

PRIVACY POLICY

Recovery Hub by Metro Psych Facility

Revised February 27, 2021

It is the policy of **Recovery Hub**, an online telepsychiatry platform, to protect the personal and sensitive personal information of each and every patient and other clients whom we collect and process mental health and other personal data from in compliance with RA 10173 or otherwise known as the **Data Privacy Act of 2012**, its Implementing Rules and Regulations, and other government issuances pertaining to the protection of data privacy.

We collect and process personal data from patients, physicians and therapists only in adherence to the general principles of transparency, legitimate purpose and proportionality and maintains reasonable and appropriate organizational, physical and technical security measures to maintain the availability, integrity and confidentiality of personal data protecting it from any accidental or unlawful destruction, alteration, contamination and disclosure, unlawful access and fraudulent misuse.

Personal data collected online and stored in the database system includes general information on the required fields regarding your name, gender, civil status, sex, age, date and place of birth, religion, nationality, address, contact information, and reason for consultation. Other questions asked online may be answered optionally such as family information, financial status and living arrangement, academic and occupational performance, social history, religious or spiritual history, military history, legal history, history of present illness, past psychiatric and medical illnesses, family history of psychiatric and medical illnesses, developmental history, substance use or addiction history, sexual and ob-gyne history, other data and source of referral.

The personal data collected from our patients are processed to facilitate an accurate diagnosis of mental health condition and provide for an appropriate medication, treatment or rehabilitation program therefrom. Personal data collected from registering physicians are processed to facilitate contact reference and payment details information.

During teleconsultation, the corresponding psychiatrist or therapist may collect and process such other personal or sensitive personal data from the patient relevant to the latter's mental health diagnosis and treatment and shall store and archive such medical record in full security within his or her own secure filing system subject to compliance with the organizational, physical and technical security policies set by Recovery Hub conforming to the data privacy principles of transparency, legitimate purpose and proportionality in compliance with the Data Privacy Act of 2012 and other applicable laws, administrative rules and regulations, and issuances.

Taking into consideration the recurrence of mental health conditions, patient's medical and mental health records are retained for as long as necessary as reference for future consultations and treatment. Other client's personal data are kept for as long as necessary as professional and contractual relations may transpire.

Recovery Hub will not disclose your Personal Data to third parties without your consent. It may however share your Personal Data within its organization but limited only to its authorized personnel and shall be used in a manner consistent with the purpose for which it was originally collected and to which you or your authorized representative consented, and pursuant to the Data Privacy Act, its Implementing Rules and Regulations, and all relevant regulations and issuance on privacy and data protection. We may also share your Personal Data to unrelated third parties, upon your request, when we are legally required to do so, or when we believe it is necessary to protect and/or defend our rights, property, or safety, and those of other individuals. Nevertheless we will take all the necessary steps to protect your Personal Data.

Pursuant to the Data Privacy Act of 2012, all our patients and other clients, with regards to their personal data, have the following rights: (1) right to be informed, (2) right to object, (3) right to access, (4) right to rectification, (5) right to erasure or blocking, (6) right to data portability, and (7) right to damages. These rights can be freely exercised by the said patient or client or such other persons duly authorized by the latter subject to the reasonableness thereof through the filing of appropriate Request Forms submitted to Recovery Hub through its Data Protection Officer.

For more information regarding data privacy and the exercise of your rights you may contact **Recovery Hub's Data Protection Officer** through the email address recoveryhubdataprivacy@gmail.com or landline number [\(032\)344-2141](tel:0323442141).