

PIDSADOWSKI'S PHARMACY

WEBSITE PRIVACY POLICY

LAST UPDATE: JANUARY 2026

PLEASE READ THIS PRIVACY POLICY CAREFULLY. IT APPLIES TO YOUR USE OF THE PIDSADOWSKI'S PHARMACY WEBSITE (THE "WEBSITE"), THE APP (THE "APP") AND THE WEB APP (THE "WEB APP", AND TOGETHER WITH THE WEBSITE AND THE APP, THE "PLATFORM").

BY USING THIS PLATFORM, YOU UNDERSTAND THAT THE PLATFORM MAY COLLECT AND USE YOUR PERSONAL INFORMATION (RESTRICTED TO PRESCRIPTION NUMBERS AND PATIENT YEAR OF BIRTH). THIS IS INTENDED TO ENHANCE THE EFFICIENCY AND CONVENIENCE OF PATIENT PRESCRIPTION REFILL MANAGEMENT. IN ADDITION, THE WEBSITE IS INTENDED TO KEEP PATIENTS INFORMED ABOUT THE PHARMACY WITH RESPECT TO CURRENT PROFESSIONAL STAFF AND AVAILABLE PATIENT SUPPORT SERVICES.

THE PLATFORM IS NOT INTENDED TO COLLECT, USE OR DISCLOSE ANY PATIENT IDENTIFYING HEALTH INFORMATION. BY USING THE PLATFORM, YOU ALSO AGREE TO THE COLLECTION OF YOUR APPLICABLE AND APPROPRIATE PERSONAL HEALTH INFORMATION DIRECTLY FROM PHYSICIANS OR HEALTH CARE PROVIDERS AS AUTHORIZED BY YOU FROM TIME TO TIME.

At Pidsadowski's Pharmacy we value the trust that our patients place in us to appropriately use and protect personal information. The Platform is owned and administered by the pharmacy, and allows you to primarily submit, transfer and manage prescriptions with us.

You will be required to provide a specific express consent to register on the App. You can decide which component(s) of the Platform you wish to use. We encourage you to read this Privacy Policy in full to understand our privacy practices. **If you do not agree with our policy and practices, do not use the Website, and do not download, register with or use the App. By using the Website or the App, you agree to this Privacy Policy and consent to our use and disclosure of your personal information as described in this Privacy Policy.**

Scope

This Privacy Policy applies to the Platform and the use of the Platform by the pharmacy and patients to the extent that personal information may be collected, used or disclosed in connection with the operation of the Platform:

This Privacy Policy applies to the Platform exclusively.

Definition of Personal Information

Throughout this Privacy Policy, we use the term “personal information”, which includes your name and year of birth and any other information that may be provided with copies of new prescriptions submitted using the App part of the platform. This Privacy Policy does not cover information that is de-identified and/or aggregated and cannot be associated with an identifiable individual, since this information is not considered to be personal information.

Personal Information We Collect

When you use the Platform, we may collect personal information about you. The personal information we collect may include, for example:

- **Contact and demographic information**, such as your name, year of birth, address, phone number, Personal Health Number.
- **Health information**, which may include medication information when provided as part of new prescriptions sent to us using text and the App.

How We Collect Information

We may collect personal information about you in different ways when you use the Platform:

- **From you directly**, for instance through your enrolment in the Platform; your interactions with us (for example, when you communicate with us);
- **Through your online or electronic activity when using the Platform**, whether through the Website, or App otherwise, including through self-reported information and communications with us through or with respect to the Platform.
- **From the McKesson pharmacy management software** should you choose to view your medication profile.

How We Use Your Personal Information

Any and all patient personal information shared with the Platform is used only for pharmacy patient care support services.

How We Share Your Personal Information

Personal Information provided by patients using the Platform may be shared as required to support pharmacy patient care services. For example, if there is a need to contact a patient's prescriber to support prescription refills or to gain clarification in support of medication dispensing or counsel.

Personal Information may also be shared with other parties as part of due course for medication dispensing processes including for example billing to third party insurance payors or sending information as required to meet government regulations such as the provincial Electronic Health Record or electronic immunization record repository.

Consent

The Platform does not collect, use, or disclose personal information from you for any purposes other than those specified in this Privacy Policy, unless permitted or required by law. Consent may be express or implied. Consent can be "express" through words or by specific acts (such as oral or written consent) or implied by your conduct, where it would be reasonable for us to infer that you have agreed to the collection, use or disclosure of your personal information.

By submitting information to us in connection with the Platform, or using the Platform you are providing your consent to the collection, use and disclosure of your personal information as set out in this Privacy Policy and pharmacy staff may rely on that consent.

Right to Withdraw Consent

Consent may be withdrawn at any time, subject to legal, regulatory or contractual restrictions and reasonable notice; however, without such consent, we may not be able to provide you with services relating to the Platform.

Access Rights

You have the right to access and update the personal information we maintain about you. Please contact your selected pharmacy (the pharmacy whose name and contact information appears on your prescription label) to request access to, correct or delete any personal information that you have provided to the pharmacy via this Platform.

In addition, if you wish to update your personal information that is saved in the Platform, you may make the changes directly yourself by logging into your App account and amending your information accordingly. Please note that changes you make directly to your personal information in the App will not be automatically transmitted to your pharmacy and so you will need to notify the pharmacy separately as outlined above.

Retention

Information, including personal and/or health information, may remain on your digital device for as long as the App is installed on your device. In addition, if, instead of using the App to directly take a photo of your prescription, you choose to upload a prescription photo from your photo library, the prescription photo in your photo library will be saved there in accordance with your personal settings. For ease of use, the App temporarily stores some user provided information, such as user name and passcode, until the App is closed.

Children's Privacy

This Program is not intended for any member under the age of 18 and we do not knowingly collect personal information from children under the age of 18. We do not knowingly allow children under the age of 18 to enroll in the Platform. We request that minors do not use the Platform or submit any personal information through the App.

How We Protect Your Information

The pharmacy has established appropriate physical, technical, and administrative safeguards to protect the personal information we collect from and provided by our patients. The safety and security of your information also depends on you. Where you have chosen a passcode for access to certain parts of the App, you are responsible for choosing an appropriate passcode and for keeping this passcode confidential. We ask you not to share your passcode with anyone.

Personal information is usually transmitted in an encrypted form using SSL encryption. Notwithstanding our security safeguards, it is impossible to guarantee 100% security in all circumstances. If you have any questions about security or have reason to believe your interaction with us is no longer secure (for example, you feel the security of any account you might have with us has been compromised) please contact the pharmacy directly.

Cross-Border Transfer of Personal Information

All personal information provided by patients using the Platform is kept and maintained locally by the pharmacy and off site by the pharmacy management system vendor. No patient information is transferred to or stored in another country.

Cookies

Cookies may be used on the Platform where you are prompted to log in or that are customizable. If you have registered with our App, these cookies (1) may let us know who you are, (2) may be necessary to access your account information in order to provide personalized services, and (3) will provide us and our service providers with information that we will use to personalize the Platform in accordance with your preferences and interests. You may set your Web browser to notify you when you receive a cookie or to not accept certain cookies (these controls are typically found in the privacy settings for your browser). You do not need to enable cookies to visit our website; however, if you decide not to accept cookies when visiting the Website, you may not be able to take advantage of all of the features of that site.

Interest-Based Advertising

Other third parties such as ad networks and other advertising companies that use their own tracking technologies (including cookies) may collect information about your activity across your different devices and use this information to make predictions about your preferences, develop personalized content and deliver ads that are more relevant to you.

Linking to Other Sites

Please remember that when you use any link to go from the pharmacy website to another website, this Privacy Policy is no longer in effect. Your browsing and interaction on any other website, including any site that has a link on guardian-ida-remedysrx.ca, is subject to the rules and policies of that site. We encourage you to read the rules and policies of the sites you visit to further understand their procedures for collecting, using, and disclosing personal information.

Changes to this Privacy Policy

We may periodically update this Privacy Policy to describe new features, products, or services we offer and how it may affect our use of personal information about you and your controls. If we make changes to this Privacy Policy, we will update the “Last Update” at the beginning of this Privacy Policy. We will strive to inform users of any significant change to this Privacy Policy.

Contact Information

Please contact the pharmacy directly with any questions or concerns about the Platform and its Privacy Policy.