

**CIC GOL pathfinder
Client Application Status (e-CAS)
Privacy of personal information and consent**

Agenda

- Background
- Why this application?
- Today
- PIA privacy recommendations
- Solutions to recommendations
- Roadblocks
- Next steps
- e-CAS screens
- e-payment prototype
- Lessons Learned

Background

- TBS pathfinder (TIER 2)
- Secure Channel pathfinder
 - secure network
 - PKI
 - build 3 of SC
- PIA completed September 2001



Why the e-Client Application Status (e-CAS) Pathfinder ?

- Support the mail-in process
- Call Centres in Canada receive over four millions calls per year
- forty two percent of calls are for application status. Twenty five percent of calls are lost because the Call Centre queues are overloaded
- e-Client Application Status Query Pathfinder will improve client service by reducing the number of lost calls and allowing Call Centre agents to focus on more complex cases

Today

- Biggest challenge was privacy - sign off by the Privacy Commissioner
- e-CAS was launched April 15, 2002
- 400,000 clients have authenticated
- 1,500 clients have requested their status be removed from the internet

PIA Privacy and Security Recommendations

- CIC to determine if further safeguards, including a confidential shared secret can be introduced to improve the privacy protection of e-CAS clients
- Personal information be removed from e-CAS messaging until there is an assurance that the individual authenticated is the individual or a third party acting with the consent of the individual
- CIC obtain a legal opinion on the authority under the Privacy Act in the absence of consent to disclose personal information in e-CAS to a third party and determine if there are any legislative or policy restrictions that would apply to the use or disclose of personal information in e-CAS

PIA recommendations

- The e-Client Business Owner Role Description be amended to incorporate responsibility for updating the e-CAS PIA and associated privacy impact assessment tasks.
- e-CAS provide information to the client on the timeliness of information and on the procedure to address incorrect or inaccurate information.
- Call Centre procedures be updated to respond to client questions referred from e-CAS about privacy including information on access to personal information and complaint procedures.
- A communications plan be developed to provide information to e-CAS clients on privacy.

What have we done to mitigate risks?

- The business owners have been defined
- Forms and disclaimers have been updated
- Call Centre procedures to be changed
- A communications plan has been developed to include information on Privacy to our clients
- We will migrate to Secure Channel Public Key Infrastructure(PKI) and PMI when available
- We have added additional security features (Client consent removal, intrusion detection)

Roadblocks

- Lead time to allow for business process changes if required
- May require legacy system changes
- Cost overruns and budget restrictions
- lack of GoC policy/legislation on GOL
- Competing priorities within and external to the department

Next steps

- Dependant on TB funding for GOL initiatives
- new lines of business for e-CAS - Citizenship
- e-payment- Receiver General
- applications on line - 1 line of business
 - feasibility study completed

E-CAS

The application



E-CAS - Online Services



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On-Line Services

Citizenship and Immigration Canada (CIC) is committed to providing better service to its clients. We are on-line to provide you with 24-hour information and service. Watch this page for more on-line services in the future.

- ▶ [Change of Address](#)
- ▶ [e-Client Application Status](#)
- ▶ [Address Notification - Permanent Resident Card - New Permanent Residents](#)

Last Updated: 2002-06-28
▲
[Important Notices](#)

E-CAS - Notice



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e-Client Application Status

At this time, you may use this on-line service to view the status of your application if you have:

- sponsored a member of the family class
- applied for permanent residence as a member of the family class
- applied for permanent residence from within Canada as the spouse or common-law partner of a Canadian citizen or permanent resident
- applied as an independent immigrant (for applicants who applied before January 1, 2002), a Québec skilled worker, a provincial nominee, a federal skilled worker, an investor, an entrepreneur, or a self-employed person

Before using this service, please be sure to have a copy of all the documents you have received relating to your application(s):

These may include **one or more** of the following:

- a copy of your application
- your financial receipt(s) (MM 5401)
- any official document issued to you by Citizenship and Immigration Canada

Please visit our [FAQ](#) section for answers to Frequently Asked Questions.

Continue
Exit

E-CAS - Security



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> On-Line Services

e-Client Application Status

Security

Certification of Authority for the Client Service:

Using this on-line service means that you confirm that you are the applicant, applicant's executor, guardian, authorized officer, or agent of the person for whom this application was submitted.

Security for this Service:

Citizenship and Immigration Canada is committed to respecting the personal privacy of individuals who visit our Web site. All personal information you provide is protected under the Government of Canada Federal Privacy Act.

Information on this site is sent between your computer and our servers in an encrypted format.

We use Secure Sockets Layer (also known as SSL) protocol with 128-bit encryption which enhances the privacy of the information passing between your browser and our servers.

Important:

1. Client security is important to us. Please visit our [browser information](#) section.
2. Keep your identification number(s) confidential to make sure that others cannot view your application status.
3. After you finish using the e-Client Application Status service, logout completely by clicking on the "Logout" button and following the instructions provided. This makes sure that other people will not be able to see your information.

I have read and understood the above terms and conditions.

Continue

E-CAS - Client ID



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You may have one or more identification numbers, depending on your type of application(s). Use the help button  to get a detailed description of where you can find each identification number. To view your application status, please select only **one** of the following:

Identification Number

<input type="radio"/> Client # 	<input type="radio"/> Receipt (IMM 5401) 
<input type="radio"/> File No 	<input type="radio"/> Record of Landing # (IMM1000) 

E-CAS - Authentication



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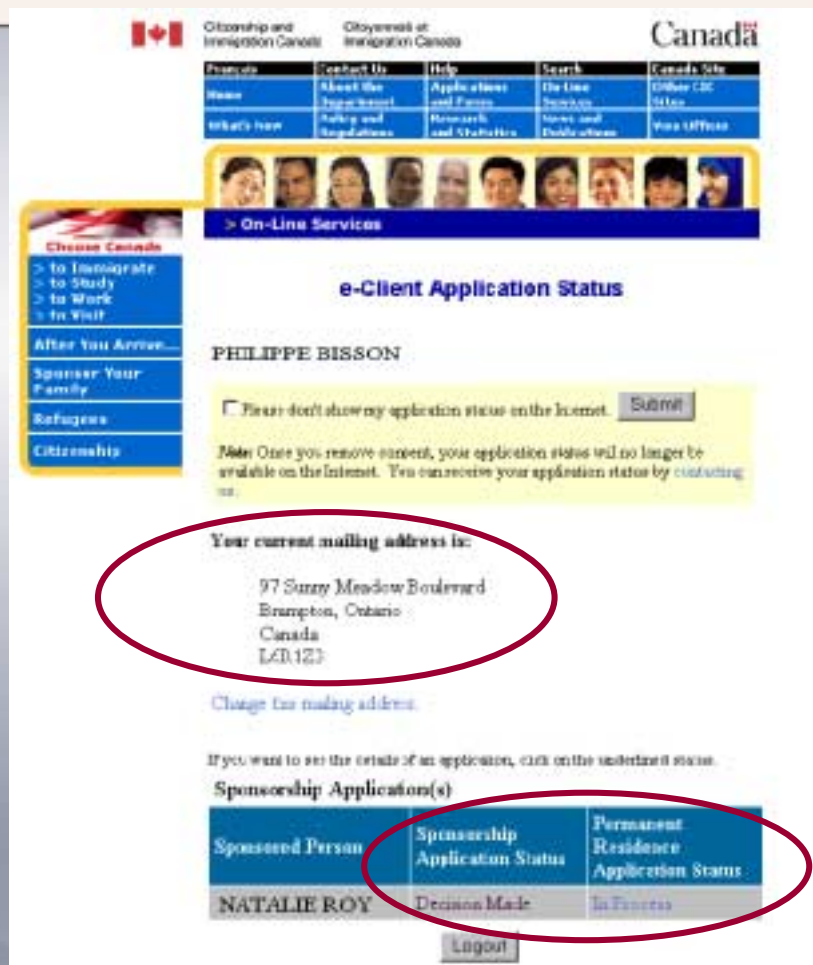
e-Client Application Status

Please enter your information **exactly** as it appears on your application or identity document.

Personal Information Fields with * must be filled in. ?

Client #:	<input style="width: 60%;" type="text"/> *
Surname/Family Name:	<input style="width: 60%;" type="text"/> *
Given Name(s):	<input style="width: 60%;" type="text"/>
Date of Birth:	<input style="width: 60%;" type="text"/> * YYYY-MM-DD
Country of Birth:	<input style="width: 60%;" type="text" value="Please select a country"/> *

E-CAS - Application Status



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e-Client Application Status

PHILIPPE BISSON

Please don't show my application status on the Internet.

Note: Once you remove consent, your application status will no longer be available on the Internet. You can receive your application status by contacting us.

Your current mailing address is:

97 Sunny Meadow Boulevard
Brampton, Ontario
Canada
L6R 1Z3

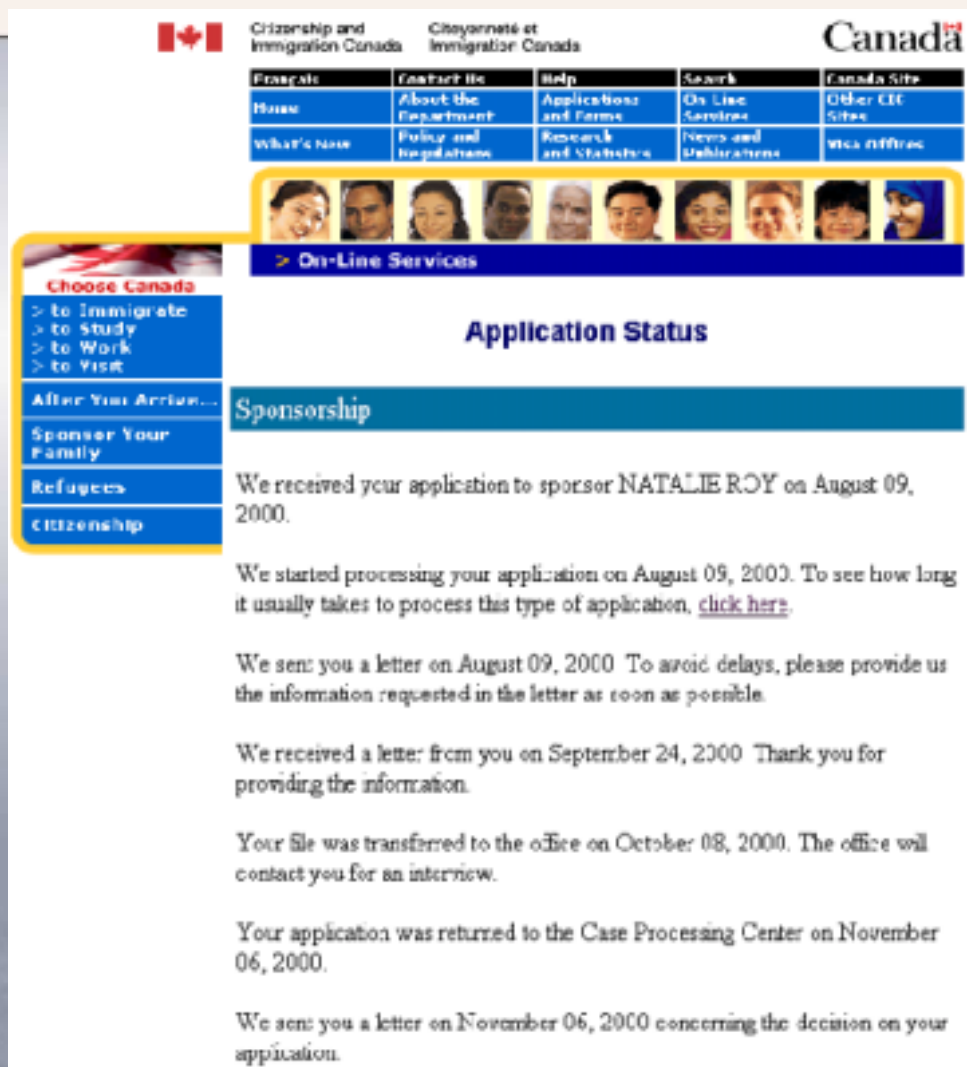
[Change the mailing address.](#)

If you want to see the status of an application, click on the underlined status.

Sponsorship Application(s)

Sponsored Person	Sponsorship Application Status	Permanent Residence Application Status
NATALIE ROY	Decision Made	In Progress

E-CAS - Sponsorship History



The screenshot shows the E-CAS website interface. At the top, there are navigation links for 'Citizenship and Immigration Canada' and 'Citoyenneté et Immigration Canada', along with the 'Canada' logo. A table of navigation options includes 'Home', 'About the Department', 'Policy and Regulations', 'What's New', 'Contact Us', 'Applications and Forms', 'Research and Statistics', 'Help', 'Search', 'On-Line Services', 'Other CIC Sites', 'News and Publications', and 'Web Africa'. Below this is a 'Choose Canada' section with links for 'to Immigrate', 'to Study', 'to Work', and 'to Visit'. The main content area is titled 'Application Status' and 'Sponsorship'. The text describes the processing of an application to sponsor NATALIE ROY on August 09, 2000, including the start of processing, the receipt of a letter, the provision of information, the transfer of the file to the office, and the return of the application to the Case Processing Center on November 06, 2000.

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Application Status

Sponsorship

We received your application to sponsor NATALIE ROY on August 09, 2000.

We started processing your application on August 09, 2000. To see how long it usually takes to process this type of application, [click here](#).

We sent you a letter on August 09, 2000. To avoid delays, please provide us the information requested in the letter as soon as possible.

We received a letter from you on September 24, 2000. Thank you for providing the information.

Your file was transferred to the office on October 08, 2000. The office will contact you for an interview.

Your application was returned to the Case Processing Center on November 06, 2000.

We sent you a letter on November 06, 2000 concerning the decision on your application.

E-CAS - Permanent Residence History



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Application Status

Permanent Residence

We received your application for permanent residence on January 16, 2001.

We started processing your application on January 29, 2001. To see how long it usually takes to process this type of application, [click here](#).

We sent you medical instructions on May 25, 2001. To avoid delays, please provide us the information requested in the letter as soon as possible.

Medical results have been received

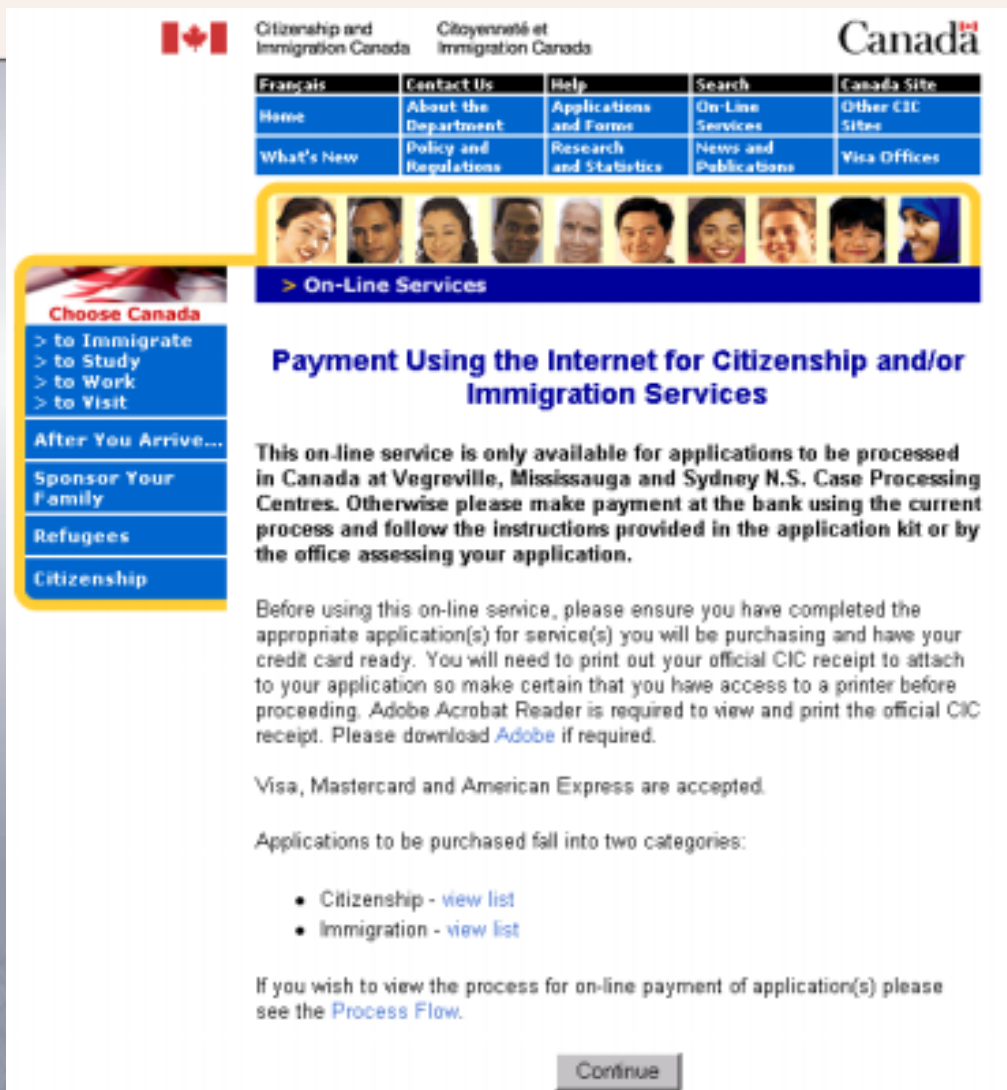
Your file was transferred to the office on November 15, 2001. The office will contact you for an interview.

We sent you a letter on November 18, 2001 concerning the decision on your application.

You landed at on January 07, 2002.

e-Payment Prototype

E-Payment for Applications



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> On-Line Services

Payment Using the Internet for Citizenship and/or Immigration Services

This on-line service is only available for applications to be processed in Canada at Vegreville, Mississauga and Sydney N.S. Case Processing Centres. Otherwise please make payment at the bank using the current process and follow the instructions provided in the application kit or by the office assessing your application.

Before using this on-line service, please ensure you have completed the appropriate application(s) for service(s) you will be purchasing and have your credit card ready. You will need to print out your official CIC receipt to attach to your application so make certain that you have access to a printer before proceeding. Adobe Acrobat Reader is required to view and print the official CIC receipt. Please download [Adobe](#) if required.

Visa, Mastercard and American Express are accepted.

Applications to be purchased fall into two categories:

- Citizenship - [view list](#)
- Immigration - [view list](#)

If you wish to view the process for on-line payment of application(s) please see the [Process Flow](#).

Continue

E-Payment for Applications

Immigration Applications

- Right of Permanent Residence
- Sponsorship
- Sponsorship - Family class principal applicant
- Sponsorship - Spouse/common law partner
- Sponsorship - Family member less than 22
- Principle applicant, spouse/common law partner, dependant child over 22 years
- Family member less than 22 years
- Single entry - Temporary resident visa and renewal of temporary resident status
- Temporary Resident Permit
- Restoration of temporary residence
- Work Permit
- Work Permit - Performing Groups
- Study Permit
- Permanent resident card
- Rehabilitation - serious criminality
- Authorization to return to Canada
- Immigration document
- After hours examination
- Alternative means of examination
- Statistical data
- File transfer

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Security Disclaimer

Citizenship and Immigration Canada is committed to respecting the personal privacy of individuals who visit our Web site. All personal information you provide is protected under the Government of Canada Federal Privacy Act.

Information on this site is sent between your computer and our servers in an encrypted format.

We use Secure Sockets Layer (also known as SSL) protocol with 128-bit encryption which enhances the privacy of the information passing between your browser and our servers. Visit our [FAQ's](#) for more information on SSL.

Important:

Please visit our [browser security](#) section to make sure you meet our system requirements.

To make sure others cannot view your credit card information, keep your credit card number and expiry date confidential.

I have read and understood the above terms and conditions.

(If this box is not checked you will be unable to continue and you will be redirected to the on-line services page.)

Continue

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Section Title: On-Line Services

e-Payment for Applications

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Please click on the underlined application category for the application(s) that you would like to purchase.

Application Categories:

- Citizenship
- Immigration

E-Payment for Applications



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Citizenship Order Form

This on-line service is **only available** for clients residing in Canada. Otherwise please make payment at the bank using the current process and follow the instructions provided in the application kit or by the office assessing your application.

All prices are in Canadian dollars.

Citizenship Applications	Quantity	Price/Unit
Right of Citizenship	<input type="text"/>	\$100
Change of Citizenship	<input type="text"/>	\$100
Citizenship Status Document	<input type="text"/>	\$75

Submit Clear

E-Payment for Applications



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Citizenship Order Summary

This on-line service is **only available** for clients residing in Canada. Otherwise please make payment at the bank using the current process and follow the instructions provided in the application kit or by the office assessing your application.

All prices are in Canadian dollars.

Citizenship Applications	Quantity	Price(\$)/Unit	Total(\$)
Right of Citizenship	2	100.00	200.00
Total Price:			\$200.00


THIS IS NOT A RECEIPT

Process

Make Change

When you process your order you are leaving the CIC e-Payment site and being sent to the Receiver General of Canada site for the processing of your credit card.

E-Payment for Applications

 Public Works and Government Services Canada / Travaux publics et Services gouvernementaux Canada Canada

Government Operational Service *GOS*

Receiver General for Canada

Welcome
Welcome to the Receiver General for Canada Internet Site.

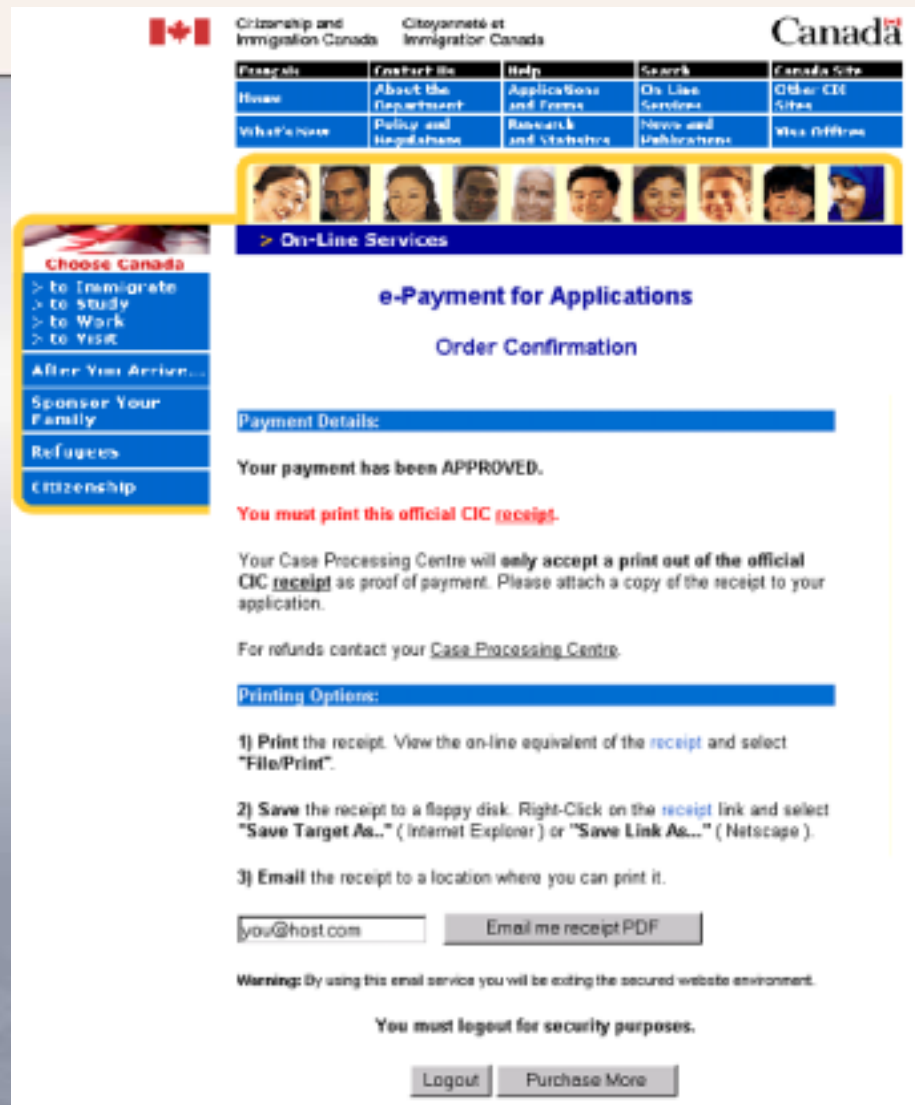
Your Order:



Payment Information

Amount:	\$200.00
Payment method:	<input type="text" value="Please Select"/>
Payment card number:	<input type="text"/>
Expiration date:	Month <input type="text" value="1"/> Year <input type="text" value="2002"/>

FOR DEMONSTRATION PURPOSES ONLY -- No link exists to the financial institution.

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[On-Line Services](#)

e-Payment for Applications
Order Confirmation

Payment Details:

Your payment has been APPROVED.
You must print this official CIC receipt.

Your Case Processing Centre will **only accept a print out of the official CIC receipt** as proof of payment. Please attach a copy of the receipt to your application.

For refunds contact your [Case Processing Centre](#).


Printing Options:

- 1) **Print** the receipt. View the on-line equivalent of the [receipt](#) and select "File/Print".
- 2) **Save** the receipt to a floppy disk. Right-Click on the [receipt](#) link and select "Save Target As..." (Internet Explorer) or "Save Link As..." (Netscape).
- 3) **Email** the receipt to a location where you can print it.

Warning: By using this email service you will be exiting the secured website environment.


You must logout for security purposes.

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Logout

You have **successfully** logged out!
Thank you for using the e-Payment for Applications Service.

During your CIC session your browser may have "stored" pages in memory. For your security and confidentiality, we recommend that you [clear your browser cache](#) and then close your browser.

Lessons learned

- Do the PIA early!
- Don't assume that your application won't be affected by the PIA
 - ex. Protected A data
- Potential business impact
 - costs and timeliness associated with business changes
- Not limited to GOL initiatives - Departmental issue
- Discuss with Privacy Comm. Office early

Questions

