



# Connect Rocket Community - Public Notification Tool

PIA# 2017-003 Connect Rocket

## Why do I need to do a PIA?

Section 69(5.3) of the *Freedom of Information and Protection of Privacy Act* (FOIPPA) requires the head of a public body to conduct a privacy impact assessment (PIA) in accordance with the directions of the minister responsible for FOIPPA.

## Part 1 – General

Name of Department/Branch:	Victoria Fire Department, Emergency Management Division		
PIA Drafter:	Tanya Patterson, Rajpreet Sall and Rob Gordon		
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Program Manager:	<a href="mailto:tpatterson@victoria.ca">tpatterson@victoria.ca</a>		
Email:	<a href="mailto:tpatterson@victoria.ca">tpatterson@victoria.ca</a>	Phone:	<b>250-920-3355</b>

### 1. Description of the Initiative

Emergency Management Victoria (EMVic) recognizes the need to have robust networks in place to contact citizens of Victoria after both small scale and large scale emergencies. Connect Rocket offers a public notification tool that allows citizens to self-enrol through the City of Victoria’s website and receive important emergency information via text messages, pre-recorded voice messages, or emails sent out by the City when required. This mechanism offers a layer beyond radio and website updates to provide timely and accurate information to citizens who have chosen to enroll.

Vic-Alert is an emergency notification service to inform residents, downtown workers, businesses, and visitors of major emergencies or disasters that may affect them in the City of Victoria. Vic-Alert provides important emergency updates and helpful instructions to citizens where they are, when they need them. Subscribers have the option to receive Vic-Alert emergency notifications by text, phone and email. People can subscribe from their mobile phone, tablet or computer. For more information, subscribers can visit [www.VictoriaReady.ca/alert](http://www.VictoriaReady.ca/alert)

### 2. Scope of this PIA

The scope of this initiative covers the collection of citizen’s of Victoria data for use by Connect Rocket’s Community notification tool. Citizens would voluntarily sign up for this service and agree to provide their name, address, and contact information in order to receive important emergency alerts. In order to sign up for the service citizens would visit the City of Victoria’s “VictoriaReady” webpage and sign up for the service.



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### 3. Related Privacy Impact Assessments

No previous PIA exists for a public notification tool for use in emergencies. A similar PIA was completed for Recollect, a garbage collection notification system.

### 4. Elements of Information or Data

Your personal contact information is only used to send Vic-Alert information in the event of a significant emergency. To subscribe, go to [www.VictoriaReady.ca/alert](http://www.VictoriaReady.ca/alert) and enter your City of Victoria home or work address into the on-screen field. Next, select how you would like to receive alerts - by text, phone or email - or all three. Subscribers decide how they wish to be contacted.

To unsubscribe, hit the unsubscribe link at the end of an email alert. For text, reply with “stop” or “cancel”. For phone, there is an unsubscribe option at the end of each message. After 30 days, the personal information of un-subscribers is wiped from the system.

## Part 2 – Protection of Personal Information

### 5. Storage or Access outside Canada

The servers, active database and backups are in Canada

### 6. Data-linking Initiative\*

<b>If you answer “yes” to all 3 questions, your initiative may be a data linking initiative and you must comply with specific requirements under the Act related to data-linking initiatives.</b>	
1. Personal information from one database is linked or combined with personal information from another database;	no
2. The purpose for the linkage is different from those for which the personal information in each database was originally obtained or compiled;	no
3. The data linking is occurring between either (1) two or more public bodies or (2) one or more public bodies and one or more agencies.	no
<b>If you have answered “yes” to all three questions, please contact your privacy office(r) to discuss the requirements of a data-linking initiative.</b>	



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## 7. Common or Integrated Program or Activity\*

<b>If you answer “yes” to all 3 of these questions, you must comply with requirements under the Act for common or integrated programs and activities.</b>	
1. This initiative involves a program or activity that provides a service (or services);	Yes
2. Those services are provided through: (a) a public body and at least one other public body or agency working collaboratively to provide that service; or (b) one public body working on behalf of one or more other public bodies or agencies;	No
3. The common or integrated program/activity is confirmed by written documentation that meets the requirements set out in the FOIPP regulation.	No
<b>Please check this box if this program involves a common or integrated program or activity based on your answers to the three questions above.</b>	

## 8. Personal Information Flow Diagram and/or Personal Information Flow Table

Personal Information Flow Table			
	Description/Purpose	Type	FOIPPA Authority
1.	Individuals complete and submit a profile account	Collection	Section 26(c)
2.	People are contacted and provided with information regarding emergencies	use	Section 32(a)
3.	The personal information is disclosed to the individuals it belongs to	disclosure	33.1(7)

## 9. Risk Mitigation Table

Risk Mitigation Table				
	Risk	Mitigation Strategy	Likelihood	Impact
1.	Unauthorized access to staff Connect Rocket accounts	Awareness of FOIPPA responsibilities	low	low
2.	Use of account by friends etc.	People need a userid and password	low	low

## 10. Collection Notice

[Type text]

[Type text]

[Type text]



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## **Part 3 – Security of Personal Information**

**11. Please describe the physical security measures related to the initiative (if applicable).**

Staff with access to Connect Rocket work within secure areas that are monitored to prevent unscheduled or unofficial public access.

**12. Please describe the technical security measures related to the initiative (if applicable).**

A userid and password are required to access desktops with Connect Rocket. A userid and password is also required to log into Connect Rocket.

Desktops are locked and have time out features to prevent unmonitored access.

**13. Does your branch/department rely on any security policies?**

No

**14. Please describe any access controls and/or ways in which you will limit or restrict unauthorized changes (such as additions or deletions) to personal information.**

Only six staff members will have access to Connect Rocket. Three are with Emergency Management Victoria and the other three work in the Citizen Engagement department.

Connect Rocket collects limited personal information. The fields that collect personal information are fixed fields of limited length because they only collect names, email addresses and phone numbers

**15. Please describe how you track who has access to the personal information.**

## **Part 4 – Accuracy/Correction/Retention of Personal Information**

**16. How is an individual's information updated or corrected? If information is not updated or corrected (for physical, procedural or other reasons) please explain how it will be annotated? If personal information will be disclosed to others, how will the public body notify them of the update, correction or annotation?**

Users are required to update their own information. Annotating information will not be required as only factual personal information is collected.

**17. Does your initiative use personal information to make decisions that directly affect an individual(s)? If yes, please explain.**

No



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18. If you answered “yes” to question 17, please explain the efforts that will be made to ensure that the personal information is accurate and complete.

N/A

19. If you answered “yes” to question 17, do you have a records retention and/or disposition schedule that will ensure that personal information is kept for at least one year after it is used in making a decision directly affecting an individual?

N/A

## Part 5 – Further Information

20. Does the initiative involve systematic disclosures of personal information? If yes, please explain.

No

21. Does the program involve access to personally identifiable information for research or statistical purposes? If yes, please explain.

No

Please ensure Parts 6 and 7 are attached to your submitted PIA.

## Part 6 – Information Access and Privacy Analyst’s Recommendations

- If changes are made to the use of Connect Rocket regarding the collection use, disclosure, storage or access of personal information used Connect Rocket, contact the Information access and Privacy Analyst prior to implementing the changes

[Type text]

[Type text]

[Type text]



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## Part 7 - Program Area Signatures

Rob Gordon

May 24, 2017

Information Access and Privacy Analyst

Signature

Date

Tanya Patterson  
Program/Department Manager

May 23, 2017  
Date

Signature

N/A

IT Branch Representative

Signature

Date

Rob Gordon - Designate

May 24, 2017

Head of Public Body or Designate

Signature

Date

A final copy of this PIA (with all signatures) must be kept on record.