

BRIEFING

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Item # 11.1

City Manager's Office Briefing to

Executive Committee

2022 March 15

ISC: UNRESTRICTED

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The City of Calgary's Privacy Management Program 2021 Annual Report

PURPOSE OF BRIEFING

In Alberta, the *Freedom of Information and Protection of Privacy Act* ("FOIP Act") requires The City of Calgary ("the City") to protect the privacy of individuals by controlling the manner in which The City collects, uses and discloses personal information. The *FOIP Act* further provides that the head of a public body must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or destruction of personal information.

The City's Privacy Management Program 2021 Annual Report conveys the activities of the Privacy Management Program. The 2021 Annual Report is created for the purpose of highlighting The City's Privacy Management Program's key achievements for Council and Calgarians.

SUPPORTING INFORMATION

Building a culture of privacy awareness is one of the key components of an accountable privacy management program and promoting privacy at The City was a priority throughout 2021. Over the course of 2021, the City Clerk's Office focused on implementing a Privacy Management Program Framework that is consistent with the *FOIP Act*, and follows the guidance provided to public bodies by the Office of the Information and Privacy Commissioner of Alberta.

2021 Notable Achievements

The following privacy activities were completed during 2021:

- Council endorsed a *Privacy Charter* and a *Privacy Management Program Framework*;
- Council approved the reduced implementation timeline for the *Privacy Program Strategic Plan* from five years to three years;
- One-time funding for resource(s) to accommodate the reduction in the timeline of the five-year *Privacy Program Strategic Plan* was approved by Council during the 2022 Adjustments to the One Calgary Service Plans and Budgets;
- Completed information and privacy website content refresh;
- Launched a digital directory of Personal Information Banks;
- Created a digital repository of Privacy Impact Assessments;
- Kicked off a privacy communication campaign to raise citizen and City employee privacy awareness; and,
- Introduced various online employee training webinars.

The Attachment, *Privacy Management Program 2021 Annual Report*, provides information on The City's key privacy activities, significant accomplishments and initiatives, and outlines the status of the Privacy Management Program and the next steps.

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Next Steps

With a focus on the continued implementation of the recommendations from the *Privacy Program Strategic Plan*, the next steps for 2022 are as follows:

- Recruitment of resources to support the implementation and execution of the *Privacy Program Strategic Plan*;
- Implement a new delegation order;
- Develop City's service contract provisions to ensure they include comprehensive FOIP compliance clauses, establish standards of practice for contract service providers, and develop and implement an audit process to follow-up on third-party compliance;
- Establish a Protection of Privacy Administrative policy;
- Continue building an inventory and review of collection statements on corporate forms; and,
- Establish a Privacy Impact Assessment follow-up and auditing process.

These steps are intended to continue to build and promote privacy awareness and contribute to minimizing risks associated with handing personal information at The City.

ATTACHMENT

Attachment – Privacy Management Program 2021 Annual Report