Communication with Clients
Confidentiality Practices applied by the Québec Parental Insurance Plan

Type of communication	Confidentiality Practice
Telephone	Before providing any personal or other confidential information over the telephone, Québec Parental Insurance Plan (QPIP) employees first verify the identity of the person they are speaking with and ensure that the person is authorized to receive the information.
Email	The QPIP never requests or sends personal or confidential information by unsecured email.
Internet	The QPIP website is www.rqap.gouv.qc.ca. If you access the website through a link or email address sent in an email or found on the internet and the address does not begin by www.rqap.gouv.qc.ca, **immediately quit the page you have accessed.**
Text messages	The QPIP never sends or requests personal information or other confidential information by text message.
Social media networks (Facebook, Twitter, Instagram, etc.)	The QPIP does not have any social network accounts, Therefore, you will never receive messages from the QPIP through social media.

Recommended confidentiality practices

If you are suspicious about a request for information being made over the telephone, by email or by any other means, **ask yourself the following questions**:

- Am I expecting a QPIP payment?
- Am I expecting a call or a decision from the QPIP?
- Am I certain of the identity of the person who is asking me for information?
- Is the person requesting information that the QPIP already has on file?

If you are suspicious about a request for information being made **over the telephone**, end the call immediately and contact the Centre de service à la clientèle at 1-888-610-7727.

If you are suspicious about a request for information received **by email, regular mail, fax or any other means**, contact the Centre de service à la clientèle at 1-888-610-7727 to verify that the request is indeed from the QPIP.