



DESCRIPTION OF CORPORATE PROGRAMS AND INFORMATION HOLDINGS

General Information

Federal institutions subject to the *Access to Information Act* and *Privacy Act* are required to maintain a listing of records and personal information under their control. These listings are intended to provide Canadians with more information about how federal institutions use personal information in their corporate programs and services, and to assist individuals in making access to information and personal information requests. Listing of corporate programs and information holdings are made publicly available and must be updated annually.

The following is a summary of Destination Canada's (DC) listing of records and personal information – referred to as DC's Description of Corporate Programs and Information Holdings. It includes a summary of DC's classes of records and personal information banks. Classes of records (or CORs) are descriptions of information and records created, captured and maintained by DC as evidence of the administration of a particular program activity or sub-activity. Personal information banks (or PIBs) are descriptions of personal information that is organized and retrievable by an individual's name or other identifier, and which rests under DC's control.

'Personal information' means information about an identifiable individual that is recorded in any form. Information will be about an identifiable individual where there is a serious possibility that an individual could be identified through the use of that information, alone or in combination with other information. Information that is anonymized, aggregated or otherwise rendered non-identifiable is not considered personal.

Mandate and Responsibilities

The Canadian Tourism Commission, operating as 'Destination Canada', is a Crown Corporation wholly owned by the Government of Canada. Established in 1995 under the *Canadian Tourism Commission Act*, DC markets Canada internationally. Its aim is to provide a consistent voice for Canada in the international tourism marketplace, and to sustain a vibrant and profitable tourism industry by supporting cooperative relationships between the public and private sectors.



Institutional Functions, Programs and Activities

In keeping with its mandate to promote and encourage Canadian tourism, DC engages in marketing activities with public and private sector organizations. This work includes partnered global marketing and sales programs geared at developing a strong Canadian brand presence internationally. DC's partners range from small-to-medium-size enterprises to large tourism-focused businesses. DC also interacts regularly with partners in the tourism industry, such as provincial and destination marketing organizations and trade associations.

In addition to its promotional and marketing activities, DC offers a variety of tools and resources to small and medium-sized tourism enterprises that help support and encourage Canadian travel. This includes research and market intelligence reports. Individuals and organizations can subscribe to DC's news reports for regular updates about Canadian tourism research and statistics, marketing programs, travel issues, industry trends and more.

Strategy, Stakeholder Relations and Corporate Communications

DC's corporate relations and stakeholder outreach group is responsible for developing, servicing, and growing relationships with its channel partners. This includes tourism sector partners, other federal entities, and domestic news media. The group produces and distributes tourism news and content through the Destination Canada corporate website and other on-line media, including social media platforms and e-newsletters.

Classes of Records: Communications

Description: Includes records related to the management of DC's internal and external communications. Communication functions include: providing communications support and advice to senior officials on (non-partisan) government matters; the preparation of speeches, news releases, briefing notes, presentations, memoranda and correspondence; preparing and implementing communications plans and strategies in support of DC policies, programs, services and initiatives; collaborating with other Government of Canada institutions to promote common communication objectives; integrating communication activities such as marketing, advertising, public sentiment research and media relations to promote consistent and well-coordinated communications with the public; providing, co-ordinating or contracting media monitoring services; communicating with the public, federal institutions, other government institutions (municipal, provincial, international) and private sector organizations and providing information services through the Internet and other electronic media; planning, co-ordinating and promoting DC's participation in public events; cultivating media contacts, coordinating access to the media, authorising and issuing press releases and briefings, and organising media interviews; marketing



and supplying publications by DC in various formats including the production, distribution and evaluation of film, video, audiovisual and multimedia productions via manual or electronic production; developing and administering guidelines on the consistency in written style, graphic design etc. within DC's documents; and designing logos, letterhead, stationery, publications etc. that incorporate the corporate image of DC.

Records may include information related to media relations, media monitoring and analysis, strategic communications advice and planning, public sentiment research and analysis, institutional publications, the development, design, management and maintenance of internal and external websites, and the development and maintenance of internal and external mailing and distribution lists.

Document types: Records may include media analyses and media lines, communications plans, announcements, communiqués, newsletters and updates to staff, news releases, backgrounders, fact sheets, media advisories, speeches, questions and answers, scenario notes, speaking notes, briefing notes, calendar of planned events, news-clippings, biographies, protocols, presentations, mailing and distribution lists, public sentiment research reports, style guides, institutional communications policies, guidelines, standards and procedures, notices, pamphlets, service/customer satisfaction studies, surveys, literature reviews, crisis and emergency communications plans and policies, brochures, print and electronic publishing documentation, website content, and copies of corporate publications.

Record number: PRN 939

Personal Information Bank: Newsletters

Description: Individuals and organizations interested in information about DC and/or the Canadian tourism industry may subscribe to DC's newsletters. To this end, DC may collect and use information provided by individuals and organizations in relation to newsletter subscriptions. Information may be provided through newsletters, email notifications, or other research reports, such as DC news, story ideas, tourism snapshots, special offers, incentives and contests, and through specialist programming. Personal information collected may include an individual's email address, name, and organization type, as provided by the subscriber.

Class of Individuals: This bank applies to individuals and organizations who subscribe to DC's on-line newsletters or newsfeeds. Subscriptions are voluntary and can be ended at any time.

Purpose: Personal information described in this bank is used for the purposes of sending individuals corporate publications they've subscribed to (or otherwise elected to receive), with the goal of sharing more information about DC and promoting Canadian travel.



Consistent Uses: Subscription information is only used to send recipients newsletters. Aggregate information related to subscribers may be used internally for corporate reporting and program evaluation purposes. Subscriber lists are not shared by DC.

Retention and Disposal Standards: Personal information collected by DC for newsletters is retained for only as long as needed to manage the individual's subscription, and in the event of the termination of subscription, to unsubscribe the individual (generally less than 10 days). Subscriber information used in relation to an administrative activity is retained for a minimum of 2 years.

RDA Number: To be determined in consultation with Library and Archives Canada.

Related Record Number: To be confirmed

Bank Number: To be assigned

Personal Information Bank: Internal Communications

Description: This bank describes information used to communicate with individuals internal to DC through employee surveys, newsletters, mailings, success stories, social media posts, and other collaborative technologies. Personal information collected in relation to such communications may include and employees: name, work contact information, user name and password, personnel information, biographical information, photographs, video and audio recordings, views and opinions of, or about, individuals, and Internet Protocol (IP) routing addresses.

Class of Individuals: Employees and other individuals with access to DC's internal networks including individuals who have prepared information for dissemination, such as publication on DC's intranet, or who act as communication officials within the corporation.

Purpose: Personal information is used to facilitate and manage internal corporate communications. Personal information is collected under the authority of the *Financial Administration Act*, and in accordance with the Communications Policy of the Government of Canada.

Consistent Uses: The names, photographs, recordings and other personal information about individuals who work for DC may be included in documentation posted on the corporation's intranet. Information may be used or disclosed in aggregate to provide statistical reports to management, and for program evaluation.

Retention and Disposal Standards: For information about the length of time that specific types of records relating to communications are maintained by DC, including the final disposition of those records, please contact the institution's Access to Information and Privacy Coordinator.



Note: Information described in this bank may be stored in either hard copy format or electronically (e.g., in databases or on websites, including social media applications, etc.). Although IP addresses are not specifically requested by DC, they may be captured electronically in the transmission of information over the internet.

RDA Number: To be confirmed

Related Record Number: PRN 939

Bank Number: PSU 915

Personal Information Bank: Outreach Activities

Description: This bank describes information related to individuals who participate in corporate outreach activities. Such activities include in-person consultations, correspondence on corporate activities, contests and competitions, the sharing of corporate or tourism success stories, and the use of social media platforms or other communications platforms. Outreach activities may also include surveys, symposia, conferences, forums, roundtables, seminars, and tourism-related workshops. Personal information collected may include: name, contact information, biographical information, Internet Protocol (IP) addresses, and personal opinions and views.

Class of Individuals: Individuals, organizations, speakers and facilitators who participate in DC led outreach activities.

Purpose: The information is used to enable individuals and organizations to participate in organizational outreach activities sponsored by DC or its partners. Outreach activities facilitate information exchanges in relation to travel to Canada and allow for the sharing of knowledge, expertise, and best practices for tourism marketing. Personal information is collected pursuant to section 5 of the *Canadian Tourism Commission Act*.

Consistent Uses: With an individual's consent, personal information may be used to establish mailing lists to inform participants of future events or to contact individuals to seek views on issues related to Canadian travel and tourism. Information may be used to moderate public discussion on the social media platforms used by DC. Information may be also be used or disclosed for program evaluation purposes. Aggregated results of outreach activities may be made publicly available for research purposes.

Retention and Disposal Standards: For information about the length of time that specific types of records relating to outreach activities are maintained by DC, including the final disposition of those records, please contact the institution's Access to Information and Privacy Coordinator.

RDA Number: Institution-specific



Related Record Number: PRN 904

Bank Number: PSU 938

International Markets

DC's international markets team promotes Canada abroad as a leisure tourism destination. Through innovative programs and marketing campaign (including consumer direct marketing, marketing through tour operators, business to business marketing, and media and public relations), it helps in improving Canada's brand abroad, and in growing Canada's tourism economy. It also provides leadership and strategic oversight of DC's media relations and public relations strategies in international markets. International Markets works in partnership with Canadian provinces and municipal destination marketing organizations, and with airlines, hotels and attractions.

Classes of Records

Description: Includes records related to the planning, development, and implementation of DC's international marketing efforts. It includes policies, strategies and plans, production of promotional and educational material, development and dissemination of targeted tools and guidance, media and public relations, inquiries, special events, advertising, graphic arts, public opinion research, public contests and competitions, promotional activities and other marketing services.

Document types: Records may include research, policies, procedures, strategic plans, consumer and business marketing materials, corporate communications and other correspondence. They may also include backgrounders, fact sheets, media advisories, speeches, questions and answers, event calendars, presentations, exhibits and displays, targeted marketing in all media, content for contests and competitions, directories, and publications

Record number: To be assigned

Related Personal Information Bank - Publication Requests

Description: A log is created when an individual or organization requests DC marketing publication. The log contains the date of the request, the requester's name, contact information, and the publication being requested.

Class of Individuals: Members of the public (individuals and businesses) who request a specific publication from DC.



Purpose: This information is obtained and recorded to provide the publication being requested and to follow up with the requester if necessary.

Consistent Uses: There are no consistent uses.

Retention and Disposal Standards: One year after publication appears or is cancelled.

RDA Number: DA 2015/018

Related Record Number: To be assigned

TBS Registration: To be assigned

Bank Number: To be assigned

Global Marketing

DC's global marketing group is responsible for developing DC's marketing plans, and for providing strategic direction, support and resources to in-market teams across the globe for paid media, programs, campaigns and projects. The group also provides and supports content creation, branding, reporting, data analytics and global social media content.

Classes of Records: Marketing

Description: Includes records relating to tourism marketing activities, creative services, digital marketing, and content creation. It also includes records created for media relations, travel trade, consumer-direct and co-operative marketing programs.

Document types: Records include strategic marketing plans and marketing advice, promotional materials and other marketing content, social media and digital content. It may also include marketing reports and memorandums, creative briefs, presentations, brochures, market research and statistics, correspondence.

Record number: To be assigned

Business Events

Business Events is the division of Destination Canada charged with bringing meetings, conventions and incentive travel programs to Canada. BEC's work underscores the importance of business meetings and



conventions in supporting Canada's international business and investment priorities. Through BEC, DC strives to increase exports of Canadian goods and services, encourage attendance at Canadian educational facilities, boost direct foreign investment in Canada, share knowledge and innovation expertise, and leverage Canada's overall brand in encouraging commercial activity.

Classes of Records: Business Events

Description: Includes information created or collected in assisting event planners bring corporate, association and incentive events to Canada. Records may include inspirations, insights, introductions, bid assistance, and other planning information for event planners.

Document Types: Event planning guides, research, news and other information relevant to the hosting of business events in Canada.

Record number: To be assigned

Personal Information Bank: Business Events

Description: In building corporate ties and encouraging the hosting of business events in Canada, DC may collect business information from corporate clients. This information may be collected through attendance at trade and industry related events, and/or from registrations for DC e-newsletters and other DC information, among other ways.

Personal information collected by DC in relation to business events includes: client contact name, title and department, preferred method of contact, e-mail address; organization address; and business phone and fax numbers.

Class of Individuals: Information described in this bank pertains to organizations or corporate clients, mainly individuals that represent potential organizations that could host business events in Canada and Canadian tourism industry partners.

Purpose: Personal information described in this bank is collected and used so as to build corporate ties and to encourage the hosting of business events in Canada. Personal information is collected pursuant to section 5 of the *Canadian Tourism Commission Act*.

Consistent Uses: Business event information is used for the management of event activities, the tracking and processing of sales leads and requests for proposals, and internal sales and marketing reporting. Business events information may also be used internally for purposes of program administration and evaluation. Contact information may be shared with the client or partners, with their consent, with other partners or clients for the same purposes.



Retention and Disposal Standards: Client and partner profiles are retained for a minimum of two (2) years following the registration of an account and for so long as they are active and in use (except where requested by the client to be destroyed).

Personal information collected by DC in support of business events and event planning will be retained for a minimum of two (2) years following a request for information, and for up to 7 years following the last administrative action taken in relation to a request.

RDA Number: To be determined in consultation with Library and Archives Canada.

Related Record Number: To be confirmed

Notes: Information contained in this bank is generally saved in DC's Destination Management Systems (DMS). A privacy impact assessment was conducted in relation to DMS in December 2017.

Consumer and Market Intelligence

DC's Consumer and Marketing Intelligence group produces data, market intelligence tools, and industry analysis to support strategic and operational decisions for DC and its partners. Intelligence tools help to: guide marketing strategy and planning for DC's key markets and partners; understand the motivations, barriers to travel, media preferences, demographics, psychographics and other characteristic of current and potential travellers; improve knowledge about Canada's travel brand and how that brand changes over time; analyze (using aggregate and non-identifiable information) when, where and how travellers travelled to Canada, what they did, where they went, and how much and on what they spent money on; provide industry information about capacity, requirements and development of product, access, infrastructure; and understand and improve the marketing performance of DC and its partners.

Related Classes of Records

Description: Includes information about visitors to Canada and potential travellers, consumer analysis, market intelligence reports, and other research tools and resources to help Canadian tourism industry players reach international markets. Industry players and partners include provincial, territorial, regional or municipal tourism organizations and private sector tourism businesses.

Document types: Records include general market data and intelligence reports, tourism snapshots, market insight reports, tourism studies, visitor spending reports and aggregate spending data, memorandums and other internal briefs, studies, dashboards and other presentations.



Note: Most research reports from DC are publicly available [on-line](#). Historical research is available in DC's [on-line archives](#).

Record number: To be assigned

Industry Partnerships

DC's industry partnerships group helps ensure that investments in DC's target international markets are strategically aligned with those of its Canadian-based partners. The group is responsible for partner relations, ongoing key account management, and the development of key tools and resources to engage industry in Canadian tourism ventures. In addition to working with tourism industry partners, DC cultivates consumer interest in Canadian travel through the curation of unique travel experiences that showcase Canada's tourism brand and diversity. In delivering such promotional programs, DC works closely with travel trades, particularly tour operators and travel agents, as well as Canadian provincial and territorial marketing organizations.

Related Classes of Records

Description: Includes records related to the provision of support and advice in relation to Canadian tourism ventures, and internal records for account management and the development of industry tools and resources.

Document types: Reports, guidelines, toolkits, program applications, research documentation, promotional material, agendas, briefings, correspondence, and other documents supporting account management and partnerships.

Record number: To be assigned

Internal Corporate Services

DC's core internal corporate services, such as human resources, finance and accounting, information technology, and procurement are common to most federal institutions. To that end, DC has registered select Standard Personal Information Banks with the Treasury Board of Canada Secretariat (TBS). These Banks have been adapted where necessary and reproduced below. Internal corporate services relate to activities and resources that are administered by DC to support the needs of employees and management.

Finance

Financial Management

Description: Includes records related to the receipt, control, and expenditure of operating funds, including: establishing, operating, and maintaining accounting systems; financial oversight, control and planning; budget submissions and budget reporting; managing funds; and financial risk management. May include records relating to accounts payable (expenditures), accounts receivable (revenues), banking, budgeting, cash accounting, cost recoveries, goods and services tax, duties and tariffs, petty cash, grants, contributions and transfer payments, taxes, resource allocations, liability and revenue control, allotments and transfers, allowances, and accounting standards and methods. May also include documentation related to automated financial management systems and, where applicable, liaison with other federal government financial agencies (for distribution of contract payments, for example).

Document Types: Invoices, vouchers, financial statements, summaries, financial management reports and statistics, cheques, accounting codes, cash receipt journals, audit and compliance reviews (internal and/or those undertaken by Agents of Parliament and other central agencies), estimates and working papers, budget forecasts, fiscal year reports, postage accounts, receipts, signing authority documentation (including Financial Delegation Authorities), packing slips, direct deposit applications, statements of account, taxation bulletins, purchase orders, insurance claims, commitment reports, fee information and schedules, encumbrance notices, grant management files, contribution case files, foreign exchange rates, acquisition cards and financial risk management policies, procedures, controls and contingency plans.

Record Number: PRN 914

Personal Information Bank: Accounts Payable

Description: This bank describes information related to individuals who are issued payments by DC. Payments may be issued in any form of payment approved by the Canadian Payment Association established under the Canadian Payments Act. Payments may be in respect of: travel and hospitality claims, education course fees, program payments, membership fees, awards, ex gratia, and other sundry payments. Personal information may include: name, contact information, financial information, nature of expenses/claim, employee identification number, other identifying numbers, signature, and Social Insurance Number (SIN).

Class of Individuals: Current and former employees of DC; claimants from the general public, contractors, and representatives of companies, corporations, and associations.



Purpose: Personal information is used to support the payment of financial benefits and entitlements in relation to expenses, fees, claims and other non-payroll payments. For many institutions, personal information is collected pursuant to sections 33 and 34 of the *Financial Administration Act* (FAA). The SIN is collected pursuant to the *Income Tax Act* and may be used to issue various income reporting slips.

Consistent Uses: Information may be shared with the Bank of Canada and financial institutions of foreign countries for transactions purposes. In some cases, the SIN and other information is shared with the Canada Revenue Agency and the Province of Quebec, and is used for data matching purposes, including income verification. Information may be used or disclosed for financial reporting and program evaluation.

Retention and Disposal Standards: For information about the length of time that specific types of common administrative records are maintained by a government institution, including the final disposition of those records, please contact DC's Access to Information and Privacy Coordinator.

RDA Number: 99/004

Related Record Number: PRN 914

Bank Number: PSU 931

Personal Information Bank: Accounts Receivable

Description: This bank describes information related to individuals who remit monies payable to DC. Payments may be issued in any form of payment approved by the Canadian Payment Association established under the *Canadian Payment Act*. Types of remittances include reimbursement of overpayments, payments for goods or services, loan payments, etc. Personal information may include: name, contact information, credit information, financial information, nature of remittance, employee identification number, other identification numbers, signature, and Social Insurance Number (SIN).

Class of Individuals: Individuals who remit monies to DC, including representatives of companies, corporations, and associations; current and former DC employees.

Purpose: Personal information is used to support the collection of monies owing to DC in relation to goods and services, loans and investments, etc. Personal information is collected pursuant to various federal laws and regulations. The SIN may be collected pursuant to the *Income Tax Act* for income or benefit reporting purposes.

Consistent Uses: Information may be shared with DC's financial institutions and other financial management partners. Information may be shared with financial institutions of foreign countries



for transactions purposes. Information may also be shared with collection agencies for debt recovery purposes. In some cases, the SIN and other information is shared with the Canada Revenue Agency and the Province of Quebec, and is used for data matching purposes, including income verification. Information may be used or disclosed for financial reporting and program evaluation.

Retention and Disposal Standards: For information about the length of time that specific types of common administrative records are maintained by DC, including the final disposition of those records, please contact DC's Access to Information and Privacy Coordinator.

RDA Number: 99/004

Related Record Number: PRN 914

Bank Number: PSU 932

Personal Information Bank: Acquisition Cards

Description: This bank describes information that is used in support of DC's acquisition card program. Acquisition cards are used for the procurement and payment of goods and services. The personal information may include: the card holder's name, language, employee identification number, card number, expiration date, credit limit. It may also include information relevant to audits and other compliance processes.

Class of Individuals: Individuals who apply for an acquisition card and those who are issued such cards.

Purpose: Personal information is used to administer an acquisition card program and may be used to issue, cancel, and renew cards, and to monitor transactions to ensure compliance. For many institutions, information is collected pursuant to Part III of the Financial Administration Act. For those institutions not subject to the Act, consult DC's Access to Information and Privacy Coordinator to determine the legal authority for the collection.

Consistent Uses: Information may be shared internally with compliance officials to monitor the operation of the acquisition card program and to take corrective action when required. Information may also be shared with the private sector card issuer, namely, financial institutions. The information may be also be used or disclosed for program evaluation, enforcement, and reporting purposes.

Retention and Disposal Standards: For information about the length of time that specific types of common administrative records are maintained by DC, including the final disposition of those records, please contact DC's Access to Information and Privacy Coordinator.



RDA Number: 98/001

Related Record Number: PRN 914

Bank Number: PSU 940

Personal Information Bank: Pay and Benefits

Description: This bank describes information related to the administration of pay and benefits. Personal information may include name, contact information, biographical information, date of birth, date of death, employee identification number, employee personnel information, financial information, and Social Insurance Number (SIN).

Class of Individuals: Current and former DC employees and workers.

Purpose: Personal information is collected under various Acts including the *Financial Administration Act*, the *Government Employees Compensation Act*, and the *Public Service Labour Relations Act*. The Social Insurance Number (SIN) is collected pursuant to the *Income Tax Act*, Canada Pension Plan, and the *Employment Insurance Act*.

Consistent Uses: Information, including the SIN, is disclosed to the Canada Revenue Agency and the Province of Quebec (if applicable) for taxation and pension purposes. Information may also be shared with the Department of Justice Canada to administer the *Family Orders and Agreements Enforcement Assistance Act* and the *Garnishment, Attachment and Pension Diversion Act*. Information may be shared with third party service providers. Information may also be used or disclosed for program evaluation.

Retention and Disposal Standards: For information about the length of time that specific types of common pay and benefit records are maintained by DC, including the final disposition of those records, please contact DC's Access to Information and Privacy Coordinator.

Notes: Personal information related to pay and benefits is retained in DC's UKG HR and Workforce system.

RDA Number: 98/005

Related Record Number: PRN 941

Bank Number: PSE 904

Human Resources

Classes of Records: Human Resources Planning

Description: Includes records related to the assessment of current human resources, the identification of future human resource requirements, and the development of plans to meet those requirements. Records may include information related to human resource planning and utilization, staff requisitions, pre-retirement, succession planning and knowledge transfer, vacancy and turnover rates, internal staff mobility, priority placements, workforce adjustment, demographic analysis and forecasting, labour market surveying and analysis, environmental scanning, needs analysis, skills and competencies requirements, and planning and performance monitoring activities.

Document Types: Environmental scans and gap analyses, employee surveys, labour market studies and reports, drafts and final versions of institutional multi-year human resource plans, human resources audits, discussion papers, Human Resources Planning Committee records, research studies and reports, special thematic studies, demographic data, statistical reports, and copies of relevant legislation, regulations and policies.

Record Number: PRN 949

Personal Information Bank: Applications for Employment

Description: This bank describes personal information related to individuals who have submitted applications for employment or provided curricula vitae (solicited or unsolicited) and related correspondence. The personal information provided by individuals on application forms, curricula vitae, and correspondence may include: name, contact information, employment status and history, educational background, marital status, date of birth, gender, official language proficiency, employment equity, physical disability considerations, citizenship, Personal Record Identifier, transcripts, letters of recommendation, and other personal information.

Class of Individuals: Individuals seeking employment with DC; individuals whose names have been provided as employment references, personal references, or both; and individuals referring another individual for a position.

Purpose: To maintain an inventory of potential candidates that may be used for consideration in a staffing process when vacancies arise within DC.

Consistent Uses: Relevant information may be transferred to an employee personnel record (refer to Standard Personal Information Bank Employee Personnel Record - PSE 901) if the



individual accepts an offer of employment. This information may also be used for planning and evaluation purposes. The data collected and maintained may be used for statistical purposes, training requirements, and other development opportunities. The personal information about individuals self-identified in employment equity groups may be used for statistical purposes by DC.

Retention and Disposal Standards: Applications for employment are retained for a minimum of 2 years for successful applicants, and for up to 7 years after an employee's departure, unless they are the files of pensioners/retirees, in which case information is retained for 7 years after the pensioner/retiree's death.

Notes: Personal information related to applications for employment is retained in Taleo.

RDA Number: 98/005

Related Record Number: PRN 920

Bank Number: PSU 911

Personal Information Bank: Employee Performance Management Program

Description: This bank describes information that is used in support of performance management of employees of DC. The personal information may include: name, biographical information, educational information, employee personnel information, medical information, employee identification number, other identification numbers, signature, views and opinions of, and about an individual.

Class of Individuals: Employees of DC.

Purpose: The personal information is used to assess and rate employee performance against established expectations (work competencies and objectives) and rating scale. The personal information is also used to support decisions in respect of assigning recognition, undertaking remedial action plans, identification of training and development needs, approval of performance compensation and annual increments, promotions, transfers, retention, demotion of employees, termination of employment, extension of probation and rejection of employees on probation, and occupational health and safety. For many institutions, personal information is collected pursuant to section 12 of the *Financial Administration Act* (FAA).

Consistent Uses: The information may be used or disclosed for the following purposes: reporting to senior management, evaluation, audit, talent management and succession planning, policy analysis, research and statistics.



Retention and Disposal Standards: Performance management information is retained for a minimum of 2 years for all employees, and for up to 7 years after an employee's departure, unless they are the files of pensioners/retirees, in which case information is retained for 7 years after the pensioner/retiree's death.

Notes: Personal information related to performance management is retained in EmPerform.

RDA Number: 98/005

Related Record Number: PRN 946

Bank Number: PSE 912

Personal Information Bank: Employee Personnel Records

Description: This bank describes information about an individual's employment with DC. Personal information may include name, contact information, biographical information, including any military service, professional certifications or designations, citizenship status, date and place of birth, educational information, employee identification number, employment equity information, delegated authorities given or assets loaned to employees (e.g., staffing and financial signing authorities, usage of institutional materiel), alternative work arrangements (e.g., telework, compressed work week), information related to superannuation, benefits, training and development, grievances, security incidents, any other employment-related requirements, financial information (for pay administration), medical information (including any special needs identified under duty to accommodate, or in the event of an emergency), other identification numbers, signature and Social Insurance Number (SIN).

Class of Individuals: Current and former employees of DC, emergency contacts of employees, and information about spouses, dependants, and beneficiaries where necessary.

Purpose: Personal information is used to facilitate personnel administration and to ensure continuity and accuracy when an employee is transferred to another federal institution. Personal information is collected under the authority of the *Canadian Tourism Commission Act* and the *Financial Administration Act*. The Social Insurance Number is collected pursuant to the *Income Tax Act*.

Consistent Uses: Information may be disclosed to the Canada Revenue Agency for Individual Income Tax Returns and Payment Processing. Information may also be disclosed to Employment and Social Development Canada (ESDC) for employment insurance and pension purposes. Where applicable, information may also be disclosed to various provincial health insurance plans or third-party group insurance companies. Information may be used to confirm the identity of employees



for access to DC's information technology infrastructure. Selected information may be shared with previous employers for the purpose of finalizing payments, including retroactive payments and the recovery of outstanding amounts owing to the Crown. Information may also be used or disclosed for program evaluation purposes.

Retention and Disposal Standards: Personnel Records are retained for a minimum of 2 years for all employees, and for up to 7 years after an employee's departure, unless they are the files of pensioners/retirees, in which case information is retained for 7 years after the pensioner/retiree's death.

Notes: Personal information related to personnel records is retained in DC's UKG HR and Workforce system.

RDA Number: 98/005 and 98/018

Related Record Number: PRN 920

Bank Number: PSE 901

Personal Information Bank: Employment Equity and Diversity

Description: The records containing the information described in this bank include personal information on employees such as education, work history and career aspirations, and training and development, which is collected by means of questionnaires and/or interviews or compiled from employees' files or automated data systems. The information is collected on a voluntary basis, and respondents are asked to identify whether they are male or female, whether they are an aboriginal person, and whether they have a disability or are a member of a visible minority group. The Personal Record Identifier may be used to identify employees in instances where government institutions are not able to employ an anonymous questionnaire, as well as when these identifiers are required to locate employee records.

Class of Individuals: Employees of DC.

Purpose: Related records provide documentation for the implementation of employment equity policies. Data is collected to provide a comprehensive picture of employees by group and group status (e.g., women, aboriginal peoples, persons with disabilities and members of visible minority groups). This information is used to compile a personnel profile of employees and to compare the situation of target group members with non-target group members and their counterparts in the general labour market. An employee identifier may be used to link information in this bank with that in another bank containing employee information in order to obtain statistical information,



where the securing of such information would be consistent with the uses for which the personal information was collected.

Consistent Uses: DC may collect data for statistical purposes, for purposes relating to individuals needs, or for both. The information gathered may be used for internal purposes in DC's employment equity program to identify and eliminate systemic discrimination in employment and to introduce temporary special measures to ensure that target groups participate in and are equitably represented in the federal public service. It may also be used for policy and planning purposes related to employment equity.

Retention and Disposal Standards: For information about the length of time that specific types of common administrative records are maintained by DC, including the final disposition of those records, please contact DC's Access to Information and Privacy Coordinator.

Notes: Personal information related to employment equity records is retained in DC's UKG HR and Workforce system.

RDA Number: 98/005

Related Record Number: PRN 942

Bank Number: PSE 918

Personal Information Bank: Grievances

Description: This bank describes personal information related to the grievance process, through which employees may formally seek redress/resolution of any disagreements pertaining to terms and conditions of employment. In addition to the formal process, this bank also describes personal information related to any informal conflict management process. Personal information may include name, contact information, employee personnel information, biographical information, educational information, employee identification number, employment equity information, nature of the grievance, medical information; opinions and views of, or about, individuals; and signature.

Class of Individuals: Current and past employees of DC, their representatives or bargaining agents, and any other witness or individual who may be involved in the grievance process including individuals who serve as mediators, adjudicators, or arbitrators.

Purpose: Personal information is used for informal conflict resolution and/or to administer individual or group grievances at each of the levels in the grievance process.



Consistent Uses: Information concerning grievances may be shared with third parties for resolution, mediation, and adjudication. Information may be disclosed to individuals who are appointed by DC to serve as mediators, adjudicators or arbitrators. In some cases, information may be shared with the Canadian Human Rights Commission where a party to a grievance raises an issue involving the interpretation or application of the *Canadian Human Rights Act* within the context of a request for arbitration of the grievance. Aggregate information may be used or disclosed for annual reporting purposes. Some information about grievances may also be shared with/described in Standard Personal Information Banks Employee Personnel Record - PSE 901 and Discipline - PSE 911. Information may also be used or disclosed for evaluation purposes.

Retention and Disposal Standards: For information about the length of time that specific types of common administrative records are maintained by DC, including the final disposition of those records, please contact DC's Access to Information and Privacy Coordinator.

RDA Number: 98/005

Related Record Number: PRN 926

Bank Number: PSE 910

Personal Information Bank: Harassment

Description: This bank describes personal information related to complaints of harassment. In addition to the formal process, this bank also describes personal information related to any informal conflict management process. Personal information may include name(s) of complainant(s) and respondent(s), contact information, employee personnel information, employee identification number, biographical information, employment equity information, medical information, physical attributes, opinions and views of, or about, individuals, and date and nature of the alleged harassment.

Class of Individuals: Employees and other persons working for DC.

Purpose: Information is used to investigate and resolve harassment complaints (including through early resolution processes and mediation) and to determine any appropriate action resulting from the complaint, including discipline.

Consistent Uses: With consent, information may be disclosed to third party mediation services. Complaint allegations, draft and final reports will be disclosed to both the complainant and the respondent, in accordance with the principles of procedural fairness. If the complaint is founded, complainants may be informed verbally whether corrective or disciplinary measures will be taken as a result of their complaint; if the complaint is found to be frivolous or in bad faith, respondents



may be informed verbally whether corrective or disciplinary measures will be taken. With consent, information may be shared with legal counsel if the complaint is pursued at a tribunal or in the courts. Where applicable, information may be disclosed to security officials of DC and law enforcement agencies where alleged violations of the *Criminal Code* of Canada may have occurred. Information may be also be used or disclosed for program evaluation.

Retention and Disposal Standards: For information about the length of time that specific types of HR records are maintained by DC, including the final disposition of those records, please contact DC's Access to Information and Privacy Coordinator.

RDA Number: 98/005

Related Record Number: PRN 922 and PRN 926

Bank Number: PSE 919

Personal Information Bank: Human Resources Planning

Description: This bank describes information related to salary management and human resources planning, including reporting and forecasting functions. Personal information may include name, contact information, biographical information, educational information, employee identification number, employee equity information, employee personnel information, and opinions and views of, or about, individuals.

Class of Individuals: Current and former employees of DC, job applicants, students, casual and contract employees, and interchange participants.

Purpose: Personal information is collected to assess current and future human resources and salary requirements. Information may be used for a number of activities, including succession planning, facilities management, duty to accommodate persons with disabilities, determining vacancy and turnover rates, and workforce adjustment. Some information may be collected by means of employee exit interviews, which are used to identify issues, trends, and needs in the organization. For many institutions, personal information is collected pursuant to the *Financial Administration Act*.

Consistent Uses: Personal information may be shared with other organizations, with an individual's consent, in cases of transfer or departure. Personal information may be shared with provincial or municipal governments, and institutions thereof, or private sector institutions in cases of devolution or privatization of a program or activity. Information may be also be used or disclosed for program evaluation.



Retention and Disposal Standards: For information about the length of time that specific types of common administrative records are maintained by DC, including the final disposition of those records, please contact DC's Access to Information and Privacy Coordinator

RDA Number: Institution-specific

Related Record Number: PRN 949

Bank Number: PSU 935

Personal Information Bank: Occupational Health and Safety

Description: This bank describes information that is used in support of DC's occupational health and safety activity, including the prevention of accidents and injuries or illnesses related to occupations, authorization of leave and benefits associated with work-related injury or illness, fitness to return to work assessments, duty to accommodate, health and ergonomic assessments, health and safety complaints, injury compensation, and rehabilitation and retraining. Personal information may include name, contact information, employee identification number, employee personnel information, financial information, nature of complaint, medical information, opinions and views of, or about, individuals, and signature.

Class of Individuals: Current and former employees of DC, including casual and contract employees; health and safety professionals; attendants for persons requiring assistance; family members who are part of the same household and eligible for corporate rates for wellness programs; and individuals designated as emergency contacts of employees

Purpose: Personal information is used to administer occupational safety and health activities at DC, which includes the promotion of a safe and healthy workplace for employees and others, provision of corporate wellness programs, the prevention of accidents, occupational injuries and illnesses and, where applicable, the investigation of occurrences of such injuries and illnesses. Information may be collected pursuant to the *Financial Administration Act* and/or relevant provincial and federal labour codes.

Consistent Uses: Information may be used or disclosed for the following reasons: to support decisions related to worker's compensation and injury-on-duty leave; as a means of preventing injuries and illnesses and subsequent disabilities arising out of, or aggravated by, conditions of work; to establish that individuals subject to certain identified occupational risks are able to continue working without detriment to their health or safety or to that of others; and to establish the conditions under which certain individuals with identified illnesses or disabilities are able to continue to work under controlled conditions.



Information may be shared with private sector health care providers. Information may be used to communicate with contacts of employees in emergency situations. Information with respect to safety and health complaints and causes of accidents/injuries for accident prevention and health protection purposes may be used to support the effective administration of DC's safety and health activities. Some information may be disclosed to DC's work place health and safety committee. Information is also used to process payments and charge-backs with respect to injury compensation claims. Information related to injury compensation claims, including related correspondence and amounts paid, is retained by Employment and Social Development Canada and is shared with DC of the affected employee and, where applicable, the relevant provincial or territorial workers' compensation board. Employment and Social Development Canada holds information pertaining to employee compensation amounts, which are charged to institutions and distributed on a cost-recovery basis. Information may also be shared with Employment and Social Development Canada, specifically, with safety officers for the purposes of accident and refusal to work investigations and the stipulation of corrective measures. Information may also be used or disclosed for planning and program evaluation purposes.

Retention and Disposal Standards: For information about the length of time that specific types of occupational health and safety records are maintained by DC, including the final disposition of those records, please contact DC's Access to Information and Privacy Coordinator.

RDA Number: 98/005

Related Record Number: PRN 922

Bank Number: PSE 907

Personal Information Bank: Recognition Program

Description: This bank describes information that is used to formally recognize the achievement of and give awards to employees. The personal information may include: name, contact information, biographical information, educational information, employee identification number, employee personnel information, photography, signature, opinion or views of or about individuals.

Class of Individuals: Employees of DC who have been nominated for awards.

Purpose: The personal information is used to identify employees who have been nominated for awards in accordance with a recognition program. The information is also used to disburse funds or distribute gifts. Personal information is collected pursuant to various federal laws and regulations. For the specific legal authority for the collection, consult DC's Access to Information and Privacy Coordinator.



Consistent Uses: The information may be used or disclosed for the following purposes: reporting to senior management, evaluation and audit. Some elements of the information may be published on the Internet, intranet or other medium. Information may be shared with PSE 904 Pay and Benefit in cases where awards qualify as income. Information may be shared with PSE 901 Employee Personnel Record.

Retention and Disposal Standards: For information about the length of time that specific types of recognition records are maintained by a government institution, including the final disposition of those records, please contact DC's Access to Information and Privacy Coordinator.

RDA Number: 98/005

Related Record Number: PRN 940

Bank Number: PSE 920

Personal Information Bank: Staffing

Description: This bank describes information about recruitment and staffing activities, which includes solicited and unsolicited applications for employment, position reclassifications, secondments, deployments, and other work assignments or arrangements within government institutions. Personal information may include name, contact information, assessment/test results, biographical information, citizenship status, date and place of birth, educational information, employee identification number, employment equity information, employee personnel information, financial information, official language proficiency, medical information, opinions and views of, or about, individuals, and signatures.

Class of Individuals: Employees of DC and other individuals who apply for employment in DC including through recruitment initiatives, as well as individuals who provide references or are supervisors of applicants.

Purpose: Personal information is used to administer recruitment and staffing activities in government institutions, which includes maintaining an inventory of potential candidates for future staffing actions.

Consistent Uses: Information may be shared with other federal institutions for purposes of people management and statistical reporting. Information may be shared with third party service providers to manage recruitment initiatives. Information may also be used or disclosed for human resources planning and studies. Information may also be used or disclosed for program evaluation and reporting purposes.



Retention and Disposal Standards: For information about the length of time that specific types of staffing records are maintained by a government institution, including the final disposition of those records, please contact DC's Access to Information and Privacy Coordinator.

RDA Number: 98/005

Related Record Number: PRN 919 and PRN 920

Bank Number: PSE 902

Personal Information Bank: Training and Development

Description: This bank describes personal information collected to support an institution's training and development programs (e.g., mentoring, career orientation, developmental work assignments or arrangements, etc.). Personal information may include name, contact information, educational information, employee identification number, employment equity information, employee personnel information, financial information, biographical information, and assessment and training results.

Class of Individuals: Individuals who are employed by government institutions who register for training or development courses or programs.

Purpose: Personal information is used to register and pay for approved training and development activities. Where applicable, government institutions may receive information from the Canada School of Public Service or other course providers about registration costs and training results. For most government institutions, personal information is collected under the authority of the Public Service Staff Relations Act and the Public Service Employment Act. For those institutions not subject to these Acts, consult DC's Access to Information and Privacy Coordinator to determine collection authority.

Consistent Uses: Information may be used to link voluntary self-identification data to information contained in other banks (refer to Standard Personal Information Bank Employment Equity and Diversity - PSE 918) for the purpose of implementing and evaluating government policies relating to employment equity and diversity. Some information may also be shared with/described in the Standard Personal Information Banks Accounts Receivable - PSU 932, Employee Performance Management Program – PSE 912 and Employee Personnel Record - PSE 901. Information may also be used or disclosed for program evaluation.

Retention and Disposal Standards: For information about the length of time that specific types of training records are maintained by DC, including the final disposition of those records, please contact DC's Access to Information and Privacy Coordinator.



RDA Number: 98/005

Related Record Number: PRN 927

Bank Number: PSE 905

Information Technology

Classes of Records: Information Technology

Description: Includes records related to the cost-effective and efficient management of computer equipment and associated software for both institutional computer networks and employees' workstations, electronic systems development and maintenance, and technical assistance and support for networks, office systems and databases. May also include records related to DC's technology architecture, standards and infrastructure, electronic mail systems and platforms, software and hardware acquisition, the annual planning process for the development of computer systems, and the business case process for application development and system acquisitions.

Document Types: Network systems specifications, information system security policies and procedures, information technology strategic management plans, hardware and/or software research and history files, threat risk assessment reports, application specific data dictionaries, installation, configuration and relocation documentation, feasibility studies, pilot project documentation, system user manuals and/or guides, change management processes, computer activity reports, systems and programming standards, user specifications, IT training courses materials, personal computer or desktop support procedures and guidelines, computer performance and maintenance reports, system logs, testing strategies, results and reports, database management documentation and institution-specific policies, guidelines and procedures related to the management and use of technology.

Record Number: PRN 932

Personal Information Banks: Electronic Network Monitoring Logs

Description: The records containing the information described in this bank relate to the use by DC's electronic networks. Logs containing details of network use by individuals are compiled and are reviewed by appropriate officials when there is suspected misuse or potential compromise of DC's electronic network, as set out in internal policies and/or the Government of Canada's Policy on the Use of Electronic Networks. Examples of information that may be contained in those records include: network logs linking an employee's workstation to an Internet Protocol address,



listings of sites visited, and information on any transactions conducted, including date, time, duration and nature of the visit or transaction. The records may also include information on the use of authorization codes assigned to particular individuals, including successful or unsuccessful use of the codes, date, time and frequency.

Class of Individuals: Employees of DC and other individuals using DC's electronic networks, including: student employees; contract staff and agency personnel; members of the public; and others who send e-mail to DC or specific individuals within the organization.

Purpose: The information contained in the records may be compiled to support the investigation of suspected or alleged misuse, or deliberate or inadvertent impairment or compromise of DC's networks by persons employed by DC or by other individuals from outside the organization.

Consistent Uses: The information may be used to substantiate any disciplinary action taken where violation of institutional policies or the Policy on the Use of Electronic Networks is determined. If an internal investigation determines that criminal actions may have taken place, the information may be shared with appropriate police authorities. This information may be used to provide reports to management. The information may also be used for research, planning, audit and evaluation purposes.

Retention and Disposal Standards: For information about the length of time that specific types of network records are maintained by DC, including the final disposition of those records, please contact the institution's Access to Information and Privacy Coordinator.

RDA Number: 98/001

Related Record Number: PRN 932

Bank Number: PSU 905

Classes of Records: Business Continuity Planning

Description: Includes records related to DC's Business Continuity Planning, which provides for the continued availability of services and associated assets that are critical to the health, safety, security or economic well-being of DC and its employees and in the event of a disaster or emergency. Business Continuity Planning complements emergency preparedness which is mandated by legislation, government or institutional policy (e.g. fire and building evacuation plans, civil emergency plans) and includes the development and implementation of a Business Continuity Plan. The types of incidences for which the Plan may be initiated may vary from a minor incident, such as a building-specific power outage or an equipment or system failure, to one of provincial or national proportions. The Business Continuity Plan outlines and coordinates the



efforts of DC staff and the implementation of advance arrangements and procedures to ensure that the institution can continue or restart critical business operations within a reasonable timeframe.

Document Types: Disaster/emergency recovery plans, network and/or data backup procedures, emergency and recovery resources, emergency evacuation procedures, service level agreements, essential records policies, notification procedures for emergency response teams, institutional staff, senior executives, provincial and municipal bodies, plan activation procedures, documentation pertaining to command control and emergency centre operations, copies of delegation/designation of authorities, disaster/emergency contact list, detailed business resumption, recovery and restoration procedures, and media handling procedures.

Record Number: PRN 928

Personal Information Bank: Business Continuity Planning

Description: This bank describes information that is used in support of Business Continuity Management functions at DC, including the development and timely execution of plans, measures and procedures to minimize interruption to the availability of critical services and assets in the event of an emergency or disruption of service. Personal information may include: name, contact information, biographical information, employee personnel information and medical information. Personal information may also include the names and contact information of individuals identified by employees as emergency contacts.

Class of Individuals: Employees of DC; Ministers and exempt staff and other personnel of offices of Ministers or Ministers of State; emergency contacts identified by employees; private sector emergency response officials and service providers; and other federal, provincial or municipal officials who may need to be contacted in the event of an emergency or disruption of services.

Purpose: Personal information is used to plan and respond in a timely and effective manner to an emergency or to a disruption of service, to establish a list of employees, appropriate officials and their contact information. The list may be used to contact such individuals in the event of an emergency or the execution of the Business Continuity Plan. In some cases, supervisors may maintain a list of direct reports, home telephone numbers and emergency contacts identified by direct reports. Personal information is collected pursuant to the *Financial Administration Act* and the *Emergency Management Act*.

Consistent Uses: Information may be shared with other federal, provincial, and municipal institutions, police, fire and other emergency response agencies as required. Some information may be shared with/described in the Standard Personal Information Banks Employee Personnel



Record - PSE 901 and Occupational Health and Safety - PSE 907. Information may also be used or disclosed for program evaluation and reporting purposes.

Retention and Disposal Standards: For information about the length of time that specific types of business continuity and planning records are maintained by DC, including the final disposition of those records, please contact DC's Access to Information and Privacy Coordinator.

RDA Number: 98/001

Related Record Number: PRN 928

Bank Number: PSU 903

Security

Classes of Records: Security

Description: Includes records related to the application of safeguards to protect employees, preserve the confidentiality, integrity, availability and value of assets, and to help ensure the continued delivery of services from accidental or intentional damage or from unauthorized access. Records may include information related to facilities' design, physical safeguards, monitoring devices, access to restricted zones, storage, transportation and transmittal of information and goods, work-related violence, protected and classified information, entry and exit points, emergency services, signage, identification cards and/or access badges, personnel security screening, continuous security risk management, building and fire codes, and destruction of information and goods. May also include records related to liaison with other federal institutions that have security-related responsibilities.

Document Types: Security access procedures and tools (access pass/identity cards), security incidents investigation reports, security training, copies of Threat and Risk Assessments (TRA), awareness and briefings documentation, security clearance records, incident response procedures, security program audit reports, baseline security requirements, evacuation plans, operational standards and technical documentation, business impact analyses, and copies of relevant labour, fire, building and electrical regulations and codes.

Record Number: PRN 931



Personal Information Bank: Identification Cards and Access Badges

Description: This bank describes information used in support of physical security measures in the form of identification cards and access badges. The personal information may include: name, card numbers, and other identifying information of card holders.

Class of Individuals: Employees and those individuals on assignment or contract who require access to DC facilities.

Purpose: The personal information is used to maintain information relating to the issuance, use and cancellation of identification cards and access badges, and to assist in ensuring the security of DC facilities and the safety and security of individuals and assets present in such facilities. Personal information is collected pursuant to various federal laws and regulations.

Consistent Uses: The information may be used or disclosed for the following purposes: with the consent of the individual concerned, photographs held on file may be used for identification purposes in support of personnel security screening. The identification cards and access badges database may record entry and exit times from facilities and may be used in the event of security-related incidents such as thefts or emergency situations. In such cases, the information may be shared with emergency workers, appropriate staff relations officers, law enforcement or investigative bodies for further investigations.

Retention and Disposal Standards: For information about the length of time that specific types of common administrative records are maintained by a government institution, including the final disposition of those records, please contact the institution's Access to Information and Privacy Coordinator.

Notes: Information described in this bank is generally stored in DC's Keypass application.

RDA Number: 98/001

Related Record Number: PRN 931

Bank Number: PSE 917

Personal Information Bank: Security Incidents and Privacy Breaches

Description: This bank describes information related to physical, administrative, and technical security, which may include: security complaints and breaches, privacy breaches, threat and risk assessments, workplace violence, theft, fraud, vandalism, accidental damages, emergency and increased threat situations, or threats to DC or Canada. Personal information may include: name: contact information, physical attributes, employee identification number, employee personnel



information, criminal charges/investigation information, financial information, opinions and views of, or about, individuals, and signature.

Class of Individuals: Employees and other individuals involved in security incidents.

Purpose: Personal information is collected to report and investigate security incidents and to ensure that vulnerabilities are identified and the risk of future occurrences reduced. Personal information is collected under the authority of various Acts, including the *Financial Administration Act* (FAA) and as required under the Policy on Government Security, *Public Service Employment Act* (PSEA), *Criminal Code*, and the *Defence Production Act* (DPA).

Consistent Uses: Information may be disclosed to entities such as: legal services, DC's security office, DC's technology security office, ATIP office, and the appropriate lead security agency. In the case of privacy breaches, information may also be disclosed to the Office of the Privacy Commissioner of Canada. Information may also be shared with human resources officials and managers, as required, to determine appropriate action and to support decisions regarding discipline or investigations. Some information may also be used or disclosed for program evaluation.

Retention and Disposal Standards: For information about the length of time that specific types of records relating to security incidents or privacy breaches are maintained by DC, including the final disposition of those records, please contact the institution's Access to Information and Privacy Coordinator.

RDA Number: 98/001

Related Record Number: PRN 931

Bank Number: PSU 939

Personal Information Bank: Security Video Surveillance and Temporary Visitor Access Badges

Description: This bank describes information related to video surveillance recordings generated by cameras located on the perimeters of, or within DC operated buildings and facilities. Additionally, in support of employee and visitor access control, the records related to these subjects contain the actual access logs/registers used to issue temporary employee passes and temporary visitor passes. Personal information may include: name, signature, images. Personal information collected may include recorded visual images, data logs, signatures, surnames, given names, telephone numbers, temporary pass control numbers and visitor company/organization information related to the issuance of temporary visitor passes.



Class of Individuals: Employees, workers and visitors who require access to DC facilities or any other person within proximity of video surveillance recording capabilities.

Purpose: The personal information is used to enhance the security of DC's offices and facilities and to protect individuals and assets present in such facilities. Video surveillance is sometimes conducted in real time or recordings can be used to investigate past occurrences, security incidents or emergency situations. Access logs/registers, temporary passes and any other records related to employee and visitor access control may also be used to monitor or investigate current or past security incidents. Personal information is collected under the authority of the *Financial Administration Act* (FAA) and as required under the Policy on Government Security, *Criminal Code*, and the *Defence Production Act* (DPA).

Consistent Uses: The information may be used or disclosed to assist security officials in the monitoring of activities and/or the issuance of temporary access passes. Additionally, records and recordings may record entry and exit times from facilities and may be used in the event of security-related incidents such as thefts or emergency situations. In such cases, this information may be shared with appropriate law enforcement agencies and emergency workers. Video information that reveals evidence of illegal activity, employee misconduct or accidents may be disclosed to appropriate staff relations, facility owners, enforcement or investigative bodies for further investigations, charges or disciplinary actions.

Retention and Disposal Standards: Personal information collected by DC in relation to video surveillance and temporary access to DC facilities is retained for a minimum of two years, and for up to 7 years in the event of a security incident or as otherwise may be required.

RDA Number: 98/001

Related Record Number: PRN 931

Bank Number: PSU 907

Procurement

Classes of Records: Procurement and Contracting

Description: Includes records related to DC's procurement and contracting process to obtain goods and services in accordance with an agreement between a contracting authority within DC and a person or firm. Records may include information about identifying the goods or services to be purchased, selecting the most effective procurement approach, contract development and approval processes and procedures, contract negotiations, debriefing unsuccessful bidders, administering awarded contracts, including amendments if required, and post-contract



evaluations. Records may also include information related to the contractor; for example, company profiles, résumés, work experience, previous contracts completed, and clients. These records also include information related to the proactive disclosure of relevant contracts for goods and services.

Document Types: Contract case files and related correspondence, award criteria, guidelines, regulations, approval requirements, statements of work, Requests for Proposals, contractor eligibility lists, feasibility studies, planning documents, solicitation or tender documents, monitoring reports, invoices, payment requisitions, post-completion evaluation reports, sole source contract justifications, standing offers, supply arrangements, customer and vendor liaison documentation, purchase requisitions, security clearances or checks, among others.

Record Number: PRN 912

Personal Information Bank: Professional Services Contracts

Description: This bank describes information contained in agreements between DC and a person or firm to provide goods, perform services, to construct works or to lease real property. Personal information may include name, contact information (including business name), biographical information, educational information, financial information, evaluations/assessments, Social Insurance Number (SIN), other identification number (e.g. Business Number) and signature.

Class of Individuals: Individuals representing themselves or employed through private companies (including temporary help services) who have submitted responses to Requests for Proposals and who have been engaged through contracts or standing offers with DC and individuals who are provided as professional references.

Purpose: Personal information is used to manage the contracting process, which includes the request for and receipt of proposals, evaluation of bids, selection of contractor, preparation, negotiation, execution, and award of contract, the disbursement of funds for services, deliverables, or both as specified within the contract, and post-contract evaluation. Personal information is collected under the authority of the Financial Administration Act. The SIN may be collected pursuant to the Income Tax Act.

Consistent Uses: Information is used to maintain an inventory of potential contractors. Information may also be used to recover overpayments and debts owed to the Crown and, where applicable, to enable execution of orders of garnishment, attachment, or diversion of funds in accordance with the Garnishment, Attachment and Pension Diversion Act and related regulations. Information may be used to confirm the identity of contractors (where required) for access to governmental and institutional websites and databases and for the loan of equipment and/or supplies. Information, including the Social Insurance Number and Business Number, is disclosed



to the Canada Revenue Agency in T4A-NR Supplementary and T1204 slips (refer to Individual Returns and Payment Processing – CRA PPU 005 and Business Returns and Payment Processing – CRA PPU 047) and the Province of Quebec (if applicable) for tax purposes. The information may be shared with/described in Standard Personal Information Banks Accounts Payable - PSU 931 and Accounts Receivable - PSU 932 for payment administration. Selected information on contracts for \$10,000 or more, including the fact that a contractor is a former public servant in receipt of a Public Service Superannuation Act pension, may be published on DC's website, in compliance with proactive disclosure procedures. Information may also be used or disclosed for evaluation or reporting purposes.

Retention and Disposal Standards: For information about the length of time that specific types of common administrative records are maintained by a government institution, including the final disposition of those records, please contact DC's Access to Information and Privacy Coordinator.

RDA Number: 99/004

Related Record Number: PRN 912

Bank Number: PSU 912

Legal Services

Class of Records: Legal Services

Description: Includes records related to activities undertaken to enable institutions to pursue policy, program and service delivery priorities and objectives within a legally sound framework. Legal Services include the provision of policy and program advice, direction in the development and drafting of the legal content of bills, regulations, and guidelines, assistance in the identification, mitigation and management of legal risks, legal support in ensuring compliance and enforcement of standards, regulations, and guidelines, and representing the institution's interests in litigation. May include information related to legal advice, preparation of legal documents, litigation services, and legislative drafting.

Document Types: Legal opinions, legislative proposals, draft legislation (Government and private members' bills), regulations, and orders in council, working papers, Memoranda to Cabinet, correspondence, copies of enacted legislation, legislative drafting instructions and procedures, records documenting consultations with other federal institutions, schedules, parliamentary returns, written questions, petitions, motions, briefing books, copies of House of Commons Debates, House of Commons calendar, and cabinet committee documents.

Record Number: PRN 902

Access to Information and Privacy

Related Classes of Records: ATIP

Description: Includes records related to the administration of the *Access to Information* and/or the *Privacy Act* including processing requests, preparing Annual Reports to Parliament, statistical reports and updates to the regulatory publications, providing advice, guidance and training to employees, responding to complaints from requestors, conducting privacy impact assessments and responding to investigations by the Offices of the Information and/or Privacy Commissioners.

Records may include information related to requests for information under DC's control, including those pertaining to the correction of personal information and notifications of correction of personal information, the identification, description and registration of personal information banks, informal requests, complaints, investigations and requests for judicial review, consultations with third parties and information received from or sent to other institutions, legal advice and requests for advice received from institutional officials that raise privacy and/or access to information concerns.

Records may also include information related to requests leading to a change of policy or procedure and documentation pertaining to the software systems used within DC to manage the administration of access to information and privacy requests.

Document types: Records may include request-related case files (written requests for information, request forms, letters of acknowledgement, fee estimates, working notes, news clippings, summaries of analyses, request response package including cover letter and copies of released documents, requests to correct personal information, and Commissioner and judicial recommendations and orders), Annual Reports to Parliament, statistical reports, copies of relevant legislation, regulations and related policy instruments, internal policies, guidelines, directives and procedures, legal opinions, copies of audits and/or investigations from the Office of the Privacy Commissioner and/or Office of the Information Commissioner, updates to regulatory publications, delegation of authority, staff time logs, notices of transfer, fees or extension of time, file lists, indices or finding aids, reports, memoranda and correspondence files.

Record number: PRN 930



Personal Information Bank: Access to Information and Privacy

Description: This bank describes information that is related to formal requests for access to information and, access to or correction of personal information made by individuals in accordance with the *Access to Information Act* and the *Privacy Act*. The personal information may include: name, contact information, credit information, identification numbers, Social Insurance Number (SIN) and other processing information related to the request, as well as personal information contained in institution records that are relevant to the request.

Class of Individuals: Individuals and their representatives who make formal requests to either obtain information or correct personal information under the control of DC.

Purpose: The personal information is used to process and respond to formal requests made under the *Access to Information Act* and the *Privacy Act*, including subsequent complaints, investigations and judicial review when applicable. Personal information is collected pursuant to section 13 of the *Privacy Act*, sections 8 and 11 of the *Privacy Regulations*, sections 6 and 11 of the *Access to Information Act* and section 4 of the *Access to Information Regulations*. The SIN is collected when required to locate personal information held by a program authorized through legislation or policy approval to use the SIN.

Consistent Uses: Information may be shared with other government institutions during consultations required to process and respond to formal requests made under the Acts.

Information may be shared with the Office of the Privacy Commissioner during investigations, refer to Privacy Complaints and Investigations – OPC PPU 005 and Privacy Commissioner Ad Hoc – Complaints and Investigations – OPC PPU 008.

Information may be shared with the Office of the Information Commissioner during investigations, refer to Complaint Investigations. Personal information may be shared with a government institution providing internal support services in accordance with section 29.2 of the *Financial Administration Act*.

The information may be used for planning and evaluation purposes. Depersonalized and aggregated information is used to report to Parliament on the administration of the *Access to Information Act* and the *Privacy Act*.

Retention and Disposal Standards: For information about the length of time that specific types of ATIP records are maintained by DC, including the final disposition of those records, please contact DC's Access to Information and Privacy Coordinator.

RDA Number: 98/001

Related Record Number: PRN 930



Bank Number: PSU 901

Manuals

Destination Canada does not have any manuals, instructions, handbooks or procedures used by employees for the administration of corporate programs affecting the general public.

Additional Information

To make an access to information or privacy request, please complete and forward [this form](#) to:

Destination Canada

Access to Information and Privacy (ATIP) Office

800 - 1045 Howe Street

Vancouver, British Columbia

Canada V6Z 2A9

Email: privacy@destinationcanada.com

Each request is subject to a CA\$5.00 application fee, made payable to The Canadian Tourism Commission.

Reading Room

In accordance with the *Access to Information Act*, an area on the premises at DC's head office has been designated as a public reading room. The address of the public reading room is: 800-1045 Howe Street Vancouver, British Columbia, Canada V6Z 2A9.