



# Privacy Breaches:

How to plan,  
what to do and  
who to call

# Outline

- Be proactive and prepared
- Is it a breach?
- Contacting the IPC
- Contain and investigate
- Notify and remediate
- Implications of a breach
- Email as a record
- Lessons learned

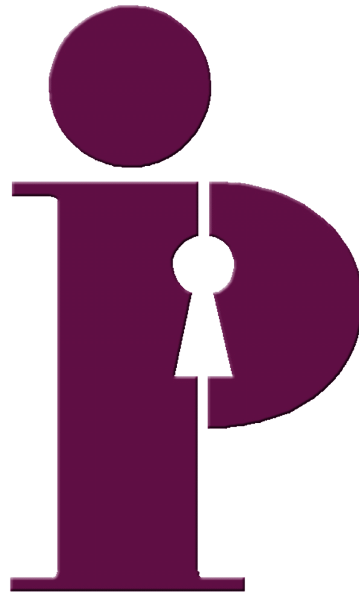
Everyone has a plan 'till  
they get punched in the  
mouth.

- Mike Tyson

# Is it a breach?

A privacy breach occurs when personal information is collected, retained, used or disclosed in ways that are not in accordance with the provisions of the Acts. Among the most common breaches of personal privacy is the unauthorized disclosure of personal information, contrary to section 32 of the municipal Act.

# Contacting the IPC



**Information and  
Privacy Commissioner  
Ontario, Canada**

# Contain and investigate

- Scoping the breach
- Containment first and foremost
- Understand how it happened
- Document everything
- Ensure you're at the table

# Notify and remediate

- Document review
- One step or phased notification
- Process improvements
- Ensure that responsibilities are clear

# Implications of a breach

- Public perception and trust
- Accountability
- Staff trust, morale and caution
- Capacity



# Email as a record

- Creation
- Storage
- Retention
- Build email management into everyday work
- Communicate clear corporate expectations

# Lessons learned

- Be proactive and plan ahead
- Educate on what a privacy breach is
- Communicate and be available
- Make the best of a bad situation

# Thank you

**Looking for more information?**

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