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City of Calgary Citizen Privacy Data Practices
C2020-0039
2020 January 27

Laura Kennedy, Director/City Clerk, FOIP Head

Legislation and Technological Innovation

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1995 — Alberta Freedom of Information and Protection of Privacy Act comes into force

1998 — Calgary appoints City Clerk FOIP Head and creates program and processes to comply with FOIP Act

2007 — Privacy Impact Assessment Administrative Policy approved

2019 — City of Calgary Citizen Privacy Data Practices NoM Launch of Online Privacy Awareness Training

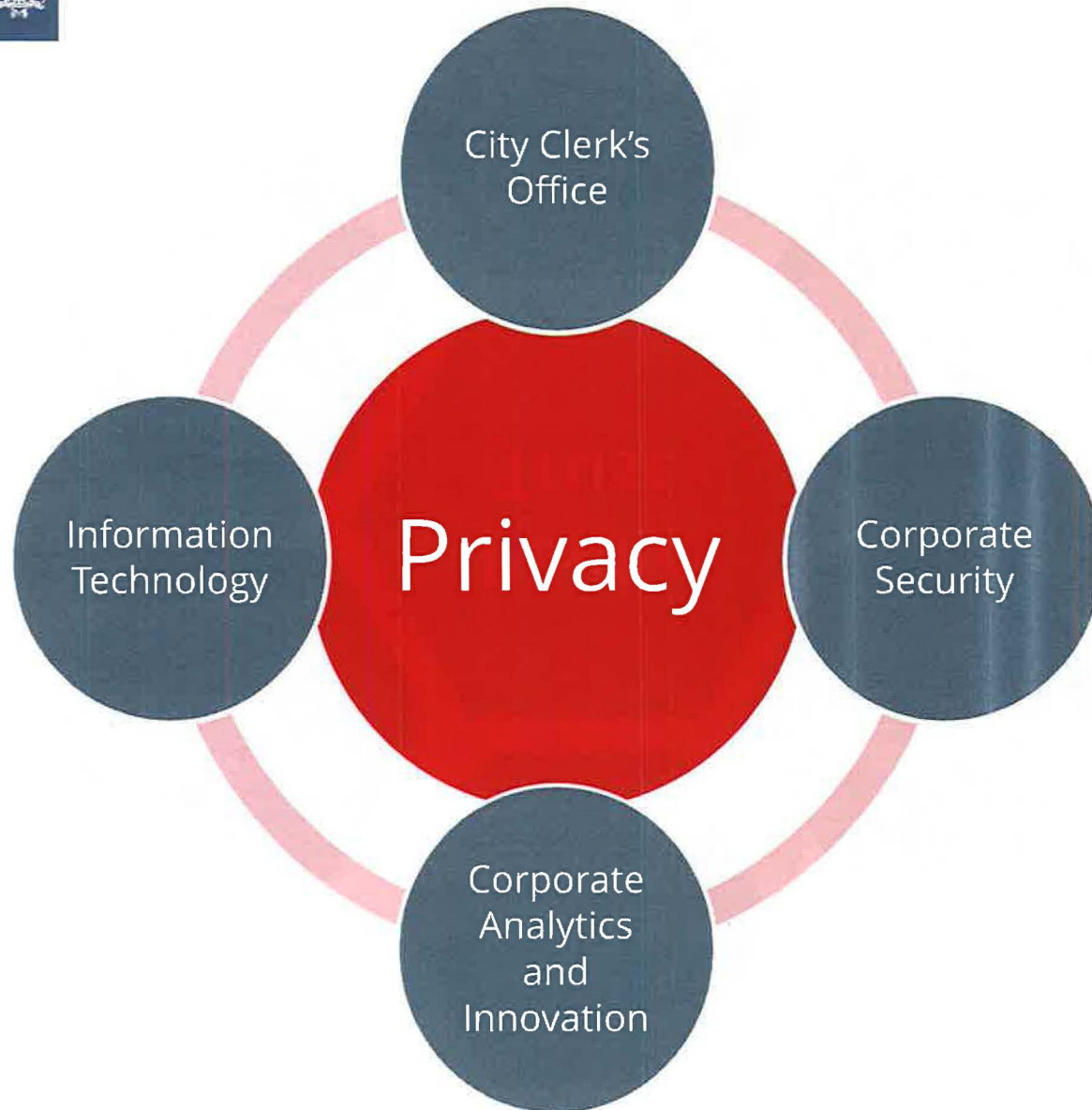**2020** — Development of Privacy Charter, Privacy Principles

Smart Cities

Internet of Things (IoT)

Data Analytics

Artificial Intelligence
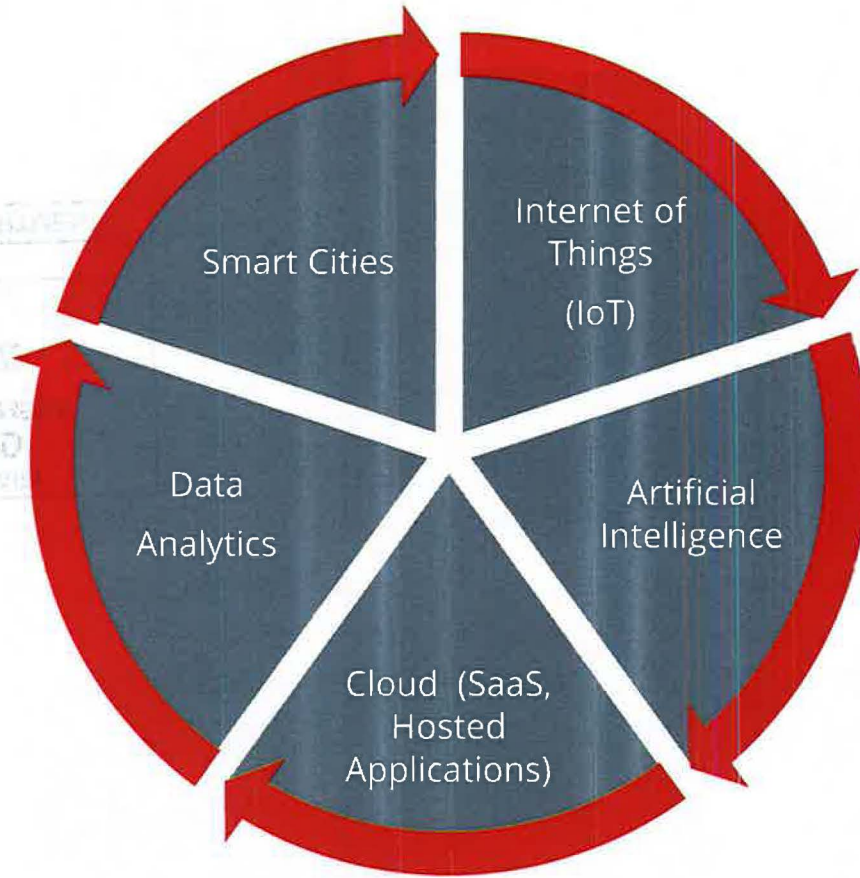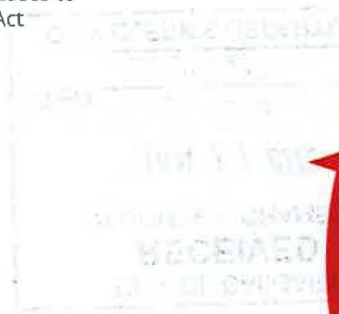
Cloud (SaaS, Hosted Applications)

City-wide Privacy Model

Calgary | # Proposed Vision and Principles

The City of Calgary protects citizen privacy while operating an open and transparent government through a collaborative City-wide privacy model that connects technology and leverages data to build an efficient, equitable and accessible city.

Collaboration	Notice	Data Minimization	De-identification & Data Anonymization	"Privacy by Design"*
				*Ryerson University Privacy by Design Centre of Excellence

Privacy Impact Assessments (PIAs)

Training and Awareness

Access & Privacy Training

2018: 112 City employees

2019: 3,525 City employees

Privacy Complaint Management Program

Identify and Report → Investigate → Notify → Prevent

2018

65 Privacy Breach Reports

63 Closed Investigations

2019

97 Privacy Breach Reports

43 Closed Investigations
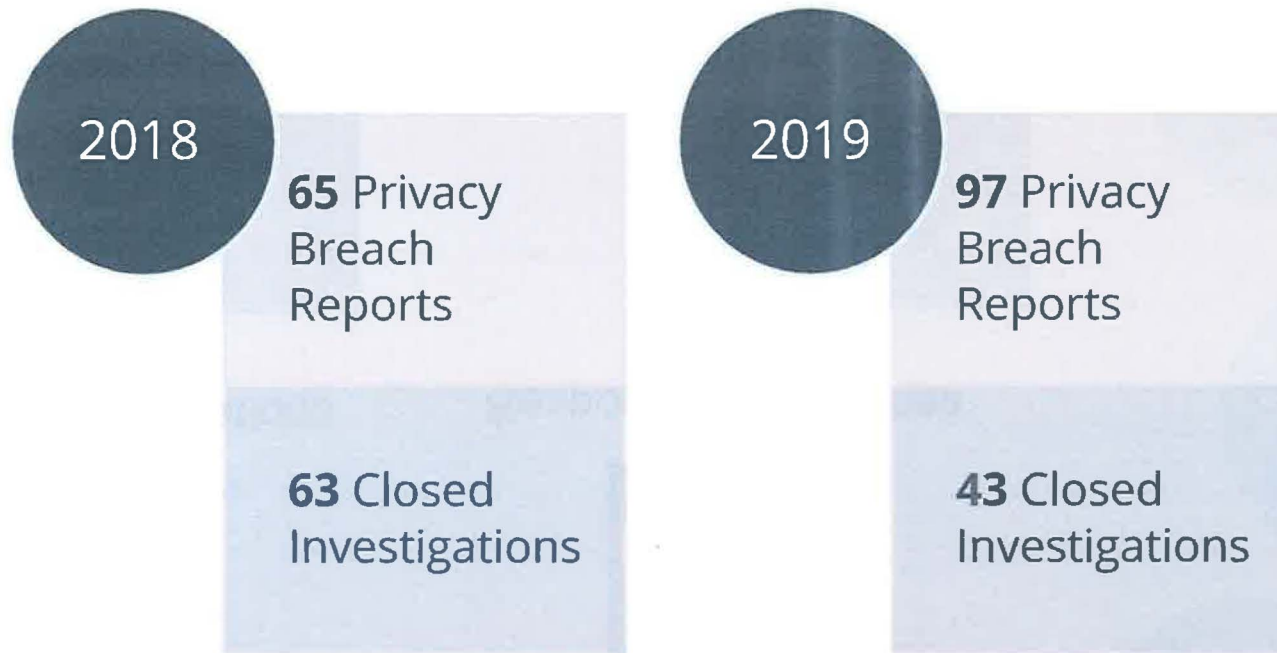
Public Trust and Information Technology

Manages Applications

Responds to Breaches

City
Clerks

Manages Data

Secures Applications

Corporate
Security

Corporate
Analytics
and
Innovation

![Calgary logo]

Why Does it Matter?

Sound Monitoring

Transit Manhole
Monitoring

Weight Stack
Monitoring

Needle Bin
Monitoring

Corporate Security – "One Voice" Approach

Identify Risks

Training & Awareness

We work together to help ensure that privacy is part of our City's day-to-day activities.

In Calgary, privacy and open data go together

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2007

2009
NM2009-38
Access to City data and services

2014
Council-approved Digital Strategy

2015
International Open Data Charter

2019
City of Calgary Citizen Privacy Data Practices

2020

"Identification of opportunities to make more of The City's data open and accessible **while respecting privacy and security concerns**, and ensuring that data is available through use of open standards, interfaces and formats."

"Data belongs to citizens. If The City collects data it will go in the Public Catalogue. Data is only closed to protect privacy and to provide security. Information will be shared in a manner such that it will not impact the privacy of individuals. **Privacy and security are not an afterthought; they are part of the design**."

"We recognize that open data can only be unlocked when citizens are confident that **open data will not compromise their right to privacy**."

Different features of Open Government Data

Asset and operational data
Historically successful open data sharing with minimal privacy risks mitigated
e.g. Transit scheduling, City assets, planning permits, Civic Census

Accountability data
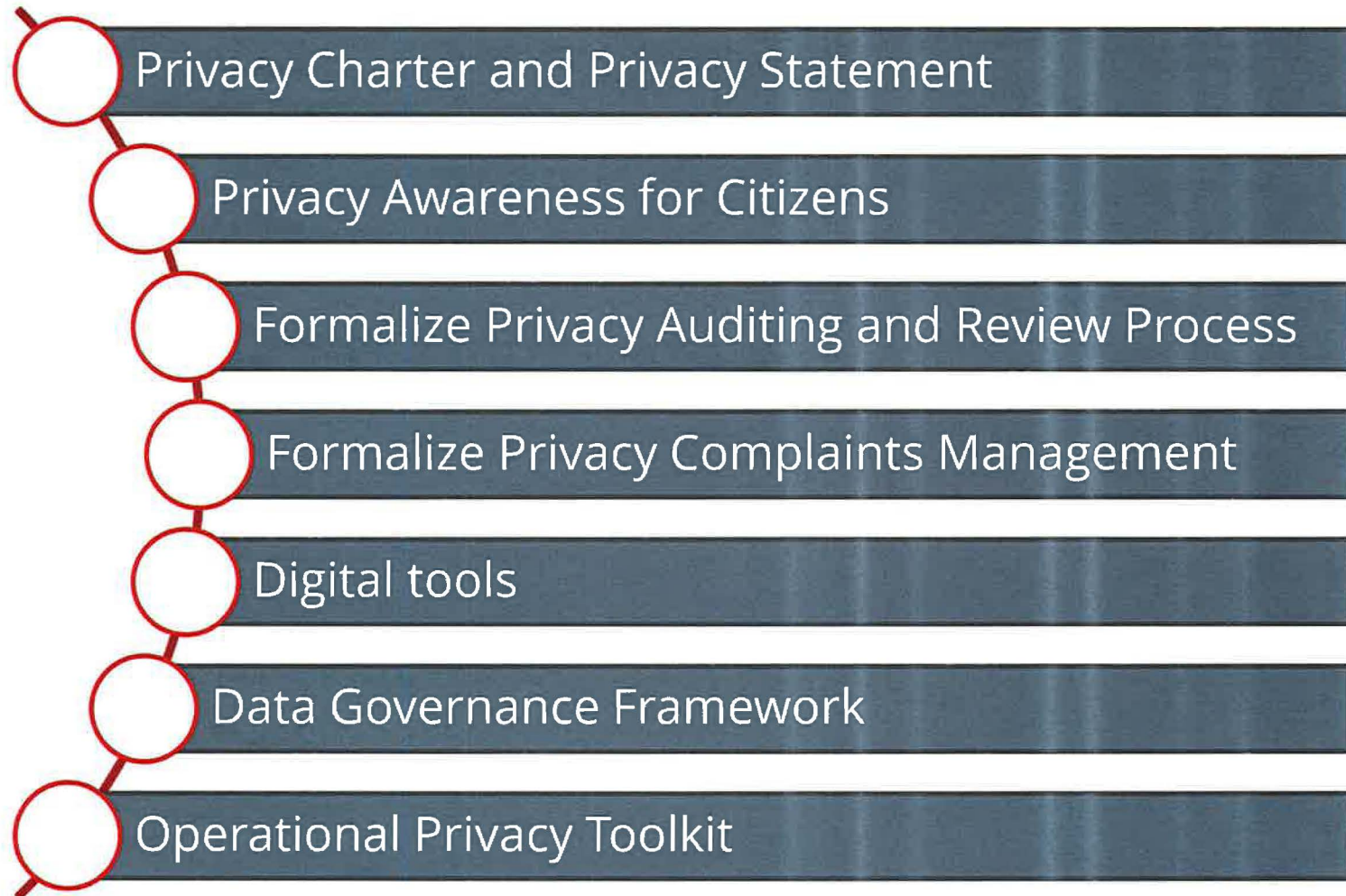A potential growth area focused on government transparency
e.g. compensation disclosure, elections, spending, council voting

Smart City data
Smart City technologies increase the volume, variety and velocity of data being collected, and make it even more important to consider privacy, security and openness from the start.
e.g. e-scooter trips

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Privacy Framework 2019 – 2021 Workplan

- Privacy Charter and Privacy Statement
- Privacy Awareness for Citizens
- Formalize Privacy Auditing and Review Process
- Formalize Privacy Complaints Management
- Digital tools
- Data Governance Framework
- Operational Privacy Toolkit

Privacy Trends

The City's future focus

Administration Recommendations:

That Council:

1. Approve the Privacy Framework 2019-2021 Workplan (Attachment 1); and

2. Direct the City Clerk/FOIP Head to provide an annual report to the Priorities and Finance Committee on The City's Privacy Program