

Privacy Notice

INTRODUCTION

Opportunities New Brunswick (ONB) is subject to and complies with the Right to Information and Protection of Privacy Act (RTIPPA). This privacy notice is intended to help fulfill ONB's obligations under this law by making our information practices transparent.

ONB collects, uses, discloses, and disposes personal information in a manner that is accurate, confidential, secure and private.

This privacy notice describes generally:

- ONB's information practices
- Individuals' rights with respect the information collected by ONB
- Contact information for inquiries or complaints from the public

Right to Information and Protection of Privacy Act (RTIPPA)

RTIPPA sets out the rules that public bodies must follow when collecting, using, and disclosing personal information. It also establishes a general right to access public records held by a public body, as well as the right for individuals to access and correct their own personal information. For more information on RTIPPA, please see the Right to Information and Protection of Privacy section of the [GNB website](#).

OUR INFORMATION PRACTICES

Collection

ONB has legal authority to collect personal information as per RTIPPA, Section 37 (1), (2), and the ONB Act, Section 5 (d).

For the provision of our programs or services, ONB collects only necessary personal information, as permitted by law, including:

- a) Contact information
- b) Financial information
- c) Employment and/or education history

(a) Contact information

An individual's contact information may include first name, last name, email address, language preference, telephone number, and mailing address. ONB may collect contact information when an individual:

- Subscribes to receive organizational information or participate in an award program managed by ONB

- Registers for events or training sessions organized by or promoted by ONB
- Requests information or answers to business inquiries.

(b) Financial information

An individual's financial information is collected only as support documentation to validate eligibility to grant support or verify a claim. Information collected may include salary and/or an individual's total income, and a credit card number or statements.

(c) Employment and/or education history

An individuals' employment or education history information, including job title, current organization, skills, previous positions, career, etc., may be collected when an individual:

- Registers to be part of a networking program that connects job-ready individuals with professionals in the local labour market
- Submits a resume to be referred to a client's job opportunity

Consent

In the event ONB collects additional personal information or intends to use or disclose personal information differently than what is described in this Privacy Notice, participants will be advised of the purposes for which the personal information may be collected, used, or disclosed.

Prior to the collection, use, or disclosure of any additional personal information, ONB will review and document the requirements and, where necessary, obtain your consent.

Manner of Collection of Personal Information

ONB collects personal information either directly or indirectly.

Personal information is collected directly when an individual communicates by phone or email, attends an intake meeting or event, fills out an electronic form, or subscribes to a service from the ONB website.

Personal information is collected indirectly from a company with whom ONB has an Agreement. This personal information may be included as part of the evidence that the company provides to prove it has met the terms of the Agreement.

Use of Personal Information

ONB uses your personal information only for the purpose for which it was collected, or for a use consistent with that purpose.

ONB uses your personal information, as permitted by law to:

- (a) Deliver information about ONB's activities¹ (e.g., newsletters, job opportunities)

¹ ONB includes "unsubscribe" options on all electronic messages, and you may exercise that right at any time.

- (b) Register individuals in the lists of attendees for events or training sessions
- (c) Process payments for events (e.g., New Brunswick Export Awards)
- (d) Contact individuals to answer regulatory business inquiries and/or give contact information of a referral institution (e.g., Business Navigators Service)
- (e) Validate an individual's personal credit score to determine eligibility for certain types of government funding for their business
- (f) Refer individuals for employment opportunities
- (g) Support individuals to create a professional network and to introduce them to the labour market (e.g., ONB Connects Program)
- (h) Verify support documentation to validate reimbursable expenses as per a company's Agreement with ONB (e.g., expense claims)

Disclosure

ONB may disclose personal information to a third party to perform certain functions on our behalf. The third party may only receive and use your personal information to fulfill the purposes set out in this privacy notice. The types of services provided by third parties include:

- (a) Database management of individuals' contact information, which in some programs includes employment and education history
- (b) Registration of attendees for ONB organized or promoted events and, if applicable, could include payment information
- (c) Collection of personal information through online application forms

When a third party participates in the collection, use, disclosure, or other processing of personal information on ONB's behalf, ONB enters into a written agreement with the third party and requires that organization to commit to protecting personal information in accordance with our privacy policies and privacy legislation.

Safeguarding your information

ONB has implemented appropriate technical, administrative, and physical safeguards to protect personal information against theft, loss, unauthorized access, use, copying, disclosure, or modification. Safeguards may vary depending on the sensitivity of the personal information, and method of storage. These protections include, but are not limited to:

- (a) Establishing policies and training employees to manage privacy issues
- (b) Limiting access to personal information to only those who have a need to know to perform their job duties
- (c) Protecting electronic systems and devices
- (d) Ensuring information technology security for software and systems²
- (e) Using locked filing cabinets and maintaining secure premises
- (f) Maintaining retention schedules

² Service New Brunswick provides all services related to IT management, as established on the [Specified Services Regulation - Service New Brunswick Act](#), section 5, which includes IT security and infrastructure management.

- (g) Ensuring that personal information no longer necessary or relevant for the identified purposes or no longer required to be retained by law is securely destroyed, erased, or made anonymous, and;
- (h) Assessing potential privacy impacts prior to introducing new systems or programs that collect personal information.

Website Privacy

Like many organizations, ONB collects information about visitor activity on our website.

Non-Personal Information Collected

When you visit [ONB's website](#), some non-personal, non-identifiable information is collected, such as basic demographic data and browsing patterns. This information is used only in aggregate form to:

- build up audience profiles
- aid strategic development
- analyze website usage

Links in the Website

ONB's website may provide links to other websites, which in most cases may open in a new browser window. These external websites are not under the control of ONB and may have different content and privacy standards. We encourage you to read the privacy statements of these linked sites.

Access and Correction

You have the right to request any record containing your personal information and to request correction if a record is inaccurate or incomplete.

If you would like to request access to, or correct your personal information, please contact us at RTIPPA@ONBCanada.ca.

Inquiries and Complaints

ONB's Privacy Team

You have the right to submit a complaint if you believe your access or correction rights have been violated.

If you have a general complaint about ONB's information privacy practices or difficulties in accessing your personal information in our care, please contact us at RTIPPA@ONBCanada.ca and we will work with you to address your concern.

All complaints received from you are internally investigated by the designated Privacy team within ONB.

Ombud NB – Access to information and Privacy Division

If you wish to escalate your complaint, you may contact the [Office of the Ombud for New Brunswick](#). The Access and Privacy Division may be contacted via:

Mail: 65 Regent Street, Suite 230, Fredericton, NB E3B 7H8

Telephone: (506) 453-5965

Toll-free telephone: 1-877-755-2811

Facsimile: (506) 453-5963

Email: aip-aivp@gnb.ca

Web site: www.ombudnb-aip-aivp.ca

The Court of Queen's Bench

You may also, in certain circumstances, refer a matter to a judge of the Court of Queen's Bench. To find out how and where you may file your referral please consult Sections 65 and 66 of the Right to Information and Protection of Personal Information Act and the Trial Division of the [Court of Queen's Bench](#).

Changes in our Privacy Notice

ONB's Privacy Notice may change from time to time. The most recent version of ONB's Privacy Notice will be posted on this webpage. Please check our website frequently to view the current notice.