OAMHP

Find a Professional Directory - PRIVACY POLICY

Date of Approval: October 24 2026
Date of Last Update: October 24 2026
Date of Next Review: October 24 2031

1. About This Privacy Policy

Find a Professional is a free public directory provided by the Ontario Association of Mental Health Professionals ("OAMHP", "we", "us" or "our").

The directory allows members of the public to search for participating OAMHP members and allows eligible OAMHP members to voluntarily publish professional directory profiles.

This Privacy Policy explains how personal information is handled specifically in connection with the Find a Professional website.

OAMHP handles personal information in accordance with applicable Canadian privacy legislation, including PIPEDA where applicable.

2. Information About People Searching the Directory

You do not need to create an account or provide your name, email address or telephone number to search the public directory.

When you search, you may choose criteria such as a professional's name, location, availability, areas of practice or concern, language, whether services are offered online or in person, and other professional-service characteristics. The current directory allows searches using criteria including name, city or postal code, availability, concerns and language.

Search criteria are used to identify and display relevant directory listings.

Because some search criteria may relate to mental-health concerns or services you are interested in, OAMHP does not use directory searches to create marketing profiles about individual visitors or sell individual search activity to third parties.

Our systems may receive limited technical information necessary to provide, secure and maintain the directory, such as IP address, browser or device information, timestamps, requested pages and system logs.

Aggregated or de-identified information may be used to understand how the directory is used and to improve the service.

3. Location Searches

You may search using a location such as a city or postal code.

If the directory offers the option to use your device location and you choose to use that feature, your browser or device will ask for permission before providing location information.

Location information is used to identify professionals near the location you requested. You may instead enter a city or postal code if you do not wish to provide your device location.

OAMHP does not use your directory location search to determine or maintain a record of where you receive mental-health treatment.

4. Information About Professionals Listed in the Directory

Participation in Find a Professional is optional for eligible OAMHP members. OAMHP's membership information describes the directory as an optional online directory through which members can create a public professional profile.

A participating professional may provide information such as their professional name, photograph, professional designations and credentials, practice name, business contact information, website, practice locations, areas of focus, populations served, approaches or modalities, languages, availability, whether services are offered in person or online, fees or other professional information they choose or are permitted to publish.

Directory profiles are written or supplied by the participating professionals and describe the services they offer.

OAMHP may also use membership information it already maintains to confirm eligibility to participate in the directory and to associate a directory profile with the correct OAMHP member.

5. Directory Information Is Public

Information included in a Find a Professional profile is intentionally made available to the general public.

Public profile information may be viewed, copied or shared by website visitors and may be indexed or cached by search engines and other Internet services outside OAMHP's control.

Members should therefore include only professional information that they are comfortable making publicly available and should not include private client information or other confidential information in their profile.

Removing information from the OAMHP directory does not necessarily cause copies previously indexed or cached by third-party search engines or websites to disappear immediately.

6. How We Use Directory Information



OAMHP

OAMHP uses directory information to operate the Find a Professional service, publish participating members' profiles, provide search and map functionality, maintain and update the directory, confirm member eligibility, respond to support requests, protect the service from misuse and improve the operation and usefulness of the directory.

OAMHP does not sell participating members' directory information or provide the directory as a marketing list.

Use of directory information for unauthorized marketing, solicitation or commercial purposes may also be restricted by the Find a Professional Terms of Use. The existing Terms of Use expressly prohibit use of names and contact information from the directory for marketing, solicitation, commercial or sales purposes without OAMHP's written permission.

7. Contacting a Professional

Find a Professional helps members of the public locate independent mental-health professionals.

When you leave the directory to contact a professional through their telephone number, email address, website, booking service or another external service, your communications are with that professional or service and are subject to their own privacy practices.

OAMHP does not provide therapy or clinical services through the directory and does not become the custodian of a clinician's client records merely because the clinician is listed in the directory.

8. Cookies and Technical Information

Find a Professional may use cookies or similar technologies necessary to operate, secure and improve the website and to remember website or search preferences.

The directory may also use third-party infrastructure, mapping, search, security or analytics services. Those providers may receive limited technical information required to deliver their services.

OAMHP takes reasonable steps to select service providers that provide appropriate safeguards for information processed on its behalf.

9. Retention

Public directory information is generally retained while the member remains eligible and chooses to participate in the directory.

A member may update or remove their profile through the available member tools or by contacting OAMHP.

Information may remain temporarily in backups, search indexes, caches or system logs after a profile has been changed or removed.

Technical and security logs are retained only for as long as reasonably necessary for operation, security, troubleshooting and legal requirements.

10. Security

OAMHP uses reasonable administrative and technical safeguards designed to protect the systems and personal information used to operate Find a Professional.

Access to administrative and non-public information is restricted to authorized individuals and service providers who require it for their work.

No Internet service can be guaranteed to be completely secure.

11. Access, Correction and Removal

Participating members may request access to or correction of personal information OAMHP holds about their directory profile and may update or remove information through the member tools made available by OAMHP.

Other privacy questions or requests may be directed to OAMHP's Privacy Officer.

12. External Services and Websites

Professional profiles may contain links to websites, booking platforms, social-media accounts or other services operated independently of OAMHP.

OAMHP is not responsible for the privacy practices of those external services.

13. Changes to This Policy

OAMHP may update this Privacy Policy as the Find a Professional service, technology or legal requirements change.

The current version will be published on therapist-search.oamhp.ca with its effective or last-updated date.

14. Contact Us

Questions or concerns about privacy and Find a Professional may be directed to:

Privacy Officer – Executive Director
Ontario Association of Mental Health Professionals
164 Eglinton Avenue East, Suite 208
Toronto, Ontario M4P 1G4
Email: executive-director@oamhp.ca