## Context:

Template for “recruiters” to send in an email to potential participants. Participants are invited to reach out to CDS to learn more about the research.

At this point the potential participant is just expressing interest in the research activity. More information follows when they reach out to CDS, at which point personal information is collected to ensure they fit the screening criteria for the research.

Comments below identify which sub-sections of the Directive on Privacy Practices, Tri-council Policy on Research, or Privacy Act are being addressed by the language in the notice.

The email template provides key information for potential participants. The privacy statement is attached in a word document (they work better for screen readers) for potential participants to review. This privacy statement is to inform individuals that by responding we will be collecting their contact information for the purposes of correspondence.

## Email Template for Recruiter

[*Insert Introduction*]

The Canadian Digital Service (CDS) is working with the Department of Veterans’ Affairs Canada (VAC) **to improve Veterans’ awareness and access to the benefits available to them.**

CDS is asking that Veterans’ who are interested in sharing their experiences with Government of Canada services in an in-person or remote interview contact [*researcher email*]

The goal of CDS’ research is to understand:

1. Veterans’ Government of Canada service needs; and,
2. Veteran’ current awareness and use of services.

A few things you should know about the study:

* Participation is **completely voluntary** and I will not know if you participate.

* Your participation will be kept completely **confidential**
* It will take no more than an hour of your time
* Attached is a privacy notice by CDS that explains how they handles your contact information.

The information you provide them will help improve the services the Department of Veterans’ Affairs Canada provides.

If you would like more information, please contact [*researcher email*]

[*Insert signature*]

## Privacy Notice (For Recruiter to send)

Providing your contact information is completely voluntary. The person you received this email from will **not** know if you provided your contact information to The Canadian Digital Service (CDS), nor if you participate in face-to-face interview.

By responding to this email, you understand that your email, phone number, language preference, and name may be collected by CDS. This personal information will not be used for any “administrative purposes”. This means that your information will **not** be used for any decision making process that directly affect your access to Government of Canada services.

The collection of your name, contact information and language preference will only be for the purposes of correspondence. CDS will use this information to invite you to participate in its research with Veterans Affairs Canada on benefit awareness, service needs, and service use.

CDS is a program within the Treasury Board Secretariat (TBS) of Canada. The collection and use of your personal information by TBS is authorized by the *Financial Administration Act*. Collection and use of your personal information for correspondence is in accordance with the federal *Privacy Act*.

Any personal information that may be collected is described in the Standard Personal Information Bank entitled[Outreach Activities (PSU 938)](https://www.canada.ca/en/treasury-board-secretariat/services/access-information-privacy/access-information/information-about-programs-information-holdings/standard-personal-information-banks.html#psu938), which can be found in the TBS webpage [Information about programs and information holdings](https://www.canada.ca/en/treasury-board-secretariat/services/access-information-privacy/access-information/information-about-programs-information-holdings.html).

Any comments or concerns you may have regarding this Statement, your privacy rights and the Privacy Act may be directed to the TBS Access to Information and Privacy Coordinator by email at ATIP.AIPRP@tbs-sct.gc.ca or by telephone at 1-866-312-1511.

You may also wish to contact the Office of the Privacy Commissioner of Canada by email at info@priv.gc.ca or by telephone at 1-800-282-1376. You have the right to complain to the Office of the Privacy Commissioner of Canada about the handling of your personal information by TBS.