

**TELUS TOS (Terms of Service)** Your educational institution or insurance provider has arranged for TELUS Health to offer support and referral services to you. These services are voluntary and are provided at no cost to you. In order to provide these services, TELUS Health will require you to provide certain personal information. TELUS Health will handle all such personal information in accordance with the terms of its privacy policy, which can be accessed at <https://lifeworks.com/en/privacy-policy>

Your discussions with your TELUS Health advisor (“advisor”) and records of your use of TELUS Health Student Support (Student Support) are confidential. However, there are limited circumstances where applicable laws require disclosure or impose a “duty to warn” on our providers. These include (but are not limited to) situations involving child protection concerns, medical emergencies, danger to public safety, and threats of violence or harm to oneself or to others. In some circumstances, TELUS Health may also have a legal or contractual duty to warn appropriate individuals, when such warning is necessary to reduce or prevent a serious threat to the health and safety of you, another individual or the public. In situations involving immediate risk, TELUS Health will make reasonable efforts to take appropriate steps to avert any danger. It is also possible for TELUS Health's files to be subpoenaed by the Court.

TELUS Health maintains records of your use of the Student Support which include all contacts, dates, times and services provided to you. Where any sharing of your identity and personal information with your school is anticipated, upon access to Student Support clinical services, you will be provided the opportunity to opt in or opt out to this information being shared, without any impact on the service provided to you. Should you choose to opt out of data sharing with your school, your identity and personal information will remain confidential, subject to any disclosure requirements set out above. General non-identifying statistics about the use of our services may also be reported to your educational institution and/or insurance provider. For quality assurance purposes, a third-party auditor, inspector, bona fide evaluator or accreditor may be asked to review our clinical procedures and files. TELUS Health is in compliance with all applicable privacy laws, including the Australian Privacy Act, the Personal Information Protection and Electronic Documents Act (PIPEDA), the Health Insurance Portability and Accountability Act (HIPAA), and the General Data Protection Regulation (GDPR), as applicable, based on your jurisdiction.

Occasionally, long-term support or specialized service or treatment is recommended beyond the parameters of your Student Support. In these situations, your advisor will provide assistance in finding an appropriate outside resource in your community and follow up with that resource to ensure a smooth transition of service. All decisions regarding services provided will be discussed with you, and/or as appropriate, your parent or legal guardian. Charges for services provided by any outside resource are your responsibility.

The Student Support does not advocate on your behalf in legal or education-related matters such as recommending time away from your studies. You may request a copy of your file for any reason, at any time, but we reserve the right to charge a processing fee to you upon receiving such a request. Please contact our Clinical Records Dept. at our Head Office at +1 (416) 380-6578 or ask your advisor for details.