



Calgary



Privacy Framework Employee Survey Report

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Background & Methodology

Background

City Clerks is creating a Privacy Management Program for The City. They identified a need to gather feedback from citizens and City employees to inform the development of the program, and to gain insight regarding citizens' awareness and knowledge of Alberta's *Freedom of Information and Protection of Privacy (FOIP) Act* and privacy and protection of personal information at The City. In September 2020, an online survey was conducted with citizens who are members of Citizens' View (The City's online research panel). Following this, an online survey of City employees was conducted. This report presents the findings of the employee survey.

Methodology

The City's Corporate Research Team conducted an online survey with a randomly selected group of City employees. The survey was sent to 2,967 employees via email invitation. The survey was conducted between October 26 and November 12, 2020. The survey was completed by 1,014 respondents (34% completion rate).

Key Findings



Key Findings

For the majority of respondents, privacy is a consideration in their role at least ‘often’ and nearly all are confident that they’re reasonably protecting personal information, although only half have taken the FOIP Act online training available on myHR.

- Nearly two-in-five respondents (37%) say that privacy is ‘always’ a consideration in their role, as many (36%) say it’s ‘often’ a consideration and 25% say it’s ‘occasionally’ a consideration.
- Most (96%) of respondents are confident that they’re reasonably protecting personal information (58% ‘very’ and 38% ‘somewhat’ confident).
- One-half (51%) of respondents have taken the online training related to the FOIP Act that is available on myHR and just as many (50%) are aware there’s an access to information and privacy employee handbook available on myCity.

While nearly all respondents have heard of the FOIP Act and the majority are aware of the details, there’s room to increase awareness of aspects that relate to protecting citizens’ privacy.

- Awareness of Alberta’s FOIP Act among respondents is high at 97% and the majority are aware that they can request access to information from The City (88%), they can request access to their personal information from The City (83%), and they can request to have their personal information corrected by The City (80%).
- Fewer respondents are aware that The City must provide formal notice of collection of personal information from the individual (71%), there must be a business purpose for City departments to share personal information (68%), and there are time limits on how long The City can keep personal information (55%).

Key Findings – cont'd

A majority of respondents are aware that each business unit has a FOIP Program Administrator/ Alternate who is the first point of contact on access and privacy matters but a minority are familiar with accessing resources to complete a Privacy Impact Assessment (PIA).

- Two-thirds (64%) of respondents said they're aware that each Business Unit has a FOIP Program Administrator/ Alternate who is the first point of contact on access and privacy matters.
- Only three-in-ten respondents (30%) are familiar with how to access resources on completing a PIA (9% 'very' and 21% 'somewhat' familiar).

A large majority of respondents are or would be comfortable providing their personal information to The City in person or online but fewer are comfortable doing so via other methods.

- A large majority of respondents are or would be comfortable providing personal information to The City in person (91%). Fewer are or would be comfortable using other methods such as online/web (not including apps) (79%), phone (77%), regular mail (67%), mobile app (67%) and fax (33%).
- Those who would not be "very comfortable" providing personal information via a specific way were asked about their specific concerns. A review of the verbatim comments* indicate concerns such as:
 - The City's website/system and/or mobile apps being hacked.
 - Being scammed by someone on the phone claiming to be from The City or having someone on the phone record their information on paper and then losing/misplacing the paper.
 - A letter being lost in the mail or being intercepted by someone who will use the personal information for illegitimate reasons.
 - A fax being sent to the wrong number or being intercepted by someone who will use the personal information for illegitimate reasons.

*Verbatim responses are provided in an Excel file.

Key Findings – cont'd

The vast majority of respondents trust The City adheres to the FOIP Act but fewer agree The City clearly explains the reasons for collecting, using or disclosing citizens' personal information.

- Most respondents trust that The City uses personal information in accordance with the FOIP Act (95%) and fully adheres to and complies with the FOIP Act (93%).
- The vast majority (91%) agree The City respects citizens' privacy rights when it comes to collecting, using and disclosing their personal information. Fewer agree that when collecting citizens' personal information, The City clearly explains the reason for doing so and how the information will be used (85%) and when using or disclosing their information, The City clearly explains the reason for doing so (79%). The proportion of respondents answering "don't know" are relatively high at 11% and 17%, respectively.

While a large majority of respondents trust that The City has sufficient security measures in place to protect citizens' personal information, somewhat fewer are confident in the way The City handles privacy breaches.

- Nearly nine-in-ten respondents (88%) trust that The City has sufficient security measures in place to protect citizens' personal information, fewer are confident that privacy breaches at The City are reported (76%), addressed and handled properly (82%) and in a timely manner (80%).

A minority of respondents are familiar with the process for reporting a privacy breach at The City.

- Two-in-five respondents (40%) say they're familiar with the process for reporting a privacy breach (10% 'very' and 30% 'somewhat' familiar) and one quarter (25%) are 'not at all' familiar.
- Two-in-five respondents (39%) would like to know more about how The City handles privacy breaches.

Key Findings – cont'd

Respondents' ratings indicate that The City's compliance with the FOIP Act is most important to them while Audit and Review of the Privacy Program is least important.

- Respondents were provided with a list of seven components of The City's Draft Privacy Management Program and asked to rank them in order of importance, with 1 being most important and 7 being least important. Respondents rank "Compliance with the FOIP Act" as the most important (53% giving it a score of 1, with an average rank of 2.33) and "Audit and Review of the Privacy Program" as the least important (23% giving it a score of 7, with an average rank of 4.79). Following closely as least important is "Privacy Impact Assessments (PIAs)" (21% giving it a score of 7, with an average rank of 4.79).
- "Privacy Governance, Policies, and Procedures" and "Retention and Disposal of Personal Information" rank as being more important than "Privacy Complaint and Incident Management" and "Accountable Privacy Management Program Reporting."

In terms of principles to guide The City's Privacy Management Program, no one principle clearly ranked as the highest priority although Collaboration tends to be seen as the lowest priority.

- Respondents were provided with a list of five draft privacy principles being used to guide the Privacy Management Program and asked to rank them in order of priority, with 1 being highest priority and 5 being lowest priority. Of the five principles, four were very close in terms of the proportion scoring it as the highest priority: "Privacy by Design" (24% giving it a score of 1), "De-Identification and Anonymization" (23% scoring it as 1), "Data Minimization" (23% scoring it as 1) and "Notice" (23% scoring it as 1). When looking at average ranking scores, "De-Identification and Anonymization" is prioritized slightly ahead with a score of 2.63.
- "Collaboration" is ranked as the lowest priority (44% giving it a score of 5, with an average ranking of 3.84).

Detailed Results



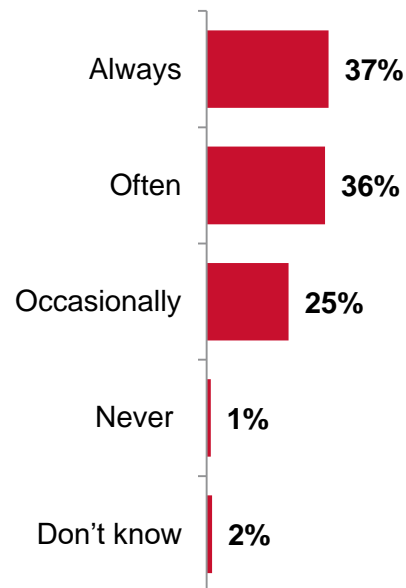


Awareness and Knowledge

Consideration of Privacy in Their Role

Respondents are split in terms of the frequency with which privacy is a consideration in their role at The City. Slightly more than a third say always (37%) while just as many say often (36%) and a quarter (25%) say it's occasionally a consideration.

Frequency of Considering Privacy in Their Role



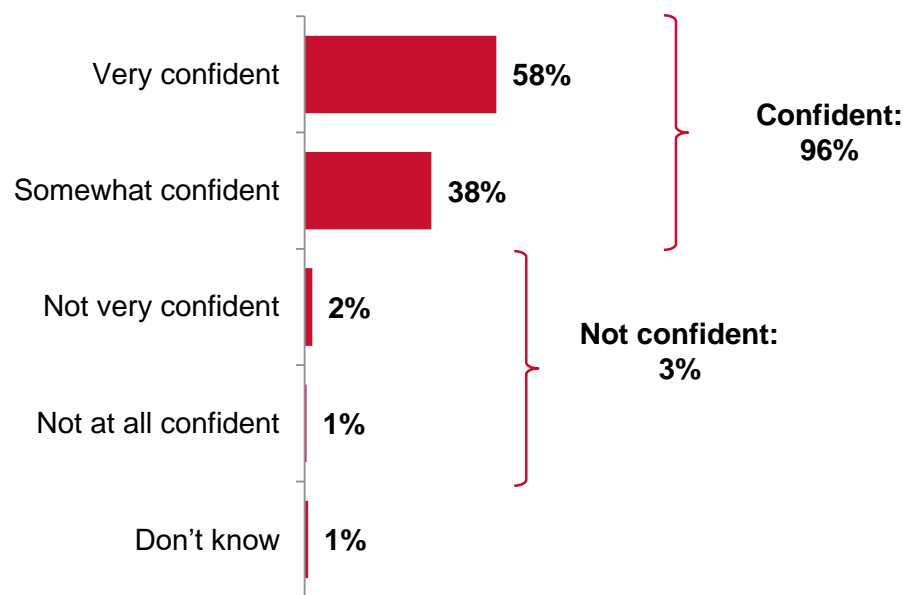
Q: How often is privacy a consideration in your role?

Base: All respondents (n=1,014)

Confidence in Protecting Personal Information

Nearly all respondents (96%) are confident (58% 'very' and 38% 'somewhat') that they're reasonably protecting personal information in their role.

Level of Confidence in Protecting Personal Information



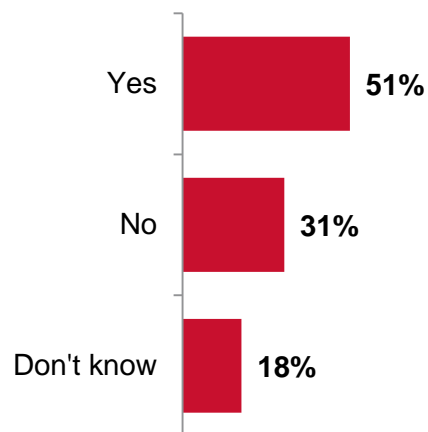
Q: How confident are you that you're reasonably protecting personal information in your role?

Base: All respondents (n=1,014)

Privacy Training

Half (51%) of respondents have taken access to information or privacy awareness training related to the FOIP Act that is available on myHR and just as many (50%) are aware of the Access to Information & Privacy Employee Handbook available on myCity.

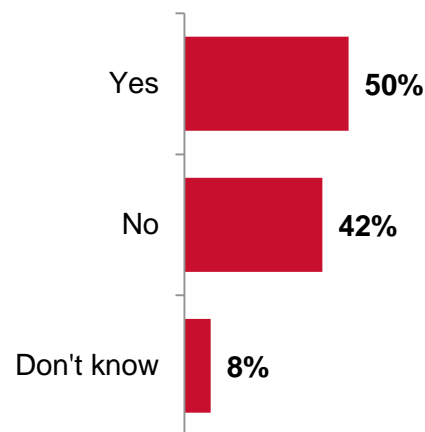
Have Taken Online Training Related to the FOIP Act that is Available on myHR



Q: Have you taken access to information or privacy awareness online training related to the FOIP Act that is available on myHR?

Base: All respondents (n=1,014)

Aware of Access to Information & Privacy Employee Handbook



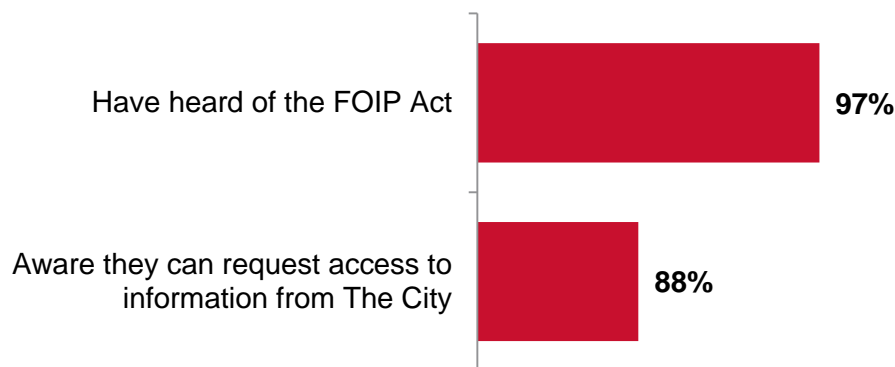
Q: Are you aware that there is an Access to Information & Privacy Employee Handbook available on myCity?

Base: All respondents (n=1,014)

Awareness: Alberta's FOIP Act

Nearly all respondents (97%) have heard of the FOIP Act and the majority (88%) are aware they can request access to information from The City.

Awareness of the FOIP Act and Requesting Access to Information from The City
(% yes)



Q: In this survey, the terms 'The City of Calgary' or 'The City' refer to the Municipal government, including Council and Administration. Alberta's Freedom of Information and Protection of Privacy Act (FOIP Act) is the legislation that protects an individual's privacy by setting out rules for collection, use and disclosure of personal information by public bodies, such as The City of Calgary. It also provides a method of requesting access to information that is not available by any other means. The process to request access to information is available on myCity and calgary.ca. Before this survey, had you heard of the FOIP Act?

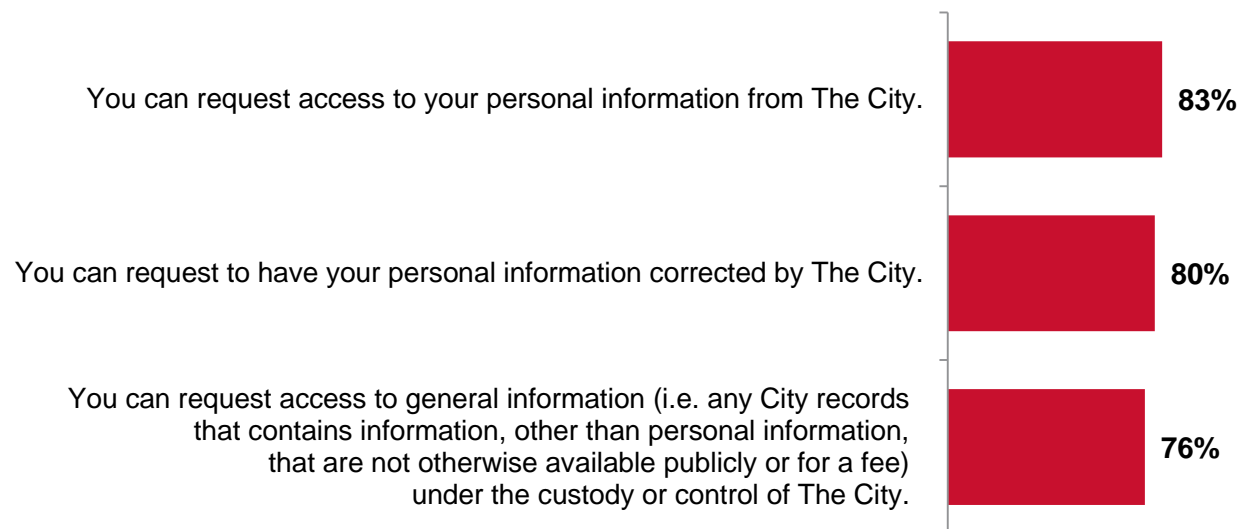
Q: Before this survey, were you aware that you can request access to information from The City of Calgary?

Base: All respondents (n=1,014)

Awareness: Requesting Access to Information

The majority of respondents are aware they can request access to their personal information from The City (83%), can request to have their personal information corrected by The City (80%) and can request access to general information under the custody or control of The City (76%).

Awareness Regarding Requests for Information (% yes)



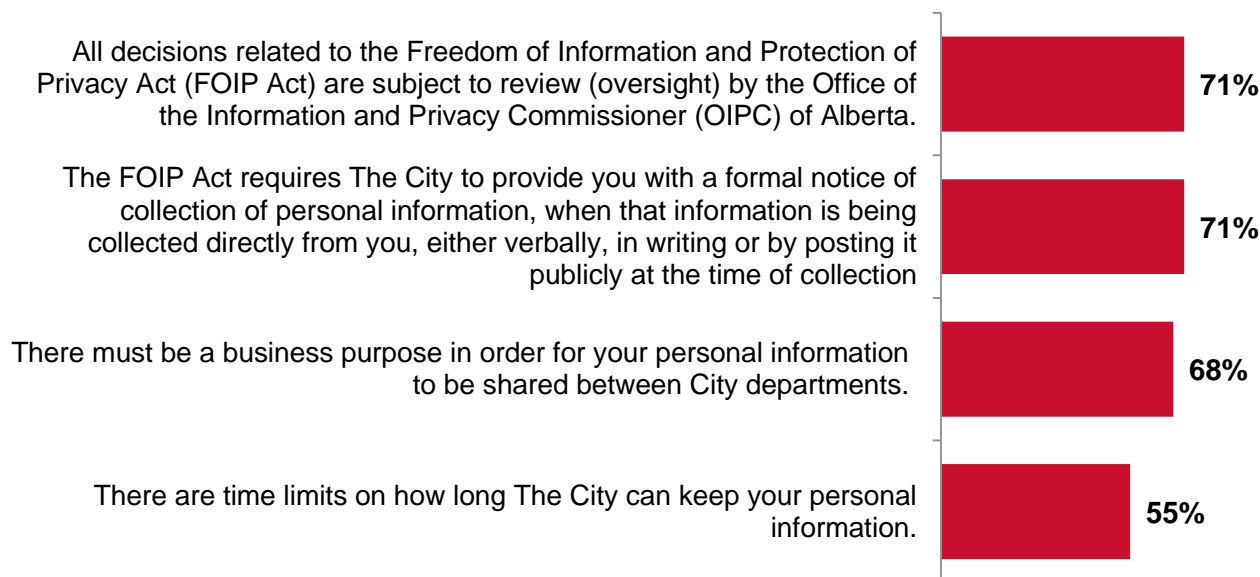
Q: Before this survey, were you aware of each of the following?

Base: All respondents (n=1,014)

Awareness: FOIP Requirements

The majority of respondents are aware that all decisions related to the FOIP Act are subject to review by the Office of the Information and Privacy Commissioner (71%), that the FOIP Act requires The City to provide formal notice of collection of personal information at the time of collection (71%) and that there must be a business purpose in order for their personal information to be shared between City departments (68%). Fewer are aware there are time limits on how long The City can keep their personal information (55%).

Awareness Regarding FOIP Requirements with which The City Must Comply (% yes)



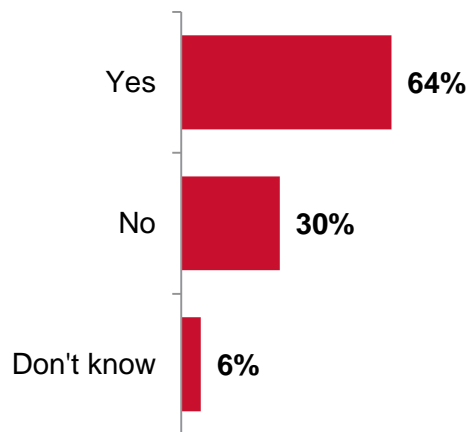
Q: Before this survey, were you aware of each of the following?

Base: All respondents (n=1,014)

Aware of FOIP Program Administrator/Alternate

Around two-thirds (64%) of respondents are aware that each Business Unit has a FOIP Program Administrator/Alternate who is the first point of contact about access and privacy matters.

Awareness Regarding Who is the First Point of Contact about Access and Privacy Matters



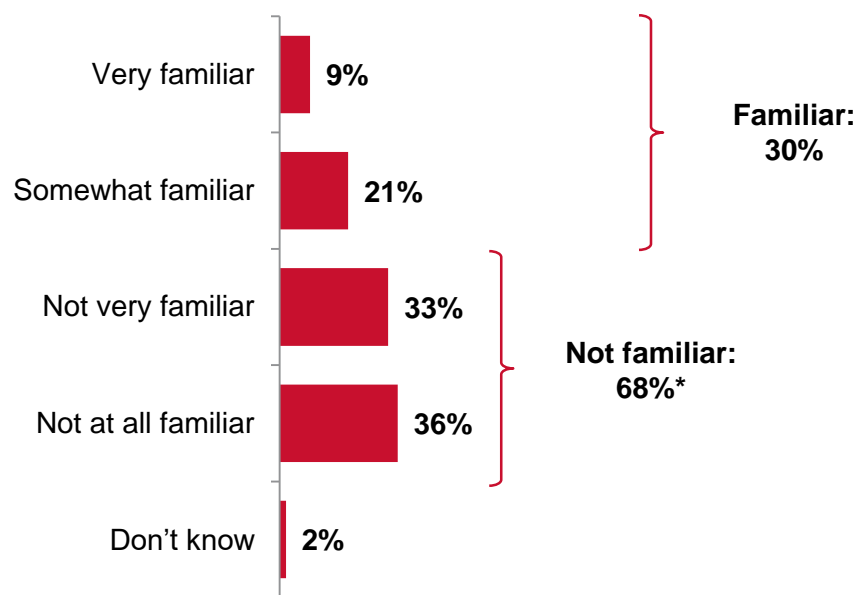
Q: Are you aware that each Business Unit has a FOIP Program Administrator/Alternate who is the first point of contact on access and privacy matters?

Base: All respondents (n=1,014)

Familiarity with Accessing PIA Resources

The minority of respondents (30%) are familiar (9% 'very' and 21% 'somewhat') with how to access resources on completing a Privacy Impact Assessment (PIA). One third are 'not very' familiar and around as many (36%) are 'not at all' familiar.

Level of Familiarity with Accessing PIA Resources



Q: A Privacy Impact Assessment (PIA) is a process that helps to identify and address potential privacy risks that may occur in the operation of a new or updated project. The City's primary tool for identifying privacy risks is a PIA. How familiar are you with how to access resources on completing a PIA?

Base: All respondents (n=1,014)



Perceptions of Privacy Protection at The City

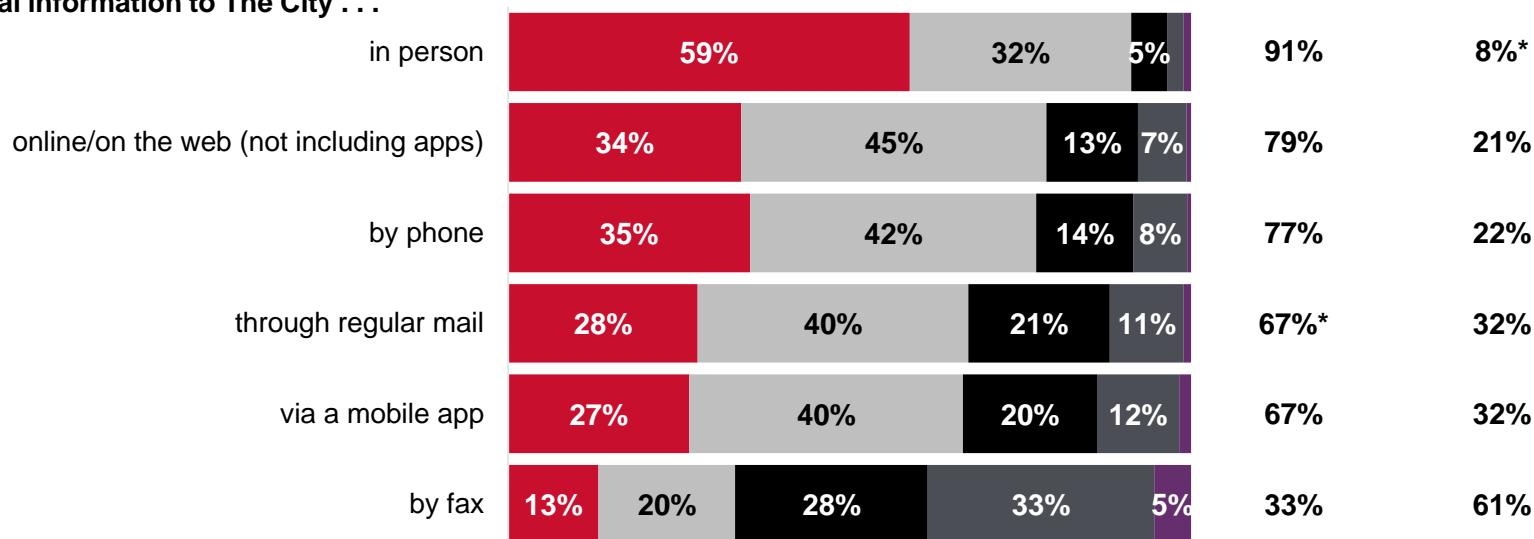
Providing Personal Information to The City

Most respondents (91%) are or would be comfortable providing personal information to The City in person (91%) while fewer are/would be comfortable doing so online/on the web (not including apps) (79%) and by phone (77%). Even fewer, although still a majority, are/would be comfortable providing personal information through regular mail (67%) or via a mobile app (67%). Fax is the method with which the fewest respondents are or would be comfortable providing personal information (33%).

Comfort with Providing Personal Information to The City via Various Channels

■ Very comfortable ■ Somewhat comfortable ■ Somewhat uncomfortable ■ Very uncomfortable ■ Don't know

Providing personal information to The City . . .



Note: 3% and lower not labelled

*Rounding

Q: Please indicate to what extent you are or would be comfortable or uncomfortable doing each of the following in order to access City services and programs:

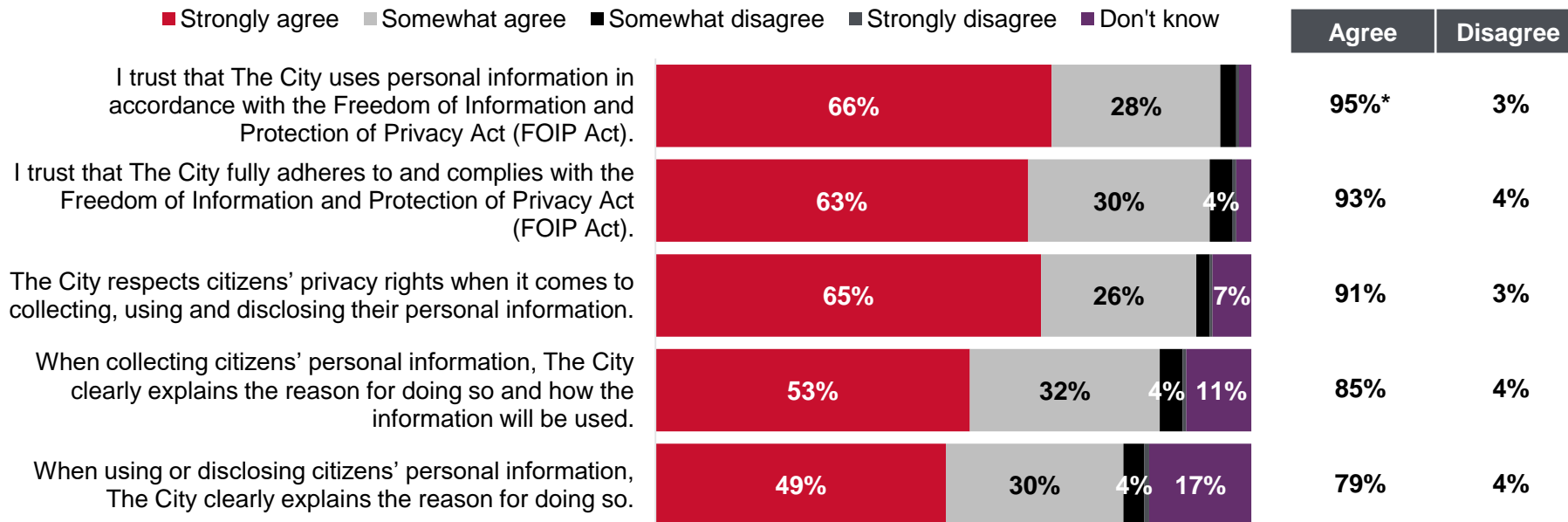
Base: All respondents (n=1,014)

Privacy and Protection of Personal Information

Most respondents agree that they trust The City uses personal information in accordance with the FOIP Act (95%) and that The City fully adheres to and complies with the FOIP Act (93%). The majority also agree The City respects citizens' privacy rights when it comes to collecting, using and disclosing their personal information (91%) and that, when collecting citizens' personal information, The City clearly explains the reason and how the information will be used (85%). Four-in-five respondents (79%) agree that when using or disclosing citizens' personal information, The City clearly explains the reason for doing so; however, nearly one in five (17%) don't know.

Perceptions of Privacy and Protection of Personal Information at The City

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree ■ Don't know



Q: Please indicate to what extent you agree or disagree with each of the following statements:

Base: All respondents (n=1,014)

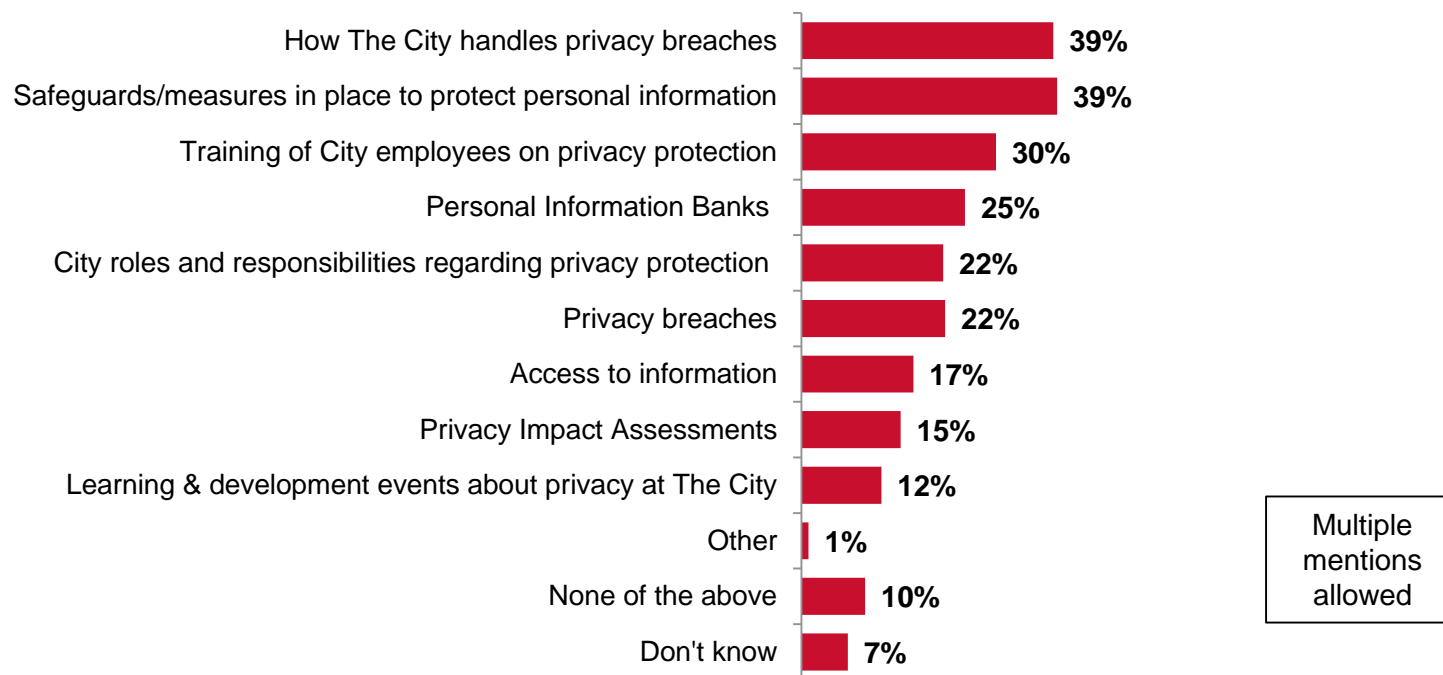
Note: 3% and lower not labelled

*Rounding

Topics of Interest

The privacy management topics of most interest to respondents are how The City handles privacy breaches (39%) and safeguards/measures in place to protect personal information (39%). Slightly fewer would like to know more about training of City employees on privacy protection (30%).

Topics of The City's Privacy Management About Which They'd Like to Know More



Q: Which, if any, of the following elements of The City's privacy management might you like to know more about? Please select up to 3.

Base: All respondents (n=1,014)

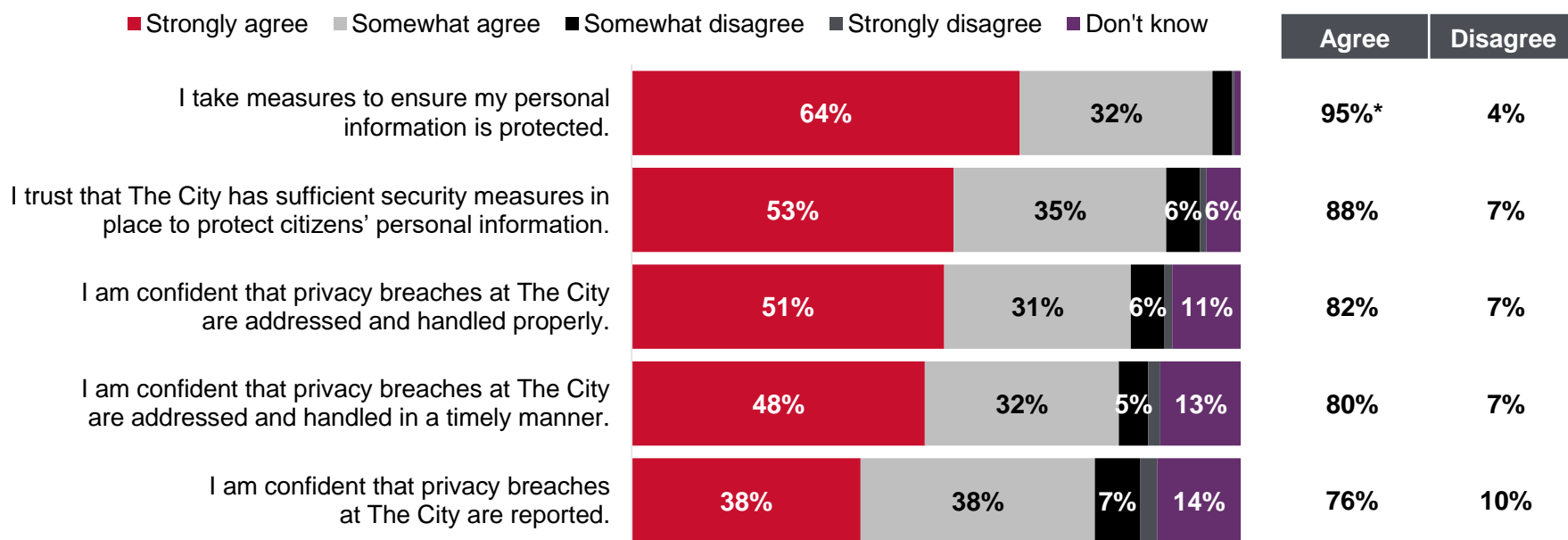


Privacy Breaches

Privacy Breaches at The City

Most respondents (95%) agree they take measures to ensure their personal information is protected and the majority agree they trust that The City has sufficient security measures in place to protect citizens' personal information (88%). The majority also agree they're confident that privacy breaches at The City are addressed and handled properly (82%), in a timely manner (80%), and that they're reported (76%).

Perceptions about Privacy Breaches at The City



Note: 3% and lower not labelled

*Rounding

Q: A privacy breach means a loss, unauthorized access to, or disclosure of personal information.

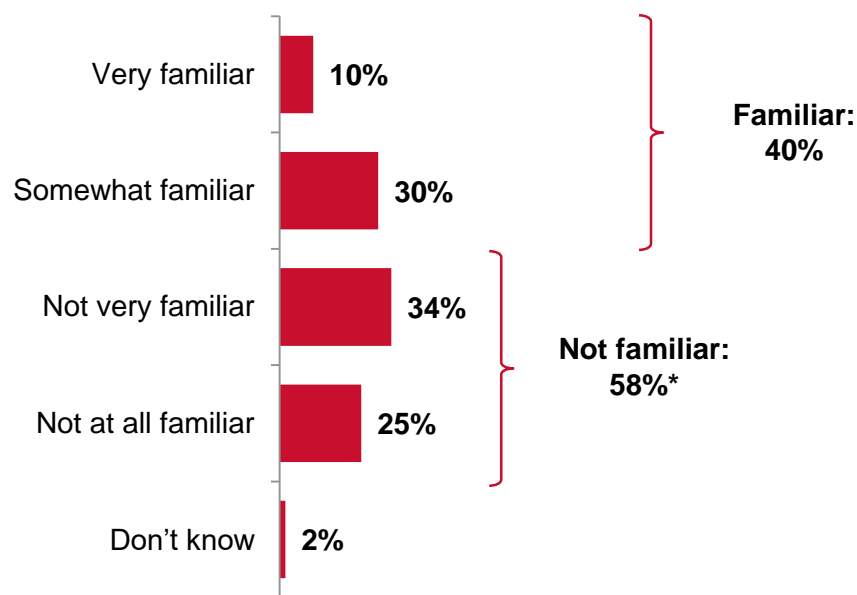
Please indicate to what extent you agree or disagree with each of the following statements:

Base: All respondents (n=1,014)

Familiarity with Reporting a Privacy Breach

Despite the majority's confidence in the reporting and handling of privacy breaches at The City, a minority (40%) say they're familiar (10% 'very' and 30% 'somewhat') with the process of reporting a privacy breach.

Level of Familiarity with the Process for Reporting a Privacy Breach



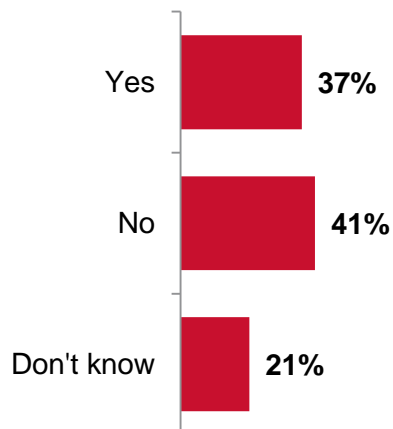
Q: How familiar are you with the process for reporting a privacy breach?

Base: All respondents (n=1,014)

Experience with Personal Information Breaches

Just over one-third (37%) of respondents have ever had their personal information breached while one fifth (21%) don't know if they've been the victim of a privacy breach. Very few (5%) say they've had their personal information breached at The City.

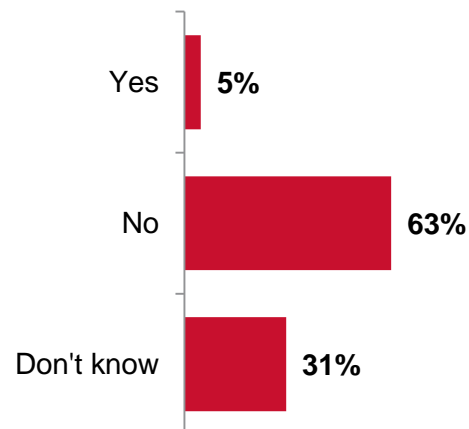
Ever had their Personal Information Breached



Q: Have you ever had your personal information breached? This includes privacy breaches at public institutions as well as private businesses and banks.

Base: All respondents (n=1,014)

Ever had their Personal Information Breached at The City



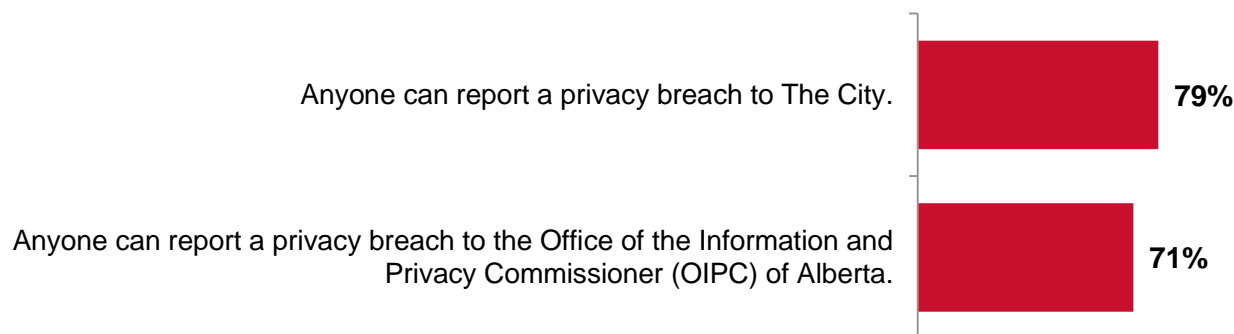
Q: Have you ever had your personal information breached at The City?

Base: All respondents (n=1,014)

Awareness about Reporting Privacy Breaches

Four-in-five respondents (79%) are aware that anyone can report a privacy breach to The City while slightly fewer are aware anyone can report a privacy breach to the Office of the Information and Protection of Privacy Commissioner (OIPC) of Alberta (71%).

Awareness Regarding Reporting Privacy Breaches (% yes)



Q: Before this survey, were you aware of each of the following?

Base: All respondents (n=1,014)



Privacy Program Components and Principles

Importance of Privacy Program Components

Respondents were asked to rank the importance of seven components of The City's draft Privacy Management Program. The component with the most respondents ranking it most important (1) was "compliance with the FOIP Act". The component ranked least important (7) by the largest proportion of respondents was "Audit and Review of the Privacy Program" (23%), followed closely by "Privacy Impact Assessments (PIAs)" (21%, although just as many rated it as a 6).

Perceived Importance of The City's Draft Privacy Management Program Components

	1 (most)	2	3	4	5	6	7 (least)	Average rank
Compliance with the FOIP Act (i.e. the manner in which The City collects, uses, and discloses personal information)	53%	15%	10%	7%	5%	4%	5%	2.33
Privacy Governance, Policies, and Procedures	14%	23%	15%	13%	15%	11%	9%	3.63
Retention and Disposal of Personal Information	14%	19%	15%	15%	10%	11%	18%	3.92
Privacy Complaint and Incident Management	6%	14%	20%	19%	17%	16%	8%	4.08
Accountable Privacy Management Program Reporting	6%	11%	16%	16%	19%	17%	15%	4.44
Privacy Impact Assessments (PIAs)	4%	10%	12%	14%	18%	20%	21%	4.79
Audit and Review of the Privacy Program	4%	10%	13%	15%	16%	20%	23%	4.82

Q: Below is a list of components that make up The City's draft Privacy Management Program. Rate these components in order of importance to you, with 1 being most important and 7 being least important.

Base: All respondents (n=1,014)

Prioritizing Privacy Principles

Respondents were asked to prioritize five draft privacy principles that guide The City's Privacy Management Program. Of the five principles, four received essentially the same proportion of ratings of 1. The principle rated as the lowest priority (5) by the largest proportion of respondents was "Collaboration" (44%).

Prioritization of Draft Privacy Principles to Guide The City's Privacy Management Program

	1 (highest priority)	2	3	4	5 (lowest priority)	Average rank
De-Identification and Anonymization – Before analyzing and sharing data, The City takes steps to prevent personal information from being revealed.	23%	26%	25%	15%	11%	2.63
Data Minimization – The City identifies the minimum amount of data needed and limits collection of personal information to only that which is required to deliver City services or programs.	23%	25%	22%	16%	14%	2.73
Notice – The City provides individuals with clear, transparent and concise information about why it collects personal information and intended use.	23%	22%	18%	23%	14%	2.84
Privacy by Design – The City recognizes and practices the seven Privacy by Design ¹ foundational principles	24%	16%	20%	22%	18%	2.96
Collaboration - The City protects personal information through collaborative working relationships.	8%	11%	14%	23%	44%	3.84

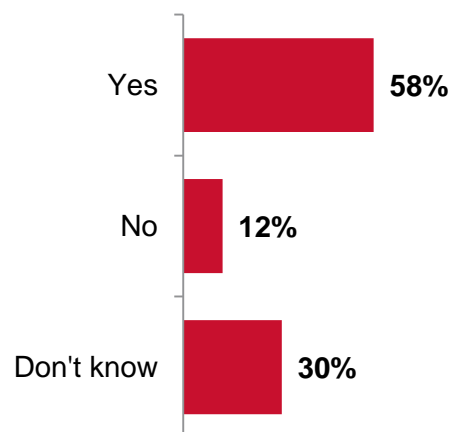
¹ Privacy by Design Centre of Excellence. Ryerson University. See Appendix for list of principles.

Q: Please rank these privacy principles in the order you think The City should prioritize them, where 1 is highest priority and 5 is lowest priority.
Base: All respondents (n=1,014)

The City's Draft Privacy Vision

Six-in-ten respondents (58%) think The City's draft privacy vision fully captures The City's commitment to privacy, while 30% don't know.

Opinion about Whether The City's Draft Privacy Vision Fully Captures The City's Commitment to Privacy



25. The City's draft privacy vision is:

"The City of Calgary protects citizen privacy while operating an open and transparent government through a collaborative City-wide privacy model that connects technology and leverages data to build an efficient, equitable and accessible city."

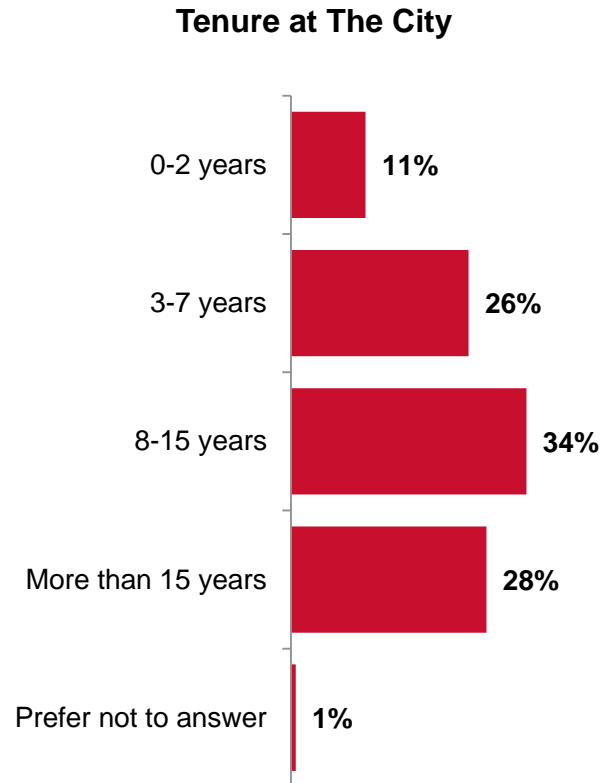
Do you think the draft privacy vision above fully captures The City's commitment to privacy?

Base: All respondents (n=1,014)

Demographics



Tenure at The City



Base: All respondents (n=1,014)

Respondents' Business Unit

Community Services	25%
Calgary Community Standards	4%
Calgary Emergency Management Agency	1%
Calgary Fire	3%
Calgary Neighbourhoods	4%
Calgary Parks	6%
Calgary 9-1-1	1%
Calgary Recreation	4%
Calgary Housing	2%
Chief Financial Officer Department	21%
Assessment	2%
Corporate Initiatives	1%
Customer Service & Communications	4%
Finance	4%
Human Resources	3%
Information Technology	6%

Transportation	17%
Green Line	1%
Calgary Transit	8%
Roads	5%
Transportation Infrastructure	1%
Transportation Planning	2%
Utilities & Environment Protection	15%
Environmental & Safety Management	2%
Waste & Recycling Services	2%
Water Resources	5%
Water Services	6%
Deputy City Manager's Office	11%
Facility Management	3%
Fleet Services	2%
Corporate Analytics & Innovation	3%
Real Estate & Development Services	1%
Intergovernmental & Corporate Strategy	<1%
Supply	2%

City Manager's Office	6%
City Manager's Office	1%
City Clerk's Office	1%
Law	3%
Corporate Security	1%
Planning & Development	6%
Calgary Approvals Coordination	1%
Calgary Building Services	2%
Calgary Growth Strategies	1%
Community Planning	2%

Base: All respondents excluding those who chose "prefer not to answer" (n=973)

Questionnaire



Privacy Framework Survey for Employees October 19, 2020

INTRODUCTION

The personal information collected in this survey is done so under the authority of the *Freedom of Information and Protection of Privacy Act*, Section 33(c) and is used to provide guidance to The City of Calgary in developing a privacy framework. If you have any questions about the collection or use of your information, please contact a City of Calgary Research Coordinator at 403-268-3617, at research@calgary.ca or send a letter to The City of Calgary, Mail code 8305, P.O. Box 2100, Station M, Calgary, AB Canada T2P 2M5.

1. How long have you been employed by The City?

- 0-2 years
- 3-7 years
- 8-15 years
- More than 15 years
- Prefer not to answer

2. How often is privacy a consideration in your role?

- Never
- Occasionally
- Often
- Always
- Don't know

3. How confident are you that you're reasonably protecting personal information in your role?

- Very confident
- Somewhat confident
- Not very confident
- Not at all confident
- Don't know

4. Have you taken access to information or privacy awareness online training related to the FOIP Act that is available on myHR?

- Yes
- No
- Don't know

5. Are you aware that there is an Access to Information & Privacy Employee Handbook available on myCity?

- Yes
- No
- Don't know

In this survey, the terms 'The City of Calgary' or 'The City' refer to the Municipal government, including Council and Administration.

6. Alberta's *Freedom of Information and Protection of Privacy Act* (FOIP Act) is the legislation that protects an individual's privacy by setting out rules for collection, use and disclosure of personal information by public bodies, such as The City of Calgary. It also provides a method of requesting access to information that is not available by any other means. The process to request access to information is available on myCity and calgary.ca.

Before this survey, had you heard of the FOIP Act?

- Yes
- No
- Don't know

7. Before this survey, were you aware that you can request access to information from The City of Calgary?

- Yes
- No
- Don't know

According to the FOIP Act, personal information means recorded information about an identifiable individual. It includes, but is not limited to, name and contact information, age, gender, marital status, health and health care history, financial history, fingerprints, religious and political beliefs.

8. Please indicate to what extent you agree or disagree with each of the following statements:

[RANDOMIZE]

- a) The City respects citizens' privacy rights when it comes to collecting, using and disclosing their personal information.
- b) When collecting citizens' personal information, The City clearly explains the reason for doing so and how the information will be used.
- c) When using or disclosing citizens' personal information, The City clearly explains the reason for doing so.
- d) I trust that The City fully adheres to and complies with the *Freedom of Information and Protection of Privacy Act* (FOIP Act).
- e) I trust that The City uses personal information in accordance with the *Freedom of Information and Protection of Privacy Act* (FOIP Act).

Questionnaire – cont'd

Strongly agree
Somewhat agree
Somewhat disagree
Strongly disagree
Don't know

9. A privacy breach means a loss, unauthorized access to, or disclosure of personal information. Please indicate to what extent you agree or disagree with each of the following statements:

[RANDOMIZE]

- a) I am confident that privacy breaches at The City are reported.
- b) I am confident that privacy breaches at The City are addressed and handled properly.
- c) I am confident that privacy breaches at The City are addressed and handled in a timely manner.
- d) I trust that The City has sufficient security measures in place to protect citizens' personal information.
- e) I take measures to ensure my personal information is protected.

Strongly agree
Somewhat agree
Somewhat disagree
Strongly disagree
Don't know

10. How familiar are you with the process for reporting a privacy breach?

Very familiar
Somewhat familiar
Not very familiar
Not at all familiar
Don't know

11. Are you aware that each Business Unit has a FOIP Program Administrator/Alternate who is the first point of contact on access and privacy matters?

Yes
No
Somewhat
Don't know

A Privacy Impact Assessment (PIA) is a process that helps to identify and address potential privacy risks that may occur in the operation of a new or updated project. The City's primary tool for identifying privacy risks is a PIA.

12. How familiar are you with how to access resources on completing a PIA?

Very familiar
Somewhat familiar
Not very familiar
Not at all familiar
Don't know

13. Please indicate to what extent you are or would be comfortable or uncomfortable doing each of the following in order to access City services and programs:

[RANDOMIZE]

- a) Providing personal information to The City online/on the web (not including apps).
- b) Providing personal information to The City by phone.
- c) Providing personal information to The City in person.
- d) Providing personal information to The City via a mobile app.
- e) Providing personal information to The City through regular mail.
- f) Providing personal information to The City by fax.

Very comfortable
Somewhat comfortable
Somewhat uncomfortable
Very uncomfortable
Don't know

[FOR EACH Q11 ≠ VERY COMFORTABLE, ASK Q12]

14. What are your specific concerns about providing your personal information to The City **[INSERT FROM Q11 – ONLINE/ON THE WEB; BY PHONE; IN PERSON; VIA A MOBILE APP; THROUGH REGULAR MAIL; BY FAX]?**

[OPEN END]

15. Before this survey, were you aware of each of the following?

[RANDOMIZE]

- a) There are time limits on how long The City can keep your personal information.
- b) Anyone can report a privacy breach to The City.
- c) Anyone can report a privacy breach to the Office of the Information and Privacy Commissioner (OIPC) of Alberta.
- d) There must be a business purpose in order for your personal information to be shared between City departments.
- e) You can request access to your personal information from The City.
- f) You can request access to general information (i.e. any City records that contains information, other than personal information, that are not otherwise available publicly or for a fee) under the custody or control of The City.
- g) You can request to have your personal information corrected by The City.

Questionnaire – cont'd

- h) All decisions related to the *Freedom of Information and Protection of Privacy Act* (FOIP Act) are subject to review (oversight) by the Office of the Information and Privacy Commissioner (OIPC) of Alberta.
- i) The *FOIP Act* requires The City to provide you with a formal notice of collection of personal information, when that information is being collected directly from you, either verbally, in writing or by posting it publicly at the time of collection

Yes
No
Don't know

16. Below is a list of components that make up The City's draft Privacy Management Program. Rate these components in order of importance to you, with 1 being most important and 7 being least important.

[RANDOMIZE]

Compliance with the *FOIP Act* (i.e. the manner in which The City collects, uses, and discloses personal information)
Privacy Complaint and Incident Management
Accountable Privacy Management Program Reporting
Privacy Governance, Policies, and Procedures
Retention and Disposal of Personal Information
Privacy Impact Assessments (PIAs)
Audit and Review of the Privacy Program

17. If there are other components of a Privacy Management Program for The City that you think are missing from those above, please provide them here:

[OPEN END; OPTIONAL]

18. Which, if any, of the following elements of The City's privacy management might you like to know more about? Please select up to 3.

How The City handles privacy breaches
Safeguards/measures in place to protect personal information
Training of City employees on the topic of privacy protection
City roles and responsibilities regarding privacy protection
Privacy Impact Assessments
Personal Information Banks (directories of personal information held by The City)
Privacy breaches
Learning and development events on the topic of privacy at The City
Access to information
Other (please specify):
None of the above **EXCLUSIVE**

19. Have you ever had your personal information breached? This includes privacy breaches at public institutions as well as private businesses and banks.

Yes
No
Don't know

20. Have you ever had your personal information breached at The City?

Yes
No
Don't know

The City has identified the following 5 draft privacy principles to guide the Privacy Management Program:

- Collaboration – The City protects personal information through collaborative working relationships.
- Notice – The City provides individuals with clear, transparent and concise information about why it collects personal information and intended use.
- Data Minimization – The City identifies the minimum amount of data needed and limits collection of personal information to only that which is required to deliver City services or programs.
- De-Identification and Anonymization – Before analyzing and sharing data, The City takes steps to prevent personal information from being revealed.
- Privacy by Design – The City recognizes and practices the seven Privacy by Design¹ foundational principles:

- Proactive not reactive: Preventative not Remedial
- Privacy as the default setting
- Privacy embedded into design
- Full functionality: positive-sum, not zero-sum (meaning considering both privacy and security, not picking one over the other)
- End-to-end security: full lifecycle protection (meaning privacy is embedded from beginning to end)
- Visibility and transparency: keep it open
- Respect for user privacy: keep it user centric (meaning default settings and appropriate notices benefit the user)

¹ Privacy by Design Centre of Excellence, Ryerson University. Available online: <https://www.ryerson.ca/pbdce/certification/sevenfoundational-principles-of-privacy-by-design/>

Questionnaire – cont'd

21. Please rank these privacy principles in the order you think The City should prioritize them, where 1 is highest priority and 5 is lowest priority. **(RANDOMIZE)**

Collaboration - The City protects personal information through collaborative working relationships.

Notice – The City provides individuals with clear, transparent and concise information about why it collects personal information and intended use.

Data Minimization – The City identifies the minimum amount of data needed and limits collection of personal information to only that which is required to deliver City services or programs.

De-Identification and Anonymization - Before analyzing and sharing data, The City takes steps to prevent personal information from being revealed.

Privacy by Design – The City recognizes and practices the seven Privacy by Design¹ foundational principles.

22. If there are any other privacy principles that you feel should be included, please provide them here:

[OPEN END; OPTIONAL]

[Q26 AND Q27 TO BE ON THE SAME PAGE]

23. The City's draft privacy vision is:

"The City of Calgary protects citizen privacy while operating an open and transparent government through a collaborative City-wide privacy model that connects technology and leverages data to build an efficient, equitable and accessible city."

Do you think the draft privacy vision above fully captures The City's commitment to privacy?

Yes
No
Don't know

24. Why do you say that?

[OPEN END]

25. Has this survey increased your interest in privacy?

Yes
No
Don't know

26. And which business unit are you in?

Assessment
Corporate Initiatives
Customer Service & Communications
Finance
Human Resources
Information Technology
Calgary Community Standards
Calgary Emergency Management Agency
Calgary Fire Department
Calgary Neighbourhoods
Calgary Parks
Calgary 9-1-1
Calgary Recreation
Calgary Housing
City Manager's Office
Facility Management
Fleet Services
Corporate Analytics & Innovation
Real Estate & Development Services
Intergovernmental & Corporate Strategy
Resilience & Infrastructure Calgary
Supply
City Clerk's Office
Law
Corporate Security
Business and Local Economy
Calgary Approvals Coordination
Calgary Building Services
Calgary Growth Strategies
Community Planning
Green Line
Calgary Transit
Roads
Transportation Infrastructure
Transportation Planning
Environmental & Safety Management
Waste & Recycling Services
Water Resources
Water Services
Other (please specify):
Prefer not to answer

Appendix



Privacy by Design Foundational Principles

Privacy by Design – The City recognizes and practices the seven Privacy by Design¹ foundational principles:

1. Proactive not reactive: Preventative not Remedial
2. Privacy as the default setting
3. Privacy embedded into design
4. Full functionality: positive-sum, not zero-sum (meaning considering both privacy and security, not picking one over the other)
5. End-to-end security: full lifecycle protection (meaning privacy is embedded from beginning to end)
6. Visibility and transparency: keep it open
7. Respect for user privacy: keep it user centric (meaning default settings and appropriate notices benefit the user)

¹ Privacy by Design Centre of Excellence. Ryerson University. Available online: <https://www.ryerson.ca/pbdce/certification/sevenfoundational-principles-of-privacy-by-design/>