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# TIDEPOOL INFO SHEET AND AGREEMENT

FOR AHS ADULT DIABETES CENTRE CALGARY PATIENTS

Tidepool is a U.S.-based company that provides a web-based platform for managing diabetes data. People can create a personal account to upload information from their insulin pump, blood glucose meter, and/or continuous glucose monitor (CGM). The goal is to support better diabetes management for both you and your healthcare team.

The Tidepool website is at <https://www.tidepool.org/>

Devices such as insulin pumps, blood glucose meters, and CGMs collect valuable health data. You can choose to transmit this data from home to Tidepool's online platform. Tidepool then organizes the information into easy-to-read reports that you can access online. These reports are intended for your personal use and can also be shared with your healthcare providers to support your care, **if you choose**.

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## Please be aware of the following things before using Tidepool's services:

### 1. CREATING AN ONLINE ACCOUNT

TO USE TIDEPOOL'S TOOLS, YOU'LL NEED TO CREATE AN ONLINE ACCOUNT. YOU ARE NOT REQUIRED TO USE YOUR REAL NAME OR ANY PERSONALLY IDENTIFYING INFORMATION WHEN REGISTERING. YOU MAY CHOOSE A USERNAME THAT PROTECTS YOUR PRIVACY.

### 2. DATA STORAGE AND ACCESS

ANY INFORMATION YOU UPLOAD WILL BE STORED ON TIDEPOOL'S CLOUD-BASED SERVERS, WHICH ARE CURRENTLY LOCATED IN A SECURE FACILITY IN THE UNITED STATES. TIDEPOOL WILL HAVE ELECTRONIC ACCESS TO ALL DATA YOU TRANSMIT. ALBERTA HEALTH SERVICES (AHS) DOES NOT MANAGE OR CONTROL THE SECURITY OR PRIVACY OF THIS DATA. PLEASE READ TIDEPOOL'S USER AGREEMENT CAREFULLY TO UNDERSTAND HOW YOUR INFORMATION WILL BE HANDLED.

### 3. YOUR AGREEMENT WITH TIDEPOOL

BY CREATING AN ACCOUNT, YOU ARE ENTERING INTO A LEGAL AGREEMENT DIRECTLY WITH TIDEPOOL. COMPLETING THE REGISTRATION PROCESS INDICATES THAT YOU HAVE READ, UNDERSTOOD, AND ACCEPTED THE TERMS OUTLINED IN TIDEPOOL'S TERMS AND CONDITIONS.

## **AGREEMENT TO SHARE INFORMATION TRANSMITTED TO TIDEPOOL FROM INSULIN PUMPS/BLOOD GLUCOSE METERS/CONTINUOUS GLUCOSE METERS**

If you choose to transmit data from your insulin pump, blood glucose meter, or continuous glucose monitor (CGM) to Tidepool and share it with Alberta Health Services (AHS) Diabetes Programs, please note the following:

- **Access to Your Information**  
Only authorized AHS staff involved in your care will be able to view your data, and only for the purpose of providing health services to you. Your information is accessed **only during active care**—it is not monitored on an ongoing basis.
- **Voluntary Participation**  
Using Tidepool is entirely voluntary and will not affect the health services you receive through AHS Diabetes Programs.
- **Changing Your Mind**  
You may stop transmitting your device data at any time and cancel your Tidepool account. You also have the right to withdraw your consent to share your data with AHS staff at any time.

If you agree to share your data with AHS staff at DDC (Diabetes Centre Calgary):

- Go to the Tidepool homepage on your browser:
  - Go to Share > Share with a clinic.
  - Enter the Share Code: **FNVH-HSVU-HFUC**

**Collection Notice:** Your information is collected by Alberta Health Services for the purpose of providing you with health services under section 27(1)(a) of the *Health Information Act*. If you have any questions about the collection of your information, please ask your Clinic Health Care Provider.