

IAM Medical Guidelines Privacy Policy

This privacy policy is to help you understand what information we collect during your use of the IAM Medical Guidelines app, how we use it and how we protect it. “We” in this context means ITPCRG (<https://www.mcgill.ca/iam/home-page>).

Information we collect

During signup to the app, we collect your **full name and email address**; you are also asked to create a unique **user name and a password**, which are used to prevent others from impersonating you and entering information that does not represent your opinion. You are not obliged to enter your real name, but you should enter your real email address, in case you ever need to recover your password. We also collect a **device identifier** so that we can sync your information across different devices you may use.

In addition, when you signup to study specific content (which for convenience we’ll refer to as a “guideline”), we may ask if you are affiliated with organizations such as the College of Family Physicians of Canada, and if so, we may request your **membership credentials**. These organizations have agreed to award Continuing Medical Education credits for documentation of your reflection on the guideline. So, we use your membership credentials in order to submit your documentation of credits earned.

CME credits are generally awarded for completing and submitting the brief IAM **questionnaire** asking if and how you expect to use, in your practice, a specific part of the guideline (such as a recommendation). These questionnaires are submitted to our server, along with whatever **free text comments** you wish to enter. These questionnaires and comments will be shared (anonymously) with the credit-granting organization as well as the organization publishing the guideline. **In the questionnaire and the comments, we do not solicit any information that could be used to identify yourself, your practice or your patients.** In addition to these questionnaires, we also collect a list of the content items you look at in the app (“**page visits**”).

There may be an online forum associated with the guideline, so that you can (if you wish) offer your opinion on guideline content and on its presentation in the app. Membership of the forum is confined to users of IAM Medical Guidelines, as well as staff members of the organization publishing the guideline. The other users of the forum will be able to see and comment on your **forum posts**, which will be identified by your username.

What we do with your information

All the above information is stored in your phone and also on our server. Your password is encrypted in the device, on our server and in transit between them; however, the rest of the information is stored and transmitted in plain text. Our server is professionally hosted in the USA by Rackspace, and our server code uses normal coding practices to prevent unauthorized access; however, because we do not collect medical or personally sensitive information, we do nothing that would prevent a determined hacker from accessing information on the server.

In addition to using your information for the primary purposes of the app (for example, we store your name, password and device identifier on the server to synchronize the app across different devices that you might use), we may also use it in the future for research or business purposes. An example of research is to investigate the value of different recommendations, based on responses given in aggregate to the IAM questionnaire. An example of business is that we may share the aggregated anonymous data with business organizations interested in the opinions of users of specific guidelines.

Your national college will be given your questionnaire data and comments, and data on your page visits if requested. This information is identified to them through your college ID number, and what they do with this information is out of our control, but subject to their privacy policy.

What can you do to protect your information?

We try not to collect any sensitive information. In particular, we request no patient-related information.

However, if you are concerned about any of the information we **do** collect, there is nothing obliging you to use your real name or your real email address (as long as you realize that you would not be able to use our password reminder system).

In addition, you are not obliged to give us your college affiliation credentials; in this event it would be up to you to claim your CME credits yourself, if the college permits this. The app assists you to do this by allowing you to download your record of usage, including Page Visits and Questionnaires, as Microsoft Excel – compatible .csv files.