

All employees are responsible for keeping the City's personal and confidential information secure. Following these guidelines will prevent many issues. Please note these guidelines apply to personal and confidential information collected by City employees from citizens, employees and business.

- 01 All City employees are obliged in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA), to protect personal information that is under the custody or control of the City by making reasonable security arrangements against risks such as unauthorized access, collection, use, disclosure or disposal
- 02 The requirement to keep information confidential and secure applies to any personal information collected by City employees and contractors about employees, contractors, citizens and businesses, excluding public business contact information
- 03 If you have questions about what information is considered personal and confidential, refer to the [Freedom of Information and Protection of Privacy Act](#) or contact the Office of the City Clerk
- 04 Only collect and use personal and confidential information if you need it for a specific reason or task
- 05 Protect personal and confidential information by controlling access – e.g., make sure your physical files are secure, and digital files are appropriately protected
- 06 Never share your computer username and passwords with anyone
- 07 Keep personal and confidential information CONFIDENTIAL – do not distribute, email, copy, share or discuss with anyone who is not authorized to have that information
- 08 If you identify or are made aware of unsecured personal and confidential information, inform your Supervisor or Manager immediately
- 09 Supervisors or Managers that are made aware of unsecured personal or confidential information should take the necessary steps to secure the information and inform the Office of the City Clerk and in the case of digital records, the Information Technology department, helpdesk@burnaby.ca or 604-294-7939

9 IMPORTANT POINTS ABOUT PROTECTING PERSONAL & CONFIDENTIAL INFORMATION

For more information refer to the resources available on connectBurnaby Portal:

- [Acceptable Use of the City's Computing Technology and Network Resources Policy](#)
- [Acceptable Use of the City's Email Systems Policy](#)
- [Password Policy](#)
- [Records and Information Management](#)

PROTECTING PERSONAL &
CONFIDENTIAL INFORMATION



OFFICE OF THE CITY CLERK
604-294-7290
FOI@burnaby.ca