

# Client Privacy and Confidentiality

## Maintenance Enforcement Program (MEP)

### Personal Information

The MEP collects some client personal information in order to enforce maintenance orders and agreements. The *Maintenance Enforcement Act* and the *Maintenance Enforcement Regulation* set out this information, how it can be collected and released, and require the MEP to keep client personal information confidential.

- **What type of information can the MEP collect?** The MEP can collect any information needed to enforce a maintenance order. From recipients and payors, the MEP can collect personal information such as their name, birthdate, contact information and personal identification numbers (e.g. Social Insurance Number). The MEP may also collect other information about the payor, such as their employer or motor vehicle identification number.
- **Who can the MEP collect information from?** The MEP can accept and obtain information from a variety of sources, including clients themselves, other parties on the file, employers, financial institutions, other government databases, municipalities and utilities.
- **Who can the MEP release information to?** The MEP can only release a client's personal information to another person or organization for the purpose of enforcing a maintenance order. The MEP will also release a client's personal information to that client, that client's lawyer and third parties authorized in writing by that client. Other entities to which MEP is authorized by legislation to release clients' personal information include other Government of Alberta departments, other maintenance enforcement programs, law enforcement agencies and credit bureaus.

### Authorized Representative

Clients can choose to name someone (e.g. a spouse or relative) as their authorized representative to interact with the MEP on their behalf. The authorized representative may receive that client's file information, give information about that client and make requests to the MEP on behalf of that client (e.g. make a Payment Arrangement or request a Child Status Review). For information on how to authorize a third party, please see the [Client Authorization of Third Party Form](#) available on the MEP's website at [alberta.ca/mep](http://alberta.ca/mep).

### Client Privacy

The MEP is committed to keeping its clients' private information secure, and has undertaken initiatives to increase information security. If you receive information that is meant for someone else, or if you are a MEP client and you believe your privacy has been breached, please contact the MEP immediately.

### Updating Personal Information

All clients are required under the *Maintenance Enforcement Act* to update the MEP when their contact information changes. This includes their address, telephone number and e-mail address. Payors are also required to update the MEP on changes to income and employment status. Clients can tell the MEP about these changes by telephone, or through MEP Accounts Online. Clients can contact the MEP by calling the *MEP Info Line* at 780-422-5555 or toll-free at 310-0000. They can also use *MEP Accounts Online* by going to MEP's website at [alberta.ca/mep](http://alberta.ca/mep) and clicking on "MEP Accounts Online".

- MEP has other Information Sheets, on a variety of helpful topics. To see them, visit MEP's website at [alberta.ca/mep](http://alberta.ca/mep).
- To contact MEP, phone 780-422-5555 or toll-free in Alberta at 310-0000.
- To view information about your MEP file, log in to *MEP Accounts Online* on MEP's website and select "Account login".