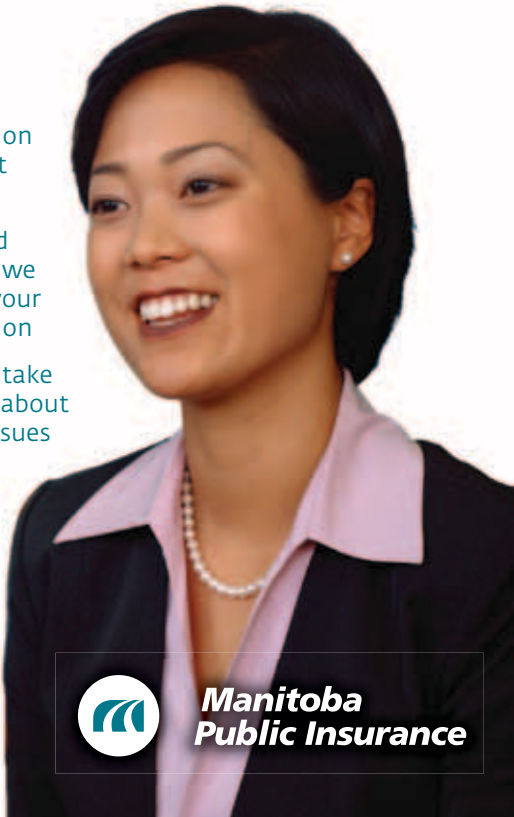


Protecting Your Privacy

*Count on us
to safeguard
your privacy.*

- What information we collect and why
- When and to whom we disclose your information
- Where to take concerns about privacy issues



**Manitoba
Public Insurance**

We're committed to protecting your privacy by keeping your personal information and your personal health information accurate, confidential and secure.

The Freedom of Information and Protection of Privacy Act (FIPPA), The Personal Health Information Act (PHIA) and The Drivers and Vehicles Act (DVA) set the rules for how we and our Autopac agents may collect, use, share and must safeguard your personal information.

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These statutes also prescribe your rights to:

- request access to your own information;
- ensure your information is kept private.

If you have any questions, or require access to information, contact us at any of our offices listed at the end of this brochure.

Personal Information and Personal Health Information

What is “personal information”?

“Personal Information” is recorded information including your name, home address, telephone or fax number, age, gender, or any identifying number such as your driver’s licence number. It also includes electronic scans of your signature and photo. We store your photo and signature on a separate Manitoba Public Insurance database on its own secure server. Only specially-trained and security-checked Manitoba Public Insurance staff have access to this database.

What is “personal health information”?

“Personal Health Information” is recorded information about your health, health care, or payment for health care. This includes your Personal Health Identification Number (PHIN).

Why do we collect this information?

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For driver licensing and vehicle registration, we collect this information to:

- administer driver licensing and vehicle registration programs;
- decide if your health prevents you from driving safely;
- decide if you qualify medically for a certain class of driver’s licence; and
- monitor the performances of drivers, vehicle inspection stations, dealers, salespersons, recyclers, driving schools, and driver trainers.

For our insurance programs, including claims handling and underwriting, we collect this information to:

- establish and maintain communication with our customers;

- underwrite risks properly;
- investigate and pay personal injury and property damage claims;
- prevent and detect fraud;
- offer and provide products and services to our customers;
- conduct surveys and research, and compile statistics, to help us deliver better products and service to our customers;
- comply with the law;
- conduct business or other activities as permitted or required by law;
- help enforce the law; and
- perform any other activity necessary to achieve any of the above.

From whom do we collect personal health information?

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Under *The Drivers and Vehicles Act* (DVA), physicians and optometrists must notify us if a medical condition is adversely affecting your ability to drive safely. Also under the DVA, if the Registrar of Motor Vehicles requires you to provide a medical report, you must provide it. We collect personal health information from individuals and healthcare professionals.

If you are under 18 years of age, your parent or legal guardian's Manitoba Health card can be used as proof of your Manitoba residency, provided you are listed on the back as a dependant.

In some instances a Manitoba Health card will contain personal information about another individual. If this is the case, the Autopac agent or Manitoba Public Insurance customer service representative will photocopy the entire Manitoba Health card and return the original to you.

Any personal information that does not belong to you (e.g. name, birth date, Personal Health Identification Number, registration number) will then be blocked out on the photocopy. You will be asked to initial the marked-

up photocopy. The photocopy will be scanned and transmitted through a secure encrypted connection to Manitoba Public Insurance. The photocopy will then be returned to you for safekeeping.

The same process will be followed for other documents that contain third party personal information.

Retention and Destruction of Information

We keep your information only as long as we need it:

- to administer products and services and for a reasonable time thereafter; or
- to meet any legal, regulatory or tax requirements.

When we no longer need your personal information, we destroy it carefully to prevent accidental disclosure to unauthorized parties.

What is the facial recognition system?

Facial recognition technology helps us to prevent anyone from obtaining two driver's licences or identification cards or assuming someone else's identity. Manitoba Public Insurance and our Autopac agents follow information privacy laws to protect your personal information.

When you apply for any type of driver's licence or identification card issued by Manitoba Public Insurance, you are photographed. Facial recognition technology is then used to measure the specific characteristics of your face and create a mathematical equation. It is important to note that this mathematical equation is part of your personal information.

The system then compares your equation to others in the database. Only specially-trained and security-checked staff have access to this database. All of your information is transmitted to our secure database through an encrypted secure connection. None of this information is retained, copied or stored by the Autopac agent.

Use of Personal Information Collected in the Manitoba Enhanced Driver's Licence (EDL) and Enhanced Identification Card (EIC) Application Process

Personal information collected during the Manitoba EDL or EIC application process will be used and disclosed by Manitoba Public Insurance only to verify your identity and confirm your citizenship, and for any other purposes authorized by Canadian law.

Your personal information will only be disclosed to U.S. border officials when you cross the U.S. border with your Manitoba EDL or EIC. Please see the *EDL and EIC Applicant's Guide* for more information.

NOTE: Manitoba and Canadian privacy laws do not apply to your personal information in the U.S. Border Crossing Information (BCI) system or to any other information in the custody or control of U.S. authorities. Your personal information in the U.S. may be used for purposes other than those relating to border crossing and will be kept for 75 years.

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Radio Frequency Identification (RFID) Chips

The Manitoba EDL and EIC contains a Radio Frequency Identification (RFID) chip to help border officials identify you quickly. The RFID chip contains a unique identifier. There is no other personal information stored on the RFID.

RFID scanners at U.S. border entry locations will read the unique identifier, which will then be used to access your personal information related to your Manitoba EDL or EIC, which is stored in a secure Canadian Border Services Agency (CBSA) database located in Canada. If there are no RFID scanners at the border crossing where you are entering the U.S., the border agent can swipe the Machine Readable Zone (MRZ) on the back of your card to access your unique Encoded Document Number. Your Encoded Document Number performs the same function as

the RFID chip — allowing the border agent to quickly access personal information about you from your Manitoba EDL or EIC record in the CBSA's database.

Regardless of whether you used an EDL, an EIC or a passport to cross the U.S. border — information from the document(s) that you presented will be used and stored in the U.S. for 75 years and may be used for purposes that are authorized or required by American law. Manitoba and Canadian privacy laws do not apply to any information in the custody or control of U.S. authorities.

Before you apply, it is important that you read the *EDL and EIC Applicant's Guide* to see if the card is right for you. For more information about the RFID chip, see the *RFID Technology* brochure available online at www.mpi.mb.ca.

Can you access your driver file, driver record or vehicle records?

Yes, you can access your own personal information. Your driver file contains all the information about you that we've collected since you were first licensed. One of our employees can review your file with you and explain what is included in the record. You can also get copies of your personal health information. Driver Records (Abstracts) contain your personal driver information and a history of your driving record. Vehicle records contain vehicle history, vehicle status, and verification of ownership. Copies of these records are available for a \$10 charge.

You may have to request access in writing and/or supply proof of identity. Because of privacy and security concerns, we don't accept requests for personal information or personal health information submitted by Internet or e-mail. Our staff may accept inquiries by phone at their discretion, provided they can confirm the caller's identity.

With a few exceptions, we won't disclose the information contained in these records to another individual or organization without your written consent.

Will you receive access to all of your information or every kind of record you might request?

No. The law prohibits you from accessing certain information.

For example, if your records include personal information about others, we'll withhold that information to protect their rights. This allows us to disclose as much information as possible while respecting the personal privacy of others.

Also, under Manitoba law, you may not be able to access information in your record that others have given us in confidence. Again, this is to protect their privacy.

How do you access your records?

We have search policies, based on FIPPA and PHIA, which guide our disclosure of information. If we deny your request for information, you can file a formal Application for Access under FIPPA with us. A FIPPA application does not replace existing procedures for accessing records or information normally available to the public. You may be able to get the information you want without making a formal application under FIPPA. So, before submitting your FIPPA application form, please check with us first.

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Where do you get a FIPPA application form?

Forms should be available at any provincial government office. They are also available on the Internet at www.gov.mb.ca/chc/fippa/.

How much do you have to pay to access your records?

A \$10 charge applies for each driver and vehicle record that is available to the public. There is no charge to examine your driver file. There is no initial fee for accessing records under FIPPA. However, fees may apply to requests for a large volume of records or to

requests requiring more than two hours for us to respond. In these cases, we'll let you know how much you'll need to pay us to respond to your request. Please remember we can refuse to disclose information under FIPPA if it is already publicly available.

Does anyone else have access to your information?

Only our employees that need your information to provide a driver or vehicle service or to manage one of our programs may access it. Our adjusters have always been able to access driver's licence and vehicle registration information required to handle claims. If we're considering any other uses of your information, we'll ask you beforehand for your written consent.

Usually, you must give us written permission before we can disclose your information to another person or organization. However, under Manitoba's privacy legislation and *The Drivers and Vehicles Act* (DVA), there are some situations in which we can disclose your information without your consent.

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With whom and for what reasons can we share your information without your consent?

Without your consent, we can share your information with:

- law enforcement agencies, for enforcing the law or preventing crime;
- Manitoba Justice, for use in a prosecution or for collecting outstanding fines;
- other departments within Manitoba Public Insurance, for administering our driver's licensing and vehicle registration programs, and our insurance programs;
- Manitoba Finance and Canada Revenue Agency, for collecting monies owed to the Governments of Manitoba or Canada;

- various Manitoba government departments and agencies, for determining eligibility for programs and services, and for investigating fraud;
- The Addictions Foundation of Manitoba, for supporting its Driver and Vehicle Licensing Alcohol and Drug program;
- Statistics Canada, for administering the Canadian Vehicle Survey;
- other licensing jurisdictions, for administering the Interprovincial Record Exchange System;
- Traffic Authorities, as defined in the Highway Traffic Act, for managing traffic/parking programs;
- service providers that deliver a program or service to, or on behalf of, Manitoba Public Insurance.

Occasionally, we share information with researchers whose research could help promote road safety. In each case, we enter into a formal review process and a written agreement to protect your information.

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We also share your information with the War Amps. Manitoba has a formal agreement with the War Amps to provide the names and addresses of licensed drivers each year. This helps them provide a valuable public service.

You can have your information protected from release to the War Amps by requesting, in writing, that your name be removed from any list shared with them. To have your name removed, please provide a written request to our Information Centre. See contact information below, under “contact information”.

You can also have your name removed from the War Amps mailing list by contacting them directly at:

The War Amps
 Key Tag Service
 1 Maybrook Drive
 Scarborough ON M1V 5K9
 1-800-250-3030 (toll free)
 Facsimile: 1-800-219-8988

What if you believe that your privacy rights are being violated?

First, contact our Access and Privacy Co-ordinator. Our Co-ordinator will review your concerns and try to resolve them. If you are dissatisfied with the results or the process as it relates to administrative fairness, you may raise the issue with Manitoba's Ombudsman. The Manitoba Ombudsman's office is also available if you have a concern regarding the handling of your personal information.

For information on the complaints process and Manitoba Ombudsman, you can contact:

Manitoba Ombudsman
750-500 Portage Avenue
Winnipeg MB R3C 3X1
Phone: 204-982-9130
1-800-665-0531 (toll free)
Facsimile: 204-942-7803
www.ombudsman.mb.ca

Contact Information

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To discuss a concern about the collection and handling of your personal information, or to review your own information held in our care, contact:

Manitoba Public Insurance
MPI Access and Privacy Co-ordinator
702-234 Donald Street
Box 6300
Winnipeg MB R3C 4A4
Phone: 204-985-7384
Facsimile: 204-942-1133

To request vehicle history information, to have your name removed from the information provided to the War Amps, or to find out if you need to file a FIPPA application contact:

Manitoba Public Insurance
Information Centre
Box 6300
Winnipeg MB R3C 4A4
Phone: 204-985-1999
Facsimile: 204-953-4999

You can request a Driver Record (Abstract) **in person**, **by fax** or **by mail**.

In Person: Manitoba Public Insurance
Cityplace Service Centre
Main Floor, 234 Donald Street
Winnipeg

By Fax: 204-954-5357

By Mail: Manitoba Public Insurance
Driver Records and Suspensions
Box 6300
Winnipeg MB R3C 4A4

This brochure provides general information about Manitoba's privacy legislation and about our privacy policies and practices.

For more information about FIPPA visit www.gov.mb.ca/chc/fippa.

More information about PHIA is available at www.gov.mb.ca/health/phia.

For more information about the Manitoba Ombudsman and the complaint process under FIPPA and PHIA, visit www.ombudsman.mb.ca.

More information about DVA is available at www.gov.mb.ca/laws/index.php.

For information about our programs and services please visit www.mpi.mb.ca.

Please note: Charges are subject to change.

March 2010

This pamphlet is for informational purposes only. Where there is an inconsistency between the pamphlet and the law, the law shall prevail.