

Client Services Procedure Manual

Procedure: 68.00

Subject: Identity Verification: Release of Worker and Employer Information

1.0 Introduction

WorkplaceNL collects and uses information which may be personal and/or confidential (non-public). For this reason, WorkplaceNL is subject to privacy provisions under the *Access to Information and Protection of Privacy Act* (ATIPPA) and confidentiality provisions under WorkplaceNL's Policy GP-01 "Information Protection, Access and Disclosure".

In the course of carrying out its business, there are circumstances where WorkplaceNL is required to release personal and/or confidential information to a worker, employer, authorized representative or vendor. In these circumstances, to help prevent inappropriate release of confidential information, a person will be required to provide sufficient information to enable WorkplaceNL to confirm their identity.

This procedure applies when personal and/or confidential information is released in person or over the telephone, unless WorkplaceNL staff member is certain as to the identity of the person prior to the release of information.

2.0 Identity Verification Process When Releasing Worker and Employer Information

When requested to release confidential information, staff must demonstrate due diligence by verifying the identity of the person requesting the worker or employer information. It is also necessary for staff to follow WorkplaceNL policy, guidelines and practices when determining what type of information can be released to the inquiring individual.

To verify the identity of a worker, employer, authorized representative, or vendor:

- information must be obtained to verify the person's identity (refer to section 2.1 below); and,
- file documentation must include whether or not identity verification was applied, without producing the specific information. For example, the staff person could indicate that they confirmed the worker's MCP number, without restating the actual MCP number in their identity verification documentation.

2.1 Required Information

The following information is required for identity verification:

- 2.1 a)** The name of the person, their relationship with WorkplaceNL (e.g., worker, employer, authorized representative or vendor).
- 2.1 b)** The reason for the inquiry.
- 2.1 c)** Name of client (e.g., worker or employer) and their file number.

- 2.1 d)** One or two (as specified) unique identifiers (the identifier required depends on the person requesting the information). For example, if the person is a:
- Worker:
 - At least one of the following:
 - Social insurance number;
 - MCP number;
 - Date of birth;
 - Picture identification; and
 - Any other relevant shared information to assist in identity verification.

 - Employer:
 - Position with employer, and
 - At least one of the following:
 - Operative company name;
 - Company’s legal entity name;
 - Contact person for the firm or authorized representative;
 - Business card with picture identification verifying the person on the business card;
 - Worker’s date of injury if inquiring about a worker’s claim; and
 - Any other relevant shared information to assist in identity verification.

 - Authorized Representative:
 - Signed authorization;
 - For workers, this may be either authorization on the Form 6: Worker’s Report of Injury or the Form 13: Authorized Representative Form;

 - For employers, the authorized representative’s name must be processed on the Assessment employer’s file as contact type “AUT” (Authorized Representative) before any information is released; and,
 - Ask a question pertaining to recent Authorized Representative involvement with the worker/employer as documented on the file unless WorkplaceNL’s staff member is certain of the identity of the Authorized Representative. If the Authorized Representative has not had recent involvement and it is difficult to verify other shared information, contact the client (e.g., worker/employer) for confirmation.

 - Vendor:
 - WorkplaceNL’s vendor number;
 - If inquiring on a specific worker’s claim, in addition to the worker’s name and claim number, at least one of the following:
 - Worker’s MCP number;
 - Worker’s date of birth; and
 - Worker’s date of injury.

3.0 Information Released in Error

When personal or confidential information is released in error, WorkplaceNL's staff immediately responds to the situation by following the four step protocol established by government and followed by WorkplaceNL in responding to a privacy breach.

Reference: *Access to Information and Protection of Privacy Act (ATIPPA)*
Workplace Health, Safety and Compensation Act
Policy GP-01 Information Protection, Access and Disclosure

Amendment History

Original Effective Date 2009 11 05