

Privacy Statement for workers

The Workplace Safety and Insurance Board (WSIB) is committed to protecting your privacy and the confidentiality of your personal information. The WSIB collects your information to administer and enforce the *Workplace Safety and Insurance Act* and is subject to the *Freedom of Information and Protection of Privacy Act*.

Collection of Your Personal information

Information about you is collected directly from you, your employer, your health care and labour market re-entry services providers and others as required, for the following purposes:

Administrative

We ask you to provide details such as your name, address, home telephone number, date of birth and claim number to help us communicate with you, and to see that your records are matched correctly to your claim file as they come in. The Social Insurance Number is collected when a claim is registered to identify workers and to issue income tax information statements as required by the Income Tax Act. The Health Card Number is collected under the authority of the Personal Health Information Protection Act and is used for health administration, such as reconciliation of OHIP billings, health care planning, and research studies.

Financial

Information such as your weekly, monthly or annual income lets us determine the rate of your wage loss benefits, and must be confirmed by your employer, or pay stub.

Sources of income replacement such as social assistance, employment insurance and private insurance may require you to report to the WSIB to avoid duplication of payments and/or overpayments. Your bank account number may be requested if direct deposit is an option, or is required.

Medical

Information such as your treating health professionals' reports, prescription medicine details, physiotherapy treatment dates, hospital records or other treatment records are collected to help us determine your entitlement to benefits. It also helps to establish the type of additional assistance you or your health care provider might need to see that you receive quality health care. *The Workplace Safety and Insurance Act* requires treating health professionals to provide WSIB with health information related to your claim.

Fraud and Non-compliance

Administrative, financial and medical information may be collected in the course of a criminal or other investigation for fraud or non-compliance.

USE, RETENTION AND DISCLOSURE OF YOUR PERSONAL INFORMATION

Benefit Administration

There may be times, such as in writing a decision letter, where confidential information, including personal health information related to your claim, may be disclosed to your employer without your consent, in accordance with *the Workplace Safety and Insurance Act* and *the Freedom of Information and Protection of Privacy Act*.

WSIB staff and contracted providers working on your claim will have access to your personal information. All claim file information is considered to be confidential and access to your information is based on a need to know.

Like many public and private organizations today, the WSIB uses the services of external companies. For example, an external service provider will process the payment of your claim for a prescription. Your information may be stored in paper form or electronically, both onsite and offsite. Contractual agreements are in place to protect your personal information.

Early & Safe Return to Work

When you make a claim for benefits, you must consent to disclose your functional abilities information. This consent allows your health care practitioner to release information about your functional abilities directly to your employer and the Workplace Safety & Insurance Board. This is to assist in facilitating an early and safe return to work.

Your personal information may be shared with your treating health care professionals and labour market re-entry service providers to ensure that appropriate medical, and labour market resources are applied to your case.

Research & Prevention

WSIB supports research into the nature and causes of workplace accidents and disease in order to develop more effective prevention programs. WSIB may make its administrative databases available to safety agencies, scientific researchers and others as required, in accordance with *the Freedom of Information and Protection of Privacy Act*.

WSIB may contract third party researchers to conduct surveys into workplace injury and illness, and the quality of our products and services. Your name and telephone number may be disclosed to these third party researchers so that they are able to contact you to get your permission to participate in such a survey.

Enforcement

In order to protect the workplace safety and insurance system against abuse, personal information may be collected during an investigation of fraud or non-compliance. Information may be shared with other government bodies, police and the courts as required and legally authorized.

ACCESS TO AND CORRECTION OF YOUR PERSONAL INFORMATION

WSIB makes it as easy as possible to obtain a copy of your claim file by simply writing to your adjudicator. If you believe your record is inaccurate, you may request that the information be corrected, by writing to your adjudicator.

If you have problems accessing or correcting your information, you have the right to make an appeal to the Information and Privacy Commissioner of Ontario.

Your employer may obtain a copy of your claim file when participating in the appeal process, if there is an issue in dispute. You will be given the opportunity to object to the release of specific health information to your employer. Under *the Workplace Safety and Insurance Act*, the employer and employer's representative have a duty of confidentiality not to disclose information obtained from the WSIB.

UPDATING YOUR PERSONAL INFORMATION

If your personal information, such as your address or work status, changes, you must contact your claims adjudicator, and your records will be updated.

QUESTIONS? CONCERNS?

If you have any questions or concerns about the collection, use or disclosure of your personal information, please contact your adjudicator directly or toll-free at 1-800-387-5540.

Concerns or matters relating to privacy can also be addressed to the Privacy Officer in the WSIB Privacy Office at 416-344-5323 or through the toll-free number above.

TTY: 1-800-387-0050

Address:

Workplace Safety and Insurance Board,
200 Front Street West, Toronto, Ontario, M5V 3J1