

## PART 1: GENERAL INFORMATION

<b>Initiative title:</b>	Microsoft 365 Addendum - Bookings
<b>Original PIA title:</b>	Microsoft 365
<b>Original PIA number:</b>	21-006

### General information about the PIA:

<p><b>Does this change to your initiative involve a data-linking program under FOIPPA? If this PIA addresses a data-linking program, you must submit this PIA to the Office of the Information and Privacy Commissioner.</b></p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p><b>Does this change to your initiative involve a common or integrated program or activity? Under section FOIPPA 69 (5.4), you must submit this PIA to the Office of the Information and Privacy Commissioner.</b></p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

### 1. What is the update to your initiative?

The College of New Caledonia completed a Privacy Impact Assessment on Microsoft 365 in March of 2022. The functions that were assessed in the PIA were Office ProPlus, Teams, Sway, Exchange Online, Sharepoint Online with OneDrive, and Azure Active Directory Fabric Services. CNC plans to add the Bookings function to the Microsoft tools currently being used at CNC. Users will include faculty, staff, administrators, students, and members of the public with affiliations to the college.

#### Bookings for Staff

Bookings calendar - Create a Bookings calendar and view staff's availability in a calendar view.

Appointment type - Set up different appointment types and add details like a title and confirmation message that attendees will see. Toggle on attendee options to let them join from a mobile browser, or to send them text message confirmations. Can add an email reminder for staff members and attendees about an upcoming appointment.

Schedule appointments - Select New appointment, choose an appointment type, and make it a Teams meeting or an in-person meeting. Details from the chosen appointment type get pulled in, but customized notes can be added as needed.

Bookings for Attendees

Join virtual appointments - Attendees can join a booking by phone or desktop. Audio and video can be turned on to create a more personal experience in the meeting. Text messages can be sent to notify attendees of upcoming meetings.

Microsoft Bookings integrates with other Microsoft applications including Microsoft Outlook Calendar and Microsoft Teams.

A contact card will automatically be created and saved to the specified calendars “customer directory”. Customer directories are not merged across the institution or any additional calendars. Contact cards can be deleted without cancelling existing appointments.

This Addendum is assessing the Microsoft Bookings function as an add-on to the functions already assessed in the original PIA.

**2. Does this change to the initiative involve the collection, use, or disclosure of new types of personal information?**

No

Yes, list the types of personal information that are being added to the initiative.

Scheduling and availability information of students, staff, and externals

Name, phone number, and contact information of externals

Required and requested information fields are customizable by the calendar administrator a have the option to include external email, phone number, address, or custom fields.

**3. Will there be any change to where the personal information involved in your initiative is stored?**

No, go to Part 3

Yes, list the new data storage location(s) below and go to question 4

[Click or tap here to enter text.](#)

**4. Will personal information be stored outside of Canada as a result of the update to the initiative?**

No, go to Part 3

Yes, go to question 5

**5. Does this change to your initiative involve sensitive personal information?**

No, go to Part 3

Yes, go to question 6

6. Is the sensitive personal information being disclosed outside of Canada under FOIPPA section 33(2)(f)?

- No, go to Part 3
- Yes, go to question 7

7. Did you complete Part 4: Assessment for Disclosures Outside Canada as part of the original PIA?

- No, go to Part 2
- Yes, go to question 8

8. Are there any changes to your original answers in your Assessment for Disclosures Outside Canada as a result of this initiative update?

- No, go to Part 3
- Yes, go to Part 2

## PART 2: ASSESSMENT FOR DISCLOSURES OUTSIDE OF CANADA

Complete this section **ONLY** if you are disclosing sensitive personal information to be stored outside of Canada. You may need help from your organization’s Privacy Officer.

9. Is the sensitive personal information stored by a service provider?

- Yes, fill in the table below (add more rows if necessary) and go to question 10
- No, go to question 9

Name of service provider	Name of cloud infrastructure and/or platform provider(s) (if applicable)	Where is the sensitive personal information stored (including backups)?
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
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10. Provide details on the disclosure, including to whom it is disclosed and where the sensitive personal information is stored.

Click or tap here to enter text.

**11. Does the contract you rely on include privacy-related terms?**

- No
- Yes, describe the contractual measures related to your initiative.  
Click or tap here to enter text.

**12. What controls are in place to prevent unauthorized access to sensitive personal information?**

Click or tap here to enter text.

**13. Provide details about how you will track access to sensitive personal information.**

Click or tap here to enter text.

14. Describe the privacy risks for disclosure outside of Canada.

Use the table to indicate the privacy risks, potential impacts, likelihood of occurrence and level of privacy risk. For each privacy risk you identify describe a privacy risk response that is proportionate to the level of risk posed.

- This may include reference to the measures to protect the sensitive personal information (contractual, technical, security, administrative and/or policy measures) you outlined. Add new rows if necessary.

Privacy risk	Impact to individuals	Likelihood of unauthorized collection, use, disclosure or storage of the sensitive personal information	Level of privacy risk (consider the impact and likelihood)	Risk response (this may include contractual mitigations, technical controls, and/or procedural and policy barriers)	Is there any outstanding risk? If yes, describe.
Click or tap here to enter text.	Click or tap here to enter text.	<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High	<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High	<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High	<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High	Click or tap here to enter text.	Click or tap here to enter text.

## PART 3: INITIATIVE CHANGES

### 15. Collection, use and disclosure

Use column 2 to identify whether the action in column 1 is a collection, use or disclosure of personal information. The PPS department can help fill in columns 3 and 4 to identify the legal authority you have for the collection, use or disclosure.

Describe any changes to the initiative that effect the handling of personal information.	Collection, use or disclosure	FOIPPA authority	Other legal authority
Step 1: Users enter their personal information into an online form to book a meeting.	<input checked="" type="checkbox"/> Collection <input type="checkbox"/> Use <input type="checkbox"/> Disclosure	26(c)	Click or tap here to enter text.
Step 2: Users will receive email or text message confirmation with their booking information and appointment confirmation.	<input type="checkbox"/> Collection <input checked="" type="checkbox"/> Use <input type="checkbox"/> Disclosure	32(a)	Click or tap here to enter text.
Step 3: After booking, contact card information is stored to MS Bookings	<input type="checkbox"/> Collection <input checked="" type="checkbox"/> Use <input type="checkbox"/> Disclosure	32 (a)	Click or tap here to enter text.
Step 4: Staff will be able to view information entered into the form	<input type="checkbox"/> Collection <input checked="" type="checkbox"/> Use <input type="checkbox"/> Disclosure	32(a)	Click or tap here to enter text.
Step 5: Any changes to the form will send a notification to the user	<input type="checkbox"/> Collection <input checked="" type="checkbox"/> Use <input type="checkbox"/> Disclosure	32(a)	Click or tap here to enter text.

### 16. Does this change to your initiative require a new or revised collection notice?

No

Yes, include the collection notice as it will appear in your initiative, below.

*The personal information you provide when using Microsoft Bookings is collected under the authority of section 26(c) of the Freedom of Information and Protection of Privacy Act (FIPPA). The personal information is collected for the purpose of booking and managing meetings with CNC representatives. The information you provide is protected under FIPPA which specifically limits how your information may be used or disclosed. If you have any questions regarding this collection notice, please contact the Privacy Office at [foipp@cnc.bc.ca](mailto:foipp@cnc.bc.ca), or by calling 250-562-2131 ext. 5665.*

### 17. Proposed changes to storage, security, accuracy, correction and retention

List each change to the initiative that will affect personal information in the table below.

	Brief description of change	FOIPPA authority (if applicable)	Other legal authority (if applicable)
Storage	No change	Click or tap here to enter text.	Click or tap here to enter text.
Physical security	No change	Click or tap here to enter text.	Click or tap here to enter text.

<b>Technical security</b>	No change	Click or tap here to enter text.	Click or tap here to enter text.
<b>Accuracy</b>	No change	Click or tap here to enter text.	Click or tap here to enter text.
<b>Correction</b>	No change	Click or tap here to enter text.	Click or tap here to enter text.
<b>Retention</b>	No change	Click or tap here to enter text.	Click or tap here to enter text.

**18. Will this change to your initiative result in a new or different personal information bank?**

No

Yes, complete the table below.

Describe the type of information in the bank: Click or tap here to enter text.
Name of main department involved: Click or tap here to enter text.
Any other ministries, agencies, public bodies or organizations involved: Click or tap here to enter text.
Business contact title and phone number for person responsible for managing the PIB: Click or tap here to enter text.

**19. Describe any additional risks that arise from the changes you described above.**

Possible risk	Mitigation strategies
Calendar entry could include personal information from internal or external users.	Users will be provided with CNC's data collection consent message when they log in. CNC provides Privacy Training to all faculty and staff. Privacy Policies are in place at CNC. Employees must sign a privacy and confidentiality agreement.
Unnecessary retention of calendar appointment information	Departments are advised to delete the automatically created contact cards monthly to prevent accumulation.
Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.

## PART 4: SIGNATURES

### Privacy Office Comments:

#### Requirements for MS Bookings:

Contact cards are created for external users of MS Bookings, and automatically saved. [REDACTED]

[REDACTED] 13(1)  
his will not affect calendar appointments, past or future.

[REDACTED] 13(1)

Add the privacy notice (section 16 above) at the access point for MS Bookings.

[REDACTED] 13(1)

#### Privacy Office Signatures

This PIA Addendum is based on a review of the material provided to the Privacy Office as of the date below.

Role	Name	Electronic signature	Date signed
Privacy Officer / Privacy Office Representative	Elyse Giddens	[REDACTED]	April 4th 2023

22(1)

#### Program Area Comments:

[Click or tap here to enter text.](#)

#### Program Area Signatures

This PIA Addendum accurately documents the update to the original PIA at the time of signing.

Role	Name	Electronic signature	Date signed
Initiative Sponsor	Rafael de la Pena	<i>Rafael de la Peña</i>	April 4, 2023
Initiative Lead Usually administrator overseeing implementation	Gail Little	<i>Gail Little</i>	March 31, 2023
IT Services Representative Only required if they have been involved in the PIA	Jordan Ingham	Jordan Ingham	March 31, 2023