

## PRIVACY STATEMENT AND COMPLAINTS

1. Accreditation Number 304836.
2. Owner: Eastside Discount Drug Store Inc. o/a Eastown Pharmacy and Stavros Gavrilidis (Steve Gavrilos), Pharmacist/Owner, Designated Manager, License #94331.
3. Eastown Pharmacy is at 2050 Lauzon Rd, Windsor, Ontario N8T 2Z3.
4. Telephone number to contact pharmacy: 519-974-7776.
5. Confidentiality Statement: any personal patient health information is securely collected, recorded and used in a manner to protect confidentiality and privacy.
6. Prescriptions are only filled with the presentation of a valid original prescription prescribed by a health professional licensed in the province of Ontario.
7. Counseling patients on new and repeat prescriptions is done in person, by phone or virtually.
8. Counseling patients on over-the-counter medications is done in person, by phone or virtually.
9. Delivery policy: Free Delivery throughout Windsor, Ontario. (exemptions apply) Shipping Charges apply to deliveries anywhere outside of Windsor, Ontario, Canada.
10. Returns policy: Returns are not accepted.
11. Complaints procedures: Formal complaints may be made to the Ontario College of Pharmacists at

Ontario College of Pharmacists  
Attention: Intakes, Conduct Operations  
483 Huron Street  
Toronto, ON M5R 2R4  
[concerns@ocpinfo.com](mailto:concerns@ocpinfo.com)