

**Alberta WCB
Policies &
Information**

Chapter:

GENERAL POLICIES

Subject:

ACCESS AND PRIVACY

Authorization:

BoD Resolution 2015/02/08

Date:

April 30, 2015

APPLICATION 1: GENERAL

1. *How does WCB protect the privacy of individuals?*

WCB protects the privacy of individuals by:

- collecting only relevant information
- using information only for the purpose(s) for which it was collected, or a use consistent with that purpose
- making reasonable efforts to ensure information used in decision-making is accurate
- making reasonable efforts to remove irrelevant information from files
- ensuring reasonable security measures are taken to protect personal information
- assessing, when appropriate, the privacy impact of new initiatives or projects involving personal information or when existing systems are updated or enhanced
- disclosing information only when authorized

2. *What restrictions exist on the use of personal information?*

Personal information may be used by WCB only for the purpose(s) for which it was collected, or for uses consistent with that purpose. These purposes include:

- determining benefits (including reviews and appeals)
- providing and administering services
- assigning claims costs
- administering premium accounts
- advancement of a third-party legal action by WCB
- law enforcement

3. *How long does WCB retain information?*

WCB follows a document-retention schedule for all records as described under the Records Management Regulation.

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4. *Can an individual request a correction to their information?*

Yes, individuals can request that WCB correct errors and omissions of fact. They may do so by sending a written request to WCB.

Individuals can also request corrections under the *FOIP Act* by writing to the FOIP Coordinator.

5. *How does WCB provide access to information?*

When routine access is granted, copies of relevant documents are sent to the requestor. WCB may remove third-party personal information prior to disclosure.

When access is granted following a FOIP request, WCB applies FOIP exemptions prior to disclosure.

6. *Does WCB charge a fee for access to information?*

WCB does not charge:

- workers for the first copy of claim-file documents
- employers for the first copy of employer-account or claim-file documents

WCB may charge for all other documents, including:

- requests for copies of administrative documents or computerized records irrelevant to decision-making
- additional copies of previously released documents
- disclosure under the *FOIP Act* as set out in Schedule 2 of the *FOIP Regulation*.

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7. *Can WCB records be used as evidence before a court or administrative tribunal?* Under s.148 of the WCA, all of the books, records, files, and other documents of WCB are privileged. This means that they are not admissible as evidence before a court or administrative tribunal unless WCB consents to disclosure. In order to use WCB records for non-workers' compensation legal purposes (e.g., civil lawsuit, labour arbitration, human rights hearing), the party must first obtain the consent of the proper authority at WCB.
8. *When is this policy application effective?* This policy application (Application 1 – General) is effective December 17, 2014, except when noted otherwise in a specific policy section(s).

Previous versions

- [Policy 0102 Part II - August 2015](#)
- [Policy 0102 Part II - June 2015](#)
- [Policy 0102 Part II - June 2004](#)
- [Policy 0102 Part II - January 2004](#)
- [Policy 0102 Part II - January 2003](#)
- [Policy 0102 Part II - January 2002](#)
- [Policy 0102 Part II - June 1998](#)
- [Policy 0102 Part II \(consolidated manual 1st Issue\) - February 1997](#)