



## TELUS Health Privacy FAQ for Western employees

### 1. What services do I have available to me through TELUS Health?

TELUS Health's collection and use of your personal information depends on what products and services Western University chooses to make available to you, which TELUS Health products and services you choose to participate in, and what information you choose to provide to TELUS Health.

#### Core Services

- EAP Counseling (immediate access to clinicians)
- Work/Life Services
- TELUS Health One Platform- website and app

#### Digital & Self-Directed Services

- News Feed
- Support and Resources (digital EAP content, including Toolkits)
- Chat
- Online appointment scheduling
- Wellbeing (which includes CareNow Self-Directed and CareNow Counsellor-Assisted Programs)

### 2. What sensitive personal information does TELUS Health collect for each service?

Please note that the TELUS Health Privacy Policy covers **all** TELUS Health lines of business and services and some parts of the policy **do not apply** to Western University employees based on the services contracted with Western University.

**For Western**, TELUS Health collects Western Employee ID, first name, last name and Western email address. TELUS Health does not collect financial, employment, transaction or claims information from you. However, various health information is captured if you choose to access and complete the TELUS Health CareNow programs. This will be information that you disclose directly, if you choose. All information related to Western University employees remains in Canada. The table below outlines the sensitive personal information TELUS Health collects. The information may be used to administer the products and services available from TELUS Health.

Sensitive Personal Information Category	Types of Information We May Collect
<b>Health information</b>	The state of your physical and/or mental health which we receive in connection with your use of our services, provided by you through connected devices or through any Assessment you complete
<b>Health Measurement</b>	Your weight, height, body mass index, waist circumference, cholesterol, lipoprotein, triglycerides, glucose and blood pressure readings, sleep patterns or other similar information provided by you through connected devices or through any Assessment you complete
<b>Lifestyle information</b>	Your alcohol consumption, tobacco/nicotine use, eating and nutrition (e.g., number of servings of food groups and nutrition related questions), cardiovascular disease risk, emotional well-being (e.g., depression and stress), and readiness to change

**3. How does TELUS Health protect my privacy and keep my information secure?**

At TELUS Health, we are committed to protecting the confidentiality, security and accuracy of the personal information we receive about our clients and their employees. TELUS Health complies with all federal and provincial privacy legislation as it applies to our firm and the work we perform for our clients. This includes the federal Personal Information Protection and Electronic Documents Act (PIPEDA). PIPEDA requires that organizations like TELUS Health be held accountable for the protection of the personal information in their possession, and gives employees rights related to the privacy of their personal information.

TELUS Health’s systems, processes, and personnel all adhere to external and internal regulations regarding service to our clients’ employee plans. All policies are formally documented and are available to employees at all times on the firm’s internal database. All staff that handle personal information go through regular privacy and security training.

Finally, our security controls are audited within the scope of our annual CSAE 3416 SOC 1 audit. We also engage a well-known security services firm to conduct a penetration test of our website network on a regular basis.

**4. I already agreed to a consent to the online platform. Why am I being asked to consent again?**

As part of the legal review work required to rollout additional platform features to various countries, TELUS Health periodically makes updates to our Privacy Policy, Terms of Use and Platform Consent. This is to ensure that we are compliant with legislation in the various regions, and so that we continue to be transparent in the processing of your personal information.



## **5. What is the difference between the Privacy Policy and Terms of Use?**

The TELUS Health Privacy Policy describes how we process personal information from users, including the collection, use, and disclosure of that information, as well as how we keep it safe. Its scope includes all of the services that TELUS Health has to offer. The Terms of Use describe the rules and standards that are in place that a user must abide by when using the TELUS Health platform. Unlike the Privacy Policy, the Terms of Use is specific to use of the TELUS Health platform.

## **6. Does TELUS Health share my information with 3rd parties?**

TELUS Health may share your personal information with:

- Other TELUS Health entities in order to serve you, including for our internal management and administrative purposes.
- Third party service providers who are required to keep your information confidential and secure and are restricted from using or disclosing information for reasons other than performing services on our behalf or to complying with legal requirements.
- Third parties and partners in the event of a potential merger or acquisition, transfer of assets, reorganization, or bankruptcy. These parties are also required to keep your information confidential and secure and are restricted in their use of information to this purpose.
- Government, regulatory and law enforcement agencies to meet our compliance, regulatory, and risk management obligations or to comply with the law.
- Your sponsoring organization or health plan provider when you provide your express or implied consent (where this is permitted by law) or if TELUS Health is required to do so by law.
- TELUS Health may share de-identified, aggregated, or anonymized information with our clients for reporting purposes, including usage of our services, and with third party service providers for use in creating marketing materials, cases studies and statistical analyses. This allows TELUS Health, its clients, and our respective third-party service providers to understand how we are performing, or develop relevant products, services or offers.