



Privacy Impact Assessment Summary

Business Unit / Department: City Clerk's Office/Access & Privacy

Project Title: Access to General Information Request ePayment Process

PIA Number: 2021-PIA-003

Project Description:

The City of Calgary's ("The City") City Clerk's Office, Access and Privacy Section ("Access and Privacy"), receives approximately 300-400 access to information requests annually, a large portion of which are general requests for information that require an initial fee payment. Of the submitted general requests some may also require a fee estimate payment depending on search time and volume of the request. Currently, there is no option for applicants requesting general information to submit payment online electronically. Payment must be made either by cheque, cash, or credit card/Interac processed through a Point of Sales machine located in the Municipal Complex. To fill this void, Access and Privacy will be implementing a new ePayment process for applicants to provide payment pertaining to their general access requests electronically online. The payment system will utilize the current corporate wide implemented City MyID for verification purposes as well as the vendor Bambora as the ePayment gateway.

Personal Information collected, used and disclosed by the project:

| | |
|-------------------------------------|--|
| <input checked="" type="checkbox"/> | name, home or business address or home or business telephone number, |
| <input type="checkbox"/> | race, national or ethnic origin, colour or religious or political beliefs or associations, |
| <input type="checkbox"/> | age, sex, marital status or family status, |
| <input type="checkbox"/> | identifying number, symbol or other particular assigned to the individual, |
| <input type="checkbox"/> | fingerprints, other biometric information, blood type, genetic information or inheritable characteristics, |
| <input type="checkbox"/> | health and health care history, including information about a physical or mental disability, |
| <input type="checkbox"/> | educational, financial, employment or criminal history, including criminal records where a pardon has been given, |
| <input type="checkbox"/> | opinions about an individual, |
| <input type="checkbox"/> | an individual's personal views or opinions, except if they are about someone else, |
| <input checked="" type="checkbox"/> | Other please describe: email address, credit card/interac information (name on card, card number, expiry date, CVD |

Note: Personal information is defined in section 1(n) of the *Freedom of Information and Protection of Privacy Act* of Alberta

PIA Report Acceptance Date: 1/18/21