

Do the right thing. Check the Code.

Our Code of Conduct is connected to who we are as City employees and the values we share. It guides us on behaviours supporting Character, Competance, Commitment and Collaboration. And it's an essential tool that helps us make life better every day.

The City of Calgary Code of Conduct. Your behaviour matters.
Visit calgary.ca/employeeecode

Code of Conduct: Freedom of Information and Privacy Act

Let's talk about the FOIP Act

The FOIP Act applies to local government bodies like municipalities, housing management organizations, provincially-regulated police services and public libraries.

the public's right to know with an individual's right to privacy. The City of Calgary must collect, use and disclose personal information according to the rules set out in The Act.

The FOIP Act aims to strike a balance between

The FOIP Act is based on five fundamental principles:

1. **The public has a right** to access records held by The City, subject to specific and limited exceptions.
2. **Public bodies**, such as The City, must protect an individual's personal information.
3. **Individuals have a right** to access their own personal information.
4. **Individuals can request** to correct their personal information.
5. **All FOIP-related decisions** are subject to review by the Office of the Information and Privacy Commissioner of Alberta upon request.

What can you do?

How to comply with the FOIP Act.	Behaviours the conflict with the FOIP Act.
Identify opportunities for routine disclosure	Accessing or using personal information when it is not within your responsibility or authority
Protect the personal information of yourself and others	Destroying records that have not met their retention
Respond openly and completely to any request from the FOIP Office	Disclosing personal information to individuals without authorization
Assist members of the public to satisfy requests for information	Evading or delaying a response to the FOIP Office

FOIP guidelines and tips:

- Create, maintain and dispose of records in accordance with Corporate Records Management Bylaw, policy, programs and guidelines.
- Create records with the assumption that they could be released. A 'record' is information in any form (paper or electronic) that is recorded and held by The City. It can include notes, emails, voicemails, tweets, text messages, photographs, recordings, letters, documents and more.
- Personal information can be collected. You must ensure individuals are informed why their information is being collected and how it will be used.
- Learn about the FOIP Act, especially if you collect or handle the personal information of employees or citizens as part of your job.
- Take steps to ensure that the personal information of individuals is protected;
- Participate in a FOIP awareness training session. Contact your Business Unit FOIP Program Administrator for training.

Reporting Options:

If you believe The City has breached your privacy, you have the right to request an investigation by the FOIP office. If you are not satisfied with this investigation, you can submit a request to the Office of the Information and Privacy Commissioner of Alberta to investigate the potential breach.

Questions about this policy?

- Go to calgary.ca/employeecode for more information.
- Talk to your supervisor or contact the FOIP Program Administrator in your work area.
- The FOIP Help Desk with Service Alberta is available to provide general interpretation of the FOIP Act and Regulation. You can contact them at foiphelpdesk@gov.ab.ca or call them at 780-427-5848.
- To access training contact your FOIP Program Administrator. specific to your business unit.