



Questions and Answers Agency's Consent-to- Share- Information Form



THE AGENCY
FOR CO-OPERATIVE
HOUSING

L'AGENCE
DES COOPÉRATIVES
D'HABITATION

What is a Consent-to-Share-Information form?

A consent-to-share-information is a form authorizing the Agency to share business information about your co-op with specific entities. It does not allow us to share personal information about co-op members or staff.

What does the Agency need the form for?

The consent form allows the Agency to discuss your co-op's business information with a local or national federation of housing co-ops that you belong to or whoever you give us permission to share with, such as a mortgage company.

If your co-op is successful, we would like other co-ops to know what you do best so they can learn from your example. But, without your permission, our staff may not be able to mention your co-op by name.

The consent form lets us take action to serve you. If your co-op develops a problem, it allows us to share information quickly with your mortgage lender and any government body that may be a source of new money for your co-op. Together we can get down to working with you before the problem worsens.

We believe that prompt action leads to a better result.

Can we be sure that information about our co-op is safe?

The Agency has many different strategies to protect our information systems and the electronic documents in our care. We rarely keep paper documents. The full range of information we hold on your co-op is available only to our staff and, if they wish to see it, Canada Mortgage and Housing Corporation (CMHC).

The Agency and our staff are governed by our [Confidentiality and Access to Information Policy](#). We invite you to read this policy on our website. CMHC's staff members are governed by a similar policy.

Certain information from your co-op is stored on Agency's password-protected client website in a form that co-ops generally find useful. Your board decides who in your organization has access to your co-op's password and username. From time to time, your co-op is welcome to ask us to change your password.

Co-ops can help protect their data by telling the Agency when their contact information changes. Doing this ensures that messages and information from the Agency go where they should.

Does the Agency need to keep personal information about co-op members?

The Agency will not be collecting information about your co-op's members, beyond the names and contact information of your co-op's leaders and staff. We have no need for personal information, although we may learn some as we work with your co-op.

The consent form your co-op signed does not authorize us to share any personal information about individuals.

Clients in CMHC's Rental Assistance Program (FCHI-2) and Rent Supplement Program do report member information in connection with their rental-assistance claim, but we do not share this information.

Information about individuals is protected by federal and provincial privacy legislation. The Agency is committed to meeting the highest standard of privacy the law calls for. We invite you to read our [Privacy Policy](#) on our website to learn more.

CMHC didn't ask us for this. Since the Agency has taken over most of CMHC's work with co-ops, why is it necessary?

Today, professionals, organizations and government bodies often ask for consent to share information in order to do their jobs.

In the past, CMHC asked the Co-operative Housing Federation of Canada to get co ops' written consent before CMHC would discuss them with CHF Canada.

By asking for your consent before discussing your co-op's situation with others, we are treating you with the consideration, respect and courtesy your co-op deserves.



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