Citizenship and Immigration Canada (CIC) helps immigrants, including refugees, to settle in Canada. To do this, we fund organizations across the country to provide newcomers with services such as language training and career counselling. To make sure newcomers get the right services, we need your help.

The CIC-funded organization that provides you with these services will ask you to give certain personal information: your full name, date of birth, and immigration number or immigration document. We urge you to provide this information when requested.

Your service provider organization gives this information to CIC. During this process, we keep your information confidential. Your personal information will not be used for any other purpose without your consent. You have the right to ask your service provider to show you this information at any time.

Why CIC collects personal information

CIC collects personal information to better understand newcomers’ needs. With this information, we can ensure that service provider organizations are performing well, decide how we can improve the services we fund, and report to the public about how our programs are working. To accomplish all this, we combine your information about the services you need and the services you have used with the details you provided when you applied to come to Canada.

Service provider organizations use this information to help plan and manage our programs and the services provided to you.

So, your information helps us ensure that the services fit your needs.