



# 2024 Privacy Management Program Annual Report

# THE YEAR IN NUMBERS

The City of Calgary (“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 and assesses potential privacy risks associated with the collection, use, disclosure, storage, security, retention and destruction of personal information for new and or modified projects, initiatives, administrative practices or process, or information systems.

## Privacy Complaint Management Highlights

### New Privacy Complaints Received

89

A **25% decrease** from 2023.

### Closed Privacy Complaint Investigations

26

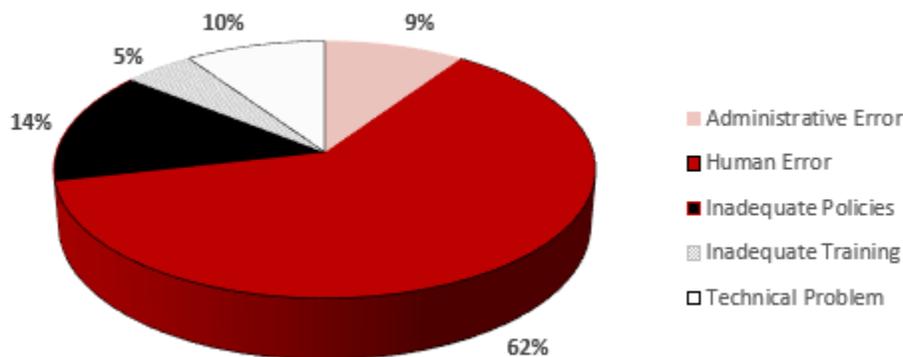
A **74% decrease** from 2023.

Includes **11** Privacy Complaint Investigations from 2023.



- 13** Closed Investigation – Confirmed not a Privacy Breach
- 13** Closed Investigation – Confirmed Privacy Breach
- 57** Recommendations Issued

## Type of Privacy Breach by Percentage



# THE YEAR IN NUMBERS

## Privacy Impact Assessment Highlights

### New PIAs Received

146

A **78% increase** from 2023.

### PIAs Completed

156

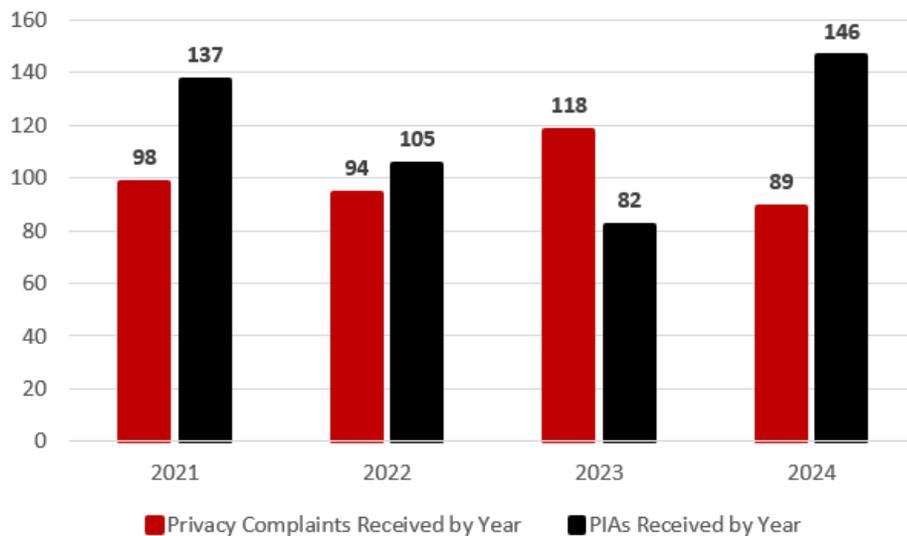
A **144% increase** from 2023.

Includes **5** PIAs from 2020, **9** PIAs from 2021, **13** PIAs from 2022 and **32** PIAs from 2023.



**58%** of PIAs received were for IT-related projects.

## Privacy Complaints and PIAs Received by Year



# PRIVACY MANAGEMENT PROGRAM HIGHLIGHTS

## 2024 ACCOMPLISHMENTS

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

A dedicated team of **CORPORATE PRIVACY ADVISORS** was established to ensure compliance under the *Freedom of Information and Protection of Privacy Act*.

Successfully implemented an automated **PIA SUMMARY PROCESS**.

Collaborated with Supply Management and Law to integrate *Freedom of Information and Protection of Privacy Act* compliance clauses into **SERVICE PROVIDER** contract templates.

The **PROTECTION OF PRIVACY ADMINISTRATION POLICY** including the Privacy Breach Response Protocol came into effect on 2024 February 01.

The City's **PRIVACY IMPACT ASSESSMENT ("PIA") STANDARD** was implemented on 2024 March 22.

The City has completed PIAs for projects and initiatives using **ARTIFICIAL INTELLIGENCE ("AI")** including Microsoft CoPilot, Chatbot, Apple Intelligence.

In Q4 of 2024, the City Clerk's Office reviewed the new legislation and began identifying where current state processes may be impacted by the new legislative requirements in **BILL 33 - PROTECTION OF PRIVACY ACT** in order to determine the anticipated operational implications for The City.

**1148** Employees completed privacy-related **ONLINE TRAINING**.

**694** Employees received targeted privacy awareness training across **7 BUSINESS UNITS**.