PRIVACY IMPACT ASSESSMENT (Short-Form)

See Guidance for Completion of Privacy Impact Assessments for detail about each of the below questions.

PART 1: GENERAL INFORMATION

PIA file number:

Initiative title:	Docket Manager Implementation
Organization:	University of the Fraser Valley
Business or Academic Unit	UFV Ancillary Services – Print & Creative Services
Initiative Lead name and title:	Cody Watson, Print Services Manager
Initiative Lead phone:	
Initiative Lead email:	Cody.Watson@ufv.ca
Privacy Officer:	Stephen Gaspar
Privacy Officer phone:	Ext. 4654
Privacy Officer email:	Stephen.gaspar@ufv.ca

General information about the PIA:

Is this initiative 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.
No
Is this initiative 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.

No
Related PIAs, if any:
N/A

1. What is the initiative?

Describe your initiative in enough detail that a reader who knows nothing about your work will understand the purpose of your initiative and who your partners and other stakeholders are. Describe what you're doing, how it works, who is involved and when or how long your initiative runs.

Docket Manager is a web to print system and a print management information system (MIS) that is an improvement over UFV's current process.

Currently, an order can be placed by a UFV customer online using PrintSYS which is a customer-facing web portal to place an order. However, PrintSYS is only a web to print solution. It does not allow a user to approve an order, to get status updates and does not have billing functions.

DocketManager is a tool that integrates ordering, proof approval, quote approval, and billing by providing both a web to print system and a print management information system. In addition to web to print functionality, its print MIS features include order tracking, inventory, quoting and billing.

UFV's current practice is to manually keep track of orders in a separate spreadsheet outside of the PrintSYS tool which is inefficient and time-consuming.

2. What is the scope of the PIA?

Your initiative might be part of a larger one or might be rolled out in phases. What part of the initiative is covered by this PIA?

In the initial phase, this tool will be rolled out to UFV staff and faculty, but it is anticipated that students will be able to use Docket Manager to place printing orders as well and this PIA covers both proposed use cases.

3. What are the data or information elements involved in your initiative?

Please list all the elements of information or data that you might collect, use, store, disclose or access as part of your initiative.

Consider segmenting your response into the different categories of people who you will collect different types of information from (e.g. students, administrators, employees, alumni, etc.).

Please include where the information is coming from (directly from users, pulled from pre-existing UFV databases, etc.).

Users will authenticate through single sign on in order to access Docket Manager.

Single Sign On information elements are as follows:

1. UFV email address
2. First name
3. Last name

Information collected at checkout if order is being shipped (which may include personal information if it is not business contact information – i.e. user is not staff or faculty or an order is shipped to a home address):

1. First name
2. Last name
3. Title
4. Phone number
5. Address
6. City
7. Province/State
8. Postal Code

The details of any order placed by an individual would be linked to their UFV unique identifier (UFV email address). Accordingly, whether a student or an employee places an order, the details of an order (item, quantity) is the personal information of the individual who places an order.

3.1 Did you list personal information in question 3?

***Personal information** is any recorded information about an identifiable individual, other than business contact information. Personal information includes information that can be used to identify an individual through association or reference.*

Type "yes" or "no" to indicate your response.

Yes

- If yes, go to Part 2
- If no, answer question 4 and submit questions 1 to 4 to your Privacy Officer. You do not need to complete the rest of the PIA template.

4. How will you reduce the risk of unintentionally collecting personal information?

Some initiatives that do not require personal information are at risk of collecting personal information inadvertently, which could result in an information incident.

N/A

PART 2: COLLECTION, USE AND DISCLOSURE

This section will help you identify the legal authority for collecting, using and disclosing personal information, and confirm that all personal information elements are necessary for the purpose of the initiative.

5. Collection, use and disclosure

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

Use this column to describe the way personal information moves through your initiative step by step as if you were explaining it to someone who does not know about your initiative.	Collection, use or disclosure	FOIPPA authority	Other legal authority
Step 1: User logs into docket manager using UFV SSO	N/A	N/A	
Step 2: User places an order with docket manager resulting in an order that is linked to their unique identifier	Collection, Use	Section 26(c), Section 32(a)	
Step 3: Order is billed to user and shipped in accordance with instructions provided by user	Use	Section 32(a)	

6. Collection Notice

If you are collecting personal information directly from an individual the information is about, FOIPPA requires that you provide a collection notice (except in limited circumstances).

Privacy Notification: Any personal information that you provide us is collected under the authority of section 26(c) of the Freedom of Information and Protection of Privacy Act (FIPPA). This information will be used for the purpose of processing your order. Questions about the collection of this information may be directed to Cody.Watson@ufv.ca.

PART 3: STORING PERSONAL INFORMATION

If UFV is storing personal information outside of Canada, identify the sensitivity of the personal information and where and how it will be stored.

7. Is any personal information stored outside of Canada?

Yes

8. Does your initiative involve sensitive personal information?

See Guidance on Disclosures Outside of Canada

"Sensitive" is not defined. What information is sensitive may depend on the context. Examples can include medical information, unique government issued identifiers (passport number, driver's license, PHN, SIN), financial information, disciplinary or complaint history, ethnic and racial origins, an individual's sexual orientation, religious or philosophical beliefs, etc.) You may need help from the Privacy Office to determine whether the personal information is "sensitive".

No

- If yes, you will need to complete a long-form PIA and consult with the Privacy Office.
- If no, go to question 9

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

- Docket Manager's dedicated server is in s. 15(1)(l) . Backups are kept in s. 15(1)(l)

After you answer this question go to Part 4.

PART 4: SECURITY OF PERSONAL INFORMATION

In Part 4 you will share information about the privacy aspect of securing personal information. People, organizations or governments outside of your initiative should not be able to access the personal information you collect, use, store or disclose. You need to make sure that the personal information is safely secured in both physical and technical environments.

10. Does your initiative involve digital tools, databases or information systems?

Type "yes" or "no" to indicate your response.

Yes

11. If the answer to question 10 is "yes", has UFV's IT Security Office completed a security assessment

Type “yes” or “no” to indicate your response.

- If yes, you may want to append the security assessment to this PIA. Go to question 20
- If no, please consult UFV’s IT Security Office

Yes

12. Has UFV’s Privacy Protection Schedule and/or Cloud Security Schedule been attached to the Contract?

No

- If no, please consult UFV Legal Counsel to determine if necessary

PART 5: ACCURACY, CORRECTION AND RETENTION

In Part 5 you will demonstrate that you will make a reasonable effort to ensure the personal information that you have on file is accurate and complete.

13. How will UFV make sure that the personal information is accurate and complete?

FOIPPA section 28 states that a public body must make every reasonable effort to ensure that an individual’s personal information is accurate and complete.

Users will have the opportunity to ensure that the information they have provided is accurate before placing an order.

14. Requests for correction

FOIPPA gives an individual the right to request correction of errors or omissions to their personal information. You must have a process in place to respond to these requests.

1.1 Do you have a process in place to correct personal information?

Type “yes” or “no” to indicate your response.

Yes

- If the answer is no, please contact the Privacy Office

15. Does your initiative use personal information to make decisions that directly affect an individual?

Type “yes” or “no” to indicate your response.

No

- If yes, go to question 20
- If no, skip ahead to Part 7

16. Do you have an information schedule in place related to personal information used to make a decision?

FOIPPA requires that public bodies keep personal information for a minimum of one year after it is used to make a decision.

Type “yes” or “no” to indicate your response.

- If no, describe how you will ensure the information will be kept for a minimum of one year after it’s used to make a decision that directly affects an individual.

N/A

Part 6: ADDITIONAL RISKS

17. Has the vendor expressed, either through contract, communications with you, or their privacy policy, their agreement to notify UFV of a privacy breach?

[Answer]

18. Risk Response (non-security risks)

Describe any additional risks that arise from collecting, using, storing, accessing or disclosing personal information in your initiative that have not been addressed by the questions on the template.

If you filled in the risk table at Q.14 for sensitive information stored outside of Canada, only include additional risks here.

Add new rows if necessary.

Possible (non-security) risk	Proportionate response / mitigation strategies
Risk 1: Collecting more information than necessary from customers	Not expanding the information fields required of customers unless necessary for operational purposes
Risk 2:	
Risk 3:	
Risk 4:	

PART 7: SIGNATURES

You have completed a PIA. Submit the PIA to your Privacy Officer for review and comment, and then have the PIA signed by those responsible for the initiative.

Privacy Office Comments

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			

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			
Contact Responsible for Systems Maintenance and/or Security Only required if they have been involved in the PIA			