



# 2025 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 Incident Management and Privacy Compliance and Risk Assessment (“PCRA”) Engagement. Privacy Incident Management is a reactive process that investigates and addresses privacy complaints after they have been reported. PCRA Engagement 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 a new or modified administrative practice, program, project or service.

## 2025 Privacy Incident Management Highlights

New Privacy Incidents Received

121

A 36% increase from 2024.

Closed Privacy Incident Investigations

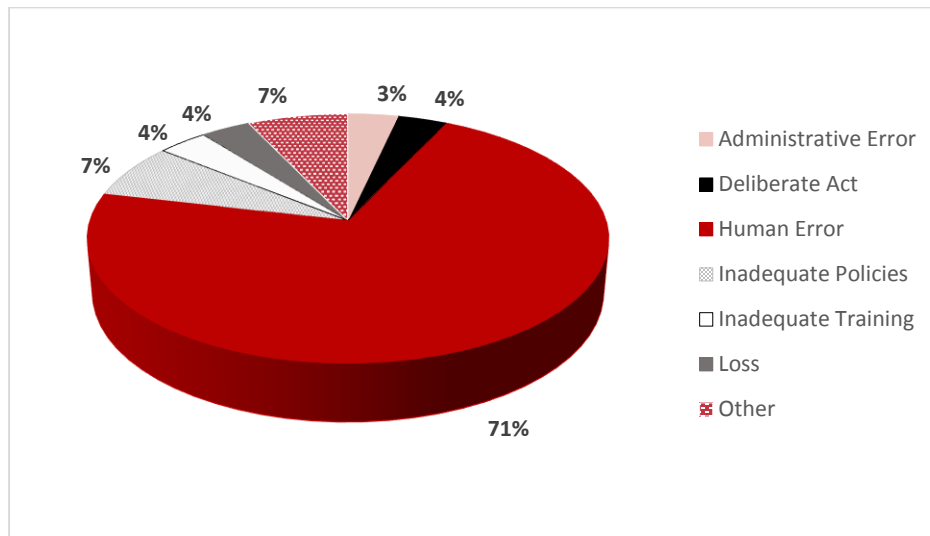
40

A 54% increase from 2024.



- 16 Closed Investigations – Confirmed not a Privacy Incident
- 24 Closed Investigations – Confirmed Privacy Incident
- 83 Recommendations Issued

## Type of Confirmed Privacy Incidents by Percentage



# THE YEAR IN NUMBERS

## 2025 Privacy Compliance and Risk Assessment (“PCRA”) Highlights

### New PCRA Engagements Received

221

A **51% increase** from 2024.

### PCRA Engagements Completed

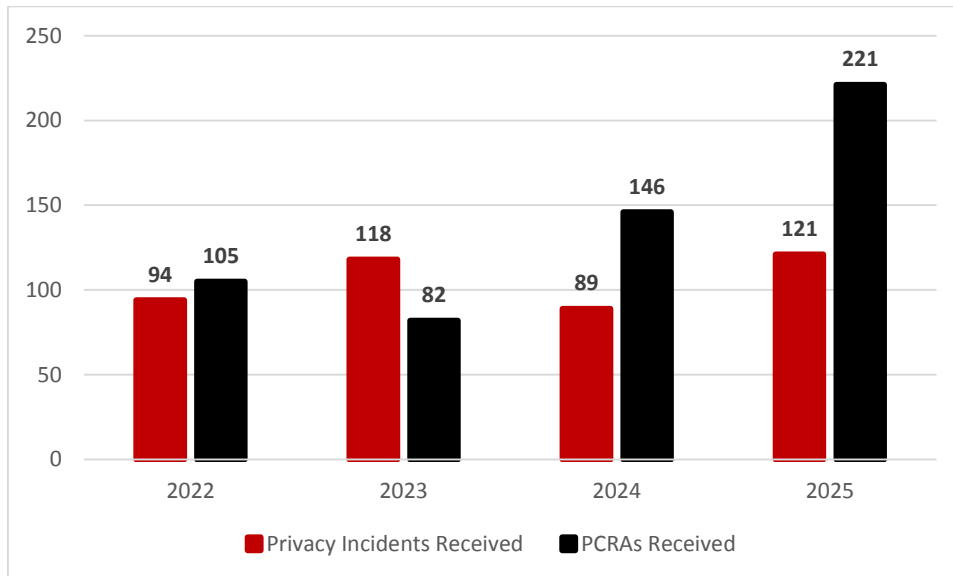
226

A **45% increase** from 2024.  
(Note: 5 PCRA engagements were carried over from 2024 and completed in 2025)



**34%** of PCRA engagement received were for IT-related projects.

## Privacy Incidents and PCRA Engagements Received by Year



# PRIVACY MANAGEMENT PROGRAM HIGHLIGHTS

## 2025

### ACCOMPLISHMENTS

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

Made amendments to The City's **PROTECTION OF PRIVACY POLICY** to align with the requirements of the *Protection of Privacy Act* ("POPA").

Formalized the **PRIVACY COMPLIANCE AND RISK ASSESSMENT ENGAGEMENT PROCESS** for business units and working groups.

Introduced the **PRIVACY RISK QUESTIONNAIRE ("PRQ")**; a new assessment tool to assist in determining privacy compliance and risk that may occur in the project.

Established a **CROSS-CORPORATE PRIVACY MANAGEMENT PROGRAM WORKING GROUP** with members from Access to Information and Corporate Privacy, Law, Corporate Security and Information Technology.

**EXPANDED WORKING RELATIONSHIPS** with Human Resources, AI Working Group and Cloud, Open Source Computing, Data and Analytics, and Whistleblower Program.

**UPDATED AND MODERNIZED TRAINING MATERIALS, TEMPLATES and RESOURCES** to align with POPA requirements.

**SUPPORTED THE 2025 GENERAL ELECTION** to ensure The City took reasonable security safeguards to protect and manage personal information during the electoral process.

**1947** Employees completed privacy-related **ONLINE TRAINING**.

**1102** Employees received **TARGETED PRIVACY AWARENESS TRAINING**.