



MAGMA Client Privacy Policy

MAGMA – Multicultural Association of the Greater Moncton Area is committed to ensuring that any personal information collected from clients during the course of MAGMA administration and client service delivery is protected.

This Privacy Policy outlines the principles by which protects all client personal information collected and is in accordance with the Personal Information Protection and Electronic Documents Act (PIPEDA), (www.priv.gc.ca/leg_c/leg_c_p_e.asp).

Summary of Principles:

- 1. Accountability:** MAGMA is responsible for the personal information under its control and our Management team is responsible for overseeing compliance by their staff to PIPEDA. This includes personal information transferred to third parties for processing or for providing ongoing services to clients.
- 2. Purposes for collection:** MAGMA identifies and communicates the purpose for which personal information is being collected from clients at or before the time the information is requested.

MAGMA will collect, use, and disclose personal client information for the following purposes:

- Review and process client registrations
- Develop information and statistics used for monitoring and evaluation of the overall success of Programs and Services and identify service areas to improve upon.
- Create and maintain the MAGMA's client databases.
- Identify and select services and service providers to meet client needs or preferences.
- Comply with legal requirements.
- Comply with funding requirements. MAGMA programs and services are funded by both the provincial and federal governments and we are required to collect certain pieces of information from all clients to share with the provincial and federal government. The personal information collected by MAGMA will only be used and disclosed in keeping with *PIPEDA, the Personal Information Protection and Electronic Documents Act* and where collected and passed to funders the *New Brunswick Right to Information and Protection of Privacy Act* <http://laws.gnb.ca/en/ShowPdf/cs/R-10.6.pdf> will apply.

- 3. Consent:** MAGMA will obtain client consent, either expressed or implied, before or when it collects, uses, or discloses personal information, except where authorized by law.

Expressed consent is consent that has been clearly established between the MAGMA employee and the client and can be verbal or in writing. Implied consent is consent which is inferred from a client's actions and the facts and circumstances of a particular situation.

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- The express, written consent of a client will be required before MAGMA shares personal client stories and photographs on our website or through on-line or hardcopy publications including the MAGMA Annual Report.
- When an individual is registered as a client with MAGMA, a settlement counselor will complete the Client Intake Form them and they are required to read the following statement and provide their written express consent accordingly.

“For MAGMA to support you in your settlement process, we are required to share information with other organizations, especially our funders.

By saying “YES” to the following, we have your permission to share your information with funders and third-party organizations assisting with your settlement. Is it ok to share your information? YES / NO”

- A client can refuse to provide their consent to MAGMA collecting their personal information. The implications of that refusal on the services MAGMA can provide will be explained to them at that time.
- Consent to share personal information can be withdrawn by a client at any time by notifying MAGMA at info@magm-amgm.org and allowing 5 business days for processing.
- In the case where a MAGMA client is under 19, their parent or guardian will be asked to provide express written consent on their behalf.

4. Limiting collection: MAGMA makes every reasonable effort to limit the collection of personal information to that which is necessary for the purposes identified as necessary by MAGMA.

5. Limiting use, disclosure, and retention: MAGMA makes every reasonable effort not to use or disclose personal information for purposes other than those for which it was collected, except with the consent of the client, or as required by law. MAGMA will use contractual or other means to protect personal information that has been transferred to MAGMA partner organizations and client service providers. A client may, at any time, request or be explained how their personal information is being used by contacting info@magma-amgm.org

6. Maintaining accuracy: MAGMA will keep personal information as accurate, complete, and up-to-date as reasonably possible. Clients are responsible for advising MAGMA of any changes to their personal information, for example, home address or contact information.

7. Safeguards and Security: MAGMA will use appropriate security safeguards to protect client personal information against loss, theft, unauthorized access, disclosure, copying, misuse, or

modification, regardless of the format in which the information is held. All client personal information is accessible only by authorized MAGMA personnel, or authorized Settlement Online service providers, who need access to client information for the performance of their duties or provision of services to MAGMA clients.

8. Transparency: MAGMA Client Privacy Policy is available on our website, is shared with all new clients and can be requested at info@magma-amgm.org

9. Access to personal information: Upon receiving a written request from a client, and subject to exemptions stipulated by law, MAGMA will inform a client of the existence, use and disclosure of their personal information and will provide access to that information. A client will be entitled to challenge the accuracy and completeness of the information and have it amended where inaccuracies exist.

10. Complaints Process: MAGMA clients can raise any concerns they may have with the protection of their personal information by emailing info@magma-amgm.org.

11. Sharing personal information without client consent: There are situations where MAGMA does not need the consent of a client to share their personal information.

The exceptions are:

- Section 31 of the New Brunswick Family Services act provides that "No action lies against a person who in good faith provides information, records or documents to the Minister or who in good faith otherwise assists the Minister in an investigation under this section."
- If you pose a threat of harm to yourself or to another person, MAGMA will take whatever steps are required by law, or permitted by law, to help prevent any potential harm from happening.
- A court order, issued by a judge, could require MAGMA to release your personal information or could require a MAGMA employee or volunteer to testify in court.

12. Amendments and updates to this Privacy Policy: Notification of any changes to MAGMA's Privacy Policy will be posted on our website.



MAGMA – The Multicultural Association of the Greater Moncton Area

COLLECTION, USE, & DISCLOSURE OF PERSONAL INFORMATION

The personal information collected by MAGMA will only be used and disclosed in keeping with the access and privacy provisions of the *New Brunswick Right to Information and Protection of Privacy Act*. Any personal information collected during access to our programs or using our services is used only for providing you with services; for example, for registration to our programs or for determining your eligibility to services etc.

We do not disclose your personal information to other organizations or individuals except as required to fulfill the purpose(s) of the program or service and only to the extent required or authorized by law.

Some functions within these programs or services are provided by service providers external to the department(s). All external service providers that provide you with services on MAGMA's behalf must comply with our privacy requirements and must meet the applicable security, privacy, and terms of use provisions.

I acknowledge that I have read and understand the above information regarding the collection, use, and disclosure of my personal information:

Client name [print] _____

Client signature _____ Date _____