

City Manager's Office Report to
Priorities and Finance Committee
2020 January 21

ISC: UNRESTRICTED
PFC2020-0110

Council Innovation Fund Application – City of Calgary Citizen Privacy Data Practices

EXECUTIVE SUMMARY

Councillor Colley-Urquhart is sponsoring an application to the Council Innovation Fund (“CIF”) in partnership with the City Clerk. The CIF application is seeking \$75,000 to support (1) securing services of an external privacy expert to conduct an audit of the current and future privacy practices at The City of Calgary (“The City”); and (2) to develop and implement a city-wide public engagement campaign with citizens, privacy experts and organizations. This work will shape The City’s future strategic privacy framework and will inform the development and implementation of privacy tools to communicate more effectively about The City’s privacy practices to uphold the public’s trust and confidence. Administration will manage both aspects of this work and will report back to Council as part of the Privacy Framework 2019-2021 Workplan.

ADMINISTRATION RECOMMENDATIONS:

That the Priorities and Finance Committee recommend Council:

1. Approve the Application for Council Innovation Fund in the amount of \$75,000;
2. Direct Administration to report back on the outcomes as part of the Privacy Framework 2019-2021 Workplan no later than Q1 2021; and
3. Direct that this report be forwarded to the January 27 Strategic Council Meeting.

PREVIOUS COUNCIL DIRECTION / POLICY

On 2019 April 29, Council approved updates to the Council Innovation Fund Terms of Reference (Attachment 1). Any Member of Council can submit an application for CIF to the Priorities and Finance Committee for review and consideration and ultimately for Council’s consideration and approval. The proposal for funding must demonstrate credibility, fiscal responsibility and good management which will be important considerations in the evaluation of applications.

At the 2019 April 29 Combined Meeting of Council, Council adopted Councillor Diane Colley-Urquhart’s Notice of Motion (C2019-0590), *City of Calgary Citizen Privacy Data Practices*, directing the Chief Security Officer/Chief Information Security Officer, the Chief Information Technology Officer, Chief Human Resource Officer and the City Clerk in consultation with appropriate City staff and leading external privacy experts to (a) provide an analysis of The City’s current privacy practices; and (b) develop a visible, accessible and overarching strategic Privacy Framework associated with digital infrastructure (‘Smart Cities’) and a Workplan for implementation for Council consideration. Council directed Administration to report back directly to the January 27th, 2020 Strategic Meeting of Council, with a status update.

BACKGROUND

On January 27, 2020, Administration will present a response to the Notice of Motion (C2019-0590), which includes (1) an analysis of The City’s current privacy practices; and (2) a detailed Privacy Framework 2019-2021 Workplan for Council’s consideration. Administration’s work to date has focused on analyzing The City’s current state practices, indicating whether The City meets or exceeds legislative thresholds and identifies key future state privacy considerations to

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move The City's current privacy program into closer alignment with international privacy standards such as the *General Data Protection Regulation* ("GDPR").

INVESTIGATION: ALTERNATIVES AND ANALYSIS

Privacy has been a topic of increasing attention nationally and internationally, and there is a growing awareness of privacy within The City. The City has seen an increase in privacy related work in terms of privacy impact assessments and privacy breaches reported by members of the public and City employees. Currently, Administration's focus has been on collaborating internally and externally on operational matters, and documenting The City's current privacy practices. Prior to developing an overarching strategic privacy framework associated with digital infrastructure ("Smart Cities"), as directed by Notice of Motion (C2019-0560), Administration would like to obtain the services of an external privacy expert to conduct an audit of the current, under-development and future privacy practices to identify any policy and/or implementation gaps before a privacy framework is presented to Council for consideration. In addition, Administration would like to conduct a city-wide public consultation process on The City's proposed privacy vision and principles, given The City's commitment to communicate with the public regarding when and how their personal information is collected, used, disclosed, and retained by The City. A broader description of this work is outlined in Attachment 2. An external audit and city-wide public consultation will provide valuable information in order to shape The City's future strategic privacy framework.

Stakeholder Engagement, Research and Communication

There are opportunities to engage and leverage the resources of Customer Service and Communications (Attachment 3), as well as faculty and students from the University of Calgary. Attachment 3 provides additional details.

Strategic Alignment

This report aligns with Council's Priority of a well-run city: "Calgary's government is open, responsible, accountable and transparent, delivering excellent services at a fair price. We work with our government partners to ensure we have the tools we need".

Social, Environmental, Economic (External)

Privacy concerns have the potential to negatively impact City projects related to social and/or environmental well-being if privacy is not considered at the design stage of the project. To promote social and environmental projects, this work will allow for an audit of current state privacy practices and will provide input into the design of future privacy practices at The City.

Financial Capacity

As of 2020 January 1, the balance of the CIF is approximately \$3,900,000. This CIF application is requesting one-time funding of \$75,000.

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Current and Future Operating Budget:

The proposed external audit and engagement approach (Attachment 3) focuses on targeting privacy experts, specialized stakeholders, City employees and the general public. Administration does not have a sufficient operating budget to conduct a gap analysis, conduct an engagement campaign to inform a city-wide privacy framework, and implementing findings and recommendations out of the gap analysis and engagement process. Details related to the \$75,000 request are provided in Attachment 2.

Current and Future Capital Budget:

No impact on current and future capital budget.

Risk Assessment

The risk of not proceeding with the CIF application would be the lack of city-wide input into The City's future privacy framework, a limited scope gap assessment of current and future City privacy practices, and insufficient communication and education with the public and City employees related to the future privacy framework.

REASON FOR RECOMMENDATIONS:

This application meets the requirements of the existing CIF Terms of Reference. This CIF application is a one-time funding request that has the potential to have a city-wide impact and helps to advance Council priorities.

ATTACHMENTS

1. Attachment 1 – Terms of Reference for the Council Innovation Fund
2. Attachment 2 – Application for Council Innovation Fund
3. Attachment 3 – Privacy Framework Engagement Plan Overview