



HEB Manitoba

HEALTHCARE EMPLOYEE BENEFIT PLANS

A Secure Tomorrow Together



Protecting
YOUR PRIVACY

Table of Contents

Introduction	1
What personal information do we collect?	1
What personal health information do we collect?	2
Consent for the Collection, Use and Disclosure of Your Information	3
Security of Personal Information	4
Accuracy of Personal Information	4
Access to Your Personal Information	4
Frequently Asked Questions	5

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INTRODUCTION

Personal information and personal health information are required for HEB Manitoba to administer the Pension and Benefit Plans. This includes the Healthcare Employees' Pension Plan (HEPP) and the Healthcare Employees' Benefits Plan (HEBP). This brochure provides details about our information practices and our commitment to protecting the privacy of our members.

HEB Manitoba has designated a Corporate Privacy Officer and developed a Privacy Policy to protect your privacy and the confidentiality, accuracy and security of your personal information and personal health information in accordance with relevant privacy laws. You can view the Policy on our website at hebmanitoba.ca. To obtain a copy of the Policy, please contact us using the contact information provided on the back of this brochure.

The terms of HEB Manitoba's Privacy Policy accord with the federal Personal Information Protection and Electronics Documents (PIPEDA), to the extent it applies to the Plans. For more information about PIPEDA, you can visit the Privacy Commissioner's website at priv.gc.ca.

WHAT PERSONAL INFORMATION DO WE COLLECT?

"Personal information" is oral, electronic or written information about an identifiable individual. Depending on the Plans you are enrolled in and/or receive benefits from, personal information collected by HEB Manitoba can include, but is not limited to:

- Name, address, telephone number and email address,
- Age, gender, family and marital status,
- Information regarding your association, activity, employment, occupation and education,
- Income and financial circumstances,
- Banking and income tax information,
- Information regarding any other pension and benefits coverage or disability insurance benefits, and

- Previous insurance and claims experience.

Social Insurance Numbers (SINs) are collected for income tax related purposes and for claims administration and record-keeping purposes.

The Plans may require information about your family, current and former spouse or common-law partner, children, dependants and beneficiaries as it relates to the administration of the Plans.

WHAT PERSONAL HEALTH INFORMATION DO WE COLLECT?

HEB Manitoba may require personal health information from you to administer the Pension and Benefit Plans, including such things as your medical conditions, test results, medical treatments and prescriptions. We require more detailed health information about members receiving Disability & Rehabilitation (D&R) Benefits than members without a disability claim.

The following examples illustrate how personal health information relates to administering the Plans:

- Manitoba Blue Cross reimburses you for claims related to health services and dental procedures.
- Eligible disabled members may accrue pension service and maintain coverage under the Life, Dental and Healthcare Plans, without payment of premiums or contributions.
- Should you wish to change the level of your Life Insurance coverage, evidence of good health may be required.
- A death certificate must be obtained to process Life Insurance benefits. Additional personal health information is required to substantiate accidental death and dismemberment insurance.

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Note: HEB Manitoba obtains specific consent from members when personal health information is required. For example, when a member applies for D&R Benefits, they are asked to sign specific consent forms. Details are provided about what information will be required from the member, their physician(s) and their employer. Only health information necessary for the claims process is collected.
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CONSENT FOR THE COLLECTION, USE AND DISCLOSURE OF YOUR INFORMATION

All members are asked to sign a general authorization form that authorizes HEB Manitoba to collect, use, retain and disclose personal information and personal health information as necessary to administer the Pension and Benefit Plans, and in a manner consistent with applicable laws. For example, HEB Manitoba uses your personal information to:

- Ensure that you are enrolled in the Plans you selected,
- Verify premiums and contributions with your employer,
- Mail information regarding Plan changes to you,
- Process benefits upon termination or retirement,
- Administer D&R Benefits, and
- Report Pension and D&R payments to the Canada Revenue Agency for income tax purposes.

It also may be necessary for HEB Manitoba to collect personal information from and provide personal information to individuals and organizations acting on our behalf. These individuals and organizations are required to protect information in accordance with applicable privacy legislation. Following are some examples:

- HEPP and HEBP are separate and distinct organizations – a pension plan and a benefits plan. Therefore, to provide seamless and responsive service, personal information about members is shared between the Plans.
- Independent actuarial firms perform actuarial valuations on the Plans, based on member information.
- Manitoba Blue Cross administers the HEB Manitoba Healthcare and Dental Plans; they collect information on HEB's behalf to support members' claims.
- Canada Life administers the HEB Manitoba Life Insurance Plan.

Should HEB Manitoba need to use or disclose your information for purposes which are not related to administering the Plans, or require information from another party such as a physician or healthcare provider,

we will explain the purpose to you and obtain your consent in advance. Only in exceptional circumstances will HEB Manitoba disclose your information without your consent (for example, when medical, legal or security reasons make it impossible or impractical to obtain consent).

SECURITY OF PERSONAL INFORMATION

Maintaining the security of your information is a top priority. Access to your information is restricted to employees whose duties require them to have access, and access to our offices is controlled and monitored. Our systems and procedures will continue to be developed to ensure that all safety and security measures are appropriate to the sensitivity of the information.

All HEB Manitoba members are assigned an identification number. Please take precautions in handling your identification number to help protect your privacy.

ACCURACY OF PERSONAL INFORMATION

HEB Manitoba endeavours to keep your information accurate, complete and up-to-date. To assist in maintaining the accuracy of your personal information, please report all changes to HEB Manitoba.

ACCESS TO YOUR PERSONAL INFORMATION

You have the right to access your information, verify its accuracy and completeness, and to obtain details pertaining to the use and disclosure of your information, except when limited by law. Any discrepancies will be reviewed and the information will be amended or documented as appropriate.

We will make every effort to respond to your request for access to information within 30 days of receiving your written request.

FREQUENTLY ASKED QUESTIONS

Q: Is personal health information shared with employers?

A: No. Employers are not provided with any personal health information about members. The only exception to this may be when a member is participating in a Return to Work or Approved Rehabilitation Program with the HEB Manitoba D&R Plan. In this case, information will only be released to the employer with the member's signed consent on a specific consent form.

Q: Can I limit my consent?

A: You may withdraw all or part of your consent at any time in writing, in which case HEB Manitoba will evaluate options for providing services while maintaining your privacy. However, withholding consent may interfere with the administration of benefits and/or services, including our ability to determine whether you are entitled to receive benefits.

Signing the general authorization form will allow us to have a written record of your consent and will help us to provide you with seamless service and timely information. The form is intended to formalize the manner in which we use your information to administer your pension and benefits.

Q: If I am terminating or retiring, is it necessary to sign the general authorization form?

A: Yes. HEB Manitoba will still require your consent to process your termination/retirement, and to retain necessary information for post-termination/retirement benefits administration.



HEB Manitoba

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Please direct any privacy related questions,
comments or requests to:

Corporate Privacy Officer

900-200 Graham Avenue

Winnipeg, Manitoba R3C 4L5

Phone: (204) 975-3197 • Fax: (204) 943-3862

Toll-Free: 1-855-975-3197 (outside Winnipeg)

Email: privacy@hebmanitoba.ca

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