

Managing with Care



PRIVACY POLICY

CMN is an international health management company. CMN assists clients to successfully navigate an increasingly complex global health care system with ease and economy. We seamlessly integrate services among hospitals and physicians, while actively advocating for patients.

Our medical case management, proprietary provider network and customized services are interwoven to provide the best possible medical care while reducing and managing risk and costs.

Collection, Use and Retention of Personal Information

CMN collects personal information from its members to provide the services and benefits to which members are entitled. Personal information collected is limited to those details necessary for the purposes identified, and it is collected only by fair and lawful means.

We collect, use, and retain personal information for:

- i. determining membership eligibility (initial / renewal) and for related administrative purposes;
- ii. providing you with membership services;
- iii. research or analytical purposes; and
- iv. to comply with any legal or regulatory requirements.

We may also collect information from our website, including your activity while using our site. We may use online collecting devices, including cookies.

CMN will not disclose or sell your personal information to third parties. Your information will be kept only as long as needed to fulfill the purpose for which it was collected.

Accuracy

We will keep personal information as accurate, complete and up-to-date as is necessary to fulfill the purpose for which it is used. Please advise us promptly of any relevant changes in your information.



Safeguarding Members Personal Information

CMN recognizes the sensitive nature of such personal and business information. CMN will make every reasonable effort to ensure that personal information collected from you is protected from loss, unauthorized access, use or disclosure through the use of physical, technological and organizational controls appropriate to the information's sensitivity. Business information supplied as part of your membership application will be similarly safeguarded.

CMN will exercise care in disposing or destroying personal information and business information to prevent unauthorized access.

Accessing your Information

On request, CMN will inform you of the existence, use, and disclosure of your personal information and you will be given access to that information. You have the right to challenge the accuracy and completeness of the information and if appropriate, to have it amended. After verifying your identity satisfactorily, we will provide you with the personal information you request.

Requests will be responded to within 30 days. A fee may be charged to cover any expenses related to retrieval, photocopying and delivery.

There are certain legal exceptions to your right of access to personal information. If your request falls into such a category, you will be informed of the reason and any recourse that you may have.

Contact Information

If you have any questions, concerns or complaints, please contact our Privacy Officer at privacyofficer@cmn-global.com.

At any time, if you are not satisfied, you may also contact the applicable federal or provincial privacy law authority.