Personal Data

Name

Home Address

Business Address

Identity Card No

Passport No

Driving License

Income Tax No

Car Registration

Other

[Identify Person]

Confidential Data

# 2023 Privacy Management Program Annual Report

# THE YEAR IN NUMBERS

The City of Calgary's ("The City's") Privacy Management Program consists of two main functions: Privacy Complaint Management and Privacy Impact Assessments ("PIAs"). Privacy Complaint Management is a reactive process that investigates and addresses privacy complaints after they have been reported. A PIA is a proactive process that identifies potential privacy risks associated with the collection, use, and disclosure of personal information for any new or modified project, initiative, program, administrative practice or process, or information system.

## Privacy Complaint Management Highlights

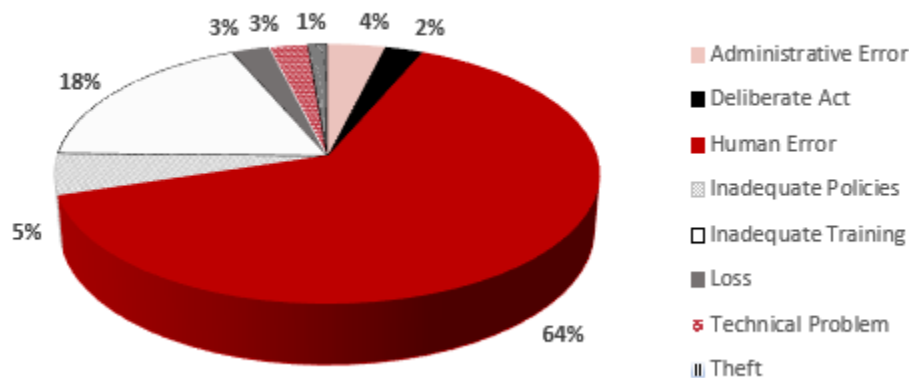| New Privacy Complaints Received | Closed Privacy Complaint Investigations |
|---|---|
| **118** | **101** |
| A **25% increase** from 2022. | Includes **14** Privacy Complaint Investigations from 2022. |

**41** Closed Investigation – Confirmed not a privacy breach
**60** Closed Investigation – Confirmed privacy breach

## Type of Confirmed Privacy Breach by Percentage



Legend:
- Administrative Error
- Deliberate Act
- Human Error
- Inadequate Policies
- Inadequate Training
- Loss
- Technical Problem
- Theft

Percentages shown: 3%, 3%, 1%, 4%, 2%, 18%, 5%, 64%

# THE YEAR IN NUMBERS

## Privacy Impact Assessment Highlights

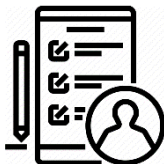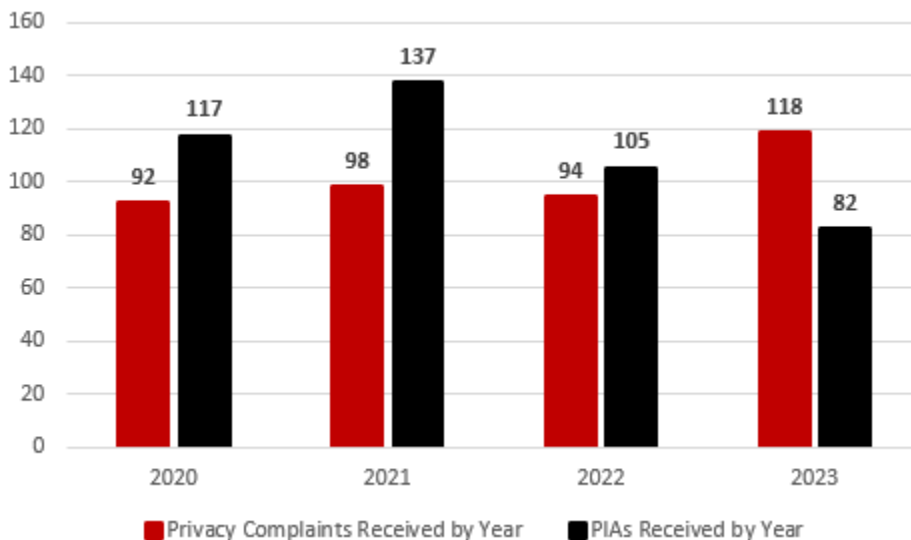| New PIAs Received | PIAs Completed |
|:---:|:---:|
| **82** | **64** |
| A **21% decrease** from 2022. | Includes **16** PIAs from 2022. |

**53** Percent of PIAs are IT-Related Projects

## Privacy Complaints and PIAs Received by Year



Bar chart showing Privacy Complaints Received by Year (red) and PIAs Received by Year (black):
- 2020: 92, 117
- 2021: 98, 137
- 2022: 94, 105
- 2023: 118, 82

# Privacy Program Management Highlights

## 2023
## ACCOMPLISHMENTS

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

The **PROTECTION OF PRIVACY** Administration Policy was approved by ELT on December 18, 2023, with an effective date of February 1, 2024.

**TRANSITION** of the Access to Information and Corporate Privacy section (formerly Access and Privacy).

Implemented an updated *Freedom of Information and Protection of Privacy* ("FOIP") **DELEGATION ORDER**

Completed phase one of automation workflow for **PIA FOLLOW-UP PROCESS**.

Technology and workflow established to develop an external facing **PERSONAL INFORMATION REGISTRY**.

Established a framework for the development of The City's **PERSONAL INFORMATION BANK ("PIB")**.

Initiated a review to update **SERVICE PROVIDER** contracts to ensure compliance with FOIP Act and confidentiality requirements.

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

**768** Employees provided targeted privacy awareness training across **16 BUSINESS UNITS**.