

## Privacy Impact Assessment Initiative Update

### TeamDynamix – Conversational AI

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#### PART 1: GENERAL INFORMATION

<b>Initiative title:</b>	TeamDynamix – Conversational AI
<b>Original PIA title:</b>	TeamDynamix
<b>Original PIA number:</b>	BCNET TD PIA_February 2023
<b>Your name and title:</b>	Jo-Ann Bellamy, Hooper Access and Privacy Consulting Ltd.
<b>Your email:</b>	<a href="mailto:jbellamy@hooperconsulting.ca">jbellamy@hooperconsulting.ca</a>
<b>Initiative Lead name and title:</b>	Atenea Gonzalez Business Analyst, Shared Systems and Technology
<b>Initiative Lead email:</b>	<a href="mailto:Atenea.gonzalez@bc.net">Atenea.gonzalez@bc.net</a>
<b>Privacy Officer:</b>	Bev Hooper
<b>Privacy Officer email:</b>	<a href="mailto:Bev@hooperconsulting.ca">Bev@hooperconsulting.ca</a>

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

BCNET plans to expand its agreement with TeamDynamix to include their new Conversational AI feature. The purpose of the AI feature is to provide a smart chat solution that utilizes natural language processing (NLP), built on an integration and automation platform. This is a true AI solution that can take action versus simply producing links to the knowledge base as answers. The language processor pairs intents through various channels (chat, Teams, Slack, SMS and more) and intelligently addresses questions with answers, automated fulfillment or clarifying discovery questions to determine an appropriate path.

### 2. Is any personal information stored outside of Canada?

No.

- If yes, go to [question 3](#)
- If no, go to [Part 3](#)

### 3. Where are you storing the personal information involved in your initiative?

Not applicable.

### 4. Does your initiative involve sensitive personal information?

Not applicable.

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

Not applicable.

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

Not applicable.

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

Not applicable.

## PART 2: ASSESSMENT FOR DISCLOSURES OUTSIDE OF CANADA

Complete this section if you are storing sensitive personal information outside of Canada. You will likely need your Privacy Officer's help to complete this section. More help is available at [Guidance on Disclosures Outside of Canada](#).

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

Not applicable.

### 9. Provide details on the disclosure, including where the sensitive personal information is stored.

Not applicable.

### 10. Describe the contractual terms in place (if applicable).

Not applicable.

### 11. What controls are in place to prevent unauthorized access to sensitive personal information?

Not applicable.

### 12. Provide details about how you will track access to sensitive personal information.

Not applicable.

### 13. Describe the privacy risks for disclosures outside of Canada.

Not applicable.

## PART 3: INITIATIVE CHANGES

### 14. Proposed changes to collection, use and disclosure

Describe each change to the way that your initiative involves personal information	Collection, use and disclosure	FOIPPA authority	Other legal authority
Conversational AI can collect basic information such as first name, last	Collection	26(c)	

Describe each change to the way that your initiative involves personal information	Collection, use and disclosure	FOIPPA authority	Other legal authority
name, email address and phone number.			
The personal information can be used to personalize conversations.	Use	32(a)	

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

List each change you'll make to personal information in your initiative in the table below.

	Brief description of the change
<b>Storage</b>	No change.
<b>Security</b>	Datacenter access and security are handled solely by Microsoft. They have a process for allowing audits of facilities where data is stored. This information is available here: <a href="https://docs.microsoft.com/en-us/azure/security/fundamentals/physical-security">https://docs.microsoft.com/en-us/azure/security/fundamentals/physical-security</a>

**Section 21, Section 15(1)(I)**

	<b>Brief description of the change</b>
<h1>Section 21, Section 15(1)(I)</h1>	
<b>Accuracy</b>	No change

	Brief description of the change
Correction	No change
Retention	No change

**16. Is there a change to a personal information bank?**

No.

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

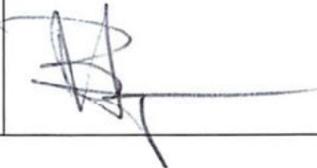
Possible risk	Response
Risk 1: Personal information is compromised while at rest.	Section 21, Section 15(1)(I)
Risk 2: Personal information is compromised while in transit.	

## PART 4: SIGNATURES

This PIA accurately documents the data elements and information flow at the time of signing. If there are any changes to the overall initiative, including to the way personal information is collected, used, stored or disclosed, the program area will engage with their Privacy Officer and if necessary, complete a PIA update.

### Privacy Office Signatures

This PIA 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	Bev Hooper, Hooper Access and Privacy Consulting Ltd.		Feb-21/24

### Program Area Signatures

This PIA accurately documents the data elements and information flow at the time of signing. If there are any changes to the overall initiative, including to the way personal information is collected, used, stored, or disclosed, the program area will engage with their Privacy Office and if necessary, complete a PIA update.

#### Program Area Comments:

Role	Name	Electronic signature	Date signed
Initiative lead	Devon Keys Manager, Shared Technology Solutions	<i>Devon Keys</i>	February 22, 2024
Program/Department Manager			
Contact Responsible for Systems Maintenance and/or Security			
Head of public body, or designate	Bala Kathiresan Chief Executive Officer		Feb 22, 2024