



PRIVACY POLICY

Vancouver Island Recovery & Addiction Services (VIRAS)

Last Updated August 1st, 2026

Vancouver Island Recovery & Addiction Services (“VIRAS,” “we,” “us,” or “our”) respects the privacy of the individuals who use our services and visit our website.

This Privacy Policy explains how VIRAS collects, uses, protects, retains, and discloses personal information in connection with our recovery coaching services, website, communications, and related business activities.

VIRAS operates in British Columbia and handles personal information in accordance with applicable privacy legislation, including British Columbia's **Personal Information Protection Act (PIPA)**.

1. Personal Information We Collect

Depending on how you interact with VIRAS, we may collect personal information such as:

- Your name and contact information, including telephone number, email address, and mailing or general location information
- Information provided through our website, contact forms, inquiries, or consultation requests
- Information necessary to schedule and provide recovery coaching services
- Information you voluntarily share during coaching sessions, including recovery goals, personal circumstances, substance-use history or concerns, family circumstances, challenges, progress, and other information relevant to your coaching goals
- Coaching notes, session records, and other documentation related to services provided
- Information relating to appointments, invoices, payments, and payment arrangements
- Information provided when you communicate with VIRAS by telephone, email, text message, or other agreed communication methods
- Information contained in correspondence or other communications between you and VIRAS

- Technical information that may be collected when you visit our website, such as browser information, device information, IP address, and information about how the website is used

We aim to collect only information that is reasonably necessary for the purposes for which it is collected.

2. How We Use Personal Information

VIRAS may use personal information for purposes such as:

- Responding to inquiries and requests for information
- Determining whether recovery coaching services are appropriate
- Scheduling and providing recovery coaching services
- Understanding and supporting your recovery goals
- Maintaining appropriate coaching records and documentation
- Communicating with you about appointments, scheduling, follow-up, and services
- Processing payments and maintaining financial records
- Providing information or resources that are relevant to your coaching needs
- Managing and improving VIRAS services and website functionality
- Meeting legal, regulatory, accounting, insurance, and other applicable obligations
- Protecting the safety and security of VIRAS, its clients, and others

VIRAS does not sell, rent, or trade personal information.

We do not use personal information collected through recovery coaching services for targeted advertising.

3. Recovery Coaching Information

Information shared during recovery coaching is treated as confidential within the limits described in this Privacy Policy, the Recovery Coaching Working Agreement, and applicable law.

Client records and coaching notes are stored in a password-protected, encrypted electronic storage location. Access is restricted to authorized VIRAS personnel and is limited to information necessary for providing services and managing the business.

Recovery coaching is a non-clinical service. VIRAS does not provide medical care, psychotherapy, psychiatric treatment, or other regulated clinical treatment through recovery coaching.

Because coaching conversations may involve highly personal information, VIRAS takes reasonable steps to protect the confidentiality and security of information collected in connection with coaching services.

Information may be disclosed without consent where disclosure is required or permitted by applicable law. Circumstances may include situations involving a serious and immediate concern for the safety of an individual or another person, suspected abuse or neglect where reporting is legally required, or a valid legal requirement such as a court order or other lawful authority.

Where disclosure is required, VIRAS will seek to limit the information disclosed to what is reasonably necessary or legally required.

4. Consent

Where consent is required, VIRAS will seek meaningful consent for the collection, use, and disclosure of personal information.

By voluntarily providing personal information to VIRAS, you consent to its collection, use, and disclosure for the purposes identified at the time the information is collected or for purposes otherwise permitted or required by law.

Where appropriate, consent for specific disclosures may be obtained separately.

You may withdraw consent to certain uses or disclosures of your personal information, subject to legal, contractual, or other reasonable limitations. Withdrawal of consent may affect VIRAS's ability to continue providing certain services.

5. Virtual Coaching and Zoom

VIRAS may provide recovery coaching sessions through **Zoom Business**.

Where available and appropriate, VIRAS intends to use **Zoom's end-to-end encryption (E2EE)** for coaching meetings to provide an additional layer of protection for the confidentiality of virtual sessions.

When Zoom E2EE is enabled, meeting encryption keys are generated on participants' devices and are not available to Zoom's servers. Zoom also identifies E2EE meetings through a security indicator within the meeting.

E2EE does not eliminate all privacy risks associated with electronic communication. Participants are responsible for taking reasonable steps to protect their own privacy, including participating from a private location and using a secure device and internet connection where reasonably possible.

Zoom E2EE also limits certain meeting functions, including cloud recording, transcription, and Zoom AI features. VIRAS does not rely on cloud recording or automated transcription of coaching sessions when E2EE is enabled.

VIRAS does not guarantee that electronic communications or internet-based services can be made completely secure.

6. Email, Telephone, Text Messaging, and Other Electronic Communication

VIRAS may communicate with clients using telephone, email, and text messaging where these methods have been agreed upon or are reasonably necessary for providing services.

Electronic communications may contain personal information and may involve privacy risks. VIRAS will take reasonable steps to protect information sent electronically; however, the security of information transmitted over the internet or telecommunications networks cannot be guaranteed.

Clients should avoid sending highly sensitive or urgent information by email or text message unless specifically requested or agreed upon.

Electronic communication with VIRAS is not an emergency or crisis service.

7. Website and Online Services

VIRAS's website may collect limited technical information when visitors access the site. This may include information such as IP address, browser or device information, pages viewed, and general website usage information.

VIRAS may use cookies or similar technologies where necessary for website functionality, security, analytics, or other legitimate website purposes.

Third-party services used to operate the website may process technical information in accordance with their own privacy policies.

Visitors may be able to restrict cookies through their browser settings, although doing so may affect certain website functions.

8. Third-Party Service Providers

VIRAS may use third-party service providers to support its business operations, such as providers of:

- Website hosting and website functionality
- Email and communication services
- Video conferencing
- Scheduling and calendar services

- Invoicing and payment processing
- Secure electronic storage or document services
- Accounting and administrative services

These providers may have access to limited personal information where reasonably necessary to provide services to VIRAS.

VIRAS takes reasonable steps to select and use service providers in a manner consistent with its privacy obligations.

Some service providers may process or store information outside British Columbia or Canada. Information handled by those providers may therefore be subject to the laws of the jurisdictions in which they operate.

9. Payment Information

VIRAS may collect information necessary to document and administer payments, invoices, and financial transactions.

Where payment processing is performed by a third-party payment provider, payment information may be handled directly by that provider in accordance with its own privacy and security practices.

VIRAS does not intentionally retain full credit card numbers when payment processing is handled through a third-party payment processor.

10. Protecting Personal Information

VIRAS uses reasonable administrative, physical, and technical safeguards appropriate to the sensitivity of the information collected.

These measures may include:

- Limiting access to personal information to those who require it for legitimate business or service purposes
- Using passwords and account security measures
- Using secure electronic systems where reasonably available
- Maintaining appropriate physical safeguards for paper records
- Taking reasonable precautions when transmitting personal information electronically
- Reviewing privacy and security practices as business systems and technologies change

No electronic storage system, internet transmission, or communication method can be guaranteed to be completely secure.

11. Retention and Disposal

VIRAS retains personal information only for as long as reasonably necessary for the purposes for which it was collected, to provide services, to maintain appropriate records, and to satisfy applicable legal, accounting, insurance, or other obligations.

When personal information is no longer required, VIRAS will take reasonable steps to securely destroy, delete, or anonymize the information.

Retention periods may vary depending on the type of information and the circumstances in which it was collected.

12. Access and Correction

Subject to applicable legal requirements and limitations, individuals may request access to personal information about themselves that is in the custody or control of VIRAS.

Individuals may also request correction of personal information that they believe is inaccurate or incomplete.

Requests should be made in writing using the contact information provided below. VIRAS may require sufficient information to verify the identity of the person making the request.

BC's Personal Information Protection Act provides individuals with rights relating to access to and correction of their personal information.

13. Privacy Concerns or Complaints

If you have a question, concern, or complaint about how VIRAS has handled your personal information, please contact VIRAS first so that we have an opportunity to review and address the concern.

If you are not satisfied with the response or resolution, you may have the right to contact the **Office of the Information and Privacy Commissioner for British Columbia (OIPC BC)**.

The OIPC provides oversight and information regarding privacy obligations under BC's Personal Information Protection Act.

14. Privacy Breaches

VIRAS takes reasonable steps to prevent unauthorized access, use, disclosure, loss, or theft of personal information.

If VIRAS becomes aware of a privacy breach, we will assess the circumstances and take reasonable steps to contain the breach, reduce potential harm, and respond in accordance with applicable legal requirements.

Where notification is required, affected individuals and/or appropriate authorities will be notified as required by law.

15. Children's Information

VIRAS's recovery coaching services are primarily intended for adults.

Where services are provided to a person who is a minor, VIRAS will handle personal information in accordance with applicable law and the circumstances of the service relationship.

16. Changes to This Privacy Policy

VIRAS may update this Privacy Policy from time to time to reflect changes in our services, technology, privacy practices, or legal requirements.

The “Last updated” date at the beginning of this policy indicates when it was most recently revised.

17. Contact VIRAS About Privacy

Questions, requests for access or correction, or concerns regarding the handling of personal information may be directed to:

Vancouver Island Recovery & Addiction Services (VIRAS)

Privacy Contact: Chris Bigelow-Nuttall

Email: info@viras.ca

Location: Vancouver Island, British Columbia, Canada

VIRAS will make reasonable efforts to respond to privacy inquiries and requests within the time required by applicable law.