OAMHP

OAMHP Website - PRIVACY POLICY

Date of Approval: October 24 2026
Date of Last Update: October 24 2026
Date of Next Review: October 24 2031

1. Our Commitment to Privacy

The Ontario Association of Mental Health Professionals ("OAMHP", "we", "us" or "our") is committed to protecting the personal information entrusted to us.

This Privacy Policy explains how OAMHP collects, uses, discloses, safeguards and retains personal information through oamhp.ca, including our public website, membership application process, member accounts and dashboard, event and professional-development registration, online courses and other services available through the website.

OAMHP handles personal information in accordance with applicable Canadian privacy legislation, including the *Personal Information Protection and Electronic Documents Act* ("PIPEDA") where applicable.

OAMHP is a professional association. Although many OAMHP members are health-care and mental-health professionals, use of the OAMHP website does not create a therapeutic or health-care relationship with OAMHP.

2. Accountability

OAMHP is responsible for personal information under its control.

The Executive Director serves as OAMHP's Privacy Officer and is responsible for overseeing OAMHP's privacy practices and responding to privacy questions, access requests and complaints.

Privacy Officer
Ontario Association of Mental Health Professionals
164 Eglinton Avenue East, Suite 208
Toronto, Ontario M4P 1G4
Email: **executive-director@oamhp.ca**

3. Information We Collect

The information OAMHP collects depends on how you use our website.



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When you visit the public website, our systems may automatically receive limited technical information such as your IP address, browser and device information, pages visited, referring pages, date and time of access, and information used to maintain the security and performance of the website.

If you create an account, contact us, register for an event or course, make a purchase or otherwise interact with OAMHP, we may collect information such as your name, email address, telephone number, mailing or billing address, account information, communication preferences and details relating to your request or transaction.

If you apply for or maintain OAMHP membership, we may also collect professional and membership information such as your education, credentials, professional designations, regulatory college information, employment or practice information, supervisory information, membership category and status, and supporting documents submitted as part of an application, renewal, certification or other OAMHP program. OAMHP's current membership process, for example, can require credentials, transcripts, CVs or resumés, proof of enrolment, supervisory letters and related documentation.

For professional-development activities, we may maintain information about event or course registrations, attendance, course completion, continuing education credits, certificates and related records.

OAMHP may also receive information contained in correspondence, inquiries or complaints submitted to us. Because some matters may be sensitive, individuals should provide only the information reasonably necessary for OAMHP to address the matter.

4. How We Use Personal Information

OAMHP uses personal information for reasonable purposes connected with the services we provide, including administering user accounts; receiving and reviewing membership applications; maintaining and renewing memberships; administering certification and professional programs; registering participants for events and courses; maintaining continuing-education records; processing fees and payments; providing member benefits and services; responding to inquiries and support requests; maintaining the security and integrity of our systems; communicating important information about membership or services; meeting legal, regulatory and financial record-keeping requirements; and improving our website and services.

We may also send newsletters, information about OAMHP activities, professional-development opportunities or similar communications where permitted by law. You may unsubscribe from optional promotional communications at any time. Administrative communications necessary to manage an account, membership, registration or transaction may still be sent.

OAMHP does not sell or rent personal information or member mailing lists to third parties.



5. Consent and Limiting Collection

OAMHP collects only information that is reasonably required for identified purposes.

Consent may be express or implied depending on the circumstances and the sensitivity of the information. Where information is required to provide a requested service, declining to provide that information may prevent OAMHP from providing the service or completing a membership application or other request.

You may withdraw consent to optional uses of your information, subject to legal, contractual or administrative requirements.

6. Payments

OAMHP may use third-party payment processors to securely process payments for membership, events, courses or other services.

Where a third-party payment processor is used, payment-card information is processed in accordance with that provider's systems and privacy practices. OAMHP may retain information about the transaction, such as the amount, date, payment status and transaction reference, for administrative, accounting and record-keeping purposes.

7. When We Share Information

OAMHP may provide personal information to employees, contractors, committee members or service providers who require the information to perform work on OAMHP's behalf.

These may include website and hosting providers, membership and customer-management systems, payment processors, email and communications providers, professional-development platforms, technology and security providers, and other organizations that support OAMHP programs and services.

Where a member chooses to participate in a service or benefit offered with another organization, OAMHP may provide information necessary to facilitate that service with the member's knowledge or consent.

We may also disclose personal information where required or permitted by law, to investigate misuse or protect OAMHP's systems or rights, or in connection with an emergency involving a serious risk of harm.

Service providers are expected to use personal information only for the services they provide to OAMHP and to maintain appropriate privacy and security protections.

8. Cookies and Website Technologies

OAMHP uses cookies and similar technologies to operate its website.

Some cookies are necessary for functions such as account login, session management, security, remembering preferences and maintaining forms or other website functionality.

OAMHP may also use analytics and measurement technologies to understand website use and improve our services. Information collected through these technologies may include technical information about your browser, device, approximate location, pages viewed and interactions with the website.

Where appropriate, users will be provided with choices regarding non-essential website technologies.

9. Member Information and Public Information

Most information contained in an OAMHP member account is used for membership administration and is not made publicly available.

Certain information may be made public when a member specifically chooses to participate in an OAMHP public program, such as the Find a Professional directory, or where OAMHP maintains a public member or certification listing.

Information published through the Find a Professional service is governed by the separate **Find a Professional Privacy Policy**.

10. Retention

OAMHP keeps personal information only for as long as reasonably necessary for the purposes for which it was collected and to meet legal, accounting, operational and record-keeping requirements.

Different records may therefore have different retention periods. Certain membership, certification, transaction or professional-development records may need to be maintained after an account or membership becomes inactive.

When personal information is no longer required, OAMHP will securely delete, destroy or anonymize it, subject to information retained in system backups for limited periods.

11. Security

OAMHP uses administrative, technical and physical safeguards appropriate to the sensitivity of the information in its custody or control.

These measures may include access controls, authentication, secure communications, system monitoring, backups, security software, staff confidentiality requirements and restrictions on access to personal information.

No Internet-based system can be guaranteed to be completely secure. If OAMHP becomes aware of a privacy or security breach, it will investigate and take appropriate steps, including notifications required by applicable law.

12. Accessing or Correcting Your Information

You may request access to personal information OAMHP holds about you or ask that inaccurate or incomplete information be corrected.

Members can update certain information directly through their OAMHP account. Other requests may be directed to the Privacy Officer.

OAMHP may need to verify your identity before providing access to personal information. Access may be limited where permitted or required by law, including where disclosure would reveal another person's personal information or confidential information.

13. Information Processed Outside Canada

Some service providers used by OAMHP may process or store information outside Ontario or Canada. When information is processed in another jurisdiction, it may be subject to the laws of that jurisdiction.

OAMHP remains responsible for personal information transferred to service providers for processing and takes reasonable steps to require appropriate protection of that information.

14. External Websites

The OAMHP website may contain links to websites or services operated by other organizations. OAMHP is not responsible for the privacy practices of external websites, and users should review the privacy information provided by those organizations.

15. Changes to This Policy

OAMHP may update this Privacy Policy from time to time to reflect changes to our services, technology, practices or legal obligations.

The current version will be available on oamhp.ca with its effective or last-updated date.

16. Questions, Requests or Complaints

Questions, access or correction requests, and concerns about OAMHP's handling of personal information may be directed to:

Privacy Officer – Executive Director
Ontario Association of Mental Health Professionals
164 Eglinton Avenue East, Suite 208



OAMHP

Toronto, Ontario M4P 1G4
Email: **executive-director@oamhp.ca**

OAMHP will review and respond to privacy concerns in a reasonable manner.

Individuals may also have the right to contact the Office of the Privacy Commissioner of Canada regarding matters within its jurisdiction.