

	Title: Information Access and Privacy Protection	Policy Number: AD-10
	Date Approved: September 10, 2024	Section: Administration
	Approved By: Chief Administrative Officer	
	Historical Changes	

Purpose

1. The purpose of this policy is to:
 - a. describe how the City collects, uses, discloses, and protects personal information. This policy provides a framework for how the City will operate in order to ensure personal information is managed in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA); and
 - b. ensure that all City employees, Council Members, City Committee Members, Volunteers, and Service Providers are aware of the rights, duties, and obligations that apply under FIPPA with respect to the protection of personal information in the custody and/or control of the City.

Scope

2. This policy applies to:
 - a. City Employees, City Committee Members, Volunteers, and Service Providers, collectively referred to as 'Personnel' throughout this policy; and
 - b. Council Members.

Definitions

3. In this policy,
 - a. **City** means City of Langley.
 - b. **City Committee** means a Council Committee as defined in the Community Charter.
 - c. **City Employee** means an individual hired by the City for a position that falls under the Union or Exempt Employee category.
 - d. **Committee Member** means an individual appointed by City Council to

serve on one or more of its City committees.

- e. **Community Charter** means the Community Charter of the Province of British Columbia, as amended from time to time.
- f. **Confidential Information** means a category of recorded information with restricted access requirements.
- g. **Contact Information** means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual.
- h. **Control** means the authority to manage a record throughout its life cycle.
- i. **Council Member** means an elected member of City of Langley Council.
- j. **Custody** means having physical possession of a record, including responsibility for access, managing, maintaining, preserving, disposing, and providing security.
- k. **Exempt Employee** means an employee whose position does not fall under one of the City's union contracts.
- l. **FIPPA means** the Freedom of Information & Protection of Privacy Act of the Province of British Columbia, as amended from time to time.
- m. **Law Enforcement** has the same meaning as defined under FIPPA.
- n. **Personal Information** means recorded information about an identifiable individual other than contact information.
- o. **Personnel** means all City Employees, Committee Members, Volunteers, and Service Providers.
- p. **Privacy Coordinator** means the position defined in the City's current Freedom of Information and Protection of Privacy Bylaw.
- q. **Privacy Head** means the position defined in the City's current Freedom of Information and Protection of Privacy Bylaw.
- r. **Privacy Management Program** means at minimum, the mandatory collective components, as identified in Privacy Management Program Direction 02/2022 issued by the Province of British Columbia under section 36.2 of FIPPA, that set expectations for privacy accountability and support compliance with the privacy requirements of FIPPA.
- s. **Privacy Staff** means the Privacy Head and Privacy Coordinator.

- t. **Record** means any paper or electronic media which is used to store or record information at the City, this includes all paper and electronic records, books, documents, photographs, audio or visual recordings, computer files, email, and correspondence.
- u. **Service Provider** means an individual or individuals who perform(s) services under contract to the City where collection, use, disclosure, security, and access to personal information may be required while performing these services.
- v. **Union** means the Canadian Union of Public Employees, Local 2058, and the Langley City Firefighters' Union, IAFF Local 3253.
- w. **Union Employee** means an employee whose position falls under one of the City's two union contracts.
- x. **Volunteer** means an individual who volunteers their time to a particular initiative of the City as part of a working group that is not a City committee.

Policy Statement

- 4. The City is subject to FIPPA and is committed to the responsible management of personal and confidential information within the City's custody and/or control.
- 5. This policy is established in accordance with FIPPA. This policy is the foundation for the City's Privacy Management Program. It sets the framework for privacy to be a central component of the City's business practices and a built-in component of day to day program operations.

Principles

- 6. FIPPA has two purposes:
 - a. To make public bodies more open and accountable by providing the public with a statutory right of access to records, subject to any exceptions set out in FIPPA; and
 - b. To protect each individual's personal privacy by prohibiting the unauthorized collection, use, or disclosure of personal information by public bodies.
- 7. To fulfill these purposes, FIPPA gives individuals the right to request access to records in the custody and/or control of public bodies like the City. FIPPA also imposes obligations on public bodies with respect to how they collect, use, disclose, store, retain, and secure personal information.

Roles and Responsibilities

8. The following roles and responsibilities under the City's Privacy Management Program are identified:
 - a. The Chief Administrative Officer is responsible for approving this policy and ensuring Council Members are provided a copy of this policy.
 - b. Senior Management is responsible for supporting the Privacy Head in implementing this policy and ensuring Committee Members, Volunteers, and Service Providers within their areas of responsibility are provided a copy of this policy.
 - c. The Human Resources Division is responsible for supporting the Privacy Head in coordinating Freedom of Information and Protection of Privacy Act (FIPPA) ongoing training and education for current City Employees and ensuring that appropriate level FIPPA training is part of the onboarding process for all new City Employees, and that each City Employee is provided a copy of this policy.
 - a. The Information Technology Division is responsible for ensuring technologies used in the City are compliant with FIPPA requirements. The Information Technology Division will review all new technology initiatives, provide recommendations to ensure data security, and collaborate with the Privacy Head in conducting privacy impact assessments with project managers prior to the implementation of new or updated technologies or systems.
 - d. Council Members, City Employees, Committee Members, Volunteers, and Service Providers are responsible for reading and understanding their responsibilities under this policy and following the information access and privacy protocols identified in this policy.
 - e. The Privacy Coordinator is responsible for receiving and preparing responses to access to information requests in accordance with FIPPA.
 - f. The Privacy Head is responsible for the development, implementation, and management of the City's Privacy Management Program including ongoing assessments and revisions.

Collection, Use, and Disclosure of Personal Information

9. All Personnel and Council Members will follow standards established by FIPPA regarding the collection, use, and disclosure of personal information as follows:
 - a. Personal information within the City's custody and/or control will be protected at all times.

- b. Personal information will only be collected if the collection is authorized by legislation, is necessary for the operation of a program or activity of the City, or is necessary for law enforcement purposes, including enforcing the City's bylaws.
- c. Whenever possible, personal information will be collected directly from the individual the information is about.
- d. When collecting personal information, the individual will be informed of the specific use(s) of their information, the legal authority for the collection of the personal information, and the contact information of someone in the organization who can answer their questions about the collection.
- e. Personal information may be collected indirectly only under certain circumstances; accordingly, before collecting personal information indirectly, the Privacy Head will be consulted to ensure the collection is authorized under FIPPA.
- f. A notice of collection of personal Information will be included on all City forms used to collect personal information and will include the information identified in Section 9.d. of this policy.

See Appendix 'A' to this policy for Notice of Collection of Personal Information template.

- g. A privacy protection schedule will be included in all contracts that involve a Service Provider having access to, or collecting, using, or disclosing, personal information in the custody and/or control of the City.

See Appendix 'B' to this Policy for Privacy Protection Schedule template.

- h. Personal information will be used or disclosed only as follows:
 - for the purpose for which it was collected; or
 - for a purpose consistent with the initial purpose, meaning the use has a reasonable and direct connection to the original stated purpose; or
 - with the individuals written consent; or
 - as required or permitted by FIPPA or other laws.

Access to and Correction of Personal Information

10. FIPPA guarantees an individual the right to see their own personal information held by the City. FIPPA also generally prevents persons from getting access to personal information about another individual without the individual's consent. All such requests must be in writing and must be directed to Privacy Staff.

11. Public bodies must make every reasonable effort to ensure that personal

information in their custody is accurate and they must keep a list of where the information is stored, which is called a Personal Information Inventory.

12. Under FIPPA, an individual whose information is in a public body's custody and/or control, and who believes there is an error or omission in their personal information, can make a request to the public body to correct the information.

Securing Personal Information

13. All Personnel and Council Members have a duty to protect the privacy and security of personal information they collect and use as part of their ongoing responsibilities in the City. Accordingly, all Personnel and Council Members are required to read the City's Information Technology Policy AD-09 and sign an acknowledgment indicating they have read, understood, and will comply with the requirements set out in the policy.
14. When travelling with City information or working offsite at another location, Personnel and Council Members will take measures to protect both electronic and paper records, especially those containing personal or confidential information, from risks such as unauthorized collection use, disclosure, access, and destruction.

Retention

15. Any personal information that is no longer required for either administrative, financial, legal, or historical purposes shall be securely destroyed in a confidential manner in accordance with the City's records retention schedule and procedures.
16. Personal information will be retained for specified periods where required by law. For example, FIPPA requires that any personal information that is used by the City for the making of a decision that directly affects an individual is to be retained by the City for at least one year after being used.

Privacy Complaints

17. Individuals have the right under FIPPA to file a complaint about improper collection, use, and/or disclosure of their personal information by the City, or about a decision made by the City concerning a personal information request. Privacy complaints that are received by the City will be referred to the Privacy Head who will investigate the complaint and remediate as required.

Privacy Breaches

18. A privacy breach is an incident involving the unauthorized collection, use or disclosure of personal information. Unauthorized disclosures of personal information are the most common sources of privacy breaches and can occur

when personal information is lost, stolen, or inadvertently disclosed through human error. For example, losing an unencrypted USB drive containing personnel files, or accidentally sending a confidential document to the wrong email recipient would potentially expose personal information to unauthorized sources.

19. All Personnel and Council Members have a duty to report suspected privacy breaches (accidental or intentional) as soon as discovered to the Privacy Head who will then initiate an investigation per the City's privacy breach response process.

See Appendix 'C' for Privacy Breach Response Process reference sheet.

Privacy Impact Assessments

20. A Privacy Impact Assessment (PIA) is a risk management tool local governments must use to evaluate new technologies, programs, processes, and activities to ensure compliance with privacy protection rules and responsibilities under FIPPA.

21. Purpose of completing a PIA:

- a. Determines whether the initiative will involve the collection of personal information.
- b. If personal information is involved, identifies potential privacy issues and impacts, allowing correction and mitigation early in the process, thereby reducing the risk of personal information breaches or other data incidents.
- c. Helps identify vulnerabilities in data handling and storage processes, thus avoiding costly program, service, or process redesign.

22. Before implementing a new technology, system, program, process, or activity, Personnel will contact the Privacy Head who will work with the respective department and, if necessary, with the Manager of Information Services, to complete a PIA, using the PIA template established by the Privacy Head.

Access to Information Requests

23. FIPPA provides individuals with a right of access to certain records and personal information under the custody and/or control of the City.

24. Information requests, generally fall into two categories:

- a. Routine requests – this is for records that are publicly available. The request can be verbal and does not require the involvement of the Privacy Coordinator. Examples include business licenses issued, City bylaws and policies.

- b. Formal information requests under FIPPA – are requests for records which are not routinely releasable. Examples include records containing personal, confidential or proprietary information.
25. Formal information requests under FIPPA must be made in writing. The City has a Request to Access Records form; however, a letter or email is also acceptable. Formal requests are to be directed to the Privacy Coordinator as soon as received as there is a deadline for response.
26. See Appendix 'D' to this policy for a list of Typical Records Produced by a Local Government which identifies types of records that are routinely releasable and those that require a formal information request under FIPPA.

Response Process for Formal Information Requests under FIPPA

27. Privacy Staff will respond to formal information requests in accordance with FIPPA, including:
- a. making every reasonable effort to assist applicants;
 - b. responding to requests within prescribed timelines;
 - c. requesting responsive records from staff and Council Members as required;
 - d. applying exceptions and severing/redacting information as per Division 2 of FIPPA;
 - e. providing third party notifications as necessary; and
 - f. advising requesters of their right to ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act of Privacy staff in responding to their request.
28. Upon receipt of a request from Privacy Staff for responsive records, Personnel and Council Members are responsible for:
- a. undertaking a thorough search for responsive records (both hard copy and electronic) in their custody and/or control;
 - b. preserving all responsive records;
 - c. providing all responsive records to Privacy staff within requested deadlines; and
 - d. assisting Privacy Staff in determining which exceptions to release may apply to responsive records, for example, harm to third party business interests or intergovernmental relations or negotiations.

References:

Policy Number:	AD-10
Policy Owner:	Corporate Officer
Endorsed by:	Senior Management Team
Final Approval by:	Chief Administrative Officer
Date Approved:	September 10, 2024
Revision Date:	
Amendments:	
Related Policies:	Information Technology Policy AD-09 Council Code of Conduct Bylaw No. 3225
Related Publications:	FIPPA – A Quick Reference Guide for City of Langley Employees

Appendix 'A'

Notice of Collection of Personal Information Template

Personal information requested on this <FORM / SURVEY> is collected under the authority of Section 26(c) of the Freedom of Information and Protection of Privacy Act. The City of Langley is collecting this information for the purpose(s) of <ENTER PURPOSE(S) FOR WHICH PERSONAL INFORMATION IS BEING COLLECTED >. Questions about the collection of this information can be directed to the <TITLE AND CONTACT INFORMATION (email and/or phone number) OF THE INDIVIDUAL WHO CAN ANSWER QUESTIONS ABOUT THE COLLECTION OF THE PERSONAL INFORMATION>.

Appendix 'B'

PRIVACY PROTECTION SCHEDULE

This Schedule forms part of the agreement between the City of Langley (the "City") and _____ (the "Contractor") respecting _____ (the "Agreement").

Definitions

1. In this Schedule,
 - (a) "access" means disclosure by the provision of access;
 - (b) "Act" means the *Freedom of Information and Protection of Privacy Act* (British Columbia), as amended from time to time;
 - (c) "contact information" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
 - (d) "personal information" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the City and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the "control of a public body" within the meaning of the Act.

Purpose

2. The purpose of this Schedule is to:
 - (a) enable the City to comply with its statutory obligations under the Act with respect to personal information; and
 - (b) ensure that, as a service provider, the Contractor is aware of and complies with its statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or the City otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.
4. Unless the Agreement otherwise specifies or the City otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.
5. Unless the Agreement otherwise specifies or the City otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:
 - (a) the purpose for collecting it;
 - (b) the legal authority for collecting it; and
 - (c) the title, business address and business telephone number of the person designated by the City to answer questions about the Contractor's collection of personal information.

Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the City to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the City, the Contractor must promptly advise the person to make the request to the City unless the Agreement expressly requires the Contractor to provide such access and, if the City has advised the Contractor of the name or title and contact information of an official of the City to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 business days of receiving a written direction from the City to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.
9. When issuing a written direction under section 8, the City must advise the Contractor of the date the correction request to which the direction relates was received by the City in order that the Contractor may comply with section 10.
10. Within 5 business days of correcting or annotating any personal information under section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the City, the Contractor disclosed the information being corrected or annotated.
11. If the Contractor receives a request for correction of personal information from a person other than the City, the Contractor must promptly advise the person to make the request to the City and, if the City has advised the Contractor of the name or title and contact information of an official of the City to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless the City otherwise directs in writing, the Contractor must not store sensitive personal information outside Canada or permit access to sensitive personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the City in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless the City otherwise directs in writing, the Contractor may only use personal information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of personal information

16. Unless the City otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the City if the disclosure is for the

performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the City otherwise directs in writing, Contractor must not disclose personal information outside Canada.

Notice of foreign demands for disclosure

18. In addition to any obligation the Contractor may have to provide the notification contemplated by section 30.2 of the Act, if in relation to personal information in its custody or under its control the Contractor:
 - (a) receives a foreign demand for disclosure;
 - (b) receives a request to disclose, produce or provide access that the Contractor knows has reason to suspect is for the purpose of responding to a foreign demand for disclosure; or
 - (c) has reason to suspect that an unauthorized disclosure of personal information occurred in response to a foreign demand for disclosurethe Contractor must immediately notify the City and, in so doing, provide the information described in section 30.2(3) of the Act. In this section, the phrases "foreign demand for disclosure" and "unauthorized disclosure of personal information" will bear the same meaning as in section 30.2 of the Act.

Notice of unauthorized disclosure

19. In addition to any obligation the Contractor may have to provide the notification contemplated by section 30.5 of the Act, if the Contractor knows that there has been an unauthorized disclosure of personal information in its custody or under its control, the Contractor must immediately notify the City. In this section, the phrase "unauthorized disclosure of personal information" will bear the same meaning as in section 30.5 of the Act.

Inspection of personal information

20. In addition to any other rights of inspection the City may have under the Agreement or under any statute, the City may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect any personal information in the possession of the Contractor or any of the Contractor's information management policies or practices relevant to its management of personal information or its compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

21. The Contractor must in relation to personal information comply with:
 - (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and
 - (b) any direction given by the City under this Schedule.
22. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

23. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply with a provision in this Schedule in any respect, the Contractor must promptly notify the City of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

24. In addition to any other rights of termination which the City may have under the Agreement otherwise at law, the City may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

25. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.
26. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.
27. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.
28. If a provision of the Agreement (including any direction given by the City under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.
29. The Contractor must comply with the provisions of this Schedule despite any conflict with any provision of this Agreement or, subject to section 30, the law of any jurisdiction outside Canada.
30. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

Appendix 'C'

Privacy Breach Response Process

Action Required	Position Responsible	Recommended Timeline
1. Contain the breach Ex. stop the unauthorized practice, recover the records, shut down the system that was breached	Staff who discovered the breach, and/or staff who are responsible for the records that were breached	Immediate
2. Report Breach	Staff: Report to manager/supervisor Manager/Supervisor: Report to Privacy Head or designate Privacy Head: Report to Chief Administrative Officer	Same day as breach discovered
3. Preserve Evidence	Privacy Head or designate and Department Manager/Supervisor	Same day as breach discovered
4. Contact Police if considered appropriate by Privacy Head	Privacy Head or designate	Same day as breach discovered
5. Conduct analysis of risks and cause of breach	Privacy Head or designate in consultation with Department Manager/Supervisor utilizing OIPC Privacy Breach Checklist for Public Bodies	Within 2 days of breach
6. Determine if the breach should be reported to the Privacy Commissioner	Privacy Head in consultation with Manager/Supervisor and may consult with Chief Administrative Officer	Within 2 days of breach
7. Determine if notification of affected individuals is necessary	Privacy Head in consultation with Manager/Supervisor and may consult with Chief Administrative Officer	Within 1 week of breach
8. Review investigative findings and develop prevention strategies	Privacy Head or designate in consultation with Department Manager/Supervisor and IT Manager as applicable	Within 1 month of breach
9. Implement prevention strategies	Department Manager/Supervisor in consultation with IT Manager as applicable	Depends on strategy
10. Monitor prevention strategies	Department Manager/Supervisor in consultation with Privacy Head and IT Manager as applicable	Annual privacy/security audits

Appendix 'D'

List of Typical Records Produced by a Local Government

Subject Heading	Dept of Record	Routine	FOI Request Required
A			
Access to Information Requests (FIPPA)	Admin		√
Accident Reports - Employees	Human Resources		√
Accident Reports - Other	Human Resources		√
Accounts Payable - General Information	Finance	√	
Accounts Payable - Individual Vendors Case Files	Finance		√
Accounts Payable - Invoices	Finance		√
Accounts Receivable - General Information	Finance	√	
Accounts Receivable - Individual Account Case Files	Finance		√
Administration - Organization Charts	Admin	√	
Advertising - Statutory Notices for Public Hearings, DVP, etc.	Admin	√	
Advertising - Other	Communications	√	
Agendas - Advisory Committees, Boards and Commissions of Council	Admin	√	
Agendas - Council, Special Committees, etc. - Open Meetings	Admin	√	
Agendas - Council, Special Committees, etc. - Closed Meetings	Admin		√
Agreements that contain unit pricing or proprietary information	Admin		√
Agreements that <u>do not</u> contain unit pricing or proprietary information	Admin	√	
Application Forms for Permits and Licenses (completed) – Various by department			√
Agricultural Land Commission - Individual Case Files	Planning		√
Arbitration Decisions	Human Resources		√
Assessment Roll/Information – The public is to contact BC Assessment directly	Finance		
Audits/Auditor's Reports	Finance		√
Awards - Nomination Forms/Applications	Admin		√
B			
Benefits – Employee	Human Resources		√
Board of Variance - Applications and supporting documents	Planning		√

Subject Heading	Dept of Record	Routine	FOI Request Required
Board of Variance - Minutes and Agendas	Planning	√	
Bonds and Letters of Credit	Finance		√
Budgets - General Information	Finance	√	
Budgets – Annual	Finance	√	
Budgets – Capital	Finance	√	
Budgets – Draft	Finance		√
Budgets - Operating – Final	Finance	√	
Budgets - Yearly Financial Report	Finance	√	
Building Permits (including Plumbing, Heating & Electrical, Occupancy) - General Information	Building	√	
Building Permits - Applications	Building		√
Building Permits - Inspection Reports/Notices of Rejection	Building		√
Building Plans/Drawings (Exterior) multi-family building	Building	√ -with copyright stamp	
Building Plans/Drawings (Exterior) single-family building			√
Building Plans/Drawings (Interior)	Building	To owner	√
Building Regulations and General Information	Building	√	
Buildings - Individual Case Files	Building		√
Buildings - Municipally Owned - Individual Case Files	Admin		√
Burning Permits	Fire	√	
Business Licenses - General Information	Business Licensing	√	
Business Licenses - Applications	Business Licensing		√
Business Licenses - Individual Case Files	Business Licensing		√
Bylaws - Adopted	Admin	√	
Bylaws - Draft	Admin		√
Bylaw - Enforcement/Complaints	Bylaw Enforcement		√
C			
Cheques/Cheque Requisitions	Finance		√
Circulars, Directives, Orders	Admin	√	
Claims - General Information	Legal	√	
Claims - Individual Case Files	Legal		√
Classifications - Jobs	Human Resources		√
Collective Agreements - Draft	Human Resources		√
Collective Agreements - Final	Human Resources	√	

Subject Heading	Dept of Record	Routine	FOI Request Required
Commercial Vehicle Licenses/Permits	Business Licensing		√
Committee Appointments - Applications	Admin		√
Committees - Internal/Personnel - Agendas/Minutes	Admin		√
Committees, Commissions, Boards - Agendas/Minutes	Admin	√	
Competitions - Jobs	Human Resources		√
Complaints (by department)			√
Contracts/Agreements/Leases that do not contain unit pricing or proprietary information	Admin	√	
Contracts/Agreements/Leases that contain unit pricing or proprietary information	Admin		√
Council - Financial Disclosure Forms	Admin	√	
Council - Indemnities/Remuneration	Admin	√	
Council - Personal Information (i.e., home address)	Admin		√
Council Meetings - Minutes/Agendas/Reports - Closed (In Camera) Meetings	Admin		√
Council Meetings - Minutes/Agendas/Reports - Open Meetings	Admin	√	
Council Resolutions - Closed (In Camera) Meetings	Admin		√
Council Resolutions - Open Meetings	Admin	√	
Court of Revision - Elections - Agendas/Minutes	Admin	√	
Court of Revision - Frontage Tax - Agendas/Minutes	Admin	√	
Criminal Record Checks - Personnel	Human Resources		√
D			
Debt and Debenture	Finance		√
Demographic Data	Planning	√	
Design Guidelines	Planning	√	
Development - Individual Area Plans	Planning	√	
Development Cost Charges	Planning	√	
Development Guidelines	Planning	√	
Development Permits & Development Variance Permits	Planning	√	
Development Permits & Development Variance Permits - Applications	Planning		√
Development Permits & Development Variance Permits - Individual Case Files	Planning		√
Dog Licenses	Finance		√
E			

Subject Heading	Dept of Record	Routine	FOI Request Required
Easements/Rights of Way/Encroachments/Restrictive Covenants	Engineering	√	
Elections - List of Registered Electors	Admin		√
Elections - Campaign Financing Disclosure Forms	Admin	√	
Elections - Nomination Papers	Admin	√	
Elections - Results	Admin	√	
Electrical Permits/Certificates - see Building Permits	Building		
Emergency Measures - Business Recovery Plans	Emergency		√
Emergency Measures - City's Emergency Plan	Emergency		√
Employee Benefits	Human Resources		√
Employee Classification	Human Resources	√	
Employees - Individual Case Files - Union Employees - Current	Human Resources		√
Employees - Individual Case Files - Union Employees - Terminated	Human Resources		√
Employees - Individual Case Files - Non-Union Employees	Human Resources		√
Employment Applications/Resumes	Human Resources		√
Engineering Project Files	Engineering		√
Expense Accounts - Council/Personnel	Finance	√	
Expense Claims - Council/Personnel	Finance	√	
F			
Facilities - Municipally - Owned	Admin		√
Filming Permits	Planning	√	
Financial Audits	Finance		√
Financial Disclosure Forms - Council	Admin	√	
Financial Disclosure Forms - Employees	Admin		√
Financial Statements	Finance	√	
Fire Incident Reports	Fire		√
Fire Cause Determination Reports	Fire		√
Fire Inspection Reports	Fire		√
First Aid/WCB Reports	Human Resources		√
Freedom of Information and Protection of Privacy - Individual Requests for Information/ Change of Personal Information	Admin		√
G			
Garbage Collection/Recycling Calendar	Engineering	√	
Geographic Information System (GIS) - Database and Mapping Information	Engineering	√	

Subject Heading	Dept of Record	Routine	FOI Request Required
Government Protocols and Cost-Sharing Agreements	Admin		√
Grants from the City - General Information	Admin	√	
Grants from the City - Requests/Applications	Admin		√
Grants to the City - General Information	Admin	√	
Grievances - Individual Case Files	Human Resources		√
H			
Heating Permits - see Building Permits	Building		
Heritage Inventory	Planning	√	
Heritage Revitalization Agreements	Planning	√	
Heritage Sites	Planning		√
Homeowner Grants - Provincial	Finance		√
I			
Illegal Suites - Complaints	Bylaw Enforcement		√
Illegal Suites - Lists	Bylaw Enforcement		√
Inspection Reports - Building (includes Electrical, Heating and Plumbing)	Building		√
Inspection Reports - Fire	Fire		√
Inspections - Workers Compensation Board	Human Resources		√
Insurance Policies	Finance		√
Insurance - Employee Benefits	Human Resources		√
Inventories - Heritage	Planning	√	
Inventories and Asset Control	Finance		√
Invoices	Finance		√
J			
Job Descriptions	Human Resources	√	
Job Evaluations	Human Resources		√
K			
L			
Labour Negotiations	Human Resources		√
Land Sale/Options/Exchange/Transfer	Admin		√
Leases	Admin		√
Legal Opinions	Legal		√
Legal Opinions - Invoices/Costs	Legal		√
Licenses - General Information	Business Licensing	√	

Subject Heading	Dept of Record	Routine	FOI Request Required
Licenses - Applications	Business Licensing		√
Licenses - Individual Case Files	Business Licensing		√
Liquor Licenses	Business Licensing	√	
Litigation - Individual Case Files	Legal		√
Litigation - Invoices/Costs	Legal		√
Long Term Disability - Individual Case Files	Human Resources		√
M			
Management Reviews	Human Resources		√
Minutes - Advisory Committees, Boards and Commission of Council	Admin	√	
Minutes - Council, Special Committees, etc., - Open Meetings	Admin	√	
Minutes - Council, Special Committees, etc., - Closed Meetings	Admin		√
Mission Statement	Admin	√	
N	Admin		
News/Media Releases	Admin	√	
Newsletter - City	Admin	√	
Nomination Papers - Elections	Admin	√	
Notice of Intent and Demolition	Bylaw Enforcement		√
O			
Occupancy Permits - See Building Permits	Building		
Official Community Plan (OCP)	Planning	√	
Operating Budgets - see Budgets	Finance		
Organization Reviews/Audits	Human Resources	√	
P			
Parade and Banner Permits	Engineering	√	
Parking Permits	Engineering	√	
Parking Tickets/Enforcement	Bylaw Enforcement		√
Payroll	Finance		√
Performance Planning and Review	Human Resources		√
Permits - All Types		√	
Pesticide Use Permits	Engineering	√	
Proclamations	Admin	√	
Property Taxes	Finance	√	

Subject Heading	Dept of Record	Routine	FOI Request Required
Proposals	Admin		√
Public Hearings - Minutes/Agendas/Notices	Planning	√	
Purchase Orders	Finance		√
Q			
Quotations	Finance		√
R			
Reclassifications	Human Resources		√
Recreation Programs - General Information	Recreation	√	
Recreation Programs - Applications/Registrations	Recreation		√
Recreation Surveys	Recreation		√
Remuneration - Council	Admin	√	
Reports - Annual	Admin	√	
Reports - Financial	Finance	√	
Reports and Statistics	Admin	√	
Reports to Council - Open Meetings	Admin	√	
Reports to Council - Closed (In Camera) Meetings	Admin		√
Rezoning - Applications	Planning		√
Rezoning - General Information	Planning	√	
Rezoning - Individual Case Files	Planning	√	
Rezoning - Notifications	Planning	√	
Rights of Way, Easements	Engineering	√	
S			
Salaries – Employees earning \$75,000 or over annually	Human Resources	√	
Salaries – Employees earning less than \$75,000 annually	Human Resources		√
Salary Range – City Positions	Human Resources	√	
Secondary Suites - Complaints	Bylaw Enforcement		√
Secondary Suites - List	Bylaw Enforcement		√
Sign Permits	Planning	√	
Signing Authorities - List	Finance	√	
Signs - Inspections	Planning	√	
Special Events/Occasion Permits	Admin	√	
Speeches	Admin	√	
Departmental Meetings - Minutes and Agendas			√
City Employee Reports - Open Meeting – by department		√	
City Employee Reports - Closed (In Camera) Meetings	Admin		√
Street Use Permits	Engineering	√	

Subject Heading	Dept of Record	Routine	FOI Request Required
Street Vendor Permits	Engineering	√	
Subdivisions - Applications	Planning		√
Subdivisions - Plans	Planning		√
Survey Certificates	Engineering	√	
T			
Tax Exemptions	Finance	√	
Taxation Assessments - General	Finance	√	
Taxes Paid	Finance	√	
Taxi Licenses - see Commercial Vehicle Licenses/Permits			
Telephone Bills	Finance		√
Tenders Issued by the City	Originating Dept.	√	
Tender Submissions received by the City	Admin		√
Timesheets (payroll)	Finance		√
Traffic Control - Complaints	Engineering		√
Training and Development - General Information	Human Resources	√	
Training and Development - Individual Employee	Human Resources		√
Travel Advances	Finance		√
Travel Allowances and Expenses	Finance	√	
Tree Cutting Applications	Planning		√
Tree Cutting Permits	Planning	√	
U			
Unightly Premises - Complaints	Bylaw Enforcement		√
V			
Variance Permits - see Development and Development Variance Permits	Planning		
Vehicle Permits - see Commercial Vehicle Licenses/Permits			
Vendors/Suppliers - Individual Case Files	Finance		√
W			
Wages – City Employees	Human Resources	√	
Workers Compensation Board (WCB) - Claims	Human Resources		√
Workplace Inspection Reports	Human Resources		√
Workplans (by Department)			√
Works and Services Agreement	Engineering	√	
X, Y, Z			

Subject Heading	Dept of Record	Routine	FOI Request Required
Zoning and Rezoning - General Information & Regulations	Planning	√	
Zoning and Rezoning - Individual Applications and Supporting Documents	Planning		√
Zoning and Rezoning - Individual Case Files	Planning		√
Zoning and Rezoning - Public Hearing Notices/ Agendas/Notes/Reports to council/Letters of Support or Objections	Planning	√	