

## *CAW Legal Services Plan*

# **Privacy Policy**

This Privacy Policy outlines our practices concerning the collection, use and disclosure of personal information provided to the CAW Legal Services Plan.

### **Why Do We Need Personal Information?**

We require personal information for the following purposes:

1. to establish Plan member eligibility;
2. to establish applicable Plan coverage;
3. to refer the Plan member to the appropriate legal service provider (i.e. lawyer or notary);
4. to pay claims;
5. to allocate costs among Plan sponsors (employers);
6. to issue income tax slips to Plan members;
7. to file tax returns for each Plan "employee trust".

### **What personal information do we collect and use?**

To achieve the purposes outlined above, we collect information that identifies the Plan member and his or her legal problem. We use your Social Insurance Number to comply with tax reporting requirements.

### **How do we collect member personal information?**

We collect information directly from our members (initial case intake telephone call), from our Plan Sponsors (eligibility lists) and from our members' lawyers (claims payments). In our staff offices, when we are acting as the lawyer for a member, we may obtain information from other sources (e.g. real estate agents, doctors, accountants).

### **Consent**

In most cases, the member's consent to our collection and use of personal information is given by telephone, during the initial case intake call.

### **Disclosure of Personal Information**

We do not disclose personal information to any third party to enable them to market their products and services. We may provide aggregated information to third parties, but these statistics do not include any identifiable personal information. However, we will disclose personal information under certain circumstances:

1. when we are required do so (e.g. court subpoena, tax reporting);
2. when the member has consented to the disclosure;
3. when the legal services we are providing to you requires us to give your information to third parties (e.g. banks, expert witnesses);
4. if we engage a third party to provide administrative services to us, such as computer back-up services or archival file storage;
5. if the information is already publicly known (e.g. court documents).

### **Updating Your Information**

Since we use your personal information to provide legal services to you, it is important that the information be accurate and up to date. If any of your information changes, please inform us so that we can make any necessary changes.

**Is My Personal Information Secure?**

The CAW Legal Services Plan takes all reasonable precautions to ensure that your personal information is kept safe from loss, unauthorized access, modification or disclosure. To protect your information from hacking or unauthorized computer access, we use technological safeguards such as internal passwords and firewalls.

**Web Site**

A visitor to the CAW Legal Services Plan web site is not required to reveal any individually identifiable information, such as name, address or telephone number. Nor is such information collected passively by electronic means. On our web site, like most other web sites, we may monitor traffic patterns, site usage and related site information in order to optimize our web service. Our web site may contain links to other sites which are not governed by this privacy policy.

**Employment Inquiries**

If you apply to the CAW Legal Services Plan for a job, we need to consider your personal information as part of our review process. We normally retain information from candidates after a decision has been made, unless you ask us not to retain the information. If we offer you a job, and you accept, the information will be retained in accordance with our privacy procedures for employee records.

**Communicating with Us**

You should be aware that e-mail is not a 100% secure medium, and you should be aware of this when contacting us to send personal or confidential information. If you have any questions, please write to our Claims Manager, Suite 600 - 1 St. Clair Avenue West, Toronto, Ontario, M4V 3C3.