



## PIA01509 — UBC Robson Square EventPro

### 1.1 Executive Summary

UBC Robson Square plans to upgrade its event management system to improve operational efficiency. The system will handle necessary business contact information securely, adhering to privacy standards. Individual name may be collected when food allergy information is provided however there are not many cases. Student personal information such as name, phone number and email address may be collected in a case that rental space is used for exam writing which is not a high volume. EventPro also provides customizable dashboard which only displays data on charges, invoiced amount, sales amount and aged invoices.

EventPro is running on-premise in UBC/BCNET EduCloud on a virtual server. EventPro is using an Active Directory integration with UBC EAD for authentication and authorization. It can be accessed by UBC Robson Square employees and Sauder Executive Education and Extended Learning for business purposes, and UBCIT employees to provide technical supports. EventPro is not integrated with any other systems.

### 1.2 Project Description and Scope

Upgrade of the current event management system to a newer version to enhance functionality and user experience.

#### RISK CLASSIFICATION

The inherent privacy risk classification level of this PIA submission is 4 – **High**.

The residual risk classification level of this PIA submission at closure is 3 – **Medium**.

### 1.3 Risk Mitigation Table

Privacy Risks					
Description	Reference #	Inherent Likelihood	Inherent Impact	Response	Residual Risk
<b>Not ensuring individuals are informed about collection</b>	RK0020668	4 - High	4 - Major	Mitigate	3 - Medium
	<b>Mitigation Plan:</b> The project to make available the privacy notification and ensure that it describes a collection, use and disclosure of food allergy information before the information can be collected.				
<b>Retaining PI longer than necessary</b>	RK0020670	4 - High	3 - Significant	Mitigate	3 - Medium
	<b>Mitigation Plan:</b> The project to consult with the UBC Records Management Office (RMO) and ensure to follow recommended records retention and destruction guidelines.				
<b>Inadequate third party information sharing controls</b>	RK0020669	4 - High	4 - Major	Mitigate	3 - Medium
	<b>Mitigation Plan:</b> Comprehensive risk mitigation measures are in place to address potential privacy and security risks, ensuring alignment with university policies and privacy legislation. Specifics of these measures are documented internally for operational security.				

### 1.4 Analysis and Findings

The privacy and security risks were noted from our PIA triage process. The review process has identified key areas for improvement, which are being addressed to align with university privacy standards and legislation.

### 1.5 Conditions of Approval

The project to ensure the implementation of the risk mitigation actions despite EventPro has already been implemented.

## 1.6 Review and Distribution

The Minister of Citizens’ Services Direction 2-21, [Privacy Impact Assessment Directions](#) requires that all PIAs “designate the appropriate level of position that holds accountability for a PIA, proportionate to the sensitivity of the personal information and/or the risks of the initiative” (s. D8).

Accountability is maintained by the role or position, regardless of who fills the role.

Under [UBC Policy SC14](#), Administrative Heads of Unit are responsible for:

- ensuring that UBC Electronic Information and Systems are secured with adequate controls, with particular care concerning User identification and validation measures;
- ensuring, as appropriate or required, that UBC Electronic Information within their area of responsibility is maintained, transmitted, and stored in a secure and consistent manner that adheres to all relevant University policies and standards;
- authorizing access for individuals to UBC Electronic Information and Systems within their area of responsibility;
- renewing, retiring, and revoking User authorizations within their area of responsibility.

Holding accountability for the privacy risks of this initiative includes:

- reviewing the mitigation strategies listed in the relevant risk tables and ensuring those strategies are maintained throughout the life of the initiative;
- ensuring accountability is transferred to any individual who assumes this role;
- if there are any changes to the initiative, including to the way personal information is collected, used, stored or disclosed, ensuring the PIA team is engaged, and if necessary, completing a PIA update; and
- understanding what your privacy obligations are, and if not, following up with the PIA team.

<b>Assessment Acceptance</b>	
Cheyenne Parizeau	
<b>Distribution</b>	
<b>Requestor:</b> Cheyenne Parizeau	
<b>Project Manager:</b> Cheyenne Parizeau	
<b>Owner:</b> Cheyenne Parizeau	
<b>Risk Advisor:</b> Pimkae Saisamorn	
<b>PIA Request Submission</b>	<b>Report Completion</b>
2020-06-02	2021-05-07