



# Personal Information

## *Privacy Statement*

WorkplaceNL is responsible to protect the confidentiality of your personal information. We take this responsibility very seriously. In doing so, we must follow the requirements of the *Access to Information and Protection of Privacy Act (ATIPPA)* and the *Personal Health Information Act (PHIA)*.

We want you to know your rights and to be aware of how we keep your information confidential. You can contact us to ask questions about your personal information, our privacy practices, and accessing your records.

## **Your rights**

*You have the right to:*

- Know what information we have in our records about you.
- Access or obtain a copy of your records.
- Know who has access to your records and for what reasons.
- Request a correction of your records.
- Be informed of our information policies and talk to us about them.
- Provide feedback if you feel we are not following our policies or if you have concerns.
- Ask us not to share your personal health information with certain health care providers or individuals. We will not share your information unless we are permitted or required by law to do so.
- Be informed if your personal health information is stolen, lost or improperly accessed.

**WorkplaceNL**

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## Information Policies and Procedures

WorkplaceNL collects, uses and discloses only information necessary to administer and interpret the *Workplace Health, Safety and Compensation Act* (the *Act*) and only when authorized by law, including the *Act*, *ATIPPA* and *PHIA*.

Our Policy GP-01: *Information Protection, Access and Disclosure* and Procedure 68.00: *Identity Verification: Release of Worker and Employer Information* provides details on our privacy practices and can be obtained from our website WorkplaceNL.ca or by contacting us. The following are some examples of how we collect, use and disclose personal information.

**Collection/Use:** WorkplaceNL limits collection of your personal information to only that which is necessary to administer the *Act*. Examples of the types of personal information we collect and how we use it are as follows:

### Personal Information Collected

- Name, personal identification numbers, birth date, address, telephone
  
- Income information
  
- Bank account number
  
- Personal health information, such as reports from health care providers, diagnostic tests, hospital records, etc.
  
- Information on other sources of income replacement, such as income support, employment insurance and private insurance
  
- Education, training courses, if required
  
  
- Video surveillance images
  
- Other personal information, as required

### Use

- To allow us to contact or identify you.
- Your social insurance number is necessary for us to issue income tax information required by the *Income Tax Act*.
- Your Medical Care Plan (MCP) number is used for managing your medical and health care services and to reconcile hospital billings.
  
- Necessary to calculate your wage loss benefit amount.
  
- Necessary to directly deposit compensation benefits into your bank account.
  
- To determine your eligibility for benefits and assist in your medical recovery and return to work.
  
- To accurately calculate your wage loss benefits to avoid duplication of payments and/or benefit-related overpayments.
  
- To assist in your Labour Market Re-entry (LMR) program.
- To update and maintain a certification training registry (CTR) to track mandatory health and safety training as outlined in the Newfoundland and Labrador OH&S Regulations, as well as workshops provided by WorkplaceNL.
  
- To assist in corporate security.
  
- To administer the *Act* or as required by law.
- To investigate criminal, fraud or non-compliance issues.



**Use/Disclosure:** WorkplaceNL uses and discloses your personal information only for the purposes for which it was collected, except with your consent or as required or permitted by law. Examples of possible uses and disclosures are:

<b><u>Disclosed to</u></b>	<b><u>Use/Disclosure</u></b>
▪ WorkplaceNL staff (including contracted health care providers)	→ WorkplaceNL staff, including contracted health care consultants, access your personal information while determining your eligibility for benefits, managing your recovery and return to work, and administering the Act. All claim file information is considered confidential and access to your information is on a need-to-know basis. All staff have privacy training and have signed an Oath of Confidentiality.
▪ Your authorized representative	→ Correspondence on your file may be copied to your authorized representative if they are directly dealing with WorkplaceNL on your behalf. A copy of your file can be provided to your authorized representative if they send us a written request.
▪ Employer or Authorized Representative	→ Your employer receives copies of all return-to-work plans, summaries of Labour Market Re-entry (LMR) cost benefit analysis, approved LMR plans, functional abilities information, decision letters, and appeal letters which may contain confidential and personal health information. This assists with your return to work and allows your employer to fulfill their responsibilities under the Act. → When an appeal of a decision has been made, your claim file or part of it may be copied to your employer. Only information relevant to the appeal is released and you will be informed of the specific information forwarded to your employer. → Your employer receives a summary of your injury costs to assist in verifying the claim costs charged to their company.
▪ Health care providers and labour market re-entry service providers	→ Your personal information is shared with these providers to assist in determining your eligibility for benefits and in managing your recovery and return to work. WorkplaceNL has signed agreements with providers which contain confidentiality requirements to protect your personal information.
▪ External companies	→ WorkplaceNL uses the services of external companies for such things as: providing an on-line prescription drug program (so you can pick up your prescription medications related to your work injury directly at the pharmacy with no charge to you); conducting client research (for the delivery, evaluation or monitoring of our programs); or updating and maintaining the CTR for use by training providers, trainers, workers, employers, Government Occupational Health and Safety (OH&S) officers, and CTR system administrators. WorkplaceNL has signed agreements with external companies which contain confidentiality requirements to protect your personal information.
▪ Third parties	→ There may be times when a third party, such as a government agency or private insurance company, requests your personal information. Your consent is required before any information is disclosed to a third party, except where WorkplaceNL is authorized by law or where WorkplaceNL is in the course of pursuing a legal action in the name of the worker or WorkplaceNL.
▪ Other government bodies, police and the courts as required and legally authorized	→ WorkplaceNL may disclose information as required by other provincial or federal legislation. For example, if an external appeal is filed, information will be provided to the Workplace Health, Safety and Compensation Review Division. Information may be provided to the Government for occupational health and safety purposes. → When investigating fraud or non-compliance and to protect the workplace health, safety and compensation system against abuse, personal information may be collected and shared with other government bodies, police and the courts, as required and legally authorized.



### Protecting your personal information

WorkplaceNL protects the personal information we hold by having reasonable safeguards and procedures in place to prevent unauthorized access, collection, use, disclosure or disposal of your personal information. Examples of safeguards include:

- Limiting access to staff members who are required to have access to carry out their jobs
- Privacy training for all staff
- Oaths of Confidentiality signed by all staff
- Building security
- Secure locks on cabinets and doors
- Password protection, encryption and firewalls on computers

We will contact you if we identify any concerns with the confidentiality or accuracy of your personal information.

### Who to contact for information or assistance

Our Information Officers can help with your inquiries on our privacy policies and procedures and/or will direct your call to the right person if you require further assistance. They serve all three WorkplaceNL offices and can be reached by:

- t 709.778.1000 t 1.800.563.9000, or
- WorkplaceNL, 146-148 Forest Road, P.O. Box 9000, St. John's, NL A1A 3B8

Your claim owner (Adjudicator or Case Manager) can also assist you with your privacy questions. Claim owners from our St. John's office can be reached at the contact information above. Claim owners in our regional offices can be contacted by calling:

#### Grand Falls – Windsor Office

t 709.489.1600  
t 1.800.563.3448

#### Corner Brook Office

t 709.637.2700  
t 1.800.563.2772

### How to request a correction

If you believe your file information is incorrect you can request that the information be changed by contacting your claim owner (Adjudicator or Case Manager) using the contact information above.

### How to access your information

If you would like a copy of your claim file please make your request in writing to the Internal Review Clerk, St. John's Office, at the address above. The first copy of your file is free of charge. There is a charge for duplicate copies. Be sure to date and sign your letter and include your name, claim number and what information you need, for example: a) a complete copy of your file, b) new information on file since your last copy; or, c) specific documents.

### How to address a privacy concern or provide feedback

You can address any privacy concerns related to WorkplaceNL in writing to:

- **Chief Privacy Officer for WorkplaceNL**, at the St. John's address above.

The Provincial Government's **Office of the Information and Privacy Commissioner** (OIPC) is responsible for making sure that privacy law is followed. For more information on your privacy rights or if you are not able to resolve a privacy issue with our organization, contact the OIPC by writing:

- Office of the Information and Privacy Commissioner, P.O. Box 13004, Station A, St. John's, NL A1B 3V8  
t 709.729.6309 t 1.877.729.6309 f 709.729.6500

**Please Note:** This statement provides general information only and is not legal advice regarding all rights and obligations under Newfoundland and Labrador's privacy laws.

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