

Wal-Mart Canada Corp. - Pharmacy Privacy Statement

Wal-Mart Canada Corp. (“Walmart”) is committed to protecting the privacy of your personal information, including personal health information. As part of this commitment, we have prepared this Pharmacy Privacy Statement to set out the manner in which we collect, use, disclose and otherwise manage the personal information of our Pharmacy customers in Canada.

Please refer to our general Privacy Statement and our Vision Centre Privacy Statement, available on our Website located at www.walmart.ca, to learn more about Walmart’s privacy practices.

Collection And Use Of Personal Information and Personal Health Information

At our Pharmacies, we may collect personal health information when you:

- Provide us with a drug prescription to be filled;
- Pay for a drug prescription;
- Purchase, order, return or exchange products at our Pharmacy;
- Speak to a Walmart pharmacist to receive counselling and advice; and/or
- Contact us with a comment, question or complaint relating to one of our Pharmacies.

Prescription Drug Fulfillment: When you provide us with a drug prescription, we collect personal information such as your:

- first and last name;
- address;
- e-mail address
- telephone number;
- date of birth;
- gender;
- medical history;
- medical conditions;
- drug allergies;
- name of prescribing physician;
- additional information on the prescription (such as diagnosis or instructions from the prescribing physician);
- provincial drug benefit program or private health insurance plan information; and
- other information you may provide to us to assist us in dispensing

We collect this information to correctly dispense your prescription medication (including proper dosage and instructions) as well as to identify you, to ensure the accuracy of our records, to ensure that there are no adverse drug or allergic reactions to any of the medications dispensed, to facilitate our Call Back and Reminder Programs and to comply with applicable professional, legal and regulatory requirements.

Counselling and Advice: When you speak to a Walmart pharmacist to receive counselling or advice, we collect personal information for the purpose of appropriately assisting you. This information may be added to your profile and used to help us assist you in the future. Where appropriate, we also use this information to provide you with treatment-related services, such as re-fill and prescription reminder calls.

Purchase, Order, Return, or Exchange Products: You do not have to provide us with any personal information when you pay for a drug prescription or other merchandise by cash at one of our Pharmacies unless it is to comply with applicable professional, legal and regulatory requirements. If you use a credit or debit card, we collect your credit or debit card-related information and your signature for the purposes of processing your payment.

In addition, we collect information related to your provincial drug benefit program or private health insurance provider in order to process payment/reimbursement for your claims and to verify your eligibility and drug coverage.

Customer Service: When you contact us with a comment, question or complaint relating to one of our Pharmacies, you may be asked for information that identifies you along with additional information we need to help us promptly answer your question or respond to your comment or complaint. The information we collect for these purposes may include your name, address and phone number. We may retain this information to assist you in the future and to improve our product and service offerings.

Disclosure of Personal Information

Walmart will not disclose, trade, rent, sell or otherwise transfer your personal information, without your prior consent, except as otherwise set out below.

Co-ordination of Health Care: When necessary, we may share personal information with your health care professional in order to co-ordinate your health care. For instance, we may speak to your physician to clarify dosage or other instructions or to discuss allergies or drug reactions. We may also share personal information with other pharmacies in order to fulfil your request to transfer a prescription to or from one of our Pharmacies.

We may also share personal information with your caregiver or a family member or friend whom you have designated as your health care representative.

We will not disclose your personal health information in the course of providing you with health care services if you expressly tell us otherwise, but we may not be able to provide you with the services you requested.

Prescription Payment: We may share information with your provincial drug benefit program, private health insurance provider, or other health claim adjudicator as necessary in order to process your claim, including your eligibility for reimbursement and scope of your drug coverage.

Provincial Prescription Systems : We may be required by law to provide prescription-related information to a government registry. For example, in British Columbia, all pharmacies are required to submit prescription information to PharmaNet, a province-wide network administered by the provincial government and the College of Pharmacists of British Columbia.

Legal: Walmart pharmacists are required by law to disclose certain information in order to comply with applicable professional, legal and regulatory requirements.

Walmart must also provide your personal information in response to a search warrant or other legally valid inquiry or order, or to an investigative body in the case of a breach of an agreement or contravention of law, or as otherwise required by law. We may also disclose personal information to assist us in collecting a debt owed by you, or otherwise where necessary for the establishment, exercise or defence of legal claims.

Security of Personal Information

We have implemented measures in an effort to safeguard the personal information in our custody and control, including only providing access to personal information to employees and authorized service providers who require such information for the purposes described in this Privacy Statement. We maintain reasonable administrative, technical and physical safeguards in an effort to protect against unauthorized access, use, modification and disclosure of personal health information in our custody and control.

We only keep your personal health information as long as necessary for the purposes we collected it, or as otherwise required by law.

Access to Your Personal Information

You may request a summary of your prescription history from the pharmacist at the Walmart location where you fill your prescriptions.

Changes to the Privacy Statement

This Privacy Statement may be updated periodically to reflect changes to our personal information practices. The revised Privacy Statement will be available at each of our Pharmacies and posted on our Website located at www.walmart.ca. We will treat your personal information in accordance with the Privacy Statement in place at the time the information was collected.

How to Contact Us

You may contact us at any time if:

- you have any questions or comments about this Privacy Statement;
- you wish to withdraw your name- from a marketing list;
- you wish to access and/or correct inaccuracies in our records of your personal information; or
- you have a complaint about the manner in which we treat your personal information.

Privacy Officer
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