



## Agreement to Receive and Submit Information to the Recourse Directorate of the Canada Border Services Agency (CBSA) by E-mail

The information you provide is collected under the authority of the *Customs Act*, *Proceeds of Crime (Money Laundering) and Terrorist Financing Act* and *Agricultural and Agri-Food Administrative Monetary Penalties Act* for the purpose of providing redress to a commercial enterprise or individual traveller who disagree with a decision of the CBSA regarding the issuance of an enforcement action. The information may be disclosed to CBSA officials for program evaluation, trend analysis, and statistical data collection or to CBSA stakeholders, the Department of Justice, Canada Revenue Agency, and Public Services and Procurement Canada as a consistent use by those who may be involved in the processing of the appeal.

Individuals have the right of access to and/or can make corrections to their personal information under the *Privacy Act*. The information collected is described within Info Source under the CBSA ADM 101, Enforcement Appeals, Personal Information Bank CBSA PPU 005 which is detailed at <https://www.cbsa-asfc.gc.ca/agency-agence/reports-rapports/pia-efvp/atip-aiprp/infosource-eng.html>.

Recourse is offering email communication by either encrypted email or unencrypted email. Due to the unprotected nature of the Internet, you have the option to request communication by encrypted email which entails that all documents sent by the Recourse Directorate will be encrypted and password protected. A password to decrypt and view documents will be communicated to you. If you opt for unencrypted email communication, documents will be sent unprotected.

Upon receipt of any encrypted document, you must always, within three (3) business days of receipt of the document, confirm receipt of your email and that you had no issues opening your document. Failure to do so will result in your file being placed on hold until such confirmation is received.

Due to system restrictions, Recourse cannot receive files from clients which are zipped. If you wish, you can password protect documents you submit to Recourse, however this is at your discretion and is not a CBSA requirement. Recourse can only receive attachments in formats such as Word, Excel, PowerPoint, PDF and JPEG up to 10mb per email. Please note that you are responsible to inform Recourse if your phone number and/or email address changes. Further, this agreement is valid for a single appeal request.

The CBSA does not guarantee the security of electronic communication. In consenting to communicate with the CBSA by email, the applicant accepts all the inherent risks and relieves the CBSA from any responsibility, present and future, in relation to the protection of the information exchanged by email. Electronic communication includes the sending and the reception of documents as well as any other correspondence required during the appeal process.