

Privacy Policy

Introduction

Nova Scotia Start/Vie Nouvelle-Écosse is an initiative of the Nova Scotia government that will allow immigrants to receive settlement planning information and services, both before and after they move to the province, no matter where they decide to settle. The primary partners of Nova Scotia Start/Vie Nouvelle-Écosse are:

- Immigrant Settlement and Integration Services (ISIS)
- La Fédération acadienne de la Nouvelle-Écosse (FANE)
- Nova Scotia Association of Regional Development Authorities (NSARDA)

Nova Scotia Start/Vie Nouvelle-Écosse Partners are committed to fair information practices regarding clients whose information it collects, uses or discloses in the course of Nova Scotia Start/Vie Nouvelle-Écosse administration and Nova Scotia Start/Vie Nouvelle-Écosse client service delivery.

This Privacy Policy outlines the guidelines by which Nova Scotia Start/Vie Nouvelle-Écosse Partners protect the personal information collected in the course of serving our clients, and how Nova Scotia Start/Vie Nouvelle-Écosse Partners use or disclose client information in its operations. Our conduct regarding personal client information is subject to the provisions of the Personal Information Protection and Electronic Documents Act (PIPEDA) and applicable provincial privacy legislation.

1. **Accountability** - Nova Scotia Start/Vie Nouvelle-Écosse Partners are responsible for all personal information under their control. This includes personal information transfer to third parties.
2. **Purposes for collection** - Nova Scotia Start/Vie Nouvelle-Écosse Partners, subject to this Privacy Policy, will collect, use and disclose personal information for the following purposes:
 - a) To review and process client registrations on the Online Registration System, received in hard copy, post or fax, or received in scanned format by email.
 - b) To develop aggregate information and statistics used for monitoring and evaluation of the overall success of the Program and to identify service areas to improve upon.
 - c) To make referrals and share relevant information with partners to help with client settlement and employment needs
 - d) To create and maintain the Nova Scotia Start/Vie Nouvelle-Écosse Partners client databases.
 - e) To identify and select information services and service providers to meet client needs or preferences.
 - f) To comply with legal requirements.
 - g) To comply with funder requirements.
3. **Consent** - Nova Scotia Start/Vie Nouvelle-Écosse Partners will obtain client consent before or when it collects, uses or discloses personal information, except where authorized by law.
 - 3.1 Generally, Nova Scotia Start/Vie Nouvelle-Écosse Partners will seek consent to use and disclose personal information at the same time it collects the information. However, Nova Scotia Start/Vie Nouvelle-Écosse Partners may seek consent to use and disclose personal information after it has been collected, but before it is used or disclosed for a new purpose.
 - 3.2 Nova Scotia Start/Vie Nouvelle-Écosse Partners may require clients to consent to the collection, use or disclosure of personal information as a condition for the supply of some information or services to them.
 - 3.3 A client may withdraw consent at any time, subject to legal or contractual restrictions and

reasonable notice.

3.4 Clients may contact Nova Scotia Start/Vie Nouvelle-Écosse Partners for more information regarding the implications of withdrawing consent:

4. **Limiting use, disclosure and retention** - Nova Scotia Start/Vie Nouvelle-Écosse Partners will not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the client, or as required or as authorized by law.
5. **Safeguards and Security** - Nova Scotia Start/Vie Nouvelle-Écosse Partners will use appropriate security safeguards to protect personal information against loss, theft, unauthorized access, disclosure, copying, misuse or modification, regardless of the format in which the information is held.
6. **Limiting collection** - Nova Scotia Start/Vie Nouvelle-Écosse Partners will limit the collection of personal information to that which is necessary for the purposes identified by Nova Scotia Start/Vie Nouvelle-Écosse Partners.
 - 6.1 Nova Scotia Start/Vie Nouvelle-Écosse Partners will collect personal information primarily from clients directly.
 - 6.2 Nova Scotia Start/Vie Nouvelle-Écosse Partners may also collect personal information from other sources including:
 - a) Nova Scotia Start/Vie Nouvelle-Écosse Partners stakeholder partner organizations offering services to Nova Scotia Start Partners clients.
 - b) A client's family member(s) for purposes of providing services to the client and the family member. In such cases, the client will be asked to confirm that the family member has consented to the collection, use and disclosure by Nova Scotia Start/Vie Nouvelle-Écosse Partners of such information unless Nova Scotia Start/Vie Nouvelle-Écosse Partners obtains consent from the family member directly.
7. **Access** - On written request, and subject to exemptions stipulated by law, Nova Scotia Start/Vie Nouvelle-Écosse Partners will inform clients of the existence, use and disclosure of their personal information and will provide clients access to that information.
 - 7.1 A client will be able to challenge the accuracy and completeness of the information and have it amended where inaccuracies exist.
 - 7.2 When a client successfully challenges the accuracy or completeness of personal information, Nova Scotia Start/Vie Nouvelle-Écosse Partners will correct, delete or add information as required.

8. Complaints - In the event that a client wishes to enquire or complain about Nova Scotia Start/Vie Nouvelle-Écosse Partners personal information practices or compliance with this Privacy Policy, a written enquiry or complaint should be sent to the attention of the Privacy Coordinator. The Privacy Coordinator will investigate all complaints and respond to all written enquiries. If a complaint is found to be justified by the Privacy Coordinator, Nova Scotia Start/Vie Nouvelle-Écosse Partners will take all reasonable steps to amend the relevant privacy-related policies or procedures.

9. **Nova Scotia Freedom of Information and Protection of Privacy Act** – Follow this link to read more about privacy laws in Nova Scotia. (<http://nslegislature.ca/legc/statutes/freedom.htm>)