

PROTECTION OF PRIVACY ACT (POPA)

Privacy Training for Village Council

A 30-minute compliance briefing — Alberta's new privacy law and what it means for elected officials.

Presented by the Chief Administrative Officer (CAO)
Village of Glenwood, Alberta · Next Regular Council Meeting

THE 30 MINUTES AHEAD

Why we're doing this today

 **COMPLIANCE DEADLINE**
June 11, 2026

By this date every Alberta public body — including the Village — must have a Privacy Management Program in place and its people trained.

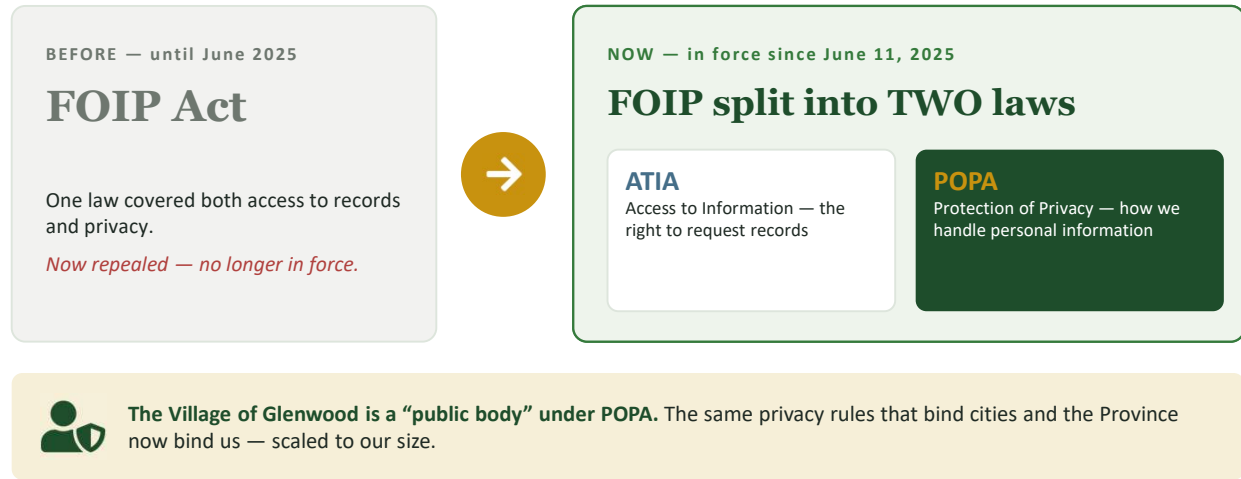
That is tomorrow.

In the next half hour we'll cover:

- 1 What changed** FOIP is gone — POPA is the new law
- 2 Council's role** Your accountability and your limits
- 3 The core rules** How we collect, use & share information
- 4 Everyday risks** Real Glenwood scenarios
- 5 Breaches** Spotting them and reporting fast
- 6 Your habits** Six things to do every time


THE NEW LEGAL LANDSCAPE

FOIP is gone — POPA is here




OUR OBLIGATIONS

Three things POPA requires of us




Privacy Management Program

A documented program — policies, roles, training, records. Required to be in place by June 11, 2026. This is our PMP, up for Council approval today.



Privacy Impact Assessments

Before new programs, new software, or new ways of sharing data, we must assess the privacy risks first — and the CAO must approve it.



Mandatory breach notification

If personal information is lost or exposed and there's a real risk of significant harm, we **MUST** notify the people affected and the Privacy Commissioner.

GOVERNANCE & ACCOUNTABILITY

Where Council fits in

What Council DOES

- ✓ Approves the Privacy Management Plan and privacy policies
- ✓ Receives personal information only when it's needed to make a decision
- ✓ Handles personal information carefully during meetings — open vs. in-camera
- ✓ Completes privacy training (today) — and it gets documented



What Council does NOT get

Unrestricted access to personal information.

Being elected does not give you a key to every file. You see resident information only when a specific decision in front of Council requires it — nothing more.

Curiosity is not authority. "I'd just like to know" is never a lawful reason to look.



THE GOLDEN RULE

Need-to-know, nothing more

Access personal information only when you genuinely need it to do your job as a councillor — and only the piece you need.



Fine — there's a real need

- Reviewing a development application Council is deciding on
- Approving a payment listed in the agenda package
- Discussing a personnel matter in a closed session



Not OK — no lawful purpose

- Looking up a neighbour's tax or utility account
- Checking who filed a bylaw complaint out of curiosity
- Pulling a file because a friend asked you to

THE THREE CORE RULES

Collect, use, disclose

**COLLECT***Only what we need*

We collect personal information only when it's needed for a lawful municipal function and the law allows it. We tell people why we're collecting it. We gather the minimum — not 'nice to have.'

**USE***Only for that purpose*

We use information only for the reason it was collected, or something directly related. Information given for a water bill isn't repurposed for something unrelated.

**DISCLOSE***Only with a reason*

We share personal information only with consent, when the law requires it, or when a municipal function needs it — always the minimum necessary, never casually.

WHERE GOOD PEOPLE SLIP

The #1 risk for councillors: casual talk

***“Casual or informal disclosures are prohibited.”****— Village of Glenwood Privacy Management Plan, s.8*

Most breaches in small communities aren't hacks. They're conversations.

- At the coffee shop, the rink, or a family dinner
- On Facebook or in a community group chat
- “Off the record” with a friend or neighbour
- Venting about a frustrating resident or file

A simple test

Before you say it, ask:

Did I learn this because I'm a councillor?

If yes — it stays inside Village business. Full stop.

When in doubt, say less.

SCENARIO 1

The coffee-shop question

You're at the local cafe. A resident leans over: "I heard the Olsens are way behind on their utility bill and might get cut off — is that true?"



THE RIGHT CALL

"I can't discuss anyone's account. If you have a question about your own bill, the office is happy to help." Then change the subject.

**Why:**

A resident's utility and tax accounts are personal information. Confirming OR denying it is a disclosure. You learned anything you might know as a councillor — so it stays in Village business. Deflect politely and don't engage.

SCENARIO 2

The bylaw complaint

A neighbour corners you after church: "Somebody complained about my dog to the Village. I just want to know who reported me."



THE RIGHT CALL

"Complaints are handled confidentially by the office, and I'm not able to share who's involved. I can give you the contact to follow up."

**Why:**

The identity of a complainant is personal information, and protecting it is also what keeps the complaint system working. Even if you happen to know, you have no lawful purpose to reveal it. Point them to the office / Bylaw Enforcement Officer.

SCENARIO 3

The agenda package at home



Your council package — with an in-camera personnel report — arrived by email. Your printer's down, so you forward it to your spouse's email to print at their work.



THE RIGHT CALL

Don't. Print from your own device only, or ask the office. Keep council materials — especially in-camera items — off other people's inboxes and devices.



Why:

Forwarding sent personal information outside the Village's control and into an unsecured, third-party inbox — a privacy breach even though your intent was harmless. In-camera personnel material is highly sensitive. If this happens, tell the CAO immediately.

KNOW IT WHEN YOU SEE IT

What counts as a privacy breach?

A privacy breach is the loss of, unauthorized access to, or unauthorized disclosure of personal information.

**Misdirected email**

Sending resident info to the wrong person, or cc'ing instead of bcc'ing a group.

**Lost or exposed records**

A binder left in a truck, a package left on a counter, a laptop gone missing.

**Oversharing / loose talk**

Confirming a resident's situation in conversation or on social media.

**Snooping**

Looking at a file with no work reason — even if nothing is shared.

POPA'S NEW MANDATORY STEP

If a breach happens: report it fast



YOUR JOB AS A COUNCILLOR

Tell the CAO immediately.

- Report a suspected breach to the CAO / Privacy Coordinator right away.
- Don't investigate it yourself or try to quietly fix it.
- Don't delete or hide anything.
- Speed matters — early reporting limits the harm.

What the Village must then do

Once a breach is reported, the CAO/Privacy Coordinator assess the risk. The new legal trigger is:

Real Risk of Significant Harm ("RROSH")

If a reasonable person would see a real risk of significant harm, POPA requires notice — without unreasonable delay — to:

- The individuals affected
- Alberta's Information & Privacy Commissioner
- The responsible Minister

THE STAKES

Why this matters: real consequences



POPA carries the strictest privacy penalties in Canada

- The offence test dropped from "wilfully" to "knowingly" — easier to cross.
- Fines reach into the hundreds of thousands for organizations, and over \$1 million for the most serious data-misuse offences.
- Individuals — not just the Village — can be fined.







But in a village, the real cost is trust

Residents share information with the Village because they trust us. One careless disclosure can damage a relationship that took years to build.

Privacy isn't paperwork — it's part of earning the public trust we were elected to hold.

YOUR TAKEAWAY

Six privacy habits to live by

1		<p>Need-to-know only</p> <p>Access resident information only when a decision requires it.</p>	2		<p>Keep it in the room</p> <p>What you learn as a councillor stays in Village business.</p>	3		<p>No PI on personal apps</p> <p>No resident details by personal email, text, or social media.</p>
4		<p>Protect materials</p> <p>Guard packages and devices; mind in-camera items especially.</p>	5		<p>Report breaches fast</p> <p>Tell the CAO immediately — never hide a mistake.</p>	6		<p>When unsure, ask first</p> <p>Check with the CAO / Privacy Coordinator before acting.</p>

FROM TRAINING TO COMPLIANCE


What happens next

- 1 This training is recorded**

Completion is documented in today's minutes — itself a POPA requirement.
- 2 Council approves the PMP**

By resolution today, ahead of the June 11, 2026 deadline. Note the resolution number and effective date.
- 3 Refreshers & new-member training**

Ongoing refreshers, and onboarding for any future councillor or staff member.



Your privacy contacts

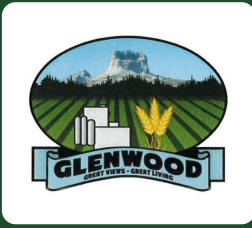
CAO — Head under POPA

Privacy / FOIP Coordinator

Village Office

(403) 626-3233

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Privacy protection is a core responsibility of municipal governance.

The Village of Glenwood is committed to protecting personal information and maintaining public trust under Alberta's Protection of Privacy Act.

Questions? Let's discuss — then on to the resolution.