

Directory of Personal Information Banks

Debtor's Assistance Board (Credit Counselling Services of Alberta Ltd.)

Stakeholder/Contact Lists

PIB #:	1
Location:	Credit Counselling Services of Alberta Ltd. Suite 150, 1200 - 59th Avenue SE, Calgary, T2H 2M4
Information Maintained:	Name, address, telephone numbers and e-mail addresses.
Individuals:	Individuals receiving correspondence, information or publications relating to programs or services delivered by Credit Counselling Services.
Use:	Disseminate information or publications to interested individuals or to individuals participating in consultations or government programs.
Legal Authority:	Bankruptcy and Involency Act of Canada, Part 10; Debtors' Assistance Act.

Employee Directories/Contact Information

PIB #:	2
Location:	Microsoft Outlook contacts, Credit Counselling Services of Alberta Ltd. Suite 150, 1200 - 59th Avenue SE, Calgary, T2H 2M4
Information Maintained:	Name, office telephone numbers, office name and address, e-mail address and position title.
Individuals:	Employees of Credit Counselling Services of Alberta
Use:	Directing calls, visitors and mail to appropriate staff.
Legal Authority:	Public Service Act

Expense Claims

PIB #:	3
Location:	Accounting Department, Credit Counselling Services of Alberta Ltd. Suite 150, 1200 - 59th Avenue SE, Calgary, T2H 2M4
Information Maintained:	May include name, kilometers travelled, purpose of travel, and other expenses claimed.
Individuals:	Employees and contracted staff submitting a personal expense claim.
Use:	To process expense claims.
Legal Authority:	Public Service Act

Directory of Personal Information Banks

Debtor's Assistance Board (Credit Counselling Services of Alberta Ltd.)

Employee Files

PIB #:	4
Location:	Human Resources, Credit Counselling Services of Alberta Ltd. Suite 150, 1200 - 59th Avenue SE, Calgary, T2H 2M4
Information Maintained:	May include name, birth date, social insurance number, home and office addresses, telephone and fax numbers, e-mail address, employee identification number, resume/application for employment, official oath, education, employment history, performance appraisals, employee relations, pay and benefits information, staff development and training, employee assistance, health and life insurance records, employee conflict of interest disclosure statements, grievances, recognition awards, job classification, professional association memberships and certifications, security clearance, parking/building passes, employee authentication log-on, and other personal data related to employment.
Individuals:	Employees.
Use:	Records the employee's work history and payroll benefit transaction.
Legal Authority:	Public Service Act.

Freedom of Information and Protection of Privacy Act Requests

PIB #:	5
Location:	Freedom of Information and Protection of Privacy Coordinator's office.
Information Maintained:	Name (including former names of the person making the request), address, telephone numbers, description of information requested and/or reasons and evidence to correct information, fees paid, banking information, correspondence and copies of requested records.
Individuals:	Individuals submitting requestes under the Act, including individuals acting on behalf of another person (third parties).
Use:	Respond and process requests, compile statistics.
Legal Authority:	Freedom of Information and Protection of Privacy Act, Section 33(c)

Directory of Personal Information Banks

Debtor's Assistance Board (Credit Counselling Services of Alberta Ltd.)

Client Information (FLO) Database

PIB #:	6
Location:	Credit Counselling Services of Alberta Ltd. Suite 150, 1200 - 59th Avenue SE, Calgary, T2H 2M4
Information Maintained:	Client's name, address, phone number, e-mail address, income amount, names of their creditor's, counsellor notes, bank account numbers, credit card numbers, SIN, tax records, court records, budget information, and family member names.
Individuals:	Clients who contact Credit Counselling Services of Alberta for assessment of their financial situation and clients who enter Orderly Payment of Debts program.
Use:	Information is used to assess whether clients are eligible for the Orderly Payment of Debts program. If eligible, the information is then used to set up the affidavit for the client's program, and disclosed only to the creditors the client has listed.
Legal Authority:	Bankruptcy and Involency Act of Canada, Part 10; Debtors' Assistance Act, s4, 6 Clients sign a consent for release of personal information authorizing Credit Counselling Services of Alberta to deal with their creditors on clients' behalf.