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Building Nunavut Together
Nunavuliuqatigiingniq
Bâtir le Nunavut ensemble

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Minister of Health
Ministaat Aanniaqtailinirmut
Ministre de la Santé

June 25, 2024

Mr. Graham Steele
Information and Privacy Commissioner
Office of the Information and Privacy Commissioner of Nunavut
PO Box 1000, Station #270
Iqaluit, Nunavut X0A 0H0
Email: admin@atipp-nu.ca

RE: Privacy Review – Mailing Addresses in Iqaluit
Special Report 24-258-SR
IPC file: 23-152

Dear Commissioner Steele,

Thank you for your letter dated April 16, 2024, regarding Special Report 24-258-SR, which deals with the privacy risk flowing from the city-wide change to mailing addresses in Iqaluit.

Health is implicated in sections 72 to 92, 120 and 124. Stemming from the privacy risk, as per section 124 you recommended that:

> *Health review and revise its plan for responding to the Addressing Change, with due consideration being given to (a) reaching out to Iqalummiut before the Anniversary Date to obtain their civic address, (b) streamlining the NHIP address-change process, and (c) ensuring the NHIP staff is trained and resourced to process the expected volume of address changes (see paragraphs 89 to 92).*

To address part (a) of your recommendation, Health will:

- Publish public service announcements on social media, radio, and the Government of Nunavut (GN) website beginning in June, reminding Iqalummiut to change their address.
- Hire summer students to help Iqalummiut fill out the forms required for the Nunavut Health Insurance Program (NHIP) to update mailing addresses. The students will be stationed at various locations (including Qikiqtani General Hospital (QGH), Public Health, and both post offices). Students will hand out forms and assist individuals fill them out and send them back to the NHIP.

- Have forms and postage-paid envelopes available at the post offices so that Iqalummiut can fill in and submit their own when students are not available.
- Have forms available with a secure drop off at QGH and Public Health so that Iqalummiut can fill in and drop off when students are not available.

Regarding parts (b) and (c) of your recommendation, Health believes that the current NHIP staffing complement is adequate to manage the influx in address change requests. Address changes are minor in nature and take little time to manage. In terms of the change process, Health believes the current process is manageable; the form requires a signature along with the new address. As well, as noted above in response to recommendation (a), Health will hire students to assist Iqalummiut with the address change forms, which mitigates some of the concerns you raised.

Health continues to have discussions with Canada Post to resolve some of the issues you mention, including identifying opportunities to cross-reference information to verify the information provided by Iqalummiut.

I trust that these responses are sufficient. However, if you have any additional questions do not hesitate to reach out.

Matna,

Hon. John Main
Minister of Health

cc: Megan Hunt, Deputy Minister of Health
Susan Anderson, Chief Information Officer
Patrick Lo, Interim Privacy Officer, Health
Greg Babstock, Director Corporate Services
Murugesh Narayanan, ATIPP Coordinator, Health