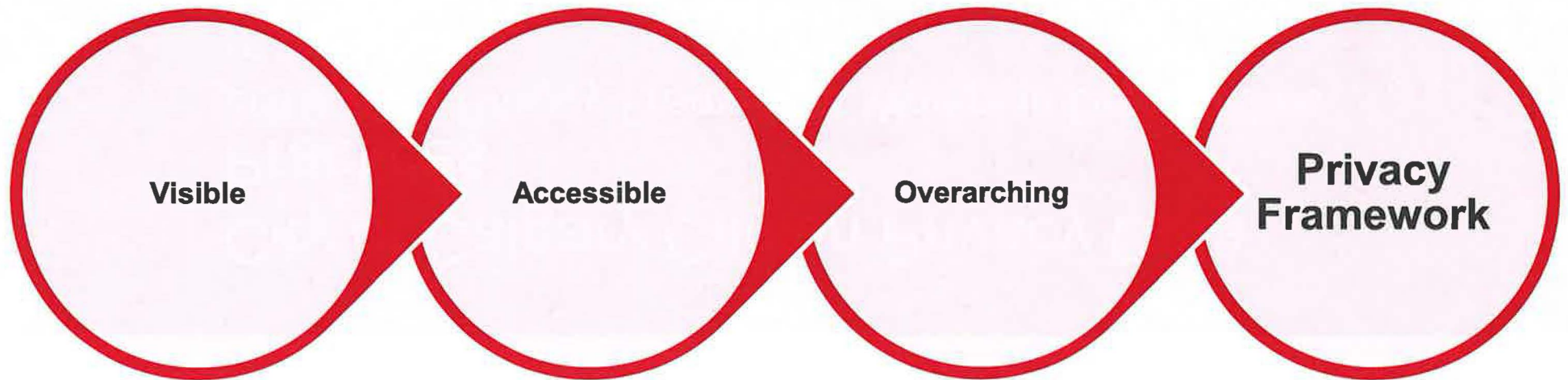


# City of Calgary Citizen Privacy Data Practices

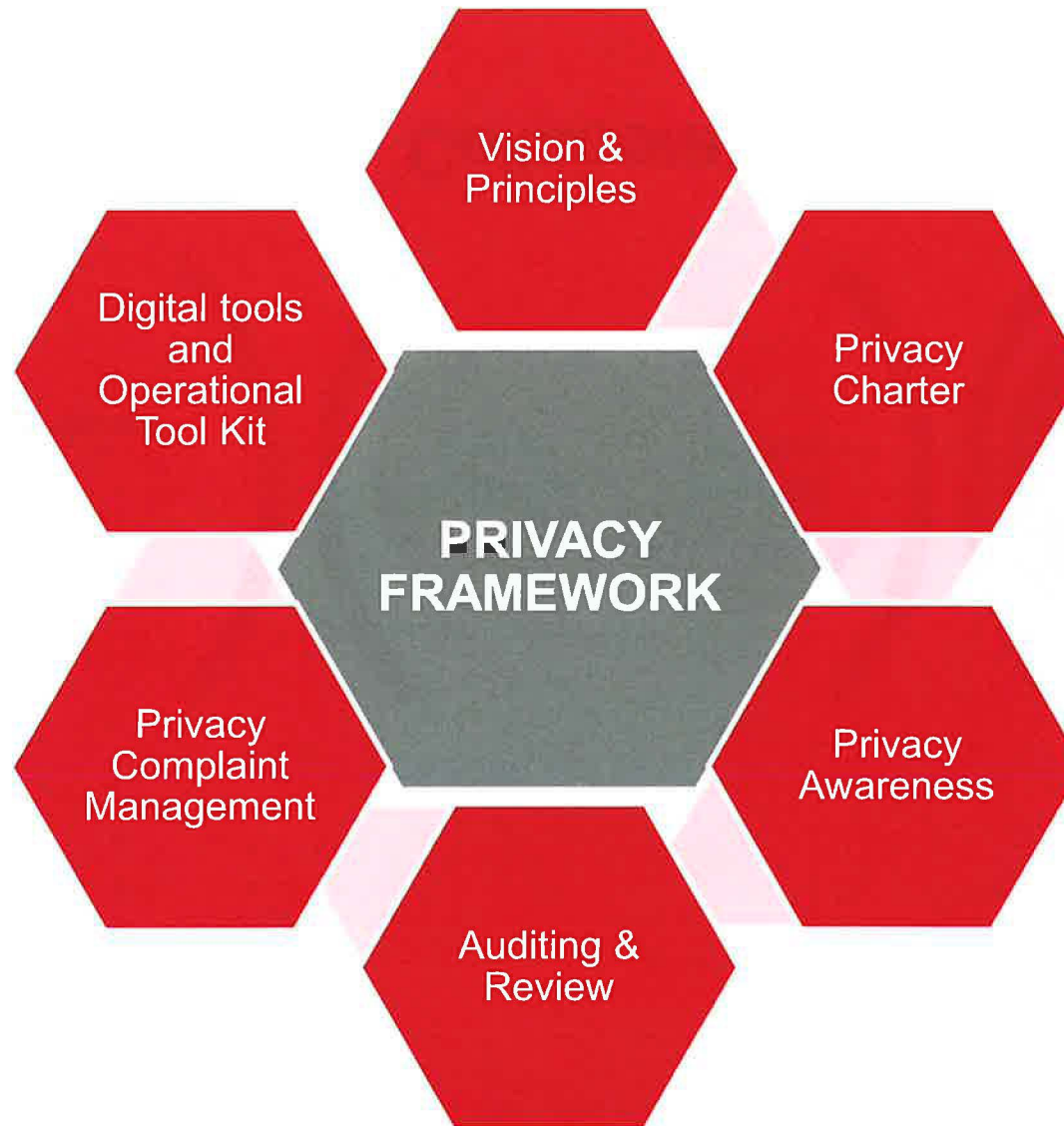
## 2019-2021 Privacy Framework Workplan Deliverables (C2021-0373)



## Notice of Motion: *City of Calgary Citizen Privacy Data Practices*



# 2019-21 Privacy Framework Workplan



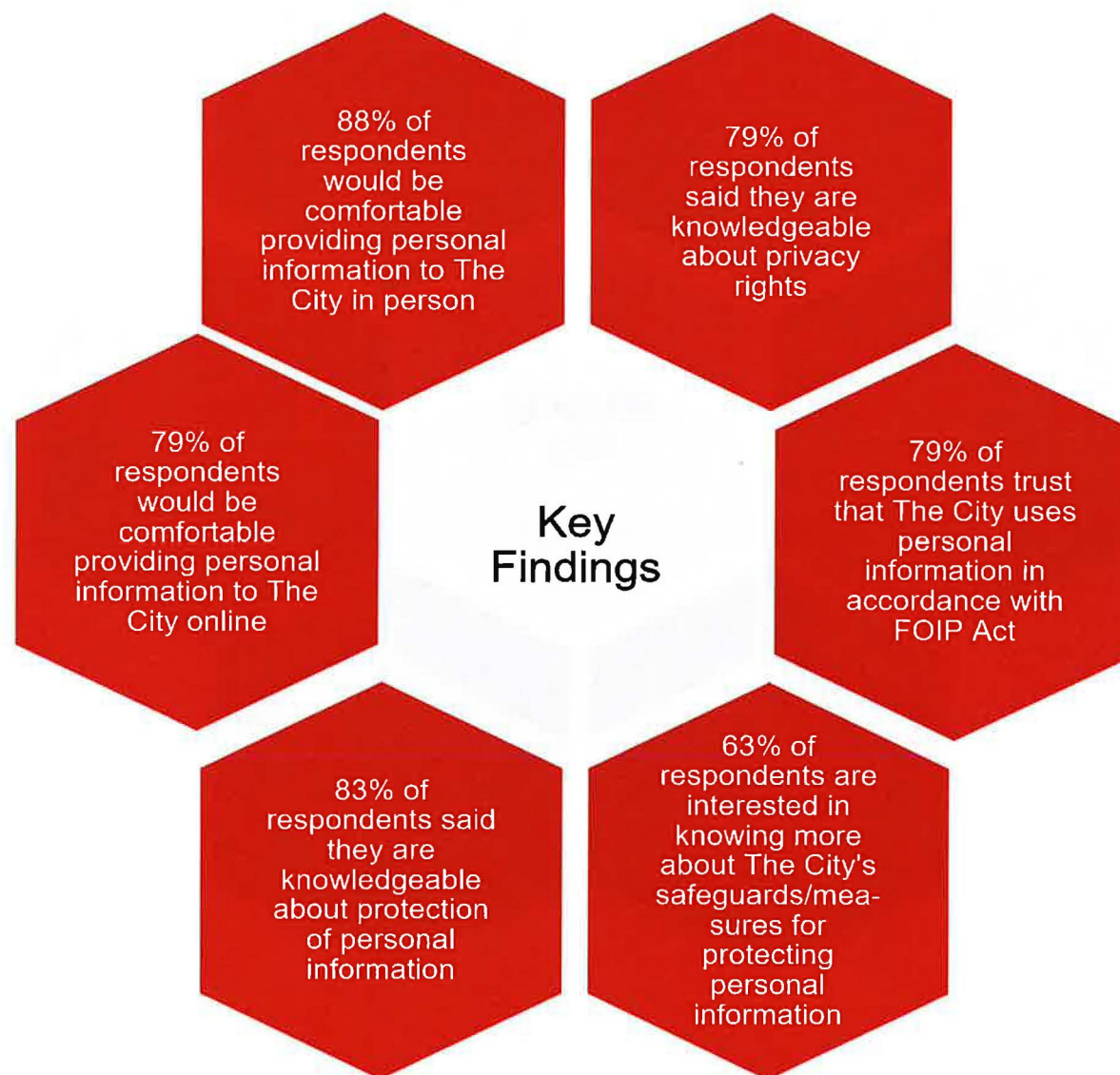


## 2019-21 Privacy Framework Workplan

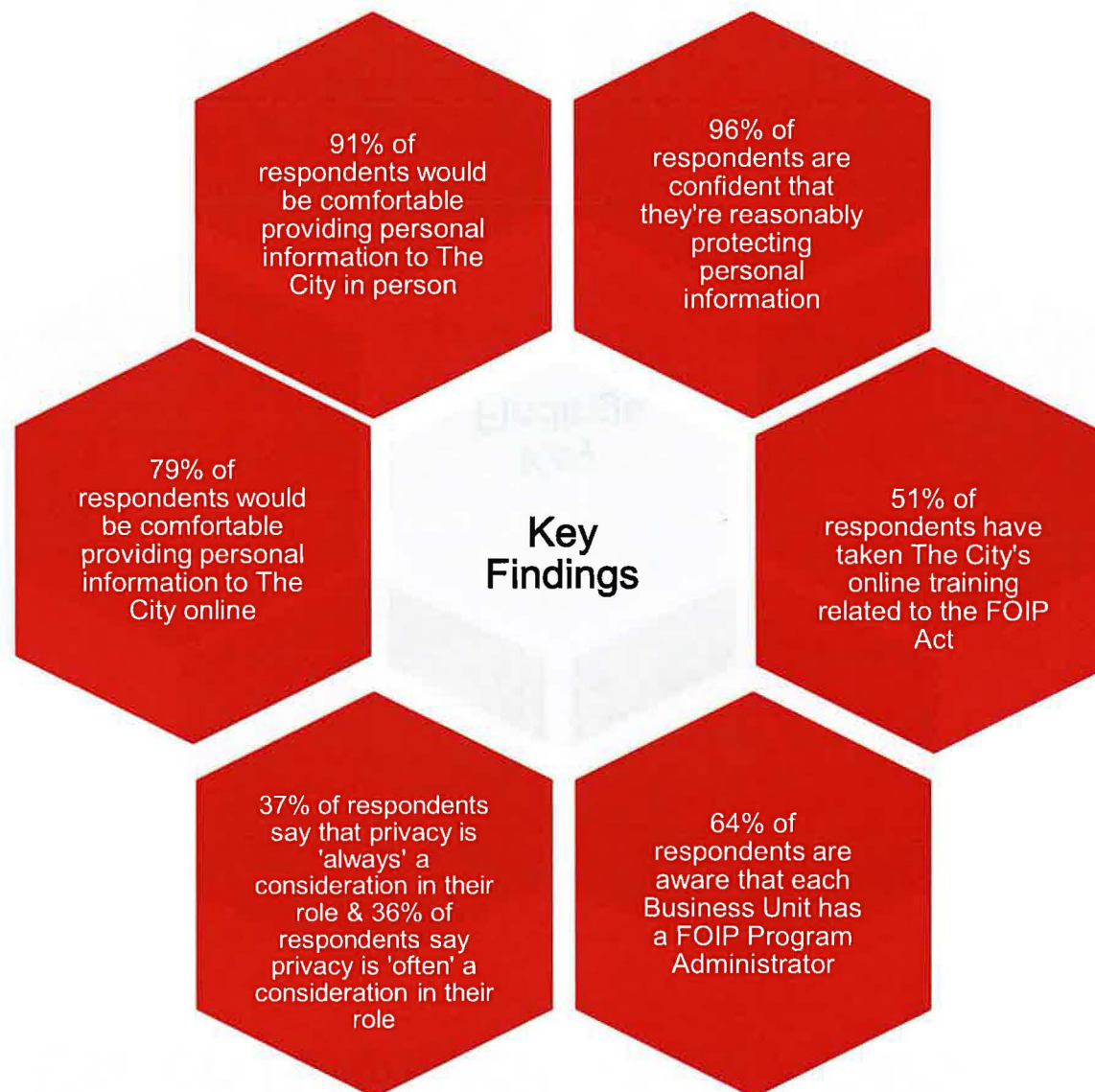




# Citizen Research – Key Findings



# Employee Research – Key Findings



# Privacy Management Program Maturity – External Consultant's Assessment

## Four main Privacy Management Program Areas:



Program Governance



Personal Information Collection, Use and Disclosure



Right of Access and Correction



Security and Management







## Notice of Motion: Deliverables

General Privacy  
Awareness

*Privacy Charter*

In-depth Privacy  
Framework &  
Guidance

*Privacy  
Management  
Program  
Framework*



## Why is this important to Calgarians and Council?





## Next steps

Develop public and corporate-wide privacy awareness campaigns

Develop comprehensive Administration policies on privacy and corporate records management

Continue to improve implementation of records retention and disposition

Continue to promote Privacy by Design

Implement privacy expert's Privacy Program Strategic Plan 2021-25

Continue to enhance Operational Privacy Toolkit

2021

2022

2023

2024

2025

Awareness

Comprehensive Administration policies & improved implementation of records retention and disposition processes

Promotion of Privacy by Design, Implementation of 2021-25 Privacy Program Strategic Plan & Enhancements to Operational Privacy Toolkit

## Recommendations

That Council:

1. Endorse The City of Calgary's *Privacy Charter* and *Privacy Management Program Framework*, and
2. Direct the City Clerk to provide a status update on the *Privacy Management Program Framework* within the annual report to the Priorities and Finance Committee on The City's Privacy Management Program.