

NaviSleep Respiratory Solutions Inc

Website Privacy Policy



Effective date: August 7, 2026

This policy explains how NaviSleep Respiratory Solutions Inc. ("NaviSleep," "we," "us") collects, uses, protects, and shares personal information — both for visitors to navisleep.com and for patients who use our virtual sleep health services. We are committed to handling your information in accordance with the Personal Information Protection and Electronic Documents Act (PIPEDA) and applicable provincial privacy laws.

Who we are

NaviSleep is a virtual sleep clinic based in New Brunswick, providing home sleep apnea testing, virtual consultations delivered by registered respiratory therapists (RRTs), and sleep study interpretation by a licensed sleep physician. Our Privacy Officer is Angela Hoffman, reachable at privacy@navisleep.com. General inquiries: info@navisleep.com or 506-300-0707.

What we collect

Website visitors: our website uses only the basic cookies required for it to function; we do not use advertising or cross-site tracking cookies. If we add analytics tools in the future, we will update this policy first. If you fill out a form — for example, a waitlist or contact form — we collect the details you provide, such as your name and email address, and use them only for that purpose. You can unsubscribe from waitlist updates at any time.

Course participants: if you register for one of our continuing education courses, we collect the details needed to deliver it — your name, email, payment information, and course progress — through our course delivery platform.

Patients: if you become a patient, we collect the information needed to provide your care: contact and identity details, health history and questionnaire responses, sleep recordings from your testing device, payment records, and appointment records. Health information is collected through secure, encrypted forms — never by regular email.

Why we collect it

We use personal information to: determine whether our services are appropriate for you; provide and coordinate your care; analyze and interpret your sleep study; communicate with you about your care (confirmations, reminders, forms, and results); process payment and ship your testing device; deliver continuing education courses you register for, including certificates of completion; respond to inquiries; and meet our legal and professional obligations. We only send marketing or promotional messages where you have consented to receive them — for example, course updates you signed up for — and every such message includes an unsubscribe link. Online screening tools help guide next steps, but decisions about your care are always reviewed by a person — never made by software alone.

Consent

We collect, use, and share personal information with your knowledge and consent. Patients provide express written consent before testing begins, through our intake and consent form. You may withdraw

your consent at any time, subject to legal and professional record-keeping requirements; withdrawing consent may mean we cannot continue providing services.

Who can see your information

Your information is seen only by the NaviSleep clinical and administrative team involved in your care, and by the sleep physician who interprets your study. With your permission, we may share your results with your family doctor, nurse practitioner, the provider who referred you, or a treatment provider you choose. We never sell or rent personal information, and we do not share it with anyone else except as required or permitted by law.

Service providers and where information is stored

We use carefully selected service providers to operate our practice — for example, secure online forms, payment processing, scheduling, email and marketing communications, website hosting and error monitoring, our course delivery platform, and the platform that analyzes sleep recordings. Your health record is stored in our electronic medical record system. Some providers may store or process information outside your province or outside Canada (for example, elsewhere in Canada or in the United States), where it may be subject to the laws of those jurisdictions. We choose providers that protect information with safeguards such as encryption and confidentiality agreements.

How we protect it

We use administrative, technical, and physical safeguards appropriate to the sensitivity of the information: encrypted forms and storage, access limited to those who need it for your care, and confidentiality obligations for our team and service providers. No method of transmission or storage is perfectly secure, but we work to protect your information at every step and review our practices regularly. In the unlikely event of a privacy breach creating a real risk of significant harm, we will notify affected individuals and the Office of the Privacy Commissioner of Canada as required by law.

How long we keep it

We retain patient health records for at least 10 years from your last interaction with us, or longer where law or professional standards require, after which they are securely destroyed. Non-patient information (such as waitlist emails) is kept only as long as needed for its purpose; course records are kept as long as needed to verify certificates we have issued.

Your rights

You have the right to request access to the personal information we hold about you, to request corrections, and to ask questions or make a complaint about our privacy practices. Contact our Privacy Officer, Angela Hoffman, at privacy@navisleep.com or by mail at 7 Bennett St, Sackville, NB E4L 3M5. We will verify your identity before releasing personal information, and we respond to access requests within 30 days as required by law. If you are not satisfied with our response, you may contact the Office of the Privacy Commissioner of Canada or your provincial privacy oversight body. Residents of Quebec have additional rights under Quebec's private-sector privacy law (Law 25), including the right to be informed about information processed outside Quebec.

A note about Quebec

Our clinical services are not currently offered to residents of Quebec. Quebec visitors may join our waitlist to be notified when service — including French-language service — becomes available.

Children and youth

Our online self-referral service is designed for adults (18+). Families seeking pediatric sleep testing are invited to contact us directly so we can arrange care personally.

Links to other websites

Our site may link to other services — for example, our patient portal, booking pages, or partner websites. Those services have their own privacy practices, and we encourage you to review their policies.

Changes to this policy

We may update this policy from time to time. The current version, with its effective date, will always be posted on this page. Material changes that affect how we handle patient information will be communicated to active patients.

Questions

Privacy Officer: Angela Hoffman · privacy@navisleep.com · NaviSleep Respiratory Solutions Inc., 7 Bennett St, Sackville, NB E4L 3M5