

Alberta Employment and Immigration Immigrate to Alberta Information Service

Privacy Scan

Background

The Labour Attraction Branch, Immigration Division of Alberta Employment and Immigration (AE&I) is tasked with providing the [Immigrate to Alberta Information Service](#) (I2A). This service provides information from the department, along with information from other governments and agencies, where applicable, on job opportunities, work permits, the Alberta Immigrant Nominee Program, economic immigration information, etc. Since October 2006, Economic Immigration Specialists answer approximately 100 calls per day between the hours of 9:00 am to 4:30 pm (Monday to Friday).

The individuals calling the I2A Information Service are often employers, third parties (lawyers, consultants, etc.) investors, or entrepreneurs. Approximately 40 - 45 per cent are foreign nationals calling for information for themselves.

Since the I2A Information Service's inception, callers were not formally tracked. Any follow up to a prior phone call was done within one business day either with a returned phone call or e-mail.

Actual Situation

A way to improve client service, and monitor service results, was to track calls and record contact information for future contact. An existing off the shelf software program (ACT! by Sage Software) offers the essential capabilities needed for tracking calls and the contact made with callers. Staff will modify and customize this application to meet their needs. Departmental employees record an e-mail address for sending requested information directly to a caller. The department also collects a phone number in the event that there is any difficulty with sending information to an e-mail account.

When callers initially contact the information service they hear a recorded message that announces, "Welcome to the Immigrate to Alberta Information Service". While in the queue, the caller hears the following message, "your call may be recorded for quality assurance purposes." Once the call is answered, preliminary questions are then asked of callers by departmental staff to help identify the purpose of the call and to provide information relative to their needs.

The information recorded in the computer application (ACT!) includes the company contact name, the type of organization (law firm, corporation, investor, etc.) the e-mail, phone or cell phone number, and the fax number. There is the capacity to collect address information but this will only be done if the client

requests to be contacted in the future. There are also internal fields for recording data on the type of client by category (e.g. foreign national, third parties such as lawyers or consultants, investor, entrepreneur, temporary foreign worker, employer, international student, other) and fields for recording content on upcoming seminars, trade mission information, type of service provided, other data collected including client's citizenship and country of origin to assist in identifying potential labour markets and shortages.

An individual contacting the information service may make an initial inquiry and have information immediately provided and/or sent to them. They may also be contacted a few months later with information on a workshop or trade mission to their area. For the latter service, when collecting contact information, departmental staff will record if the individual agrees to a future contact. It is important to note in the application when no follow up action is to be taken and when the client has indicated a preference to not be contacted in the future.

It is anticipated that from time to time follow up surveys will be conducted to evaluate services provided. As part of good business practice the client will be advised at the time of the initial contact that they will be given the opportunity to participate a survey.

Measures Taken to Protect Personal Information

Departmental employees are collecting a limited amount of personal information in order to deliver a service to clients.

The ACT! computer application has improved the service provided to clients. The application has been customized to ensure that only relevant and necessary personal information is collected. For example, while it is possible to collect address information, this step is unnecessary if the client only wants materials emailed. In this situation only, email addresses are collected along with the phone number in the event that if the original email does not reach the client and further contact is required, the client can be reached by phone to verify the correct e-mail address.

The contact log has the capability of providing notes in a dialog box. All employees of AE&I are required to have mandatory FOIP training once every three years. The Information and Privacy Office offers a "Managing Information @ Work" course for employees as an opportunity to develop a good awareness about the information they are responsible for collecting, using and disclosing.

The security measures for this project are in keeping with GoA IT standards. The application meets the department's requirements as set out in the Security Policy. Some of the guidelines set out in this document state that all confidential data must be protected from unauthorized disclosure within the department or to any third party.

Staff will ensure that, in the acquisition, maintenance and development of computer applications, appropriate consideration is given to application risks, internal system controls, access security, audit requirements, and backup/recovery.

This application has access features installed and configured to enforce security/access control and support audit functions. All departmental systems, according to the departmental policy, are supported by the appropriate protocols that identify the access rights of all users. The owner of the system will authorize access to a system and keep a record of who has access and the permissions that each user has for the system application.

Conclusion

A priority of the department is to identify measures to address Alberta's labour shortage. The focus of activity for this Program area is a desire to identify better ways of tracking and following up on callers accessing the Immigrate to Alberta Information Service.

The department is exploring opportunities to improve services. Tracking the contacts received by the I2A Information Service allows for additional value-added information to be provided when it becomes available.

This service aims to improve client service with the personal information collected allowing departmental employees to customize their responses and to send further information when available.

This service has a limited impact on personal privacy.

For additional information on the personal information used by this initiative, contact:

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