Access to Information and Privacy Training

A variety of courses are available for City employees which are either dedicated to privacy or include significant privacy related content. These courses help employees understand the requirements under the *Freedom of Information and Protection of Privacy Act* ("FOIP Act") and how that applies to the collection, use and disclosure of personal information.

Internal Training

City of Calgary Onboarding ("COCO") Welcome Workshop

The COCO Workshop provides new City employees with an understanding of The City's strategic direction. The COCO Workshop includes modules on access and privacy, information management and security, and corporate records management.

Code of Conduct Training

The City's Code of Conduct provides City Staff with a common reference on standards of behaviour to help us build a healthy workplace, preserve citizen trust and protect The City's reputation. The Code of Conduct training is mandatory and includes modules on protection and collection of personal information and proper use of City technology resources.

Privacy Awareness Training

Privacy Awareness Training is an interactive online course designed as self-managed training for all City of Calgary employees to increase privacy awareness. Participants gain an understanding of:

- What personal information is and how to protect it;
- The proper collection, use, and disclosure of personal information under the FOIP Act;
- How to recognize and respond to a privacy breach; and,
- An understanding of what a Privacy Impact Assessment is and when to use it.

Access to Information Training

Access to Information Training is an online training module designed specifically for all City of Calgary employees. The course is a self-managed awareness training intended to provide basic overview of the concepts of the FOIP Act. Participants gain an understanding of:

- What the *FOIP Act* is and understanding individual responsibilities under the *FOIP Act* as an employee of The City of Calgary;
- Knowledge about the access to information request process; and,
- An understanding of when information can be released via active dissemination or routine disclosure.

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Access to Information and Privacy Training

FOIP Program Administrator Training

Every business unit at The City has a designated FOIP Program Administrator and Alternate. This training is intended for The City of Calgary business unit FOIP Program Administrators and Alternates that are new to their roles. This is a half day training course which consists of identifying clear roles and responsibilities, delegations, accountabilities, handling access to information requests and information on the FOIP Act and Regulation, inclusive of the access to information and protection of privacy.

Information Management & Security Training

This half day course helps users understand their responsibilities for information management and security. The course walks participants through their obligations for handling and securing of personal information during their duties.

Information Management & Security eLearning

This series of eLearning modules educates staff on various cyber security risks that may potentially lead to data loss, including personal information, or a cyber incident.

Business Unit Specific Training

On demand opportunities are also made available by Access and Privacy and Information Security to engage with business units to address specific training needs and requirements. These include embedded training programs for new staff in Calgary 9-1-1, Bylaw, Human Resources and others to ensure that staff in sensitive areas understand their privacy and security obligations.

Access and Privacy Training (online & in person) **3,525**	→	Total 2019 Participation: **3986**	←	Information Management & Security Training (online & in person) **461**

In 2020, greater emphasis will be placed on training statistics and trends as we leverage the tools and functions in the new Learning Management System implemented by Human Resources in 2019. Except for Code of Conduct training all training is optional for employees. CFOD has made an internal decision to make the Information Management & Security online training mandatory for CFOD employee in 2020.

Records Management and Retention

City Clerk's Office offers several in-person courses tailored to different records and information management roles and functions. General Records Management Training includes information

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Access to Information and Privacy Training

on identification, handling and disposition of personal information under the Corporate Records Management Program.

Application specific training is also offered by City Clerk's Office and includes content on managing permissions and access within applications to protect against accidental disclosure of personal information.

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Access to Information and Privacy Training

External Training

FOIP Training through Government of Alberta

Service Alberta provides three (3) instructor-led FOIP training programs for employees of public bodies. These include:

- FOIP Coordinators three one-day courses for employees of public bodies who are responsible for protection of personal information. The course covers Introduction to Privacy, Access to Information and Managing a FOIP Program.
- FOIP General Awareness is a half-day session designed to provide a broad overview of the basic concepts of access to information and protection of privacy as well as the impact of FOIP on public bodies and staff.
- a one-day session for Government of Alberta employees on managing contracts under the FOIP Act.

eLearning FOIP Training through Government of Alberta

The "FOIP: Focus on Privacy" course is an online training tool designed specifically for employees of all levels within public bodies but is accessible online by anyone. The course is a self-managed awareness training intended to provide a basic overview of the concepts of informational privacy and Alberta's privacy legislation. Most of the course deals with privacy and the protection of personal information. The public's right to access records of a public body is discussed as well.

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