

Memorandum

To: Employment Ontario Service Providers

From: Jacqueline Cureton
Director, Program Delivery Support Branch

Date: March 30, 2018

Subject: Safeguarding Employment Ontario Client Information

I am writing to highlight the importance of safeguarding Employment Ontario (EO) client information, as well as to highlight resources that may be of interest to you.

As you are likely aware, the Province is bound by the *Freedom of Information and Protection of Privacy Act* (FIPPA), as well as other provincial and federal legislation. As part of these obligations, the ministry must take measures to protect sensitive EO client information. Some of the measures are reflected in the Privacy provisions outlined in your Employment Ontario transfer payment agreement.

I would like to take this opportunity to highlight standard privacy provisions stated in the 2018-2019 EO Transfer Payment Agreement, as well as encouraging you to reference the specific articles in your transfer payment agreement.

As part of the transfer payment arrangement, an EO service provider agrees to be held accountable to the Privacy provisions, which include:

- **Article 7.2, Record Maintenance**, requires the maintenance of documents and records relating to the Funds or otherwise to the Project;
- **Article 10.1, Freedom of Information and Protection of Privacy Act (FIPPA)**, acknowledges that the Province is bound by FIPPA and that any information provided to the Province in connection with the Project or otherwise in connection with the Agreement may be subject to disclose in accordance with FIPPA;
- **Article 10.2 Idem**, the recipient acknowledges that the Province is bound by FIPPA and undertakes to perform its obligations under the Agreement in a manner that ensures that the Province is not in breach of its obligations under FIPPA;
- **Article 10.3, Protection of Privacy**, the recipient represents and warrants that it will protect privacy in accordance with applicable privacy legislation or pursuant to its own privacy policy that is consistent with the [Canadian Standards Association Model Code for the Protection of Personal Information](#); and
- **Schedule C, Program Description and Timelines**, the recipient will develop a separate document if they require additional information or consents from the client.
- **Schedule F, Reporting**, may contain language that requires the service provider to courier or personally deliver client information to the ministry on a strong password protected USB flash drive, where applicable.

In addition to the EO transfer payment agreement, EO program guidelines highlight that

personal information must be kept secure at all times, and standard security measures are expected to be in place in order to meet transfer payment requirements. For EO service providers using the Employment Ontario Information System–Case Management (EOIS-CaMS), the ‘EO Service Provider Staff EOIS-CaMS Registration Form’ requires service providers to acknowledge their staff will protect clients’ personal information and only access clients’ information to administer the applicable EO program. Service providers are expected to manage EOIS-CaMS accounts in a responsible manner, including the timely deactivation of system access for individuals who leave the organization and/or no longer require system access.

Safeguarding clients’ personal information is a priority. In the event of an actual or perceived breach of an EO client’s information, you must immediately contact the ministry.

If your organization has not done so already, please consider including your privacy policy, or a privacy statement on your public facing website.

Links and Resources

The Employment Ontario Partners’ Gateway includes a [Protecting Personal Privacy](#) section. I encourage you to familiarize yourself with the tools and resources available at the EOPG including:

- 1) Reviewing the Ministry’s Notice of Collection and Consent;
- 2) Explaining Consent to the Ministry’s Collection, Use and Disclosure of Personal Information Policy to Clients;
- 3) Explaining the Acknowledgement of Your Organization’s Collection, Use and Disclosure of Personal Information Policy to Clients;
- 4) Summary of Your Organization’s Privacy Obligations;
- 5) Tips to Safeguard Clients’ Personal Information;
- 6) Questions and Answers (Asked by Clients); and
- 7) Privacy Resources:
 - a) [Personal Information Protection and Electronic Documents Act \(PIPEDA\)](#);
 - b) [CSA’s Model Code for the Protection of Personal Information](#); and
 - c) [Office of the Chief Information and Privacy Officer](#)

If you have any questions, please contact your employment and training consultant (ETC).

Thank you.