



Freedom of Information and Protection of Privacy

Policies & Procedures

March 2023

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1. Freedom of Information and Protection of Privacy Act

The *Freedom of Information and Protection of Privacy Act* establishes a process by which any person may request access to records held by the District of 100 Mile House. Individuals also have the right to review their own personal information held by the District.

The general right of access to information is restricted by certain specified and limited exceptions, necessary to protect a variety of needs of confidentiality and the right of individuals to privacy.

Individuals requesting answers to questions (rather than requesting copies of records will not be treated as a formal request for information). Staff is expected to assist such individuals through routine procedures.

2. Privacy Management Program

Privacy Contact Person

The Director/Deputy Director of Corporate Administration will be designated as the privacy contact person and will be responsible for the following:

- ✚ Being a point of contact for privacy-related matters such as privacy questions or concerns;
- ✚ Supporting the development, implementation, and maintenance of privacy policies and/or procedures; and
- ✚ Supporting the Districts compliance with FOIPPA.

Collection of Personal Information

The Act protects the personal privacy of individuals by restricting the collection, use and disclosure of personal information. Disclosure of personal information, even to other public bodies, is strictly limited under Part 3 of the Act.

The District of 100 Mile House may only collect personal information:

- ✚ where it has clear authority to collect (ie: expressly authorized under an Act or information is collected for the purposes of law enforcement), or
- ✚ where collection is directly related to and is necessary for the operating, planning or evaluating of a program or activity of the District; or
- ✚ at presentations, ceremonies, performances, or similar events, that are open to the public and where you voluntarily appear, such as public meetings and public hearings.



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Personal information can be used only for the reasons it was originally obtained; multiple and inconsistent uses of information are restricted by the Act.

Before collecting personal information from an individual, you are required to let them know why you're collecting it, your legal authority to request the information, how you will use the information, and the contact information of someone in the organization who can answer their questions about the collection. [See Appendix 2 for "Collecting PI" form.](#)

What is Personal Information?

Personal information is simply defined as "recorded information about an identifiable individual." The Personal Information can be in any format (e.g. digital, paper, recording) and can include any detail about an individual in a personal capacity that makes it reasonably possible to identify who the person is.

Examples of personal information that **cannot** be disclosed by the District of 100 Mile House include but are not limited to the following:

- ✚ An individual's name, home address, personal e-mail or telephone number;
- ✚ The individual's race, national or ethnic origin, color or religious or political beliefs or associations;
- ✚ An individual's age, sex, sexual orientation, marital status or family status;
- ✚ An identifying number, symbol or other particular assigned to the individual (ie: social insurance number, driver's license number, customer ID, etc.)
- ✚ Information about the individual's health care history, including a physical or mental disability;
- ✚ Information about the individual's education, financial, criminal or employment history;
- ✚ Anyone else's opinion about the individual (but not the identity of the opinion holder); you can know what is said about you, but not who said it.
- ✚ The individual's personal view or opinion, except if it is about someone else, belongs to the individual and is considered personal information; and
- ✚ Images of identifiable individuals captured by surveillance systems.

What is NOT Personal Information

Someone's business contact information is not considered personal information. Any information that is typically found on a business card (name, job title, work phone, work email, work address) is not protected under privacy legislation.

Accuracy of Personal Information

The District will make every reasonable effort to ensure that the personal information it uses to make a decision directly affecting the individual is accurate and complete.



Use and Disclosure of Personal Information

The Act embodies the principle that individuals own their personal information and have the right to exercise control over its use and disclosure. Public bodies are only permitted to use personal information for the following purposes:

- ✚ The purpose of which it was collected or a use consistent with that purpose;
- ✚ A purpose for which the person concerned has consented in writing; or
- ✚ A purpose for which the information may be disclosed to the public body under section 33 to 36.

Public bodies are only permitted to disclose personal information in certain circumstances; that most common of which are as follows:

- ✚ If the individual the information is about has consented in writing
- ✚ For the purpose of complying with a law of British Columbia or Canada
- ✚ For the purpose of complying with a subpoena, warrant or court order
- ✚ To a public body or a law enforcement agency in Canada to assist in a law enforcement matter
- ✚ To an officer or employee of the public body if the information is necessary for the performance of his or her duties or safety ("need-to-know" principle)
- ✚ For research, statistical, archival or historical purposes

Access to Personal Information

Requests for an individual's personal information that is in our custody or control can be obtained from the Privacy Contact Person.

Before disclosing personal information with an individual, employee, third party, or authorized representative, it is important to verify the individual's identity and, where appropriate, their authority to act on behalf of an individual.

Verification can be obtained in person by requesting to see a photo identification. When an individual is unable to produce photo identification, the "three facts" verification protocol will be used. The "three facts" protocol will be used for telephone and email inquiries. The "Three facts" protocol requires three of the below four facts to be supplied:

- Full Name
- Address
- Telephone Number
- 100 Mile House account number or Folio number



Retention and Disposal of Information

If an individual's personal information is used to make a decision that directly affects them, it will be kept for at least one year after the decision is made. The personal information is also kept in accordance with the Districts relevant record retention schedules. Reasonable efforts to ensure that the personal information is destroyed securely when the time comes under our records retention schedule.

Responsible Use of Information and Information Technology

Reasonable security arrangements will be used to protect an individual's personal information against such risks as unauthorized access, collection, use and disclosure. These arrangements may include information technology measures, as well as policies and practices. A Confidentiality Notice shall be inserted in all e-mails as set out in [Appendix 2](#)

Reasonable efforts will be made to impose contractual protections on a service provider should personal information be disclosed to them.

All employees are required to respect the confidentiality of personal information they receive or compile and are required to use and disclose it only in accordance with this policy and the Act.

Privacy Complaints and Privacy Breaches

Any complaint about any privacy-related matter under this policy or under the Act must be made in writing.

Employees will immediately report actual or suspected breaches to a supervisor and the privacy contact person so that the alleged breach can be confirmed and dealt with.

Determining the level of harm and the need for breach notification will be made in accordance with the *Freedom of Information and Protection of Privacy Regulation*. [Complete Privacy Breach Form in Appendix 2.](#)

If applicable, notify affected individuals and the Information and Privacy Commissioner as required under Section 36.3 of FOIPPA.

Education and Awareness

All District employees will receive training on the Act and privacy generally as appropriate to their work function. (<https://mytrainingbc.ca/FOIPPA/>)

Additional training may be given in the following circumstances:



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- ✦ Employees handling what is considered high-risk or sensitive personal information electronically, receive training related to information systems and their security;
- ✦ Employees managing programs or activities receive training related to privacy impact assessments; and
- ✦ Employees managing common or integrated programs or activities receive training related to information sharing agreements.

Privacy Practices and Policies

Upon request, a Privacy Statement (Appendix 2) will be made available to any resident or client.

All new employee packages will be given a Records Management and Privacy Protection Employee Agreement (Appendix 2) to sign and return.

Privacy Impact Assessments

Privacy Impact Assessments (PIAs) are conducted to determine if a proposed system, project, program or activity meets or will meet the requirements of Part 3 of FIPPA. A PIA will be done for any new system project, program or activity involving personal information and for any new collection, use or disclosure of personal information. A PIA will also be conducted for common or integrated programs or activities and data-linking initiatives, as well as when significant modifications are made to existing systems, projects programs or activities.

The Ministry's "Privacy Impact Assessment for Non-Ministry Bodies" can be used and be found at:

<https://www2.gov.bc.ca/gov/content/governments/services-for-government/information-management-technology/privacy/privacy-impact-assessments/complete-a-privacy-impact-assessment>

Service Provider Management

Employees who prepare or manage contracts with service providers are to include the privacy protection schedule or standard privacy language, as designated by the Corporate Officer, in all contracts that involve the service provider having access to, or collecting, using or disclosing, personal information in the custody or under the control of the District.



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Privacy Language for service provider contract:

"Acknowledgements

1. The Contractor acknowledges and agrees that
 - (a) it is a service provider and, as such, the requirements and restrictions established by Part 3 of the Freedom of Information and Protection of Privacy Act apply to the Contractor in respect of personal information;
 - (b) unless the Agreement otherwise specifies, all personal information in the custody of the Contractor is and remains under the control of the District; and
 - (c) unless the Agreement otherwise specifies or the District otherwise directs in writing, the Contractor may only collect, use, disclose or store personal information that relates directly to and is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement."

Monitoring and Updating

A review of the Privacy Management Program will be done annually or when there is a large change in the District's operations. This is to ensure that the program is still relevant to District's current activities and personal information holdings.

3. Requests for Information

What is a Record?

The definition of a "record" under the *Interpretation Act* applies to the interpretation of the *Freedom of Information and Protection of Privacy Act* as follows:

"includes books, documents, maps, drawings, photographs, letters, vouchers, papers and any other thing on which information is recorded or stored by any means whether graphic, electronic, mechanical or otherwise."

Records include memos, letters, reports, e-mails, maps, calendars, post-it notes, annotations, doodles, etc. **Remember, if it is recorded, it is a record which may be subject to release under the Act.**

The information contained in records could be produced by a public body or received from other sources, such as third parties, service providers or other public bodies.

All records created or received by employees during the course of their work duties or during the conduct of District business belong to the corporation, not the individual employee.



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All District records must be treated in accordance with the Records and Information Management (RIM) program.

Routine requests – Are requests for information that is easily accessible and not subject to the *Freedom of Information and Protection of Privacy Act*. A fee may be charged for this information as set out the most current Fees & Charges bylaw or other applicable bylaws. The request can be verbal and does not require the involvement of the Information and Privacy Coordinator.

Information requests (Review) – Are requests for information that is generally routinely available but requires an information review of the records, usually by a department director or the Information and Privacy Coordinator. This can also be a request for records that are not readily at hand, such as records stored in semi-active or archived files. Applicable fees may be charged as set out in the most current Fees & Charges bylaw. These requests should be responded to within a time frame that is reasonable for the size of the request or the location of the records.

Formal requests – Are requests for records that are neither routinely available nor available through more informal procedures. Formal requests under the *Act* must be made in writing. A form for this purpose is available, but a letter, fax or e-mail is also acceptable. Formal requests are to be directed to the Information and Privacy Coordinator as soon as received, as the *Act* stipulates a deadline for response.

Timelines

The *Freedom of Information and Protection of Privacy Act* requires that a response be provided to the applicant within 30 business days of receipt of the request. Weekends and statutory holidays are not included in the calculation of time limits under the *Act*.

Occasionally it might be necessary to extend the timeline by an additional 30 business days. Should this situation arise, the Information and Privacy Coordinator will advise the applicant of the time extension in advance.

Standard Request Process

This standard process is for a simple *Freedom of Information and Protection of Privacy Act* request and the number of records requested is not large. If the number of records requested is very large, the process and timeline to accomplishing the process will be extended as appropriate.

- 1) FOI request file number is assigned and file created;
- 2) Acknowledgement letter to applicant;
- 3) Request for information sent to the applicable department director;
- 4) Director calculates and provides an estimate of staff time required to locate and provide copies of records to FOI Coordinator;



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- 5) FOI Coordinator prepares and provides a response letter to the applicant advising of the fee payable for the production of the requested records;
- 6) Records are produced and provided to the FOI Coordinator who reviews and prepares documents for disclosure;
- 7) Applicant confirms associated fee for the production is acceptable;
- 8) FOI Coordinator provides a response package.

4. Routinely Available Records

The following list identifies some of the most common record types that are routinely available to the public at the District of 100 Mile House. The list should be used to help determine whether or not a particular record can be released routinely or whether a more formal review is required. It is by no means an exhaustive listing; is meant only as a guide.

Copies of routinely available records may be provided at a cost in accordance with the current Fees & Charges Bylaw or any other applicable bylaw.

Examples of routinely available records include:

- Annual Reports
- Brochures
- Budgets
- Building Permits (Except personal information supplied in support of the application)
- Building Plans (Exterior views and site plans only)
- Bylaws
- Council agendas and minutes (Except from meetings closed to the public)
- Council Committee agendas and minutes (Except from meetings closed to the public)
- Licenses (Except personal information supplied in support of an application)
- Maps
- Policies/Manuals
- Official Community Plans
- Permits (Except personal information supplied in support of the application)
- Public Hearing agendas and minutes
- Records published to the District's website
- Staff reports supporting items on Council agendas (Except from meetings closed to the public)
- Statistical Information

Reviews and FOI requests are handled by the Office of the Clerk Administrator. Any requests for records not available routinely should be made in writing and directed to the FOI Coordinator.



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Fees may apply to the provision of records requested under the Act as per District of 100 Mile House Freedom of Information and Protection of Privacy Bylaw No. 1108, 2008.

5. Record Types

Accident Reports

Full disclosure to a lawyer acting for the District. Lawyers representing a client must provide written confirmation/consent they are acting for an individual before they are provided with any personal information of their client. Personal information regarding others must be severed.

Accounts Payable

General information is available. Individual files and invoices require an FOI request to ensure no proprietary information is being disclosed.

Accounts Receivable

General information including total amount due is available. Individual files, outstanding or paid amounts on individual files requires an FOI request.

Agents and Contractors

Agents and contractors contact information is available. Agents on development applications are operating in a business capacity and their contact information is therefore available, even if they provided their personal information.

Agreements

See "Contracts and Agreements"

Application Forms

Applications forms generally contain personal information and contact information may be harmful to business interests and must be reviewed before being released. A description of the application, name of the applicant, name and contact information for the agent, contractor or a business and property information related to the application, are routinely releasable.

If a home address of the applicant is different than the property information, it is not releasable. The applicant's email, phone and other contact information are not releasable.

Appraisals

Land appraisals commissioned or received by the District are not routinely available to the public. Requests for appraisals are to be forwarded to the FOI Coordinator for response.



Auditor's Report

Confidential until released with Financial Statements and requires an FOI request.

Building Permits and Plans

Issued building permits are available. The application and supporting materials for the building permit are not available and should be subject to a formal FOI request.

Where a request is made to view building plans, access should be provided to plans showing site layout and any exterior elevations. These plans may be viewed, but not copied as they are protected by copyright law. Copies of such plans will only be provided upon receipt of a written release from the owner and the professional that created the plans or as part of an FOI request. The federal Copyright Act provides for the copying of copyright materials as part of an access request. However, copyright restrictions still apply to the use of the copied plan by the applicant or by any other person. Any released plan must be stamped with an appropriate "Copyright Act Information" stamp.

The District will **not** make available those plans showing interiors of a building. Interior plans could harm the business interest of 3rd parties such as builders who have designed layouts, and could cause security harm by potentially showing the layout of the home.

Business Licenses

The following business license information contained within the Business License System may be released in the form of a Business License Summary Report – FOI to the public upon request:

- Business License Number
- Business License type code
- Location
- Business Name
- Mailing Address
- Business Phone number
- Description of Business

Additional information regarding license details, fee payment and license restrictions can also be routinely disclosed. The release of business license information must **NOT** disclose any additional personal information supplied in support of the license application.

For home-based businesses, the applicant's home address is considered public information because it is the location of the business.

A list of business licenses cannot be disclosed if it is to be used for solicitation purposes.



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Bylaws

Bylaws are routinely available. Draft bylaws must not be disclosed.

Bylaw Enforcement

Records may be released once the investigation has been completed. Personal information and personal identifiers, anything in the context or substance that identifies the individual, must be severed. Bylaw enforcement can disclose personal information to another public body or law enforcement agency inside Canada.

The person the complaint is about has the right to know the substance of the complaint, but **not** the identity of the individual who made the complaint. The requestor should be made aware that the complainant's identity will not be revealed.

Requests for copies of complaints must be directed to the FOI Coordinator.

Cemetery Records

Copies of issued cemetery permits for interments can routinely be provided upon request based on the following information:

- The name of the person to whom the permit was issued
- The date the permit was issued
- The location of the plot or grave
- The name of service provider (the Funeral Home)
- The value of the permit

Requests for copies of cemetery permits for interments that contain personal information supplied in support of the application, must be forwarded to the FOI Coordinator.

Cheques/Cheque Requisitions

An FOI request is required to obtain information regarding cheques and cheque requisitions issued.

Collective Agreements

Final version of collective agreements are available. Drafts not releasable.

Closed Meetings

Records relating to a closed meeting will not be released unless the matter has been discussed at length in an open meeting, or if the report or minutes have been in existence for more than 15 years. No other exemptions under the *Freedom of Information and Protection of Privacy Act* apply.



Comments on Planning Proposals

Notices for a planning or development proposal must be made available to the public prior to the application appearing before Council through such means as public hearings. Members of the public that object to proposals may submit their objection before the applicable deadline.

If the planning process in question is governed by a section of the *Local Government Act* that authorizes public disclosure in relation to planning matters and liquor licensing, staff may disclose personal information as required by the *Local Government Act*. Section 33.1 of the *Freedom of Information & Protection of Privacy Act* permits a public body to disclose personal information for the purpose of complying with an enactment of BC.

Contact Information

Contact information is information that allows an individual to be contacted at **a place of business** and includes the name, position or title, business telephone number, business address, business email or business fax number of the individual.

Contracts and Agreements

Generally, most contracts or agreements signed by the Mayor and Clerk or staff with any other party are available to the public through an FOI request. Wording and clauses of the agreement must be examined to ensure that it does not reveal trade secrets, proprietary information or information which could possibly harm the business interest of a third party which must be severed before the record is released.

Council Records

All "Non-Confidential" Council records, such as agendas for regular Council meetings, are available to the public only after they have been approved by the CAO.

Correspondence to Mayor and Council and letters in response to Development applications are treated as public documents and may be disclosed and included in agenda packages.

Council's Personal Information

Mayor and Council's personal information is not releasable unless written consent has been provided annually and clearly states that staff have authority to release the personal information.

Debt and Debenture Debt

An FOI request is required for information in relation to debt and debenture debt.

Dog Licenses

Dog licenses are considered a permit and it is therefore not an unreasonable invasion of privacy to disclose details of a permit. Permit holder's name can be released but not the home address or any other personal information.



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E-Mail

E-Mail is subject to the Freedom of Information and Protection of Privacy Act.

If the information contained in an e-mail message is of value to the organization and is to be retained, it must be filed in the appropriate paper file within the records management system.

Employee Files

Employees are entitled to view their employee file. Employees are entitled to see comments made about them, that is their personal information, however, the identity of the person making the comments may be withheld. Information regarding a person's employment history is personal information and will not be disclosed to third parties, unless express permission of the employee is obtained first, this includes information regarding benefits paid to the employee. If a request for salary information is received, the requestor will be told of the salary range for that particular position without identifying any individuals' specific salary unless express permission from the employee has been obtained first. Verbal requests from outside agencies wanting to confirm whether a particular individual employee is currently employed should not be confirmed without the employees consent.

Personal information about staff can be disclosed to a union representative if the employee has given authorization in writing. Elected officials do not have access to personnel files or personal information.

Financial Disclosure Forms

Council Financial disclosure forms are available for disclosure. Employee financial disclosure forms are **not** releasable.

Financial Statements

Available once adopted by Council.

Fire Incident Reports

Requests for these reports and related records must be forwarded to the FOI Coordinator. Fire Incident Report records may not be released until the investigation has been completed.

Requests for Fire Department records that are prepared for and submitted to the provincial Fire Commissioner must be directed to the Office of the Fire Commissioner.

Grants for Assistance

All applications forms must be requested under FOI in order to review for personal information. General information is available.



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Legal

All legal advice, invoices and correspondence must **not** be disclosed as its confidential communications between a solicitor and client. If a lawyer indicates in writing that he or she is acting on behalf of an employee, the local government body may disclose the information based on the written proof of the lawyer's authority to act for the employee. May disclose personal information to another public body or a law enforcement agency inside Canada if satisfied that there is an active investigation underway however, this precludes the sharing of information for the purposes of a "fishing expedition". Full disclosure for lawyer acting on behalf of the District.

Petitions

Citizens may provide input or feedback in the form of petitions and form letters listing their names, addresses and signatures to express support or opposition to an issue and to establish their legitimate interest in the matter. Since the intent of such petitions is to demonstrate the degree of public support or opposition to the subject matter of the petition, individuals who complete them normally expect that they will be used for discussion purposes and that it will be part of the District's public record.

If the petition is discussed in an open meeting, then staff can provide copies of requested petitions under Section 33.1(1)(c) and (c.1) of the Freedom of Information and Protection of Privacy Act, which permits disclosure for a consistent purpose. Otherwise, the request must be in writing and forwarded to the FOI Coordinator for response.

Note: Alternative Appeal Process petitions are not normally available for public inspection.

Property Information

Routine access to property files is available to the registered owner or individuals who have permission from the owner to access the file. General property information is available including: civic address, legal description, assessed property value, roll number, PID number, physical condition, bylaw infractions, notices or actions on a property, including if the property has been used as a grow op. This is information about the property and not an identifiable individual. **Do not disclose:** property owner or information, address other than the property, email, phone.

Property Owner

Owner of the property is personal information and cannot be disclosed. Ownership information is available through BC Assessment or through Lands Title & Survey Office for a fee.

Property Taxes

The total amount of property taxes for a property is available, but not the outstanding or paid amounts on individual files without the consent of the property owner. This information may be disclosed through tax searches/certificates and through utility searches to banks and mortgage



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companies upon the sale of the property. Information on outstanding taxes may be disclosed to a bank in order to comply with an enactment.

Request for Proposals

Request for proposals are available to the public on the website or by request. RFP's should contain a statement advising that "All proposals received may be made publicly available, except information relating to unit pricing, confidential third party business information, and employment history of employees."

Surveys of the Public

Surveys conducted by the District or agents are public information and should be routinely disclosed, however, survey forms themselves will likely contain personal information which should not be disclosed. An FOI request must be made for the completed forms. Survey's must include a statement informing the person filing it out, why the information is being collected, under what authority and for what purposes the information will be used.

Remuneration

It is not an unreasonable invasion of personal privacy to release information on an employee's position, functions or remuneration as an officer, employee or member of the local government. The description of functions, the position title, a generic list of the benefit package attached to that position, and the gross salary may all be released. The list of employees with salaries over \$75,000 and contractors with contracts of \$50,000 are available or available for purchase.

Staff Meetings, Minutes & Agendas

Information must be reviewed to ensure no personal information or other information that may be withheld, is disclosed.

Tax Sale

Publicly available – disclose personal information for the purpose of complying with an enactment.

Tenders

Tenders submitted in response to a call for bids or request for proposals are available to the public, except for information regarding unit pricing, employment histories and other confidential third party business information. Section 21 of the Act recognizes that the release of such information could potentially harm the company's business interests and provide access to personal information of their employees. Unit pricing information is considered proprietary information belonging to the third party. This information is therefore "blacked out" or severed prior to disclosure by the FOI Coordinator.

Requests for copies of tenders submitted to the District should be directed to the FOI Coordinator.



State of Title Certificate

Available for purchase from LTSA, Notary, Lawyer or authorized agent (real estate agent, local government, etc.)

6. Charging Fees

The Freedom of Information and Protection of Privacy Act permits public bodies to charge applicants fees for costs associated with processing requests to access records under the Act.

The Act prohibits public bodies from charging applicants for access to their own personal information. Please note that a property file may contain personal information but the file itself is not the homeowner's personal information.

The Freedom of Information and Privacy Act stipulates that an applicant may be required to pay a public body for the following services:

- Locating, retrieving and producing the record
- Preparing the record for disclosure
- Shipping and handling the record
- Providing a copy of the record

The Act further states that an applicant must not be required to pay a fee for the following:

- The first three hours spent locating and retrieving a record, or
- Time spent severing information from a record

If an applicant is required to pay fees for services, the Act states that the public body shall give the applicant an estimate of the total fee before providing the service.

Records provided routinely to applicants by departments may charge the applicant for copies in accordance with the current Fees & Charges bylaw.

Fee Estimates

In order to prepare and provide fee estimates to applicants in a timely fashion, departments may be asked to provide the FOI Coordinator with an estimate of the number of records that respond to the request, as well as the amount of staff time that would be involved with the following:

- Locating records that respond to the request (includes time spent searching for both physical and electronic records in the Records and Information Management Systems and on the computer network, e-mail archives, etc.)



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- Preparing the records for photocopying (removing staples, etc.)
- Photocopying the records
- Time spent reassembling the original files

The Act provides that the head of a public body may excuse (upon written request) “an applicant from paying all or part of a fee if, in the head’s opinion,

- The applicant cannot afford the payment, or for any other reason it is fair to excuse payment, or
- The record relates to a matter of public interest, including the environment or public health or safety.”

Note: “Public Interest” is a specifically defined term and should not be confused with records that may be of interest to some members of the public or that the public may find interesting.



Records Release Reference Table

TYPE OF RECORD	Source of Record	Routine Release	Review or FOI Request Req'd
Access to Information Request (FOI)	Administration		x
Accident Reports	Administration		x
Accounts Payable (General Information)	Finance	x	
Accounts Payable (Individual Vendor Files)	Finance		x
Accounts Payable (Invoices)	Finance		x
Accounts Receivable (General Information)	Finance	x	
Accounts Receivable (Individual Accounts Files)	Finance		x
Acts and Legislation	Administration	x	
Advertising - Public Hearing Notices	Administration	x	
Advertising - Public Meeting Notices	Administration	x	
Advertising - Other	Administration	x	
Agendas - Committees of Council	Administration	x	
Agendas - Open Meetings of Council	Administration	x	
Agendas - Closed (In-Camera) Meetings of Council	Administration		x
Agreements	Administration		x
Alternative Appeal Process Petitions	Administration		x
Annual Budgets	Finance	x	
Annual Financial Statements	Finance	x	
Annual Reports	Administration	x	
Application Forms - Blank	Administration	x	
Application Forms - Completed	Administration		x
Appraisals	Administration		x



Freedom of Information and Protection of Privacy Policy

Agricultural Land Commission - Application Files	Lands Title Office		x
Arbitration Decisions	Administration		x
Audits/Auditor's Report	Finance		x
B			
Benefits - Employee	Finance		x
Board of Variance - Applications/supporting docs	Planning	x	
Board of Variance - Agendas & Minutes	Planning	x	
Bonds & Letters of Credit	Finance		x
Brochures	Administration	x	
Budgets - General Information	Finance	x	
Budgets - Operating Final	Finance	x	
Budgets - Capital Final	Finance	x	
Budgets - Draft	Finance		x
Budgets - Financial Plan	Finance	x	
Building Permits - Applications	Administration		x
Building Permits - Elevation Drawings (View only)	Administration	x	
Building Permits - Floor Plans	Administration		x
Building Permits - Inspection Reports	Administration		x
Building & Occupancy Permits - Issued	Administration	x	
Building Permits - Name of Building/Architect/Engineer & contact info	Administration	x	
Building Permits - Name of Owner & Info	Administration		x
Building Permits - Site Plans (View only)	Administration	x	
Building Regulations & General Information	Administration	x	
Buildings - Individual files	Administration		x
Buildings - District owned - Individual files	Administration		x
Business Licences - Total issued	Administration	x	
Business Licences - Applications	Administration		x
Business Licences - Individual Files	Administration		x
Bylaws - After First Reading	Administration	x	



Freedom of Information and Protection of Privacy Policy

Bylaws - Draft	Administration		x
Bylaws - Enforcement/Complaints	Administration		x
C			
Cemetery - Burial Permits Issued > 20 yrs ago	Administration	x	
Cemetery - Burial Permits Issued < 20 yrs ago	Administration		x
Cemetery - Licenses Issued > 20 yrs ago	Administration	x	
Cemetery - Licenses Issued < 20 yrs ago	Administration		x
Cemetery - Personal Information	Administration		x
Cheques/Cheque Requisitions	Finance		x
Claims - General Information	Administration	x	
Claims - Individual Files	Administration		x
Closed Meetings	Administration		x
Collective Agreement - Draft	Administration		x
Collective Agreement - Final	Administration	x	
Comments on Planning Proposals	Planning	x	
Committee Appointments - Applications	Administration		x
Committee - Internal/Staff-Agendas/Minutes	Administration		x
Committee - Agendas/Minutes	Administration	x	
Complaints & Service Requests	Administration		x
Contracts/Agreements/Leases	Administration		x
Council - Financial Disclosure Forms	Administration	x	
Council - Indemnities/Remunerations	Administration	x	
Council - Personal Information	Administration		x
Council - Meetings Agendas/Minutes/Reports-Open Meetings	Administration	x	
Council - Meetings Agendas/Minutes/Reports-In-Camera Meetings	Administration		x
Council- Resolutions - Open Meetings	Administration	x	
Council - Resolutions - Closed (In-Camera) Meetings	Administration		x
Covenants - Restrictive Covenants	Lands Title Office	x	



Freedom of Information and Protection of Privacy Policy

Criminal Records Checks - Staff & Volunteers	Administration	x
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D

Debt & Debenture	Finance	x
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Demographics Data	Planning	x
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Design Guidelines	Planning	x
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Development - Individual Area Plans	Planning	x
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Development - Cost Charges	Planning	x
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Development - Guidelines	Planning	x
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Development - Permits - Applications	Planning	x
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Development - Permits - Individual Files	Planning	x
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Development - Permits - Issued	Planning	x
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Development - Variance Permits - Applications	Planning	x
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Development - Variance Permits - Individual files	Planning	x
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Development - Variance Permits - Issued	Planning	x
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Dog Licences	Administration	x
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E

E-Mail	Administration	x
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Easements/Rights of Way/Encroachments	Planning	x
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Elections - Campaign Financing Disclosure	Administration	x
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Elections - Forms	Administration	x
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Elections - Nomination Papers	Administration	x
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Elections - Results	Administration	x
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Emergency Plan	Fire Dept	x
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Employee - Benefits	Finance	x
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Employee - Classification	Finance	x
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Employee - Individual File	Finance	x
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Employee - Financial Disclosure Forms	Finance	x
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Employment Applications/Resumes	Administration	x
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Freedom of Information and Protection of Privacy Policy

Environmental Reports	Planning	x	
Expense Accounts - Council/Staff	Finance	x	
Expense Claims - Council/Staff	Finance		x

F

Fire Incident Reports	Fire Dept		x
Fire Inspection Reports	Fire Dept	x	
First Aid/Worksafe BC Reports	Administration		x
Fleet Statistics - Vehicles/Equipment/Fuel Usage	Administration		x
FOI-Individual Requests for Information	Administration		x

G

Garbage Collection/Recycling Calendar	Administration	x	
Grants from the District - General Information	Finance	x	
Grants from the District - Applications/Requests	Finance		x
Grants to the District - General Information	Finance	x	
Grievances - Individual files	Administration		x

H

Homeowner Grants - Provincial	Finance		x
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I

Illegal Suites - Complaints	Administration		x
Incident Reporting Forms	Administration		x
Insurance Policies	Finance		x
Inventories & Asset Control	Finance		x



Freedom of Information and Protection of Privacy Policy

Invoices	Finance	x
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J

Job - Classifications	Administration	x
Job - Competitions	Administration	x
Job - Descriptions	Administration	x
Job - Evaluations	Administration	x

K

L

Labour Negotiations	Administration	x
Land Sale/Options/Exchange/Transfer	Administration	x
Legal Opinions	Administration	x
Legal Opinions - Invoices/Costs	Administration	x
Letter of Credit - Held by the District	Finance	x
Licenses - Applications	Administration	x
Licenses - Individual Files	Administration	x
Licenses - Issued	Administration	x
Licenses - Liquor -Applications	Administration	x
Licenses - Liquor - Individual files	Administration	x
Litigation - Individual files	Administration	x
Litigation - Invoices/Costs	Administration	x
Long Term Disability - Individual Files	Administration	x

M

Management Reviews	Administration	x
Manuals - Policy & Procedure	Administration	x
Maps	Planning	x



Freedom of Information and Protection of Privacy Policy

Media Releases	Administration	x
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Mission Statement	Administration	x
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N

O

Official Community Plan (OCP)	Planning	x
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Operational Certificates/Permits	Administration	x
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Organizational Chart	Administration	x
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Organization Reviews/Audits	Administration	x
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P

Parking Tickets/Enforcement	Administration	x
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Payroll	Finance	x
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Performance Planning & Review	Administration	x
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Permits Issued - All Types	Administration	x
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Pesticide Use Permits	Administration	x
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Petitions - Discussed in Open Meeting	Administration	x
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Petitions - Alternative Appeal Process	Administration	x
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Policies - Council, Corporate, Departmental	Administration	x
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Policies - Draft	Administration	x
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Project Files	Administration	x
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Property files (to property owner or authorized agent only)	Finance	x
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Property Information (Except Ownership)	Finance	x
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Property Taxes/ Tax Roll	Finance	x
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Freedom of Information and Protection of Privacy Policy

Proposals	Administration	x
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Purchase Orders	Finance	x
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Q

Quotation	Finance	x
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R

Remuneration - Council	Administration	x
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Remuneration - Staff	Administration	x
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Reports & Statistics	Administration	x
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Reports to Council - Open Meeting	Administration	x
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Reports to Council - Closed (In-Camera) Meeting	Administration	x
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Requests for Proposals (RFPs)	Finance	x
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Request for Proposals - Submission	Finance	x
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Rezoning - General Information	Planning	x
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Rezoning - Individual Files	Planning	x
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Rezoning - Public Hearing Notifications	Planning	x
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Rights of Way & Easements	Planning	x
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Rights of Way & Easements-Individual Files	Planning	x
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S

Signs - Permits	Planning	x
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Signs - Inspections	Planning	x
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Soil Permits - Applications	Administration	x
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Soil Permits - Individual Files	Administration	x
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Soil Permits - Issued	Administration	x
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Special Events/Occasion Permits	Administration	x
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Speeches	Administration	x
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Staff Meetings - Agendas & Minutes	Administration	x
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Staff Reports - Open Meetings	Administration	x
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Staff Reports - Closed (In-Camera) Meetings	Administration	x
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Freedom of Information and Protection of Privacy Policy

Statutory Declaration	Administration		x
Subdivision - Applications	Planning		x
Subdivision - Individual Files	Planning		x
Subdivision - General Information	Planning	x	
Subdivision - Registered Plans	Planning	x	
Subdivision - Unregistered Plans	Planning		x
Survey Forms - completed (Survey of the Public)	Administration		x
Survey Results (Survey of the Public)	Administration	x	

T

Tax Exemptions	Finance	x	
Taxation Assessments	Finance	x	
Taxes Paid	Finance	x	
Telephone Bills	Finance		x
Tenders	Finance	x	
Tenders - Submissions	Finance		x
Timesheets	Finance		x
Traffic Signal Information	Administration		x
Traffic System Information	Administration		x
Training & Development - General Information	Finance	x	
Training & Development - Individual Employee	Finance		x
Travel Advances	Finance		x
Travel Allowances & Expense	Finance	x	
Tree Cutting Permits - Applications	Administration		x
Tree Cutting Permits - Individual Files	Administration		x
Tree Cutting Permits - Issued	Administration	x	

U

Unsightly Premises	Administration		x
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Freedom of Information and Protection of Privacy Policy

Utility Connections	Administration	x
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V

Variance Permits	Planning	x
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Vendors/Suppliers - Individual Files	Finance	x
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W

Water Quality Data	Administration	x
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WorkSafe BC Claims	Administration	x
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Workplace Inspection Reports	Administration	x
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X,Y,Z

Zoning - Applications	Planning	x
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Zoning - General Information	Planning	x
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Zoning - Individual Files	Planning	x
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Zoning - Public Hearing Agendas/Notices/Letters of Support or Objection/Reports to Council	Planning	x
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Zoning - Regulations	Planning	x
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Appendix 2

PRIVACY MANAGEMENT PROGRAM FORMS



DISTRICT OF 100 MILE HOUSE
Collecting Personal Information
In Person/Telephone/Website

The collection of personal information is authorized under section (A) of the *Freedom of Information and Protection of Privacy Act* (FIPPA) and (B). This information will be used for (C). Questions can be directed to: Privacy Contact Person, 385 Birch Avenue, 100 Mile House, BC V0K 2E0 250.395.2434, selias@100milehouse.com.

Key for completing privacy notification:

- A. In this space enter the paragraph of section 26 of FIPPA that provides the general legal authority for collecting the personal information. At the District we generally use the authority in section 26(c) (the information relates directly to and is necessary for operating a program or activity of the public body).
- B. In this space, where applicable, enter any Federal or Provincial Laws other than FIPPA that provide specific legal authority for collecting the personal information. If you don't know of any, then delete this part.
- C. In this space, enter a simple statement regarding the purpose for collecting the personal information. Sample statements of purpose include:
 - a. Processing this application;
 - b. Processing your registration;
 - c. Evaluating your employment application;
 - d. Administering employee benefits;
 - e. Considering your views and communicating with you.



Freedom of Information and Protection of Privacy Policy

Sometimes, personal information is collected in person without using a form (e.g. taking a name and phone number over the phone to return a phone call; registering someone for a program over the phone). A verbal privacy notification needs to be provide in these circumstances. This can be done by advising them how their personal information will be used, that is may be retained for future communications, and that the citizen may contact the Privacy Contact if they have any questions.

Script to be used:

"We'll be sure to protect your personal information will only use it to (communicate with your/process your registration/etc.). Our Privacy Officer would be happy to answer any questions that you might have."



E-MAIL CONFIDENTIALITY NOTICE

All District of 100 Mile House e-mail account holders shall ensure that the following statement is inserted on each e-mail:

CONFIDENTIALITY NOTICE: *If you choose to respond to this email, any emails received by the District are subject to the Freedom on Information and Protection of Privacy Act and may be released or shared in accordance with the law. This electronic transmission, and any documents attached to it, may contain confidential information belonging to the District of 100 Mile House. If you are not the intended recipient, you are hereby notified that any disclosure, copying distribution or the taking of any action in reliance upon the contents of this information is prohibited. If you have received this transmission in error, please notify the sender immediately and delete the message and all documents.*



DISTRICT OF 100 MILE HOUSE
Privacy Breach Report

FILE: YYYY-###

Date of Report:	
Department:	
Main Contact:	
Position:	
Phone:	
E-Mail:	

1. Incident Description

Date and time of breach:	
Location of incident:	
Date that breach was discovered:	
Description of breach:	
Type of personal information ("PI") compromised: (e.g. name, address, SIN, financial, medical; <i>do not include identifiable personal information</i>)	



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Estimated number of individuals affected:	
Type of individuals affected:	<input type="checkbox"/> Employees <input type="checkbox"/> Customers/Citizens <input type="checkbox"/> Businesses <input type="checkbox"/> Children/Youth <input type="checkbox"/> Other (specify):
Immediate steps taken to contain the breach: <i>(e.g. locks changed, computer access codes changed, records moved/secured, etc.)</i>	
2. Safeguards	
Describe physical security measures taken to protect PI: <i>(e.g. location, locks, alarm systems, etc.)</i>	
Describe technical security measures in place to protect PI: <i>(e.g. encryption, passwords, etc.)</i>	
Describe other measures in place to protect PI <i>(e.g. policies, role-based access, training, contractual provisions, etc.)</i>	
3. Harm from Breach	
Identify the type of harm(s) that may result from the breach:	<input type="checkbox"/> Identity theft <i>(most likely when the breach includes loss of SIN, credit card numbers, driver's licence numbers, personal health numbers, debit card numbers with password information and any other information that can be used to commit financial fraud)</i>



Freedom of Information and Protection of Privacy Policy

	<p><input type="checkbox"/> Risk of physical harm <i>(when the loss of information places any individual at risk of physical harm, stalking or harassment)</i></p> <p><input type="checkbox"/> Hurt, humiliation, damage to reputation <i>(associated with the loss of information such as mental health records, medical records, disciplinary records)</i></p> <p><input type="checkbox"/> Loss of business or employment opportunities <i>(usually as a result of damage to reputation to an individual)</i></p> <p><input type="checkbox"/> Breach of contractual obligations <i>(contractual provisions may require notification of third parties in the case of a data loss or privacy breach)</i></p> <p><input type="checkbox"/> Future breaches due to similar technical failures <i>(notification to the manufacturer may be necessary if a recall is warranted and/or to prevent a future breach by other users)</i></p> <p><input type="checkbox"/> Failure to meet professional standards or certification standards <i>(notification may be required to professional regulatory body or certification authority)</i></p> <p><input type="checkbox"/> Other (specify):</p>
4. Notification	
Has the Privacy Officer been notified?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If Yes, who was notified and when?	
If No, who will be notified and when?	
Have the police or other authorities been notified? <i>(e.g. professional bodies or persons required under contract)</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No Explain:



Freedom of Information and Protection of Privacy Policy

Based on the harms identified in section 3, do the affected individuals need to be notified?	<input type="checkbox"/> No Explain: <input type="checkbox"/> Yes Manner and date of notification:
Confirm inclusion of the following information in the notification: <i>*attach copy of the notification to this report, if applicable</i>	<input type="checkbox"/> n/a (notice was not given) <input type="checkbox"/> Date of the breach <input type="checkbox"/> Description of the breach <input type="checkbox"/> Description of the information inappropriately accessed, collected, used or disclosed <input type="checkbox"/> Steps taken so far to control or reduce the harm <input type="checkbox"/> Future steps planned to prevent further privacy breaches <input type="checkbox"/> Steps the individual can take to reduce the harm <input type="checkbox"/> Privacy Commissioner contact information and their right to complain <input type="checkbox"/> Organization contact information for further assistance
Consider (and check off) the following factors to determine if the Office of the Information and Privacy Commissioner needs to be notified of the breach:	<input type="checkbox"/> The personal information involved is sensitive <input type="checkbox"/> There is a risk of identity theft or other harm including pain and suffering or loss of reputation <input type="checkbox"/> A large number of people are affected by the breach The information has not been fully recovered <input type="checkbox"/> The breach is the result of a systemic problem or a similar breach has occurred before <input type="checkbox"/> Your organization or public body requires assistance in responding to the privacy breach <input type="checkbox"/> You want to ensure that the steps taken comply with the organization's or public body's obligations under privacy legislation



Freedom of Information and Protection of Privacy Policy

Will the OIPC be given notice? <i>*If yes, please attach copy of notification to this report</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. Prevention	
Describe the long-term strategies that will be implemented to correct the situation and ensure future breaches like this do not occur: <i>(e.g. staff training, policy development, privacy and security audit, contractor supervision strategies, improved technical security architecture, improved physical security):</i>	
Privacy Officer comments:	

Attachments:

A –

B –

Department Review/Approval:

Signature

Full Name

Date

Privacy Officer Review/Approval

Signature

Full Name

Date



DISTRICT OF 100 MILE HOUSE PRIVACY STATEMENT

The District of 100 Mile House is committed to protecting the privacy of residents, employees, and clients.

The District is subject to the *Freedom of Information and Protection of Privacy Act* (the Act). It is the goal of the District to not only meet the requirements of the Act, but to exceed them by implementing “best practices” with respect to the collection, use and disclosure of personal information.

The District requires third party service providers to demonstrate full compliance with its privacy obligations, principles and processes as outlined in this Statement.

The District collects personal information for a variety of purposes. Only that information which relates directly to, and is necessary for the operation of, related programs and services is collected. The District does not collect personal information unlawfully or unfairly. Indirect collection occurs in limited and specific circumstances, or as required by law.

Personal information will only be used by authorized District employees and third-party service providers to fulfill the purpose for which it was originally collected, a consistent purpose or a specific purpose as directed by the relevant individual.

The District and its service providers treat personal information in its custody and/or control with a high degree of confidentiality and only disclose it for the purposes of providing related programs and services, in specific circumstances (with consent of the relevant individual), or as required by law. The District will not disclose personal information outside of Canada without an individual's explicit consent unless required by law.

The District does not sell, share, or disclose personal information to others for any type of mailing list.

The District administers the highest security standards to ensure that personal information in its custody and/or control is secure. Security measures include: secure facilities and departments, limited user access, password protection, firewalls and encryption software.

Questions Regarding Privacy

Questions regarding privacy protection at the District of 100 Mile House may be directed to Sheena Elias, Privacy Officer, at 250.395-2434 or selias@100milehouse.com.



DISTRICT OF 100 MILE HOUSE Records Management & Privacy Protection EMPLOYEE AGREEMENT

The District of 100 Mile House (the “District”) is committed to the security, confidentiality and management of records in its custody and/or control (including records containing personal information). These terms and conditions document the required, ongoing compliance of District employees with regard to provincial, legislative and regulatory obligations.

Definitions

For the purposes of this agreement, the term “**employee**” will extend to and include Council members, Committee members and other volunteers, and third-party service providers.

Contact Information is defined as any information that would enable an individual to be contacted at their place of work.

Personal Information is defined as recorded information about an identifiable individual excluding contact information. Examples include: name, residential address and telephone number, ethnic origin, sex, marital status, employment history, financial information (including financial history), health care history, etc.

Record is defined as any recorded information. Examples include: books, documents, maps, drawings, photographs, letters, vouchers, papers and any other medium on which information is recorded or stored by any means whether graphic, electronic, mechanical or otherwise.

Confidential Information is defined as non-public information that contains administrative, operational or proprietary information requiring protection against unauthorized access or disclosure. It includes anything that has been acquired by, or made available to an individual or other legal entity in the course of the relationship between parties.

Terms and Conditions

While employed by the District, employees will abide by all provisions of the *Freedom of Information and Protection of Privacy Act* (FIPPA) including appropriate use, disclosure, access, and security of personal and confidential information. Employees are responsible for the protection and security of information and records in their custody to prevent unauthorized access, modification, use, disclosure, theft, or disposal of such records. Employees must not share, show, or discuss such records, or the personal or confidential information contained therein, except as appropriate and required in order to perform their operational duties for the District or as required by FIPPA and/or District policies.



Freedom of Information and Protection of Privacy Policy

Records created, maintained and used during the course of employment to meet the District's administrative and operational objectives remain the property of the District and will be retained and disposed of per approved retention and disposition schedules. District employees are accountable and responsible for records at all times which are the exclusive and confidential property of the District.

Within 24 hours of termination of employment, all records in the custody and/or control of employees must be returned to the District.

All standards, guidelines, procedures, and protocols related to these terms and conditions are documented and reflected in the Districts' Records Management & Privacy Program Manual. I have read and agree to the above terms and conditions:

Employee Signature

Print Name

Date



Appendix 3

Schedule of Fees & Charges