



Administrative Directive

Admin-017

Internet Privacy

Responsible Department:	Legislative Services
CAO Approval Date:	January 10, 2024
Statute(s) and Bylaw(s):	FOIP s. 33, 34, 35, 38

1. POLICY STATEMENT

The Town of Diamond Valley is committed to providing security standards to ensure that the privacy and confidentiality of an individual's personal information is maintained.

1.1. Legislative Requirements

This policy is subject to any specific provision of the *Freedom of Information and Protection of Privacy Act*, RSA 2000, Chapter M-26, as amended from time to time, or other relevant legislation or agreements.

2. RESPONSIBILITIES

- 2.1. The Legislative Services Manager shall review this Administrative Directive every three (3) years, or as otherwise necessary. The review shall be conducted in conjunction with IT services and Communications, to ensure that it continues to provide appropriate standards for internet privacy. The Legislative Services Manager shall make recommendations to the CAO for any amendments that may be required.

3. DEFINITIONS

- 3.1. **Administration** means the operations and employees of the Town, under the direction of the CAO.
- 3.2. **Administrative Directive** means a direction, which may include a procedure, for Administration to perform a task or set of duties. An Administrative Directive, and any related procedures are established by the authority of the CAO.
- 3.3. **CAO or Chief Administrative Officer** means the person appointed by the Council of the Town of Diamond Valley to carry out the powers, duties and functions of the Chief Administrative Officer, in accordance with the *Municipal Government Act*, or their authorized delegate.
- 3.4. **Council Policy** means a direction or course of action authorized by Council, which primarily governs the actions of Council or Councillors, but may also direct Administration. Procedures related to Council Policy will be provided to Council for review, but are established by authority of the CAO.
- 3.5. **FOIP** means the *Freedom of Information and Protection of Privacy Act*, R.S.A. 2000, Ch. F-25, as may be amended from time to time.
- 3.6. **Town** means the incorporated municipality of the Town of Diamond Valley.
- 3.7. **User** means a person using any Town of Diamond Valley internet services, including but not limited to the Town of Diamond Valley website, or any web portal provided by the Town to provide or increase customer service.



4. GENERAL GUIDELINES

- 4.1.** All personal information is managed according to the *Freedom of Information and Protection of Privacy Act*. This means that:
- a.** Users will be informed, at the point of collection, that their personal information is being collected and the purpose for which it is being collected.
 - b.** Users have a right of access to your information.
 - c.** Users have control over how the Town of Diamond Valley obtains, uses, and discloses their personal information.
 - d.** All uses of information are subject to the User not having refused or withdrawn consent unless disclosure is made for legal purposes.
- 4.2.** The Town of Diamond Valley automatically gathers and stores certain information about every User's visit. This information does not identify the User personally, nor does it track or record information about individuals and their visits. The Town of Diamond Valley uses this information to help us make our site more useful to visitors, to learn about the number of visitors to the website and the types of technology being utilized. Only the following information is stored and collected from a visit:
- a.** The internet domain and Internet Protocol (IP) address from which the User accessed the Town's website.
 - b.** The type of browser and operating system used to access the Town's site.
 - c.** The date and time the User accessed the Town's site.
 - d.** The page you visited on the Town's site.
- 4.3.** The Town of Diamond Valley website may contain links to other sites. The Town is not responsible for the content and privacy practices of other websites and encourages you to examine the privacy policy and disclaimer of each site in order to make a decision regarding the disclosure of your personal information on that site.
- 4.4.** The Town of Diamond Valley uses electronic "cookies". A cookie is a small amount of data that is transferred to your browser by a web server.
- a.** A cookie cannot be executed as code, nor can it deliver viruses.
 - b.** A session ID, time and date, and other information may be placed in a cookie.
 - i)** This information is used to provide the User with an enriched experience while using the Town's site.
 - c.** Once the User leaves the website, the session is considered done, and the cookie expires.
 - i)** The Town of Diamond Valley does not build profiles of Users with the use of cookies and does not attempt to track individual Users through the use of cookies.
 - d.** For a cookie to be written to a computer, cookies must be enabled by your browser.
 - i)** Most browsers are initially set up to accept cookies. Users can set their browser to notify when a cookie is received, giving the User the chance to decide whether or not to accept it. If the User chooses to refuse the cookie, the website may not behave as originally designed.



- 4.5. If a User chooses to provide the Town of Diamond Valley with personal information in an email or by filling out an electronic form and submitting it through the website, the Town of Diamond Valley will use that information to respond to the message and assist with providing the necessary information or service to the User.
- 4.6. Email messages are subject to FOIP.
 - a. The personal information shared is provided only to those areas that are responsible for carrying out the request.
 - b. All email messages sent or received are property of the Town and may be accessed by managers or their designate without further consent of the author.
 - c. All email messages required to be retained by law will be printed and maintained through a records management process.
- 4.7. Security measures have been implemented to ensure that web services remain available to all Users. The Town of Diamond Valley computer system employs software programs to monitor network traffic, to identify attempts to tamper with information or to otherwise cause damage.

This policy is subject to change without notice.



CHIEF ADMINISTRATIVE OFFICER

DIRECTIVE Revision History

Directive Name	Revision Date	Revision Description	Approved by: Resolution or CAO	Effective Date
Internet Privacy	---	NEW	CAO	January 10, 2024

