



# ISED ENTERPRISE CONSENT AND USER AGREEMENT FRAMEWORK

ISED has developed a departmental Framework to obtain meaningful consent and user agreement for data sharing. It facilitates transparency, accountability and the liberation of data and information within the constraints of existing policies and legislation.

Our goal is to facilitate greater shareability of ISED data assets to enable data driven services. This is achieved through templated privacy statements for common scenarios, such as "Tell-us-Once".

## TODAY'S REALITY

### FOR BUSINESSES

- Repeat same information when registering for services
- Navigate varying consent statements when interacting with ISED
- Contact services separately to update information

### FOR ISED SERVICES

- Siloed program databases
- Duplicate efforts by collecting storing and managing redundant information
- No means to view client interactions holistically across ISED

## WHY ADOPT THE FRAMEWORK?

# 1

Optimize client-controlled data flows in alignment with Canada's Digital Charter

# 2

Develop a consistent client experience when obtaining client consent or user agreement

# 3

Reduce the time for ISED programs areas to operationalize and manage consent throughout its lifecycle

# 4

Ensure that privacy statements include the guiding principles for obtaining meaningful consent (Office of the Privacy Commissioner)

## BENEFITS & OUTCOMES

Operationalization of and investment in the Framework will allow ISED to achieve benefits and outcomes overtime.

### FOR BUSINESSES

#### Outcomes

- Improved reuse of data supporting "Tell-us-Once"
- Faster and easier access to ISED services

#### Benefits

- Reduce administrative burden by re-using data previously provided to Government
- Improve user experience
- Access to ISED programs and services is faster and easier

### FOR ISED EMPLOYEES

#### Outcomes

- Increased efficiency in program administration
- Mechanisms to obtain meaningful consent are applied effectively, supporting data-driven services, 'Tell-us-Once' and the breaking down of data siloes

#### Benefits

- Increased potential for client data flow across ISED
- Reduced legislative barriers to data flow through consent
- Create consent notices faster with access to templates for common scenarios

