



## ABOUT OWL SECURITY

*Owl is the leading platform for mental healthcare clinicians in private practice. Thousands of clinicians use Owl every day. We offer the only purpose-built platform with full PHI and College compliance at its core. Here are a few factors that set us apart:*

At Owl Practice, we take the security of your data very seriously. Here are some of the things we do to keep your personal data safe and secure:

- **Canadian Data in Canadian Servers** - As we were developing Owl, we consulted with many therapists, and we heard loud and clear that it was very important to them that their data reside on servers in Canada as a matter of PHIPA and College compliance. Our servers are located in Toronto so you can be assured your client's practice data is securely stored in Canada.
- **Data Storage on Servers** - We use a combination of SQL and MongoDB databases to store all practice data in a secure fashion.
- **Customized Login Pages** - Each Owl account has its own segregated database, accessible only from a customized, account-specific URL. There is no way to login to an Owl account from the Owl marketing site, and these login pages are not searchable on Google, for security reasons.
- **Data Encryption** - At Owl, we use bank-level encryption (SSL) to encrypt all data that moves between our secure and dedicated servers and the device and browser on which a clinician accesses their Owl Practice account.
- **Canadian Team** - The entire Owl Practice team is located in Canada. We're a Canadian company, for Canadian mental health practitioners, run by Canadians.

### Compliance with Privacy Laws in Alberta (PIPA)

#### **The Personal Information Protection Act (PIPA)**

For the privacy and security of health information in Alberta, private practitioners must follow the Personal Information Protection Act (PIPA). This is Alberta's private sector privacy law, and has been deemed "substantially similar" to PIPEDA. PIPA sets the rules for the collection, use and disclosure of personal information and personal employee information by private sector organizations in Alberta.

#### **Owl and PIPA**

Individuals have a number of rights under PIPA - here are some relevant to Owl:

- **Mandatory Breach Reporting:** While we take significant and extensive measures to ensure a security breach could never occur, if one was to take place, we would of course notify our customers.
- **The right to request access to your personal health information:** Extensive export options make exporting Client information out of Owl simple and easy. Notes can be exported from the Client profile, all financial and Client data can be exported and individual historical receipts and invoices can also be downloaded. Exports of secure messages are not currently possible, but Clients already have access to this information through their Client Portal.

PIPA requires organizations to take reasonable security measures against unauthorized access, collection, use, disclosure, copying, modification, disposal or destruction of information.

Thanks to Owl's security features including [data encryption, secure servers, and data loss protection](#), Owl helps our customers achieve technological security requirements under PIPA.