

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT
(CITY CLERK'S DIVISION – CORPORATE RECORDS MANAGEMENT & FREEDOM OF INFORMATION SECTION
- LOCATION - 71 MAIN ST. W.)

CORPORATE PRIVACY SPECIALIST

SUMMARY OF DUTIES

Reporting to the Manager, Corporate Records & Freedom of Information, the Corporate Privacy Specialist is the City's subject matter expert on the protection of privacy, supporting the administration of municipal programs and services, ensuring compliance with the *Municipal Freedom of Information & Protection of Privacy Act* (MFIPPA), *Personal Health Information Protection Act* (PHIPA), and the principles of Privacy By Design. The position is responsible developing and implementing the Corporate Privacy Program, including policies, procedures and strategies. The Corporate Privacy Specialist conducts Privacy Impact Assessments on business processes and technologies; develops and implements the Corporate Privacy Breach Protocol; investigates and leads the response to corporate privacy breaches; and develops and implements corporate privacy training.

GENERAL DUTIES

Applies expertise to analyze, develop and implement corporate privacy policy, procedures, protocols, guidelines and training, to facilitate compliance with privacy legislation.

Provides advice and consultative support on the collection, use, protection and authorized disclosure of personal information and personal health information to support the administration and implementation of municipal programs, services and information systems.

Reviews, identifies and analyzes the impact of developments and amendments to legislation, regulations, and decisions of the Information & Privacy Commissioner of Ontario (IPC), including significant IPC Orders and rulings, relevant to the protection of privacy. Assesses corporate implications, recommends appropriate action and implements change, ensures privacy program is reflective of current requirements.

Coordinates the execution of Privacy Impact Assessments (PIA) for new, existing or enhanced services, programs, technologies and systems in collaboration with department/division program managers, Legal Services, IT Security Team, Risk Management, Procurement and IT contract management, and in some cases vendors, to support compliance with MFIPPA, PHIPA, the *Personal Information Protection and Electronics Document Act* (PIPEDA), and other related privacy legislation; evaluates and mitigates risk.

Advises on privacy best practices, including the application of privacy by design principles to ensure privacy is embedded into business practices and the design and operation of IT systems, networked infrastructure, cloud computing, data management.

Designs and delivers general and specific training programs and presentations to Corporate Leaders and staff to create awareness of privacy requirements, both in general and as they apply to specific departmental needs.

Investigates and leads the response to reported corporate privacy breaches under MFIPPA. Assists program areas with reported privacy breaches by providing advice and recommendations to mitigate their impact.

Receives and investigates privacy related complaints. Liaises with affected program areas to implement business process changes as appropriate to improve privacy protection practices

Establishes and leads the Corporate Privacy Team with representation from all departments to support and ensure conformity with corporate privacy policies and processes to achieve division program goals in compliance with privacy legislation.

Coordinates with Records & Information Management team to compile and maintain the corporate Directory of Records and the listing of Personal Information Banks used by the corporation, in accordance with legislative requirements while supporting and promoting, where applicable, the routine disclosure and active dissemination of information.

Provides technical advice to senior leaders and elected officials on privacy issues that are sensitive and/or political and authors reports as required.

Collaborates with the Corporate Communications to ensure that the privacy and confidentiality of personal information is maintained throughout communications with print, broadcast and social media.

Executes periodic audits of programs or technologies to ensure PIA recommendations are implemented and remain relevant to current practices and to ensure new risks are identified and reviewed, where applicable.

Participates in meetings, task forces, work groups and special projects, as assigned.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

QUALIFICATIONS

1. A University degree in Legal Studies, Public Administration, Information Management, Information Technology or related discipline.
2. Considerable experience in the application of federal and provincial privacy legislation and security of personal information and personal health information, collected, used, protected and disclosed through municipal programs and services, including and not limited to the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA), *Personal Health Information Protection Act, 2004* (PHIPA), and the *Personal Information Protection and Electronic Documents Act* (PIPEDA).
3. Certification with the International Association of Privacy Professionals (IAPP). Certified Information Privacy Professional Canada (CIPP/C), Certified Information Privacy Manager (CIPM) certification; or Privacy and Access Council of Canada (PACC) certification, is preferred.
4. Previous working experience with conducting Privacy Impact Assessments on business processes and technologies and evaluating and addressing complex Threat Risk Assessments.
5. Demonstrated strong research and analytical skills to assess privacy compliance, investigate issues and complaints and make recommendations to improve the privacy, security and confidentiality of business processes.
6. Considerable experience in designing and delivering privacy awareness training programs.
7. Excellent oral and written communication skills with the ability to present complex facts, information and explanations to senior leaders, members of Council and various audiences.
8. Excellent interpersonal skills and ability to build trusted working relationships and effectively collaborate with colleagues and stakeholders to build consensus and provide sound judgement.
9. Demonstrated ability to exercise initiative and work effectively under a high volume of work with

continuously changing priorities.

10. Working knowledge of the statutory responsibilities of the Office of the City Clerk.

11. Proficiency with MS Office Suite software and Adobe Acrobat.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
