Managing a Privacy Program

EXERCISES

January 2015

***Please note that all of the scenarios and events portrayed in this document are fictitious.***

**SELF-ASSESSMENT QUIZ: How much do I know about managing a privacy program under the ATIPP?**
*Read the following questions and circle the correct answer. After 5 minutes, please be prepared to briefly introduce yourself and share your thoughts about the answer.*

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| Indicate whether the following statements are “True” or “False.”  |
| 1  | The functions in an Access and Privacy Program only need to reflect the structure and sections of the Act. |  |
| 2  | A public body isn’t required to have policy or process for access to information because requests are managed by the Records Manager.  |  |
| 3 | New hire privacy training is all that a public body needs to provide for its employees.  |  |
| 4 | Where a Privacy Officer is identified by position title, an individual acting in that position can exercise the powers of the position.  |  |
| 5 | The ATIPP legislation serves as policy for a public body. |  |
| 6 | The Privacy Officer doesn’t need to be a lawyer or even an official of the legal department. |  |
| 7 | A public body is only required to protect the hard copy records it maintains on site in its offices.  |  |
| 8 | To avoid formal access requests, an organization can identify and disclose information ahead of time. |  |
| 9 | The initial implementation of policy and procedures completely satisfies a public body’s compliance. |  |
| 10 | If you have good security, you have good privacy. |  |

**EXERCISE 1**

A senior administrator working for a public body missed a meeting and found herself appointed Privacy Officer for the organization. Beyond an entry in the meeting minutes, there are no other documents or directives beyond the legislation to guide her in properly exercising this role. What are the highest priorities for this new Privacy Officer in establishing a proper access and privacy function?

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**EXERCISE 2**

You have been asked to set up some proactive disclosures or an Open Government initiative for your organization.

Questions:

1. What will be the objectives of such a program?
2. What information could be proactively disclosed and how will you determine that?
3. Will you meet resistance? If so, how will you handle it?
4. What existing services and systems can you leverage to establish and maintain the program?

**EXERCISE 3**

As the Privacy Officer you are visiting a branch office of your government organization to conduct some privacy awareness training for new employees. After finishing the training, you decide to do an informal walkabout to see how well the office is complying with Part 3 of the Act, especially section 33 (protection of personal information). As you wander around the office, you notice the following:

1. An employee is taking applications for a benefit program from individuals at the front counter in a busy reception area. You overhear the employee asking questions about the individuals’ income, assets, bank account, marital status, social service benefits, etc.
2. There is a small, empty conference room that is being used as an overflow coffee/lunch room.
3. Chairs for clients in the reception area are placed about 2 metres away from the front counter where interviews take place. There is also music playing from a sound system which tends to cover up conversations at the counter.
4. When one of the clients has finished the application interview, the front counter employee leaves the counter to look up the client’s previous file. She puts the client’s application in a folder and leaves the folder lying on the counter. The next client steps up to the counter waiting to be interviewed.
5. Completed client applications are sent to head office in a sealed envelope put inside an interoffice transit envelope.
6. There is a sign on a bulletin board that appears to be a notice about the collection of personal information. The board contains about 20 other notices.
7. The FAX and copier machines are shared with several other offices in the building. When you look into the room, there are several FAXES containing client information waiting to be picked up by staff of your public body and a FAX in the machine, sent by another office.
8. You know that there have been some incidents of theft in the office and that a surveillance camera has been installed above the front door of the office. The camera can only be seen if you are really looking for it. You do not see any notice informing the public that there is a camera on the premises being used for surveillance purposes.
9. A cardboard box marked “Confidential Shredding” sits under the front counter but you have not seen a shredder in the office.

After your tour, you ask the staff to join you for a quick meeting. What would you identify as actual or potential threats and risks to the privacy and security of client information? And what kind of safeguards or practices would you recommend be put in place to remedy the potential privacy breaches?

**EXERCISE 4**

If you were asked to conduct a comprehensive privacy compliance review of your organization, what questions would you ask, and based on what standards?

**EXERCISE 5**

You are asked to develop privacy policies and procedures for your organization. In a group assigned by the facilitator, please draft an outline and/or a draft of one of the following:

* Privacy Officer Role Description

Policy:

* Scope
* Collection, Use and Disclosure
* Consent and Notice
* Accuracy
* Right of access and correction
* Retention and disposal
* Security
* Breach or complaints management