

March 8, 2018

BY E-MAIL

Donovan F. Molloy, Q.C.
Commissioner
Office of the Information and Privacy Commissioner
PO Box 13004
Station A
St. John's, NL A1B 3V8

Dear Mr. Molloy:

Re: Report P-2018-001 in relation to Privacy Breach of December 3, 2017

Thank you for your letter dated February 22, 2018 in relation to the above noted matter. We have reviewed the report and agree with the recommendations contained therein.

The Department of Planning, Engineering & Regulatory Services has been cooperative with the ATIPP Coordinator in the provision of the required information that was submitted to your Office for your review. The City acknowledges that in relation to this incident there was some hostility expressed by a very small group of individuals towards a member of the Legal Department. The City, through its departmental managers and the Dept. of Human Resources will immediately address this matter with the employees involved.

However, it is important to note, that this incident is not reflective of the ongoing relationship between the Legal Department and the Department of Planning, Engineering & Regulatory Services. Both Departments work collaboratively and respectfully on a daily basis in relation to numerous planning and regulatory issues. The City continues to foster its values based on the following five tenets which are posted on the City's internal website for all employees to consider and reflect upon:

- **Continue to Do Things Better:** We will continue to find ways of doing things better with the aim to be the best we can be in the provision of programs and services. Improvements can be made when there is an understanding of how things are currently working. There is a commitment to learning, and continuous quality service delivery.
- **Be Innovative:** We will be agile, introduce and adopt new ideas, operating methods and new ways of delivering services. We will find ways of maximizing resources by engaging with citizens and employees, taking informed and managed risks and harnessing technology. In being innovative, change must be positive, decrease time and effort, increase efficiency and/or increase simplicity.
- **Create a Positive Environment:** By establishing policies, practices and protocols that support a healthy, safe and secure workplace we will develop a service-focused climate where employees and the public feel supported and secure.
- **Be Respectful:** A respectful environment nurtures a culture grounded in the principles of respect and service and advances policies and initiatives in support of that culture.
- **Take Ownership:** Taking ownership means taking responsibility and following through on responsibilities. We are motivated and take pride in our work and the work of the organization.

We are already in the process of implementing most of the recommendations outlined in your Report. With your assistance, the City of St. John's will provide privacy training to all employees who work with sensitive and private information and will continue to renew training on a yearly basis. The ATIPP Coordinator will work with the Office of the City Clerk and Policy Analyst to develop comprehensive policy around privacy matters. Privacy forms and other such forms will be developed and made available on the City's intranet for easy access. The Traffic Division is already in the process of renewing its Information Sharing Agreement with the Dept. of Motor Vehicle Registration, and we expect this to be finalized in the near future.

ST. JOHN'S

In conclusion, we wish to convey our appreciation for your guidance and assistance toward the implementation of privacy training. We will continue to work with you as well as our own staff to establish and foster a positive privacy culture throughout all City Departments.

Sincerely,

Elaine Henley
City Clerk

ST. JOHN'S