<u>Update Meeting – March 25, 2011</u>
Office of the Information and Privacy Commissioner
with the City of Regina

- **Information Governance and Security Awareness Campaign** – Launched in November. Monthly emails are sent out on different topics to all staff at the City. This project is in collaboration with our IT area. So far we have covered the following topics:
  - Basics 101 – What is LAFOIP? What types of information do you need to be aware of at the City?
  - Access to Information – What does this mean? What is an access request?
  - Password Security – Why do we need to restrict access? What you need to know about passwords.
  - Fraud and Identity Theft Awareness – Protecting our Customers.

- **Fraud and Identity Theft Awareness Information Session** – We are hosting a lunch and learn on the 29th. The RCMP and City Police are going to give a presentation on identity theft and fraud (over 50 people registered).

- **Privacy Quick Assessment** – we developed a Privacy Quick Assessment as a simple way for projects/programs to identify potential privacy concerns and the need to consult on them. This PQA has now been incorporated into our IT project evaluation process so that all new IT projects are required to complete the assessment, submit it to our office for review and then to identify in the proposal how recommendations will be taken into consideration or addressed. (Transit Surveillance - PIA)

- **Customer Privacy Policy and Training** – In January the City adopted a formal Customer Privacy Policy. Our website was updated to provide more transparent information to customers on what was done with their information at the City and why we collect it. The Policy has been supported by in person training that is being delivered throughout the organization and has been very well received so far.

- **Fire Department Privacy Training** – a specific training module is being developed for our Fire Department that will be mandatory for all fire firefighters. This training will focus on legislative compliance especially as it relates to health information collected during the provision of service.

- **Access to Information** – Volumes have substantially increased this past year. In order to expedite the process we have established FOI contacts at the Director level across the organization. We also have guidelines around response times (24 hrs to identify that the area has responsive records, 3 days to provide information for fee estimate if required). Employment of redaction software. Guidelines for fee estimate. Having a designated Access to Information and Privacy Coordinator has really helped assist with this.

- **Corporate Information Governance** – We received endorsement and support from our Executive team and City Manger to proceed with developing a Framework for Corporate Information Governance at the City. This framework will include key aspects such as privacy and access as well as retention, security, integrity and other aspects. We are currently in the process of undertaking a corporate-wide assessment of the information situation at the City including information handling and privacy. This will inform the framework and implementation strategy.