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## Directory of Personal Information Banks (PIBs)

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Alberta public bodies are required to have a directory of Personal Information Banks (PIBs) and make it available to the public. A PIB lists the type of personal information held by a public body. The public can view a personal information bank to get information about:

- The title or name of the information bank.
- The location of the information bank.
- What kind of personal information is contained in the information bank.
- What categories of individuals the information pertains to.
- Why the information was collected and how it is used or disclosed.
- The legal authority for the collection of the information.

A personal information bank does not provide direct access to an individual's records.

### Organization

The Workers' Compensation Board is organized into five divisions and one stand-alone business unit that report to the chief executive officer and president. The five divisions are:

- Operations and Information Management
- Operations
- Employee and Corporate Services
- Finance
- Secretary and General Counsel

The stand-alone unit is Management Audit Services. WCB's main office is located in Edmonton with a branch office in Calgary.

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**Operations and Information Management**

**Millard Health InfoNet**

<b>PIB #:</b>	<b>1</b>
<b>Location:</b>	Disability & Health Care Management - Millard Health
<b>Information maintained:</b>	May include name, employee ID number, contact information, job title, professional areas of interest, employee class (FT/PT). <b>Union seniority list:</b> union seniority date. <b>Committees:</b> committee name, area representing. <b>Professions:</b> profession, professional title, credentials, conflicts, team, supervisor. <b>Vacation request:</b> vacation time requested, work schedule.
<b>Individuals:</b>	Millard Health employees, contractors and committee members.
<b>Collection/use:</b>	To direct mail and telephone calls, request vacation time, assist with approval of vacation requests, assist other staff and in some cases to provide details to other staff on the office location and schedule of a specific medical professional.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Millard Health personnel files**

<b>PIB #:</b>	<b>2</b>
<b>Location:</b>	Disability & Health Care Management - Millard Health
<b>Information maintained:</b>	May include employee name, home contact information, Social Insurance Number, date of birth, offer of employment letter, resume, emergency contact, certificates/licensing, performance development plan, feedback notes from staff and/or clients, approved applications for courses, salary letters, leave of absence forms, flex work agreements and safety orientation checklists.
<b>Individuals:</b>	Millard Health employees, with the exception of Health Care Services employees.
<b>Collection/use:</b>	Performance development reviews, track education courses and to obtain contact information in case of an emergency.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

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**Millard Health treatment files**

<b>PIB #:</b>	<b>3</b>
<b>Location:</b>	Disability & Health Care Management - Millard Health
<b>Information maintained:</b>	May include name, contact information, family history, date of birth, gender, marital status, Personal Health Number, date of accident employer's name, occupation, injury site, injury type medical treatment record, medical history, medical assessments, vocational assessments, functional assessments, earnings information, compensation payment and benefit details.
<b>Individuals:</b>	WCB claimants receiving treatment and assessment services at Millard Health, individuals who are receiving psychological services in the community and those who are receiving treatment through private referrals (e.g. insurance company claims).
<b>Collection/use:</b>	To contact individuals, establish functional/physical condition of clients, plan and provide treatment and assess rehabilitation program effectiveness.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act; Health Information Act.</i>

**Dental X-rays**

<b>PIB #:</b>	<b>4</b>
<b>Location:</b>	Medical Services
<b>Information maintained:</b>	May include name, claim number, personal health number, dental information.
<b>Individuals:</b>	Injured workers who have claims concerning dental benefits.
<b>Collection/use:</b>	To review dental problems in relation to claim issues.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

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**Examination and diagnostic testing appointment database (wallchart)**

<b>PIB #:</b>	5
<b>Location:</b>	Medical Services
<b>Information maintained:</b>	May include name, claim number, contact information, type of examination, injury type, date of birth, date of accident, date and time of appointment.
<b>Individuals:</b>	Injured workers who have had examinations or diagnostic testing arranged for them by WCB.
<b>Collection/use:</b>	To arrange appointments for the appropriate medical services and ensure the worker has attended the appointment.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Medical complaints/inquiries**

<b>PIB #:</b>	6
<b>Location:</b>	Medical Services
<b>Information maintained:</b>	May include name, claim number, contact information, Personal Health Number, Social Insurance Number, injury type, injury details, medical treatment, and complaint or inquiry details.
<b>Individuals:</b>	Injured workers who have submitted a medical complaint or inquiry.
<b>Collection/use:</b>	To respond to injured workers' medical complaints or inquiries that are submitted to WCB.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

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**Medical panel referrals**

<b>PIB #:</b>	<b>7</b>
<b>Location:</b>	Medical Services
<b>Information maintained:</b>	May include name, claim number, contact information, Personal Health Number, Social Insurance Number, injury type, injury details, medical treatment and complaint or inquiry details.
<b>Individuals:</b>	Injured workers whose claims are proceeding to a Medical Panel.
<b>Collection/use:</b>	To prepare the worker's file for review by a Medical Panel and to track the file throughout the process.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Third party litigation**

<b>PIB #:</b>	<b>8</b>
<b>Location:</b>	Medical Services
<b>Information maintained:</b>	May include name, claim number, contact information, Personal Health Number, Social Insurance Number, injury type, injury details and medical treatment.
<b>Individuals:</b>	Injured workers whose claims are being reviewed for third party litigation.
<b>Collection/use:</b>	To prepare the worker's file for independent review by a physician.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

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**Security log data**

<b>PIB #:</b>	<b>9</b>
<b>Location:</b>	Information Management (IM)
<b>Information maintained:</b>	May include name, employee ID number, authentication log-on, resource access and system access permissions.
<b>Individuals:</b>	WCB employees who are users of WCB computer systems.
<b>Collection/use:</b>	To record the user's access to WCB IM assets and for the following purposes: resource planning, troubleshooting technical problems with IM systems, to provide and track access to WCB technical resources, enforce WCB policies and provide usage data for management review.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Operations**

**Employee passport (Customer Service)**

<b>PIB #:</b>	<b>10</b>
<b>Location:</b>	Disability & Customer Support Services Management; Disability and Health Care Management
<b>Information maintained:</b>	May include name, current employment status (e.g. leave, full time or part time), performance information, Claims Resolution Team audit information, supervisors, passport level, team, links to written communication audits, service dates, audit information, links to return to work audits.
<b>Individuals:</b>	WCB case managers, adjudicators and case assistants.
<b>Collection/use:</b>	To track a WCB employee's progress through their passport, which is used for training purposes.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

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**Claim files**

<b>PIB #:</b>	<b>11</b>
<b>Location:</b>	Disability & Customer Support Services Management - Customer Services Support (Customer Records and Document Imaging – paper files; Customer Connect Support – electronic files)
<b>Information maintained:</b>	May include name, claim number, contact information, Social Insurance Number, gender, marital status, Personal Health Number, date of accident, employer’s name, occupation, employment history, injury site, injury type, medical treatment, medical history, diagnostic information, assessment test results, vocational assessments, earnings information, compensation payment and benefit details.
<b>Individuals:</b>	Injured workers, including fatally injured workers.
<b>Collection/use:</b>	To determine compensation entitlement and vocational services, to facilitate return to work under the <i>Workers’ Compensation Act</i> , to manage inquiries from parties with a direct interest in the claim.  <b>Note:</b> Access is given to staff within the organization that has a need to access and use the information.
<b>Legal authority:</b>	<i>Workers’ Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

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**Claim file disclosures**

<b>PIB #:</b>	<b>12</b>
<b>Location:</b>	Disability & Customer Support Services Management - Customer Services Support (Access to Information)
<b>Information maintained:</b>	May include name, claim number, contact information, Social Insurance Number, gender, marital status, Personal Health Number, date of accident, employer's name, occupation, employment history, injury site, injury type, medical treatment, medical history, diagnostic information, assessment test results, vocational assessments, earnings information, compensation payment and benefit details, requester name, address, fax and telephone number.
<b>Individuals:</b>	Injured workers, requesters.
<b>Collection/use:</b>	To track requests for copies of claim file records and to record any temporary modifications made to the records before they are released.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Claim file disclosure list**

<b>PIB #:</b>	<b>13</b>
<b>Location:</b>	Disability & Customer Support Services Management - Customer Services Support (Access to Information)
<b>Information maintained:</b>	May include name, claim number, date request received and completed.
<b>Individuals:</b>	Injured workers and individuals affected by the Indian Residential Schools issues.
<b>Collection/use:</b>	To track disclosures of copies of claim file records made under Section 148 of the <i>WC Act</i> . (e.g. to lawyers, insurance companies, other Workers' Compensation Boards and CPP), as well as temporary modifications for claim file records released on regular requests. Also tracks inquiries related to the Indian Residential Schools issue.
<b>Legal Authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>



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**Medical aid inquiries**

<b>PIB #:</b>	<b>14</b>
<b>Location:</b>	Disability & Customer Support Services Management - Customer Services Support (Medical Aid)
<b>Information maintained:</b>	May include name, contact information, claim number, Personal Health Number, date of birth, medical information, and medical billing details.
<b>Individuals:</b>	Injured workers who have received medical treatments and where the service provider believes the examination/treatment invoice has not been paid.
<b>Collection/use:</b>	To verify whether our records indicate we have received a billing and made the payment, if the payment is outstanding, or if we are not aware of the service provided.
<b>Legal Authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Request for direct deposit**

<b>PIB #:</b>	<b>15</b>
<b>Location:</b>	Disability & Customer Support Services Management - Customer Services Support (Registration and Account Services)
<b>Information maintained:</b>	May include name, contact information, claim number, worker/employer/vendor status, bank name, bank branch, bank account number, type of account (chequing/savings), signature and void cheque.
<b>Individuals:</b>	Injured workers requesting direct deposit of funds into their bank account.
<b>Collection/use:</b>	To arrange for payments to be made via an electronic funds transfer rather than WCB issuing a cheque.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

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**Contracting and Procurement Services (caps) travel charges**

<b>PIB #:</b>	<b>16</b>
<b>Location:</b>	Disability & Customer Support Services Management - Customer Services Support (Claims Authorizations & Processing)
<b>Information maintained:</b>	May include name, claim number, airfare provider name and charges, accommodation provider and charges.
<b>Individuals:</b>	Injured workers who have had to use WCB travel service providers at some point during the management of their claim.
<b>Collection/use:</b>	To reconcile claimant charges on the corporate charge account to ensure costs are charged to the appropriate claim.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Garnishee requests**

<b>PIB #:</b>	<b>17</b>
<b>Location:</b>	Disability & Customer Support Services Management - Customer Services Support (Payment Unit)
<b>Information maintained:</b>	May include name, contact information, claim number, arrears owing, spouse's name, information about dependents, Social Insurance Number, date of birth, name of organization receiving funds.
<b>Individuals:</b>	Individuals who have a garnishee order issued against them for monies owing to third parties.
<b>Collection/use:</b>	To process garnishees of workers' income to Canada Revenue Agency, Maintenance Enforcement, Court Orders and Irrevocable Direction to Pay Orders.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

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**Government inquiries**

<b>PIB #:</b>	<b>18</b>
<b>Location:</b>	Customer Service & Risk Management - Claims Contact Centre and Account Management (Claims Contact Centre)
<b>Information maintained:</b>	May include name, claim number, benefit details, rate information, claims status, medical information and reason for information request.
<b>Individuals:</b>	Injured workers about whom other government departments have requested information (e.g. Employment Insurance).
<b>Collection/use:</b>	To record requests from other government entities for information about injured workers, and what personal information was released to them.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Claimant cost transfers**

<b>PIB #:</b>	<b>19</b>
<b>Location:</b>	Customer Service & Risk Management – Employer Accounts, Underwriting & Audit (Underwriting)
<b>Information maintained:</b>	May include name, claim number, contact information, Personal Health Number, date of birth, employer, occupation, date of injury, type of injury, Social Insurance Number, police reports, medical information, medical treatment and earnings information and claim costs.
<b>Individuals:</b>	Workers injured as a result of the fault of an employer other than the one that employs them.
<b>Collection/use:</b>	To determine if claim costs should be transferred from a worker's accident employer to a different employer under Section 95 of the <i>Workers' Compensation Act</i> .
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

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**Claims audits**

<b>PIB #:</b>	<b>20</b>
<b>Location:</b>	Customer Service & Risk Management – Employer Accounts, Audit & Underwriting (Claims Audit)
<b>Information maintained:</b>	May include name, claim number, date of accident, employer, accident details, injury type, occupation, time loss from employment, modified work/work restrictions recommended, medical treatment, earnings information.
<b>Individuals:</b>	Injured workers identified when their employer undergoes a claim audit.
<b>Collection/use:</b>	Claim audit information is used to ensure employers are complying with legislation and to ensure workers are receiving all benefits that the employer is required to provide.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Employee and Corporate Services**

**WCB employee programs (Lotus Notes database)**

<b>PIB #:</b>	<b>21</b>
<b>Location:</b>	Employee and Corporate Services
<b>Information maintained:</b>	May include WCB employee name, employee ID number, contact information, supervisor, manager, workstation number. <b>1. Purchasing Cards (P-card):</b> credit card number, cost center, department, coordinator, credit limit, supervisor's signature, employee's signature. <b>2. Ergonomic Assessments:</b> work location (Edmonton/Calgary), height of desk, platform for keyboard type, type of keyboard and date of ergonomic assessment. <b>3. Health Spending Account Enrollment:</b> employee's choice to allocate their spending account. <b>4. Overtime/On-Call:</b> overtime or on-call hours worked in pay period. <b>5. Progression Tracking Database:</b> job-level and rate of pay. <b>6. RRSP Transfer forms:</b> bank account location and account number, dollar amount of goal sharing award designated to be transferred. <b>7. Timesheets:</b> part-time hours worked in a pay period. <b>8. Corporate Attendance:</b> absences. <b>9. Leave of Absence:</b> time away, reason for absence, forms and approvals for leave of absences. <b>10. Training Calendar and Registration System:</b> name of WCB training sessions or courses employee has registered in. <b>11. Employee Transit Passes:</b> the amount of deduction for transit pass and the length

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of time the employee has been enrolled in the transit pass program. **12. Shift Differential for Facilities:** hours to pay shift differential. **13. Executive Pay at Risk:** scorecard and award amount to pay. **14. Pay for Performance:** ratings for staff and award amounts. **15. Honorarium Payment Tracking:** email address, amount paid that month. **16. Corporate Directory:** employee safety coordinator role and safety training information (if applicable).

**Individuals:**

**1.** Employees who require a corporate purchasing card in order to conduct business on behalf of WCB. **2.** Employees who have had an ergonomic assessment completed. **3.** Employees eligible for Blue Cross coverage. **4.** Employees eligible for overtime or on-call pay. **5.** WCB case managers and adjudicators. **6.** Employees who choose to transfer all or part of their goal sharing award to a RRSP. **7.** Part-time WCB employees. **8.** Full-time employees. **9.** Employees away from work for more than 22 working days. **10.** Employees who have registered for courses or sessions offered by WCB. **11.** Employees who participate in the transit pass program and some WCB contract service providers. **12.** Employees with shift differentials. **13.** WCB directors and executive. **14.** All general WCB employees. **15.** Board members. **16.** WCB employees.

**Collection/use:**

**1.** Approval for an individual to obtain a P-card, credit limit increases/decreases and card cancellations, department card use analysis and tracking/statistical information. **2.** To complete a move list when an employee is relocating or moving work stations. **3.** To enroll a WCB employee into the spending account of their choice each year. **4.** To track and approve overtime, part-time and on-call hours. **5.** To track and approve job-level and salary changes for case managers and adjudicators. **6.** To produce RRSP cheques. **7.** To track and approve part-time hours to be uploaded into the payroll system. **8.** To submit and approve absences. **9.** To track leave of absences. **10.** To allow WCB employees to register online for internal WCB courses and to maintain a class list of each individual training session or course. Also to track individual employee's completed sessions. **11.** To order and distribute transit passes. **12.** To track and pay shift differentials. **13.** To track and pay Pay at Risk amounts. **14.** To track and Pay for Performance amounts. **15.** Track meetings attended for which Board members receive Honorarium and the amount to be paid. **16.** To direct mail and telephone calls.

**Note:** Access to each database is limited to those staff who have

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*a need to access the information.*

**Legal authority:** *Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.*

**Corporate Communications project files**

**PIB #:** **22**

**Location:** Corporate Communications

**Information maintained:** May include name and contact information.

**Individuals:** Individuals who have been invited to corporate events and meetings such as the Annual General Meeting and rates announcements.

**Collection/use:** For mailing invitations to events, annual reports and other event related materials.

**Legal authority:** *Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.*

**Employee identification cards**

**PIB #:** **23**

**Location:** Corporate Services - Corporate Security

**Information maintained:** Name (used at WCB), employee number and employee's picture.

**Individuals:** Employees of WCB and contractors requiring access to WCB facilities.

**Collection/use:** To identify who is in WCB facilities and confirm that they are authorized to be in the building.

**Legal authority:** *Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.*

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**Incident Response Management System (IRMS)**

<b>PIB #:</b>	<b>24</b>
<b>Location:</b>	Corporate Services - Corporate Security
<b>Information maintained:</b>	May include name, claim number, contact information, details of the incident(s), any restrictions that have been implemented concerning contact with WCB staff.
<b>Individuals:</b>	Individuals whose actions have necessitated the involvement of Corporate Security staff.
<b>Collection/use:</b>	Document any incidents requiring the involvement of Corporate Security staff and communicate concerns or restrictions that will be implemented.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Employee health records**

<b>PIB #:</b>	<b>25</b>
<b>Location:</b>	Corporate Services - Corporate Wellness
<b>Information maintained:</b>	May include name, doctors' notes for illness, physician assessment forms, emails regarding fitness to work, return to work programs, employee health progress notes, WCB Employer's Report, WCB Worker's Report and Accident Incident Investigation Reports.
<b>Individuals:</b>	WCB employees who have medical files associated with WCB claims, short and long-term disability claims.
<b>Collection/use:</b>	To assist in disability management and return to work planning for WCB employees, and to support medical absence from work.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

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**Directory of Personal Information Banks (PIBs)**

**Par-Q waiver forms and client intake forms**

<b>PIB #:</b>	<b>26</b>
<b>Location:</b>	Corporate Services - Corporate Wellness
<b>Information maintained:</b>	May include, name, age, date of birth, home contact information, employee ID number, health and diet information, occupation, physician's name, and yes or no answers to specific health related questions.
<b>Individuals:</b>	WCB staff who request a personal fitness consultation/assessment and training and WCB employees who utilize the on-site fitness facilities.
<b>Collection/use:</b>	To construct an appropriate fitness/wellness program and to ensure that the individual is in good health prior to initiating/continuing a self-motivated fitness program
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Wireless device records**

<b>PIB #:</b>	<b>27</b>
<b>Location:</b>	Corporate Services – Contracting and Procurement Services
<b>Information maintained:</b>	May include name, account number, telephone number, plan features, fees, contract expiry dates and plan usage (number of minutes).
<b>Individuals:</b>	WCB employees who require a cell phone for business purposes.
<b>Collection/use:</b>	To track contracts and optimize rate plans.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Travel credits**

<b>PIB #:</b>	<b>28</b>
<b>Location:</b>	Corporate Services – Contracting and Procurement Services
<b>Information maintained:</b>	May include name, airfare provider name and charges.
<b>Individuals:</b>	Injured workers who cancel an airline flight.
<b>Collection/use:</b>	To monitor the amount of credits maintained in the WCB Corporate Pool so that they can be used towards future flights.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>



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**Fleet vehicles**

<b>PIB #:</b>	<b>29</b>
<b>Location:</b>	Corporate Services - Contracting and Procurement Services
<b>Information maintained:</b>	May include name, department, vehicle make, vehicle year, vehicle serial number and license plate.
<b>Individuals:</b>	WCB employees who require a vehicle for WCB business purposes.
<b>Collection/use:</b>	Track registration, mileage, and assignment of vehicle.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Traffic tickets**

<b>PIB #:</b>	<b>30</b>
<b>Location:</b>	Corporate Services - Contracting and Procurement Services
<b>Information maintained:</b>	May include name, date, details of the infraction and a copy of the traffic ticket.
<b>Individuals:</b>	WCB employees who are issued a traffic ticket while driving a WCB vehicle.
<b>Collection/use:</b>	To collect payment for the ticket.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Travel booking tool**

<b>PIB #:</b>	<b>31</b>
<b>Location:</b>	Corporate Services - Contracting and Procurement Services
<b>Information maintained:</b>	May include name, position, home and office contact information, date of birth, passport information, rewards card numbers, credit card information, emergency contact and travel information.
<b>Individuals:</b>	Employees who travel for business purposes.
<b>Collection/use:</b>	To book and track travel, hotel and vehicle rentals.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

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**Stationery records**

<b>PIB #:</b>	<b>32</b>
<b>Location:</b>	Corporate Services - Contracting and Procurement Services
<b>Information maintained:</b>	May include name, department, supervisor, contact information.
<b>Individuals:</b>	Employees who order office supplies.
<b>Collection/use:</b>	To order and pay for office supplies.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Ambassador and team spirit award programs**

<b>PIB #:</b>	<b>33</b>
<b>Location:</b>	Human Resources - Operations
<b>Information maintained:</b>	May include name, specific responses related to performance, and comments, team name and nomination details about volunteer work.
<b>Individuals:</b>	WCB employees who nominated an employee and the employees who were nominated for the WCB Ambassador or Team Spirit Award.
<b>Collection/use:</b>	To administer the award program.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Applicant tracking system**

<b>PIB #:</b>	<b>34</b>
<b>Location:</b>	Human Resources - Operations
<b>Information maintained:</b>	May include name, home and office contact information, employee ID number, covering letter, resume, interview notes, regret letter, offer letter, education certificates and reference list.
<b>Individuals:</b>	Individuals applying for employment, new employees and/or existing employees.
<b>Collection/use:</b>	Recruitment and selection of new staff and promotion of existing employees.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

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**Incident/investigation files**

<b>PIB #:</b>	<b>35</b>
<b>Location:</b>	Human Resources – HR Operations
<b>Information maintained:</b>	May include name, home and office contact information, employee ID number, investigation notes, witness notes, investigation summary, disciplinary documents, written warnings and employment history.
<b>Individuals:</b>	WCB employees who are the subject of an investigation and/or employees who may be witness to an incident.
<b>Collection/use:</b>	To maintain information where an investigation was conducted and the outcome of those investigations.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**New employee onboarding system**

<b>PIB #:</b>	<b>36</b>
<b>Location:</b>	Human Resources - Operations
<b>Information maintained:</b>	May include name, contact information, tasks completed through the onboarding process.
<b>Individuals:</b>	New WCB employees.
<b>Collection/use:</b>	To organized the process that facilitates a new employee's integration into the organization and their team.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

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**Reference checks**

<b>PIB #:</b>	<b>37</b>
<b>Location:</b>	Human Resources - Operations
<b>Information maintained:</b>	May include name, reference name, reference contact information and reference notes.
<b>Individuals:</b>	Individuals who have applied for employment and individuals provided as a reference.
<b>Collection/use:</b>	Recruitment and selection of new staff and promotion of existing employees.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Security clearances**

<b>PIB #:</b>	<b>38</b>
<b>Location:</b>	Human Resources – Operations (on-line provider)
<b>Information maintained:</b>	May include name, home and office contact information, employee ID number, employee driver's license number, passport number and Social Insurance Number.
<b>Individuals:</b>	Individuals who have received a job offer and WCB employees promoted to higher payment authority.
<b>Collection/use:</b>	To determine the existence of criminal convictions and track the results of security clearance checks.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

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**Directory of Personal Information Banks (PIBs)**

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**Termination file**

<b>PIB #:</b>	<b>39</b>
<b>Location:</b>	Human Resources - Operations
<b>Information maintained:</b>	May include name, home and office contact information, employee ID number, employment history, salary, termination summary, severance contract, severance negotiations, termination letter, performance appraisals, disciplinary letters and performance improvement plans.
<b>Individuals:</b>	WCB employees who have been terminated.
<b>Collection/use:</b>	To maintain information related to an employee's termination.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Employee files**

<b>PIB #:</b>	<b>40</b>
<b>Location:</b>	Human Resources – Operations; Total Compensation
<b>Information maintained:</b>	May include name, contact information, Social Insurance Number, date of birth, dependent information, supervisory checklists for new hires, flexible work proposals/agreements, approval to hire form/email, work records (jobs, pay), benefits administration, performance appraisals, security clearance information, banking information, disciplinary documentation, probationary review, physical fitness assessment, relocation expense reimbursement, resume/cover letter, confidentiality agreement, attendance information, training records, certifications, certificates, employee referral award and drivers abstract/information/insurance (paper and electronic).
<b>Individuals:</b>	WCB employees.
<b>Collection/use:</b>	To pay, manage, provide benefits to, train and develop employees and prepare human resource reports.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

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**Directory of Personal Information Banks (PIBs)**

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**Garnishee requests**

<b>PIB #:</b>	<b>41</b>
<b>Location:</b>	Human Resources – Operations, Total Compensation
<b>Information maintained:</b>	May include name, contact information, arrears owing, spouse's name, information about dependents, Social Insurance Number, date of birth, and name of organization to whom monies are owed.
<b>Individuals:</b>	WCB employees who have garnishee orders issued against them for monies owing to third parties.
<b>Collection/use:</b>	To process garnishees of employees' income to Canada Revenue Agency, Employment Insurance, Maintenance Enforcement, Court Orders and Irrevocable Direction to Pay Orders.
<b>Legal Authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Helping Hand program**

<b>PIB #:</b>	<b>42</b>
<b>Location:</b>	Human Resources – Total Compensation
<b>Information maintained:</b>	May include name, employee ID number and contact information, information related to the circumstance under which the request for assistance is being made and the amount of assistance requested.
<b>Individuals:</b>	WCB employees who make a referral or make an application for assistance under this program.
<b>Collection/use:</b>	To administer the Helping Hand Program.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

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**Directory of Personal Information Banks (PIBs)**

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**Payroll system**

<b>PIB #:</b>	<b>43</b>
<b>Location:</b>	Human Resources – Total Compensation (Links to payroll provider)
<b>Information maintained:</b>	May include name, contact information, Social Insurance Number, date of birth, salary history, benefits where deductions are required and banking information.
<b>Individuals:</b>	WCB employees, members of the Board of Directors, consultants or vendors where an employment relationship exists, retirees where life insurance is maintained and scholarship recipients (eligible dependents of WCB employees).
<b>Collection/use:</b>	To pay and process statutory deductions and tax reporting and to interface to general ledger for corporate budget and reporting.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Retiree files**

<b>PIB #:</b>	<b>44</b>
<b>Location:</b>	Human Resources - Total Compensation
<b>Information maintained:</b>	May include name, contact information, Social Insurance Number, date of birth, coverage information (life or extended health care) and beneficiary information.
<b>Individuals:</b>	Retirees, where life or extended health care insurance is maintained.
<b>Collection/use:</b>	To administer retiree benefit plan.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Scholarship program**

<b>PIB #</b>	<b>45</b>
<b>Location:</b>	Human Resources - Total Compensation
<b>Information maintained:</b>	May include name, ID number, contact information, name of child, the child's Social Insurance Number, contact information, date of birth, field of study and institution.
<b>Individuals:</b>	Any WCB employee that has a child enrolled in post-secondary education and has applied for the scholarship grant.
<b>Collection/use:</b>	To administer the Scholarship program.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Employee satisfaction survey database**

<b>PIB #:</b>	<b>46</b>
<b>Location:</b>	Human Resources – Corporate Development
<b>Information maintained:</b>	May include name, supervisor, job-level, team name, leader/team satisfaction scores and comments.
<b>Individuals:</b>	WCB leaders (e.g. supervisors, team leaders, managers, directors, vice presidents).
<b>Collection/use:</b>	To measure, track and report on employees' satisfaction with the work environment and internal support services.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Leadership architect Voices 360 report**

<b>PIB #:</b>	<b>47</b>
<b>Location:</b>	Human Resources – Corporate Learning
<b>Information maintained:</b>	May include name, date of report, feedback report.
<b>Individuals:</b>	WCB employees who complete a 360 assessment.
<b>Collection/use:</b>	To administer the Leadership Architect Voices 360 program and provide feedback to employees who complete the 360 assessment.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>



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**Directory of Personal Information Banks (PIBs)**

**Myers Briggs Typology Indicator (MBTI)**

<b>PIB #:</b>	<b>48</b>
<b>Location:</b>	Human Resources – Corporate Learning
<b>Information maintained:</b>	May include name of the employee and a summary report describing the four preference pairs derived from the self-assessment.
<b>Individuals:</b>	WCB employees who have completed the MBTI.
<b>Collection/use:</b>	To administer the MBTI program.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**WCB Learning Campus**

<b>PIB #:</b>	<b>49</b>
<b>Location:</b>	Human Resources – Corporate Learning
<b>Information maintained:</b>	May include name, contact information and course(s) taken.
<b>Individuals:</b>	WCB employees who choose to take training online, self-register and complete courses.
<b>Collection/use:</b>	To set up coursework online and to administer the registration.
<b>Legal authority:</b>	Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.

**Finance**

**Employee computer purchase program**

<b>PIB #:</b>	<b>50</b>
<b>Location:</b>	Financial Management – Accounts Payable
<b>Information maintained:</b>	May include name, employee ID number, contact information, nature of transactions for all loans or rebates claimed.
<b>Individuals:</b>	WCB employees who apply for a loan or rebate under WCB's Computer Purchase Program.
<b>Collection/use:</b>	Process applications under the Computer Purchase Program.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

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**Directory of Personal Information Banks (PIBs)**

**Employee expense reimbursements**

<b>PIB #:</b>	<b>51</b>
<b>Location:</b>	Financial Management – Accounts Payable; various program areas where the expense has occurred
<b>Information maintained:</b>	May include name, employee ID number, contact information, nature of transactions for all expenses claimed.
<b>Individuals:</b>	Employees who purchase goods and services for WCB business-related purposes.
<b>Collection/use:</b>	To reimburse employees for business-related expenses (paper and electronic format).
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Employee income tax filing**

<b>PIB #:</b>	<b>52</b>
<b>Location:</b>	Financial Management - Financial Systems and Controls
<b>Information maintained:</b>	May include name, contact information, Social Insurance Number and personal earnings information required for filing an income tax return.
<b>Individuals:</b>	Employees and their immediate family who request assistance with completing their personal income tax filing.
<b>Collection/use:</b>	Prepare employee income tax returns and make any revisions or amendments, if required.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Accounts payable (employees)**

<b>PIB #:</b>	<b>53</b>
<b>Location:</b>	Financial Management – Accounts Payable
<b>Information maintained:</b>	May include name, employee ID number, bank account, home and office contact information, and nature of transactions for all payments.
<b>Individuals:</b>	Employees who submit expense reimbursement claims to Accounts Payable for purchasing goods or services related to their employment. Employees who receive a loan or rebate under WCB's Computer Purchase Program and employees who receive special payroll payments (e.g. severance).
<b>Collection/use:</b>	To process reimbursements and other payments to employees.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Legislative Relations files**

<b>PIB #:</b>	<b>54</b>
<b>Location:</b>	Legislative Relations
<b>Information maintained:</b>	May include name, contact information, claim number, medical details, financial information, employment history, account details and other relevant claim details.
<b>Individuals:</b>	Injured workers or employers who present grievances to the Minister responsible for WCB, MLAs or the Office of the Ombudsman of Alberta.
<b>Collection/use:</b>	Used in tracking and assessing options for the Minister and/or MLAs to share with the enquirers who have asked for assistance in having their issues addressed. Information is also provided to the Office of the Ombudsman to satisfy their investigations (paper and electronic format).
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

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**Directory of Personal Information Banks (PIBs)**

**Office of the Appeals Advisor (OAA) files**

<b>PIB #:</b>	55
<b>Location:</b>	OAA
<b>Information maintained:</b>	May include name, claim number, contact information, Social Insurance Number, medical history, medical treatment, Personal Health Number, marital status, date of accident, employer's name, occupation, employment history, injury site, injury type, diagnostic information, assessment test results, vocational assessments, surveillance observations, earnings information, compensation payment /benefit details, representatives contact information and particulars of the worker's claim issues.
<b>Individuals:</b>	Workers who have requested the assistance of an Appeals Advisor.
<b>Collection/use:</b>	Provide advice, assistance and advocacy services to injured workers or their dependents with respect to their entitlements under the <i>Workers' Compensation Act</i> .
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Management Audit Services**

**Management Audit files**

<b>PIB#:</b>	56
<b>Location:</b>	Management Audit Services
<b>Information maintained:</b>	May include name, claim number and financial information related to compensation and benefits.
<b>Individuals:</b>	Injured workers whose claim files are being audited to ensure that correct payments and benefits are being paid.
<b>Collection/use:</b>	To ensure that appropriate financial payments and benefits have been provided to claimants.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Secretary and General Counsel**

**FOIP request/privacy complaint files**

<b>PIB #:</b>	<b>57</b>
<b>Location:</b>	Freedom of Information and Protection of Privacy (FOIP) office
<b>Information maintained:</b>	May include name, claim number, contact information, Social Insurance Number, gender, marital status, Personal Health Number, date of accident, employer's name, occupation, employment history, injury site, injury type, medical treatment, medical history, diagnostic information, assessment test results, vocational assessments, surveillance observations, earnings information, compensation payment and benefit details.
<b>Individuals:</b>	Individuals who submit requests for personal or general information; correction of their personal information; or breach of privacy complaints under the <i>FOIP Act</i> .
<b>Collection/use:</b>	To verify identification of requestors, to contact requestors and process the information request or privacy complaint (paper and electronic).
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

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Directory of Personal Information Banks (PIBs)

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**Legal action files**

<b>PIB #:</b>	<b>58</b>
<b>Location:</b>	Legal Services
<b>Information maintained:</b>	May include name, claim number, contact information, Social Insurance Number, medical history, medical treatment, Personal Health Number, marital status, date of accident, employer's name, occupation, employment history, injury site, injury type, diagnostic information, assessment test results, vocational assessments, surveillance observations, earnings information, compensation payment/benefit details and particulars of the legal action related to the individual.
<b>Individuals:</b>	People commencing legal proceedings against WCB or people against whom WCB is commencing legal proceedings.
<b>Collection/use:</b>	Used in defending WCB against legal actions and for claims/proceedings brought against it. The legal proceeding may involve appeals of WCB decisions at the Appeals Commission level or Judicial Reviews.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Third party litigation files**

<b>PIB #:</b>	<b>59</b>
<b>Location:</b>	Legal Services – Third Party Recoveries
<b>Information maintained:</b>	May include name, contact information, Social Insurance Number, Personal Health Number, photographs, family history, insurance information, police reports, medical history, medical treatment, marital status, date of accident, employer's name, occupation, employment history, injury site, injury type, diagnostic information, assessment test results, vocational assessments, compensation payment /benefit details, earnings information, witness statements and expert opinions.
<b>Individuals:</b>	Injured workers, defendants, witnesses and experts involved in third party actions.
<b>Collection/use:</b>	Used in pursuit of damages in third party litigation.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

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**Directory of Personal Information Banks (PIBs)**

**Investigation files**

<b>PIB #:</b>	<b>60</b>
<b>Location:</b>	Legal Services - Investigations
<b>Information maintained:</b>	May include name, contact information, Social Insurance Number, medical history, medical treatment, Personal Health Number, marital status, date of accident, employer's name, occupation, employment history, injury site, injury type, diagnostic information, assessment test results, vocational assessments, surveillance observations, compensation payment /benefit details, earnings information, criminal history, licensing permits, credit history, motor vehicle registration, photographs and video images (paper and electronic).
<b>Individuals:</b>	Employers, workers, health care providers and other vendors who have been, or are, involved with WCB for some purpose.
<b>Collection/use:</b>	Used for adjudicative purposes or to determine if the subject under investigation has committed a violation of the <i>Criminal Code</i> , <i>Workers' Compensation Act</i> or other WCB policies.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Peace Officer's Act; Criminal Code of Canada; Freedom of Information and Protection of Privacy Act.</i>

**Policy notification database**

<b>PIB #:</b>	<b>61</b>
<b>Location:</b>	Policy Development
<b>Information maintained:</b>	Contact information
<b>Individuals:</b>	Individuals who asked to be notified of policy announcements on WCB's website.
<b>Collection/use:</b>	To contact individuals and advise them of policy announcements posted on WCB's website.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

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**Directory of Personal Information Banks (PIBs)**

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**Proposed policy amendments database**

<b>PIB #:</b>	<b>62</b>
<b>Location:</b>	Policy Development
<b>Information maintained:</b>	May include name, contact information, personal opinions expressed about proposed policy amendments.
<b>Individuals:</b>	Individuals who submitted comments on WCB proposed policy amendments.
<b>Collection/use:</b>	The information contained in submissions is summarized and the summary and the verbatim comments are provided for review at internal committees including the Board of Directors.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

**Executive**

**Correspondence/action request tracking system**

<b>PIB #:</b>	<b>63</b>
<b>Location:</b>	Office of the President and CEO
<b>Information maintained:</b>	May include name, claim number, date of inquiry, expected date of response, WCB division and individual inquiry sent to and a general statement regarding the nature of the inquiry.
<b>Individuals:</b>	Individuals requesting information or a response from the CEO/President.
<b>Collection/use:</b>	To track receipt of and responses to correspondence and inquiries.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>



**Notifications of incorrect disclosure**

<b>PIB #:</b>	<b>64</b>
<b>Location:</b>	Operations and Information Management
<b>Information maintained:</b>	May include name, contact information, claim number and other personal information provided by the third party.
<b>Individuals:</b>	Injured workers and third parties who contact WCB to provide notification of incorrect disclosures of personal information.
<b>Collection/use:</b>	To record and appropriately action and respond to the incorrect disclosures.
<b>Legal authority:</b>	<i>Workers' Compensation Act; Freedom of Information and Protection of Privacy Act.</i>

The WCB Directory of PIBs was prepared by the FOIP coordinator's office. If you have any questions about the Directory, please contact:

**Freedom of Information and Protection of Privacy (FOIP) office**

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