ATLAS INSTITUTE
FOR VETERANS AND FAMILIES
INSTITUT ATLAS
POUR LES VÉTÉRANS ET LEUR FAMILLE

Privacy Policy

CONSULTATIONS FOR CLINICIANS

Effective date: September 2026

1. Purpose

The Atlas Institute for Veterans and Families ("Atlas", "we", "our", or "us") is committed to protecting the privacy of individuals who participate in the Consultations for Clinicians Program ("the Program"). The Program supports licensed or registered mental health clinicians working in Canada who provide care to Canadian Armed Forces (CAF) members, Royal Canadian Mounted Police (RCMP) members, Veterans and/or their Families by connecting them with experienced mental health professionals for educational and informational consultation. The purpose of the Program is to enhance participants' knowledge, skills and confidence in providing care to these populations.

This privacy policy explains how Atlas collects, uses, stores, discloses and safeguards information in connection with the Program.

2. Nature of the Program

The program supports eligible clinicians through clinically related learning, knowledge exchange and educational consultation intended to enhance professional capacity, while ensuring that Atlas remains an intermediary organization that does not provide clinical care or act as a service provider.

The Program:

- Does not provide clinical care, diagnosis, treatment or psychotherapy to patients or clients.
- Does not establish a therapeutic or treatment relationship between the consultant and any client or patient.
- Does not establish an ongoing consultative relationship between the consultant and the participating clinician.

Participating clinicians remain solely responsible for all clinical decisions, assessments, diagnoses, treatment plans and services they provide.

3. Information we collect

Atlas may collect the following information from clinicians participating in the Program:

Registration information

- Name
- Professional designation
- Regulatory college or licensing body
- Province or territory of registration
- Contact information (e.g., email address)
- Employment or practice information
- Information required to determine eligibility for the Program

Consultation information

- Consultation requests submitted through Program channels
- Questions or topics submitted for consultation
- Information regarding the consultation process, including scheduling and communication records
- High-level summaries of consultation responses
- Feedback and evaluation data related to the consultation experience

Program evaluation information

Atlas may collect information to evaluate, improve and report on the Program, including:

- Participant satisfaction
- Types of consultation requests received
- Utilization statistics
- Feedback regarding the usefulness of consultations
- Outcomes related to clinician learning and professional development

Atlas will maintain custody and control over all information and records related to the consultation requests including the consultation information and the program evaluation information.

4. Patient and client information

As part of the Program, Atlas will not be collecting any identifiable information about any client, patient, Veteran, Family member or other individual receiving care.

Participating clinicians must not provide:

- Personal health information
- Identifiable patient information
- Clinical records
- Charts, reports, assessments or other documents containing identifying information]

Where consultation questions relate to a specific clinical situation, clinicians must ensure that all information is de-identified and limited to the minimum information necessary to obtain educational guidance.

If Atlas becomes aware that it has received information that appears to identify a patient, client, Veteran, Family member or other individual, Atlas will notify the clinician who submitted it and delete the provided information.

5. How we use information

Atlas may use collected information to:

- Verify Program eligibility
- Facilitate and administer consultations
- Identify if/which consultant can respond to consultation requests
- Communicate with participants regarding the Program
- Conduct quality assurance activities
- Evaluate Program effectiveness
- Improve Program design and delivery
- Develop educational resources, frequently asked questions, and knowledge products
- Meet legal, regulatory, contractual and reporting obligations

Where practical, Atlas will use aggregated or de-identified information for reporting, evaluation, educational and knowledge-sharing purposes.

6. Disclosure of information

Atlas may disclose your personal information to:

Program consultants

Information submitted through consultation requests may be shared with consultants to identify if/who can address the consultation request.
Consultants will receive only the information reasonably necessary to respond to the request.

Third party providers

Atlas may use third-party providers to support Program documentation, scheduling, secure communications, data storage and virtual meeting services.

Legal requirements

Atlas may disclose information when required or permitted by law, including to comply with legal obligations, court orders, regulatory requirements or investigations.

Atlas does not sell personal information.

7. Cross-jurisdictional consultations

Consultants participating in the Program may reside in provinces or territories different from those of the participating clinician and may belong to different professional regulatory colleges or governing bodies.

Participants acknowledge that consultation information submitted through the Program may be shared with consultants located in different Canadian jurisdictions for the purpose of providing educational consultation.

8. Virtual consultations and email communications

Consultations may occur through videoconferencing platforms, including Zoom, or through secure email communications.

While Atlas takes reasonable steps to protect information shared through these channels, no method of electronic communication or transmission can be guaranteed to be completely secure.

Participants should avoid including any identifying patient or client information in emails, meeting invitations, documents or consultation discussions.

9. Recording of consultations

Consultations will not be recorded unless recording has been approved for accessibility purposes or another legitimate purpose permitted by Atlas.

Participants will be informed in advance if recording is authorized.

10. Retention of information

Atlas will retain information collected through the Program only as long as necessary to:

- Administer the Program;
- Conduct evaluation and quality improvement activities;
- Meet reporting requirements; and
- Comply with legal, contractual and operational obligations.

At the end of the applicable retention period, information will be securely deleted, destroyed or anonymized and aggregated.

11. Safeguards

Atlas employs reasonable administrative, technical and physical safeguards designed to protect information against unauthorized access, use, disclosure, modification or loss.

Access to Program information is limited to authorized individuals who require access for Program-related purposes.

12. Your choices and rights

Subject to applicable laws, participants may:

- Request access to personal information held by Atlas;
- Request correction of inaccurate information;
- Withdraw from the Program, subject to any legal or operational requirements that may require Atlas to retain certain records; and
- Ask questions regarding Atlas's privacy practices.

13. Changes to this privacy policy

This policy will be reviewed annually or as needed to reflect changes in technology, legal requirements or organizational priorities. Updates will be communicated promptly to all staff.

Atlas may update this Privacy Policy from time to time. Updated versions will be posted through Program channels and will include the effective date of the revision.