

## **Balancing Convenience and Privacy Concerns - eClaims**

In the digital age, electronic submissions have become a common practice for various administrative processes, including the submission of claims by union members. While electronic claims offer undeniable advantages in terms of efficiency and speed, concerns about privacy have emerged. There is a delicate balance between the convenience of electronic claims and the assurance of privacy, particularly in comparison to traditional paper-based methods.

The adoption of electronic claims submission has undoubtedly streamlined processes for union members. Members can submit claims with ease, reducing the need for physical paperwork and potentially expediting the processing time.

Despite the undeniable benefits, the shift to electronic claims raises legitimate concerns about privacy. Unlike traditional paper files that are kept under lock and key, electronic claims often enter a shared digital space accessible by multiple individuals. In many cases, these submissions may end up in a Miscellaneous queue, leaving them vulnerable to unintended exposure.



The transition to electronic claims submission by union members brings definite benefits in terms of efficiency and responsiveness. However, the privacy concerns associated with the shared digital space should not be overlooked.

In Solidarity,

Your CUPE 1816 Executive Board

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