



Exhibition Place

8

October 8, 2015

To: The Board of Governors of Exhibition Place

ACTION REQUIRED

From: Dianne Young, Chief Executive Officer

Subject: **Protection of Privacy Policy**

Summary:

As an agency of the City of Toronto, the Board has been requested by the City Manager to consider approving a policy with respect to Protection of Privacy for Exhibition Place similar to the one adopted by the City in July 2014.

Financial Implications:

There are no financial implications resulting from the adoption of this report.

Recommendation:

It is recommended that the Board approve the Protection of Privacy Policy for Exhibition Place outlined in Appendix "A".

Decision History:

The Exhibition Place 2014 – 2016 Strategic Plan had an Organizational and Staffing Goal to *Review and revise our corporate systems* and as a Strategy to support this Goal *we will complete an annual review of By-Laws, Policies and Procedures of the Board of Governors*.

Issue Background:

The objective of this policy is to establish clear accountability statements, including roles and responsibilities, for the protection of personal information collected, used, disclosed and disposed of by Exhibition Place. It applies to all personal information managed by Exhibition Place.

Comments:

The objective of this policy is the protection of personal information collected, used, disclosed and disposed of by Exhibition Place. However, privacy training and awareness is a key part of the policy for all employees, volunteers and contract staff with Exhibition Place. The policy recognizes that training and awareness must be commensurate with the complexity and sensitivity of the personal information to which staff have access and manage. For example, payroll staff would require more detailed training than a contract housekeeping employee who inadvertently might encounter poorly secured personal information. To support privacy protection implementation, a City of Toronto training and awareness aid is being made available to Exhibition Place in the form of an e-learning video and guidebook.

Following Board approval of this policy, a communication will be submitted to the City Manager's Office advising that the direction of the City has been undertaken.

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Policy Statement

The purpose of this policy is to establish clear accountability statements, including roles and responsibilities, for the protection of personal information collected, used, disclosed and disposed of by Exhibition Place.

Application

This policy applies to all employees, and contract staff hired by Exhibition Place. This policy applies to all personal information managed by Exhibition Place and is not limited by the scope of any individual statute or regulation.

Definitions

Collection - The collection of personal information from or about the individual to whom the information relates including unintended or unprompted receipt.

Disclosure - The release of personal information by any method (e.g., sharing information by any means such as verbally, sending an email, posting online) to anybody or person.

Disposition - The action taken with regards to personal information including destruction, transfer to another entity, or permanent preservation.

Personal Information - Personal information is recorded information about an identifiable individual ". Refer to section 2 (1) of MFIPPA for additional information.

http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90m56_e.htm

Privacy Breach - The improper or unauthorized creation, collection, use, disclosure, retention or disposition of personal information.

Privacy Impact Assessment (PIA) - The PIA is a process for identifying, assessing and mitigating privacy risks. Exhibition Place will develop and maintain privacy impact assessments for all new or modified programs and activities that involve the use of personal information for an administrative or operational purpose.

Use - The purpose(s) for which the information was obtained or compiled.

Compliance - All staff, volunteers, and contract staff hired by Exhibition Place are responsible for complying with this Policy.

Conditions

N/A

Implementation

Exhibition Place will:

1. Ensure all employees share responsibility for the protection of personal information privacy and compliance with the roles and responsibilities identified in this policy;
2. Establish and communicate a set of privacy standards and guidelines to improve the protection of personal information by identifying, investigating, assessing, monitoring and mitigating personal information privacy risks involving the collection, use, disclosure and disposal of personal information at Exhibition Place.
3. Apply this policy and related policies and practices in the collection, use, disclosure, and disposal of personal information;
4. Clearly communicate to the public how personal information is collected, used, disclosed and disposed of;

5. Make privacy training mandatory, commensurate with their job responsibilities, for all employees and contract staff hired by Exhibition Place; and
6. Establish a learning plan to improve employee privacy awareness commensurate with the complexity and sensitivity of the information to which they have access.

Organizational Outcomes

It is expected that by complying with this policy the Board will:

1. Increase trust and confidence in Exhibition Place;
2. Ensure statutory and regulatory compliance with and effective application of privacy legislation;
3. Establish rules and procedures for managing privacy investigations and other privacy matters; and
4. Communicate and identify roles and responsibilities for employees, volunteers and contracted staff related to the management of personal information.

Roles and Responsibilities

The **Corporate Secretary** will provide oversight of and compliance with this Policy by all and will:

1. Administer and communicate this policy broadly to all staff;
2. Integrate protection of personal privacy requirements into the development, implementation, evaluation, and reporting activities of divisional programs and services within their cluster; and
3. Promote a culture and business practices that ensure Exhibition Place information is shared and accessible to the greatest extent possible, while respecting security and privacy requirements of personal information and other confidentiality obligations.

The **Corporate Secretary and Records & Archives Manager/Access Coordinator** will:

1. Develop and implement policies, programs and services for management and protection of personal information;
2. Review Exhibition Place practices for the collection, use, disclosure and disposition of personal information;
3. Consult with the Executive Team to meet privacy requirements as identified in this policy, applicable legislation, privacy standards and procedures;
4. Establish privacy standards, guidelines and procedures to support this policy and framework;
5. Coordinate the response to complaints regarding the misuse of personal information;
6. Investigate reports of privacy breaches and communicate findings to complainant; and
7. Execute recommendations identified in any assessment reports.

The **Records & Archives Manager/Access Coordinator, IT/Telecom Manager, and Human Resources** Consultant will:

1. Build privacy and data protection into the design specifications and architecture of information and communications systems and technologies at the beginning in order to facilitate compliance with privacy and data protection principles;
2. Create personal information privacy and security standards for technologies that will ensure adequate safeguards and compliance for those technologies or technological processes that collect, use, disclose or retain personal information;
3. Conduct privacy risk assessments (including Privacy Impact Assessments) on all technological systems involving the collection or use of personal information prior to implementation or deployment; and
4. Execute recommendations identified in assessment reports.

The **Human Resources Consultant** will:

1. Establish an employee training and education plan, including the development of e-learning modules, to improve privacy awareness at Exhibition Place; and
2. Build privacy awareness and training into all new staff orientation programs.

The **Records & Archives Manager/Access Coordinator** will:

1. Receive formal privacy investigation reports and in partnership with the Executive Team make final decisions about the disposition of a complaint; and
2. Develop and implement processes whereby individuals can view information held about them and learn what Exhibition Place uses it for. These processes will also facilitate individuals needing to correct or update their information.
3. Work with Executive Team to ensure contractors comply with this policy and that privacy rules and concerns are referenced in all procurement documents;

All **Employees and Contract Staff** will:

1. Manage personal information that is part of a business record in accordance with the Board's Records Management Policy and the requirements identified in this policy;
2. Take privacy awareness and training for the appropriate handling of personal information to understand their responsibilities to protect privacy in executing their operational duties;
3. Be responsible for the privacy of Exhibition Place business information regardless of whether the technology used to manage the information is personally owned or Board owned;
4. Be aware of their privacy responsibilities noted in the Board's Information & Technology Acceptable Use Policy;
5. Be aware of their privacy responsibilities noted in the Board's Security Video Surveillance Policy;
6. Follow specific procedures established for disclosing personal information to a law enforcement agency in Canada; and
7. Comply with applicable legislation that governs the collection, use, disclosure and disposition of the personal information under their control.