

Privacy Handout

This handout briefly describes MNO's privacy program. More information is available at www.metisnation.org or by contacting our privacy officer (privacy@metisnation.org).

Privacy Program

We have a dedicated privacy officer to oversee our privacy program.

We have up-to-date privacy policies and practices. Ask for a copy from the privacy officer if you would like to see them who will provide them to you free-of-charge.

All staff receive privacy training and commit to protecting personal information in a code of conduct.

Why We Collect Client Information

The team that is providing you with service can describe why we ask for your information. However, generally, we get personal information from clients to:

- Confirm eligibility for services
- Provide the service or support being asked for
- Refer you to other MNO services that may benefit you
- Plan, review, and improve our services or programs
- De-identify data for statistical purposes

We may share personal information with other organizations to:

- Refer clients to other services
- Collaborate on service provision
- Pay for services that other organizations are providing to our clients
- Confirm eligibility to offer the service
- Fulfill our legal responsibilities

We also use or share information for reasons that the law allows or requires. We do not sell personal information to other organizations.

Consent

We ask for client consent to collect, use, and disclose personal information, except where permitted or required by law. If a client gives consent, they also have the right to later withdraw it. How we obtain consent will vary. If the information is more sensitive or the reason that we are collecting it may not be clear, we will ask the client specifically for their consent.

Information Protection

We take a variety of steps to protect client information whether it is on paper or in electronic systems. We only provide access to those who need it to fulfil their job. We lock paper in filing cabinets when we are not using it. We password-protect electronic systems.

If you are interested in learning more, contact our privacy officer.

Other Privacy Rights

Clients also have the right to:

- See or get a copy of their information with some exceptions. We may charge a small fee.
- Ask that we correct inaccurate or out-of-date information.
- Ask questions or complain if they feel we are not meeting our privacy responsibilities.

Contact Information

Contact our privacy officer at any time:

Privacy Officer
#1100 - 66 Slater Street
Ottawa, ON K1P 5H1
Email: privacy@metisnation.org
Phone: 613-798-1488 (One MNO line)
Toll-Free: 1-800-263-4889 (One MNO line)