

Your Personal Information

Description

The Department of Social Supports and Well-Being is committed to ensuring procedures are in place to protect your personal information under the Access to Information and Protection of Privacy Act (ATIPPA).

We need information about you for many reasons, including:

- To identify you
- To make sure you can get the full range of services available from this department and other government and community supports
- To protect against fraud and error
- To confirm your eligibility for our programs and services
- To ensure that your personal information is shared with other departments and agencies only with your consent
- To monitor, research and evaluate programs so we can make changes in services to meet your needs

We collect personal information that may include:

- Your name, address, age, telephone number
- Your marital and family status
- Numbers that identify you such as a social insurance number and MCP number
- Your education and employment history
- Your income and assets
- Other information depending on the services you request

Obtaining your personal information:

You are the first source of personal information. When you apply for Income Support benefits, you are required to sign an authorization form allowing the Department to access personal information from other sources including:

- Service Canada
- Canada Revenue Agency
- Workplace NL
- Banks, credit unions, credit bureaus, other financial institutions and employers
- Other government departments
- Other income support programs in Canada

We ensure your personal information remains secure:

Maintaining the security of your information is one of our highest priorities and only authorized personnel have access to your information. There are procedures in place to protect your information. Our security procedures apply to both paper and electronic formats of your information and apply to the contracts and agreements we sign with outside service providers.

You also have rights and responsibilities concerning your personal information:

- You have the right to know how your personal information is used and protected
- You have the right to see the information we have collected about you and received from you
- If you choose to withdraw your authorization which permits us to collect information about you, it means you will not be eligible to continue to receive Income Support benefits
- Withdrawing consent requires that you contact the office in your region or provide a written request to the department
- It is your responsibility to provide complete and accurate information when you apply for, or continue to receive supports and services