acknowledge that you have reviewed and understood this Privacy Policy.

Why do I have to give my consent for my coach to contact my health care provider?

Quebec's applicable legislation establishes rules that must be followed when collecting, storing, using or sharing personal health information for therapeutic purposes.

Therefore, your coach must be able to inform your health care provider of your progress, assessment results and, if necessary, safety risks so that you get the best possible service. The legislation only allows information disclosure with your consent.

What kind of personal data is collected?

When you enter our BounceBack program, the following information will be collected:

- 1) Basic personal information (e.g. name, date of birth, address, etc.);
- 2) Demographic information (e.g. age or gender);
- 3) Log of all sessions held;
- 4) Information from intake and completion assessments;
- 5) Any updates or changes to your participation status.

How is my personal information stored?

BounceBack participants' records are stored on a highly secure Quebec server that complies with provincial privacy standards for electronic health records.

Although the proper technology is used, like any other one, BounceBack and its content are not surefire or immune to unforeseeable events. Using any technology comes with a risk.

No guarantee can be given that access to the program or its contents, or their use, will be safe from data interception or other uncontrollable events.

Is my participation to the BounceBack program confidential?

Yes - Your personal information will stay protected and confidential at all times. However, in addition to being shared with your primary health care provider, details about your participation may be shared with a BounceBack clinical supervisor (a licensed clinical psychotherapy professional who supervises coaches) if deemed necessary by your coach.

The session recordings (if you have agreed to them) and participant records may also be reviewed by the BounceBack clinical management team for training and service quality control purposes.

Should the data be used for scientific research, statistical purposes or program development, it will be anonymized to prevent any participant identification.

Is there a confidentiality override clause?

There are three circumstances under which we are required by law to disclose information with or without your consent:

- 1) If your coach believes you are at immediate risk for suicide;
- 2) If your coach believes that there is an immediate risk for physical harm or serious harm to another person;
- 3) If your coach has reason to believe that a child under the age of 18 is at risk of abuse or neglect.

Is participation voluntary?

Yes - Participation in this program must be completely voluntary and you are free to withdraw from the program at any time by contacting your coach or by calling the BounceBack Administrator.

Do I need my parent's approval to participate if I am under 18 years old?

There is no need for parental approval to participate in BounceBack. Your parent or legal guardian's contact information is, however, required, as your coach is legally bound to report any emergencies or concerns regarding your safety or well-being. Your coach will be working with you to determine how much and what details of your participation in the program you are comfortable sharing with them.

Can I request access to my BounceBack data?

Yes - You are entitled to request a copy of your record either during or after your participation in the program. Simply contact your coach and send him/her the request. Should you find any errors in your record or wish to have certain information removed, you may submit a request to your coach.

Amendments to this Policy

The BounceBack team retains the right to modify this privacy policy as needed. If this occurs during your coaching journey, you will be notified prior to its implementation. Alternatively, a notice will be posted on our website and it is your responsibility to visit it regularly.

It is our understanding that you agree to these amendments if you stay in the BounceBack program after being notified of the policy change while your journey is ongoing. However, if you do not agree with the amendments, you must withdraw from the program before they take effect.

Governing laws and disputes. BounceBack and this privacy policy are subject to the existing laws in Quebec to the exclusion of any principle that may enforce foreign laws. Any dispute shall be submitted to the courts of the Province of Quebec, which shall have exclusive jurisdiction to settle it.