

Dear Affiliates:

Re: Privacy Legislation-Personal Information Protection Act (PIPA)

As you may be aware, privacy legislation came into effect January 1, 2004. This legislation established practices for the appropriate collection, retention, use and disclosure of personal information – both the information you provide to us directly and the client information that you have access to in your work with Optum.

To assist you in understanding how the legislation applies to you personally and applies to the Optum clients whom you counsel, we have enclosed the following documents for your review:

1. Optum's Privacy Policy – Employees and Affiliates Policy

This policy outlines how the legislation applies to you directly as an Optum Affiliate. Please read the policy and if you have any questions, contact our Privacy Officer at (800) 663-9099.

2. Confirmation of Receipt

To ensure you have read and understood the policy, we request that you sign the *Confirmation of Receipt* form and return it to the Optum Office at **4727 Hastings Street, Burnaby, BC V5C 2K8**.

Please return the <i>CONFIRMATION OF RECEIPT</i> form to OPTUM
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3. Keeping You Informed about Optum's Privacy Practices Brochure

This brochure should be posted in your office. A copy may be given to the client, upon request; it is an overview of the legislation. If you would like to review the actual Privacy Policy for Clients, we have posted it on the Optum website: (www.ca.ppcworldwide.com).

4. Requirements for Clinical Documentation

It is imperative that we are careful about the information we record during our counselling sessions. Please review this document in detail and follow the requirements.

We hope this information package has been helpful. If you have any questions or wish to discuss this information further, please contact Optum's **Privacy Officer**, at (800) 663-9099 or via e-mail at deb.gooding@ca.ppcworldwide.com.

Keeping You Informed About our Privacy Practices

On January 1, 2004, the new provincial privacy legislation, the Personal Information Protection Act (PIPA) came into effect. The Act is designed to balance the rights of an individual's privacy with the needs of organizations to collect, use and disclose personal information.

Personal information includes name, home address and phone number, age, birth date, gender, marital status, social insurance number, occupation, salary and similar information for your dependents.

The purpose of this letter is to keep you informed about our privacy practices, and provide you information regarding our reasons for collecting, using and disclosing the information.

Reasons why we collect your information:

As you know, Optum provides employee and family assistance in the form of counselling services. When you first come to Optum for these services, we ask you some questions regarding personal information. We use this information to:

- Verify your identification and company
- Understand your needs, preferences and your satisfaction with Optum's services
- Confirm your eligibility for services
- Protect both you, and us, from error and fraud
- Comply with legal and accreditation requirements

Reasons when we disclose your information:

We may disclose general unidentifiable information to a customer organization to review that our procedures and invoice processing are in accordance with our contractual obligations.

In the event that our clients, or their dependents are "at risk" (i.e. at risk of harming themselves/others, or harm from others), we may disclose this information to a third party to ensure safety and coordination of services. This is in accordance with our legal and professional contractual obligations.

We may disclose client or dependent's information to a person who seeks the information as an authorized legal representative.

We may disclose a client or dependent's information when required or permitted by law. We limit the information that we release to only what is required.

Procedures we use to protect your information:

Your information will only be collected and used for purposes outlined in this letter. We will not disclose this information without your consent. All reasonable safeguards are taken to ensure protection of your information.

Access to your information is limited to selected employees and affiliates at Optum. All information is kept confidential and each employee and affiliate must sign a confidentiality agreement as a condition of his or her employment or contractual obligation.

Keeping You Informed About our Privacy Practices

Our computer systems are designed to prevent unauthorized access. We protect the confidentiality of your information when dealing with other persons and organizations. We do our best to ensure that your information is accurate and current; however, please contact us with any changes to your information.

Further Information:

We will continue to collect information for the purposes described in this document. You have the choice not to provide us with your information, and may withdraw your consent at any time, subject to legal or contractual restrictions and reasonable notice. Please be informed that in withdrawing your consent, you may limit our ability to provide counselling services to you and/or your dependents.

Inquiries:

We respect your request for access to your information. To make a request for information and/or pose questions about our privacy practices, please send them in a letter to our Privacy Officer, and describe your needs and questions in as much detail as possible. We will respond in writing to you within 30 days from receiving your letter. Write to:

Deb Gooding, Privacy Officer
Optum
4727 Hastings Street
Burnaby, BC V5C 2K8

Summary:

We believe that we have your consent to continue to collect, use and disclose your information for the purposes identified in this document. For further information, or to view our online privacy policy, visit our website at www.ca.ppcworldwide.com.

(Note: This letter reflects the British Columbian legislation regarding Privacy. Optum's Privacy Policy provides a guideline for clients in other provinces; however, applicable legislation would apply. If you have any questions, please contact Deb Gooding, Privacy Officer at (800) 663-9099.