

**To:** Budget Standing Committee

**Cc:** Shelley Chemnitz; David Oakes; Kristine Douglas

**From:** Trish Sorrenti, Executive Administrator to the CAO

**Date:** September 6, 2019

**Subject:** Telephone Town Hall - Storage of Personal Information

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### Background

At the April 24, 2019 Budget Standing Committee meeting, council passed the following motion:

*"That staff prepare a memo regarding the storage of personal information related to the telephone town hall."*

On Tuesday, October 22, 2019, the City will be holding its sixth annual telephone town hall as part of the public engagement process for the 2020 budget. A telephone town hall event is a live event whereby a vendor, selected through the City's procurement process, calls-out to residents by phone to involve them in the budget process.

### Past Vendor Information

Four of the previous five telephone town halls (2016 - 2019 budgets) were fulfilled by the vendor Front Porch Strategies and the initial (2015 budget) was fulfilled by Strategic Communications.

Both companies utilize publicly available information, such as names, addresses and phone numbers for the teleforum. Any information collected during the telephone town hall belongs to the City and is deleted once the project is closed. Personal data is not stored by either vendor.

Front Porch Strategies has a Data Security Policy indicating it maintains the highest professional standards and does not sell, rent, share, monetize or allow the improper use of client data.

Strategic Communications has a corporate privacy policy to promote responsible and transparent personal information management practices in a manner consistent with the provisions of the *Personal Information Protection and Electronic Documents Act of Canada*. It states Strategic Communications will not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual or as required or permitted by law.

## Conclusion

Moving forward, for the October 22, 2019 and future telephone town halls, the City's request for quotation (RFQ) has included the following condition which must be agreed upon by the consultant/vendor:

*"All data and other information collected or compiled pursuant to this Agreement are the property of the Corporation of the City of St. Catharines.*

*No report, document or other data produced in whole or in part with project funds shall be copyrighted by the Consultants neither shall any notice of copyright be registered by the Consultants in connection with any report, document or other data developed by them for the project.*

*The Consultants shall not divulge any confidential information communicated to or acquired by them or disclosed by the Clients in the course of carrying out the services provided for herein. No such information shall be used by the Consultants on any other project without the prior written approval of the Clients."*