

e.tools

- e.learning programs
 - e.privacy, e.ethics, e.security
 - Education programs that can reach all designated individuals easily
 - Manageable blocks of learning accomplished at learner's pace
 - Create audit trails if required
- e.survey
 - The use of electronic survey tools to uncover and mitigate privacy risks
 - Can be part of corporate risk management process
 - Involve Audit Committee of the Board of Directors



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Privacy Impact Assessments

- Part of risk mitigation program
- Challenges
 - Engaging all appropriate elements of organization
 - Ensuring all projects are addressed
 - Ensuring business understands the value of PIA
- Recommendations
 - Incorporate into IT development life-cycle
 - Imbed in project approval or gating processes
 - Communicate widely
 - Support with consultation
 - Establish feedback loops for learning and improvement



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Contractual provisions

- Probably the most difficult and time-consuming area
- Challenges
 - Dealing with major international vendors
 - Dealing with small vendors/suppliers
 - Confronting fear with reality – the Patriot Act issue



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Record Retention Programs

- A Journey to compliance
- More than just a privacy tool, and good for privacy too
- Develop policy
- Determine business and statutory requirements
- The simple part – implement



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Some resources

- Canadian Council of Chief Privacy Officers
- BC Privacy Networking Forum
- Corporate Executive Board (US Based)
 - Privacy and Legal
- Canadian Institute of Chartered Accountants
 - AICPA/CICA Privacy Framework
 - http://www.cica.ca/multimedia/Download_Library/Research_Guidance/Privacy/English/PrivacyFramework0304.pdf



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