



# 2022 Privacy Management Program Annual Report

# THE YEAR IN NUMBERS

The City's Privacy Management Program consists of two main functions: Privacy Complaint Management and Privacy Impact Assessment ("PIA"). Privacy Complaint Management is a reactive process that investigates and addresses privacy complaints after they have happened. PIA is a proactive process that identifies potential privacy risks associated with the collection, use, and disclosure of personal information to new and changing systems and processes.

## Privacy Complaint Management Highlights

### New Privacy Complaints Received

94

A **4% decrease** from 2021.

### Closed Privacy Complaint Investigations

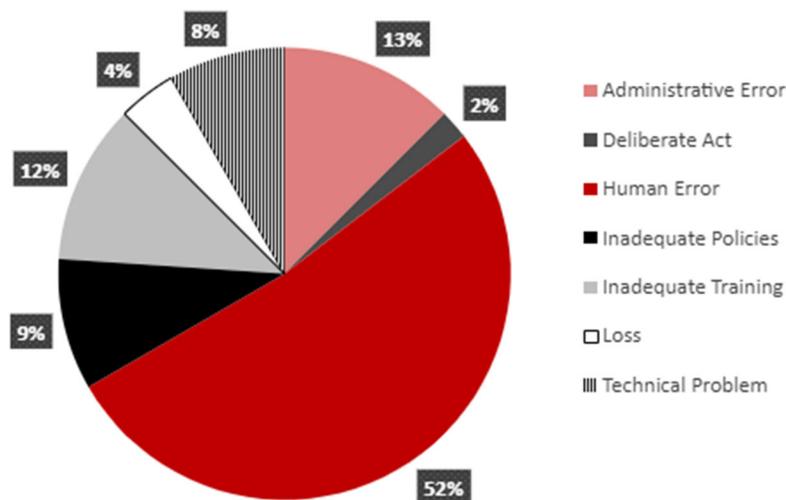
94

Includes **14** Privacy Complaint Investigations from 2021.



- 28** Closed Investigation – Suspected
- 66** Closed Investigation – Confirmed Privacy Breach
- 188** Recommendations Issued

## Type of Privacy Breach by Percentage



# THE YEAR IN NUMBERS

## Privacy Impact Assessment (“PIA”) Highlights

New PIAs Received

**105**

A **23% decrease** from 2021.

PIAs Completed

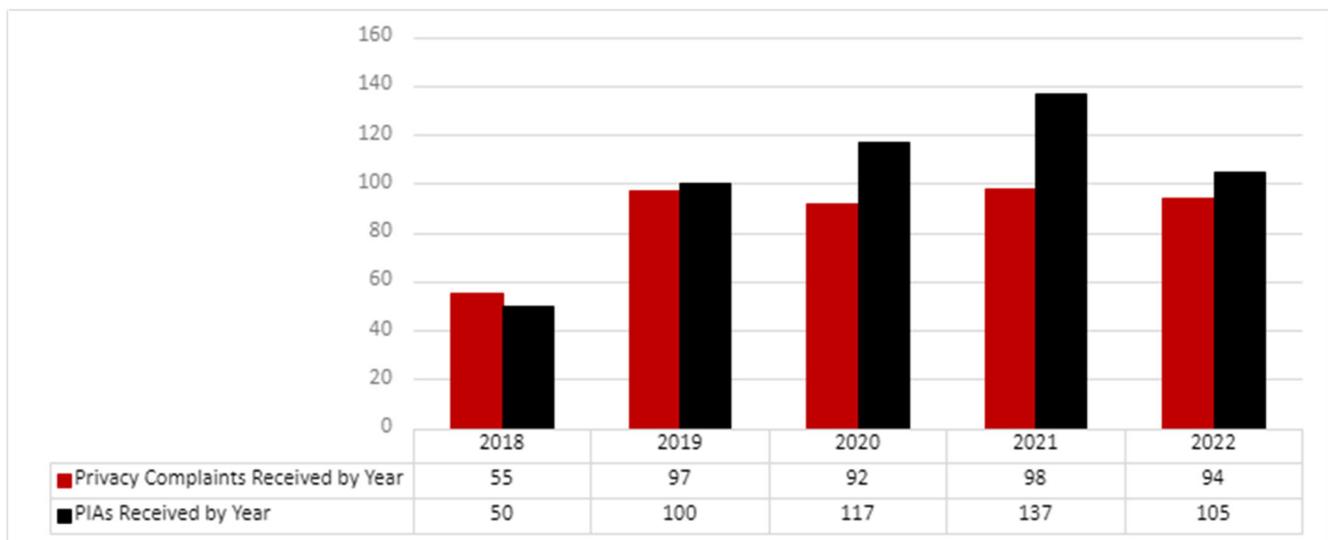
**94**

Includes **21** PIAs from 2021.



- 441** Recommendations Issued
- 42** PIA Summaries made available in Digital Library
- 40** Percent of PIAs are IT-Related Projects

## Privacy Complaints and PIAs Received by Year



# Privacy Program Management Highlights

## 2022 ACCOMPLISHMENTS

The City continues its commitment towards advancing the Privacy Management Program.

Engaged in cross-corporate collaboration to develop the **PROTECTION OF PRIVACY** Administration Policy. Work is underway to finalize the Protection of Privacy Administration Policy and accompanying standards.

**RECRUITMENT** of resources to support the execution of the Privacy Program Strategic Plan, with a target completion date for December 2023.

Revision of the *Freedom of Information and Protection of Privacy* (“FOIP”) **DELEGATION ORDER**. Includes development of a new Consultation Reference guide.

The development of a **PIA FOLLOW-UP PROCESS** is underway. Technological capabilities are being leveraged to support efficiencies, while minimizing risk for manual errors.

Formal City forms **COLLECTING 490 PERSONAL INFORMATION** are undergoing assessment for compliance with the FOIP Act.

Established a framework for the development of The City’s **PERSONAL INFORMATION BANK (“PIB”)**. Leveraging the Corporate Records Classification and Retention Schedule to help identify opportunities to increase the number of PIBs.

**52** Procurement templates underwent an initial review for compliance with FOIP Act and confidentiality requirements. Initiated a plan to embed privacy requirements into the **SERVICE PROVIDER** contract lifecycle.

Leveraging technology to develop an external facing **PERSONAL INFORMATION REGISTRY**.

Developing **KEY PRIVACY PERFORMANCE INDICATORS** to support the advancement of the Privacy Management Program.

**162** Employees provided targeted privacy awareness training across **8 BUSINESS UNITS**.

**786** Employees completed privacy-related **ONLINE TRAINING SESSIONS**.

To learn more about how The City is protecting personal information, [click here](#).