



Western Economic
Diversification Canada

Diversification de l'économie
de l'Ouest Canada

Privacy Act

**Western Economic Diversification Canada
Annual Report to Parliament
April 1, 2009 – March 31, 2010**

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INTRODUCTION

The *Privacy Act* (Revised Statutes of Canada, Chapter P-21, 1985) came into force on July 1, 1983.

The purpose of this Act is to extend the present laws of Canada that protect the privacy of individuals and provide individuals with a right of access to personal information about themselves. It also protects the privacy of individuals by denying third parties access to personal information relating to them and enabling them to exercise strict control over the collection, disclosure and use of such information.

Western Economic Diversification Canada (WD) is fully committed to both the spirit and the intent of the *Privacy Act*, which are based on the principles of open government and to ensure the privacy of individuals with respect to their personal information held by the Department.

This report summarizes the activities of WD in implementing the *Privacy Act*, and fulfils the requirement under Section 72, which stipulates that, “The head of every government institution shall prepare for submission to Parliament an annual report on the administration of this Act within the institution during each financial year.”

WD’s Annual Report to Parliament is posted on the public website (www.wd.gc.ca/eng/59.asp) once tabled in the House of Commons and the Senate, or it may be obtained by submitting a request to:

Access to Information and Privacy Coordinator
Western Economic Diversification Canada
Suite 1500, Canada Place
9700 Jasper Avenue N.W.
Edmonton, Alberta
T5J 4H7
E-mail: atip-aiprp@wd-deo.gc.ca

MANDATE

Western Economic Diversification Canada was established in 1987 to help lessen Western Canada’s (British Columbia, Alberta, Saskatchewan and Manitoba) strong economic dependence on natural resources. Under the *Western Economic Diversification Act, 1988*, the Department is mandated to “...promote the development and diversification of the economy of Western Canada and to advance the interests of Western Canada in national economic policy, program and project development, and implementation.”

To support these outcomes, WD’s programs encourage business development, innovation and community economic development in rural and urban communities. The Department plays an important leadership and coordination role in furthering western interests and responding to western challenges. WD works strategically through partnerships – with all orders of government, academic and research institutes, industry associations and not-for-profit organizations – to implement initiatives that leverage funds and expertise for the benefit of the West and westerners.

The Department organizes its programs and services to effectively pursue its mandate through the following Strategic Outcome: “The western Canadian economy is developed and diversified”, and specifically through program activities which include:

- Business Development;
- Innovation;
- Community Economic Development; and
- Policy, Advocacy and Coordination.

WD’s strategic investments in these areas will help to fulfill WD’s vision:

“To be leaders in creating a more diversified western Canadian economy that has strong, competitive and innovative businesses and communities”.

ACCESS TO INFORMATION AND PRIVACY UNIT

Overview

For the purposes of the *Privacy Act*, the Minister of the Environment, and senior minister responsible for Western Economic Diversification, has delegated his powers, authorities and responsibilities to the Executive Director, Finance and Corporate Management (Access to Information and Privacy Coordinator) and Manager, Corporate Administration (Deputy Access to Information and Privacy Coordinator), who are accountable for the development, coordination and implementation of effective policies, guidelines, systems and procedures to ensure the Minister's responsibilities under the Act are met and to enable appropriate processing and proper disclosure of information. The Coordinator is also responsible for related policies, systems and procedures emanating from the Act.

One full-time Access to Information and Privacy (ATIP) Officer in the Corporate Administration unit assists the Coordinator and Deputy Coordinator with the Access to Information and Privacy functions in WD. An ATIP consultant provides additional support as required. Regional ATIP Liaison Officers (RALOs) are located in each regional office in British Columbia, Alberta, Saskatchewan and Manitoba, as well as the Ottawa Liaison Office and within its Headquarters unit. The RALOs are the liaison between the ATIP Unit and regional staff concerning enquiries.

The activities of WD's Access to Information and Privacy (ATIP) Unit include:

- processing requests in accordance with the *Privacy Act*;
- responding to consultations submitted by other federal institutions on WD records being considered for release;
- developing and maintaining privacy policies, procedures and guidelines to ensure the Act is respected by departmental staff;
- promoting awareness of the Act within the Department to ensure staff are aware of the obligations imposed by the legislation;
- preparing Annual Reports to Parliament and other statutory requirements, such as annual statistical reports and Info Source, as well as other material that may be required by central agencies;
- representing WD in dealings with the Treasury Board of Canada Secretariat, the Privacy Commissioner of Canada and other government departments and agencies regarding the application of the Act as it relates to WD;
- monitoring departmental compliance with the Act, regulations and relevant procedures and policies; and
- providing ongoing advice and guidance to senior management and department staff on information management and Privacy legislation.

Departmental Policies and Procedures

WD's internal Privacy Protection Procedures Manual underwent significant changes in March 2009. It is reviewed annually to ensure that it is up-to-date, and incorporates any changes in TBS policies or directives, or changes as result of issues raised by the Office of the Privacy Commission or other agents of Parliament. As this manual had been recently revised, however, no changes were made in the 2009-2010 fiscal year.

A WD Privacy Breach Policy was drafted in early 2009 and was in the approval process. However, as a result of the new TBS *Directive on Privacy Practices* which came into effect on April 1, 2010, this draft internal policy will be reviewed and updated as appropriate to ensure WD is compliant with Article 6.2.4 of the directive.

In addition, 2008-2009 plans to develop a departmental Privacy Impact Assessment (PIA) Policy were put on hold on advice that a revised TBS PIA policy would be released in April 2009. WD will review the new TBS *Directive on Privacy Impact Assessment* which came into effect on April 1, 2010, and develop appropriate departmental policies and approval processes in accordance with Article 6 of the Directive.

Access to Information Training and Awareness

The ATIP Coordinator, Deputy ATIP Coordinator and ATIP Officer provide advice on privacy issues to RALOs and department staff on a regular basis to increase awareness of the Act, as well as provide guidance on how the department processes privacy requests, and the rationale required to apply the exemptions and exclusions, where appropriate.

WD ATIP Staff Training: The ATIP Officer attended the TBS ATIP 25th Anniversary Conference held in Ottawa in May 2009, and TBS ATIP Community Meetings in June, September and December 2009. The Deputy ATIP Coordinator completed the three-day Canada School of the Public Service course on access and privacy in September 2009.

Monthly access to information and privacy tips were introduced to WD staff in February 2010. Staff is notified of these tips, entitled “The ATIP Eye”, via e-mail and posted on the Department’s internal website. The tips are intended to provide advice on frequently asked questions or areas where the Department might improve on its obligations under the Act. In addition, these tips help create awareness of sections of the Act most commonly applied or questioned. To date, these tips have been access-focused, but privacy issues will be included throughout the upcoming year. No other training sessions were conducted in the 2009-2010 fiscal year.

Privacy Awareness Events: WD recognized Data Privacy Day on January 28, 2010, with staff messages and two posters placed throughout all WD offices (see Appendix A). The two posters included: “Protect Your Identity”, an eye-catching graphic and message that encouraged WD staff to aggressively guard their personal information; and “Passwords Are Like Underwear”, which quickly caught the attention of staff with its humorous, but somewhat controversial, title. This poster provided guidance on passwords, which are the keys used to protect access to personal information stored on personal computers and online accounts. Additionally, this message supported departmental standards concerning strong password requirements that were subsequently rolled out by the WD Information Management and Technology Secretariat to all staff for implementation. This was the second annual privacy awareness event.

The Department also maintains an “Access to Information and Privacy” web presence on its internal website which includes all policies and directives, procedures, departmental contact information, past training and awareness presentations, relevant links to other useful sites related to access and privacy, as well as the new monthly tips noted above.

Info Source

The Treasury Board Portfolio office recognized that WD had addressed all concerns raised in MAF Round VI, and had one Institution-Specific Personal Information Bank approved and registered eight new Standard Personal Information Banks with TBS during the assessment period. No recommendations for improvement were provided.

Access to Information Act and Privacy Act Delegation Order

Arrêté sur la délégation en vertu de la Loi sur l'accès à l'information et de la Loi sur la protection des renseignements personnels

The Minister of the Environment, and senior minister responsible for Western Economic Diversification, pursuant to section 73 of the *Access to Information Act* and the *Privacy Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the person occupying on an acting basis the position, to exercise the powers and functions of the Minister as the head of a government institution, under the section of the Act set out in the schedule opposite each position. This Delegation Order supersedes all previous Delegation Orders.

En vertu de l'article 73 de la *Loi sur l'accès à l'information* et la *Loi sur la protection des renseignements personnels*, le ministre de l'Environnement, et ministre principal responsable de la Diversification de l'économie de l'Ouest canadien, délègue aux titulaires des postes mentionnés à l'annexe ci-après, ainsi qu'à la personne occupant à titre intérimaire lesdits postes, les attributions dont il est, en qualité de responsable d'une institution fédérale, investie par les articles des *Lois* mentionnées en regard de chaque poste. Le présent décret de délégation remplace et annule tout décret antérieur.

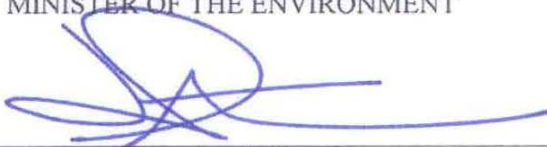
Schedule / Annexe

Position / Poste	<i>Access to Information Act</i> and Regulations / <i>Loi sur l'accès à l'information</i> et règlements	<i>Privacy Act</i> and Regulations / <i>Loi sur la protection des renseignements personnels</i> et règlements
Executive Director, Finance and Corporate Management / Directeur exécutif, Finances et Gestion ministérielle	Full authority / Autorité absolue	Full authority / Autorité absolue
Manager, Corporate Administration / Gestionnaire, Administration intégrée	Full authority / Autorité absolue	Full authority / Autorité absolue

Dated, at the City of Ottawa
this 12 day of August, 2009

Daté, en la ville d'Ottawa
ce 12 jour de août 2009

THE HONOURABLE JIM PRENTICE
MINISTER OF THE ENVIRONMENT



L'HONORABLE JIM PRENTICE
MINISTRE DE L'ENVIRONNEMENT

Delegation of powers, duties and functions delegated pursuant to section 73 of the Privacy Act Western Economic Diversification Canada			
Section	Description	Executive Director, Finance and Corporate Management	Manager, Corporate Administration
8(2)(j)	Disclosure for research purposes	X	X
8(2)(m)	Disclosure in the public interest or in the interest of the individual	X	X
8(4)	Copies of requests under 8(2)(e) to be retained	X	X
8(5)	Notice of disclosure under 8(2)(m)	X	X
9(1)	Records of disclosures to be retained	X	X
9(4)	Consistent uses	X	X
10	Personal information to be included in personal information banks	X	X
14	Notice where access requested	X	X
15	Extension of time limits	X	X
17(2)(b)	Language of access	X	X
17(3)(b)	Access to personal information in alternative format	X	X
18(2)	Exemption (exempt bank) – Disclosure may be refused	X	X
19(1)	Exemption – Personal information obtained in confidence	X	X
19(2)	Exemption -- Where authorized to disclose	X	X
20	Exemption – Federal-provincial affairs	X	X
21	Exemption – International affairs and defence	X	X
22	Exemption – Law enforcement and investigations	X	X
22.3	Exemption – <i>Public Servants Disclosure Protection Act</i>	X	X
23	Exemption – Security clearances	X	X
24	Exemption – Individuals sentenced for an offence	X	X
25	Exemption – Safety of individuals	X	X
26	Exemption – Information about another individual	X	X
27	Exemption – Solicitor-client privilege	X	X
28	Exemption – Medical record	X	X
33(2)	Right to make representation	X	X
35(1)	Findings and recommendations of Privacy Commissioner (complaints)	X	X
35(4)	Access to be given	X	X
36(3)	Report of findings and recommendations (exempt banks)	X	X
37(3)	Report of findings and recommendations (compliance review)	X	X
51(2)(b)	Special rules for hearings	X	X
51(3)	<i>Ex parte</i> representations	X	X
70	Denial of access – Cabinet confidences	X	X
72(1)	Report to Parliament	X	X
77	Responsibilities conferred on the head of the institution by the Regulations made under section 77 which are not included above	X	X

Delegation of powers, duties and functions delegated pursuant to section 73 of the Privacy Regulations			
Section	Description	Executive Director, Finance and Corporate Management	Manager, Corporate Administration
9	Reasonable facilities and time provided to examine personal information	X	X
11(2)	Notification that correction to personal information has been made	X	X
11(4)	Notification that correction to personal information has been refused	X	X
13(1)	Disclosure of personal information relating to physical and mental health may be made to a qualified medical practitioner or psychologist for an opinion on whether to release information to the requestor	X	X
14	Disclosure of personal information relating to physical or mental health may be made to a requestor in the presence of a qualified medical practitioner or psychologist	X	X

2009-2010 Report on the Privacy Act (Statistical Report)

Government of Canada
Gouvernement du CanadaREPORT ON THE PRIVACY ACT
RAPPORT CONCERNANT LA LOI SUR LA PROTECTION
DES RENSEIGNEMENTS PERSONNELS

Institution Western Economic Diversification Canada / Diversification de l'économie de l'Ouest Canada	Reporting period / Période visée par le rapport 04/01/2009 to/a 03/31/2010
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**I Requests under the Privacy Act /
Demandes en vertu de la Loi sur la protection
des renseignements personnels**

Received during reporting period / Reçues pendant la période visée par le rapport	4
Outstanding from previous period / En suspens depuis la période antérieure	0
TOTAL	4
Completed during reporting period / Traitées pendant la période visée par le rapport	3
Carried forward / Reportées	1

**II Disposition of request completed /
Disposition à l'égard des demandes traitées**

1. All disclosed / Communication totale	2
2. Disclosed in part / Communication partielle	1
3. Nothing disclosed (excluded) / Aucune communication (exclusion)	0
4. Nothing disclosed (exempt) / Aucune communication (exemption)	0
5. Unable to process / Traitement impossible	0
6. Abandoned by applicant / Abandon de la demande	0
7. Transferred / Transmission	0
TOTAL	3

**III Exemptions invoked /
Exemptions invoquées**

S. Art. 18(2)	0
S. Art. 19(1)(a)	0
(b)	0
(c)	0
(d)	0
S. Art. 20	0
S. Art. 21	0
S. Art. 22(1)(a)	0
(b)	0
(c)	0
S. Art. 22(2)	0
S. Art. 23 (a)	0
(b)	0
S. Art. 24	0
S. Art. 25	0
S. Art. 26	1
S. Art. 27	1
S. Art. 28	0

TBS/SCT 350-63 (Rev. 1999/03)

**IV Exclusions cited /
Exclusions citées**

S. Art. 69(1)(a)	0
(b)	0
S. Art. 70(1)(a)	0
(b)	0
(c)	0
(d)	0
(e)	0
(f)	0

**V Completion time /
Délai de traitement**

30 days or under / 30 jours ou moins	3
31 to 60 days / De 31 à 60 jours	0
61 to 120 days / De 61 à 120 jours	0
121 days or over / 121 jours ou plus	0

**VI Extensions /
Prorogations des délais**

	30 days or under / 30 jours ou moins	31 days or over / 31 jours ou plus
Interference with operations / Interruption des opérations	0	0
Consultation	0	0
Translation / Traduction	0	0
TOTAL	0	0

**VII Translations /
Traductions**

Translations requested / Traductions demandées	0
Translations prepared / Traductions préparées	0
English to French / De l'anglais au français	0
French to English / Du français à l'anglais	0

**VIII Method of access /
Méthode de consultation**

Copies given / Copies de l'original	3
Examination / Examen de l'original	0
Copies and examination / Copies et examen	0

**IX Corrections and notation /
Corrections et mention**

Corrections requested / Corrections demandées	0
Corrections made / Corrections effectuées	0
Notation attached / Mention annexée	0

**X Costs /
Coûts**

Financial (all reasons) / Financiers (raisons)	
Salary / Traitement	\$ 13,274
Administration (O and M) / Administration (fonctionnement et maintien)	\$ 21
TOTAL	\$ 13,295
Person year utilization (all reasons) / Années-personnes utilisées (raisons)	
Person year (decimal format) / Années-personnes (nombre décimal)	.11





Western Economic Diversification Canada
2009-2010 Report on the *Privacy Act*

Additional Reporting Requirements – Privacy Impact Assessments

Indicate the number of:

Preliminary Privacy Impact Assessments initiated:	0
Preliminary Privacy Impact Assessments completed:	0
Privacy Impact Assessments initiated:	0
Privacy Impact Assessments completed:	0
Privacy Impact Assessments forwarded to the Office of the Privacy Commissioner (OPC):	0

Western Economic Diversification Canada did not undertake any activities noted above during the reporting period of April 1, 2009, to March 31, 2010.

PRIVACY TRENDS AND STATISTICAL OVERVIEW

Highlights and Accomplishments

The number of privacy requests received by WD in 2009-2010 doubled over the previous fiscal year, from 2 to 4; however, the Department has not historically received many requests for personal information.

No consultations or extensions were required on any of the requests.

WD did not receive any privacy complaints, was not subject to any investigations, and there were no appeals or applications submitted to the Federal Courts.

Specific highlights for WD in 2009-2010 include:

- WD recognized Data Privacy Day on January 28, 2010, with staff messages and two posters that were placed throughout all WD offices, including: “Protect Your Identify” and “Passwords Are Like Underwear”.
- Access to Information and Privacy Tips, entitled “The ATIP Eye”, were introduced in February 2010 to enhance staff awareness. These monthly tips are intended to provide advice on frequently asked questions or areas where the Department might improve on its obligations under the Act, and create awareness of sections of the Act most commonly applied or questioned. These tips are posted on WD’s internal website.
- As a result of Round VI of the government-wide Management Accountability Framework reporting exercise, the ATIP Unit spent considerable time improving its Info Source listing and the Department was recognized for its improvements and there were no improvements recommended.

Requests Received Under the *Privacy Act*

Between April 1, 2009, and March 31, 2010, WD received four requests for personal information under the *Privacy Act*. Three requests were completed during the reporting period within the initial 30-day period, and one request was received on March 29, 2010, and therefore carried forward to the 2010-2011 fiscal year.

Two requests were disclosed in their entirety, and one was as disclosed in part.

Exemptions Invoked

Sections 26 and 27 were invoked to protect information pertaining to the personal information of individuals other than the requestor on one occasion. All other information was released in its entirety.

Permissible Disclosure of Personal Information

Personal information collected by WD in the course of its programs and activities is being disclosed only for the purpose for which it was collected in accordance with paragraph 8(2)(a) of the *Privacy Act*.

WD did not disclose personal information for any other purposes as outlined in paragraph 8(2)(m) during the 2009-2010 reporting period.

Operational Costs to Administer the Act

WD’s total cost for administering the *Privacy Act* in the ATIP Unit is estimated at \$13,373. This includes estimated salary costs associated with all ATIP Unit employees of \$13,352, including a portion of the ATIP and Deputy ATIP Coordinator’s salaries, and 5% of the ATIP Officer’s salary. In addition, other administrative costs associated with operating and maintenance costs are estimated at only \$21.

The associated ATIP Unit employee resources for 2009-2010 are estimated at 0.11 of a full-time equivalent (FTE) for administering the Act.

Privacy Impact Assessments

In 2002, Treasury Board issued a policy that requires federal government institutions subject to the *Privacy Act* to conduct Privacy Impact Assessments (PIA) before establishing new programs, systems or policies, or before making any substantial modifications to an existing program, system or policy.

While this policy has been rescinded and replaced by a new TBS *Directive on Privacy Impact Assessment*, which came into effect on April 1, 2010, WD did not initiate or complete any Preliminary PIAs or PIAs in the 2009-2010 and, therefore, no assessments were forwarded to the Office of the Privacy Commissioner.

Efforts are ongoing to ensure that privacy concerns are addressed when new programs and activities are being discussed in the Department, and a policies and processes will be established to ensure that the Department is compliant with the requirements identified in the new directive.

To date, WD has not posted any PIA summaries on its institutional website.

APPENDIX A
DATA PRIVACY DAY 2010

From: WdNet
Sent: Thursday, January 28, 2010 2:14 PM
To: * Everyone - All Regions
Subject: WdNet Update | DEONet Mise à jour
Attachments: oledata.mso



Data Privacy Day 2010 January 28th

Visit WdNet for more ...
http://wdnet/whats_new/2010/20100128_e.asp



Journée de la protection des données 2010 : le 28 janvier

Pour en savoir plus, visitez DEONet ...
http://wdnet/whats_new/2010/20100128_f.asp



[Home](#) > [Previous News Bulletins](#) > 2010-01-28

Data Privacy Day 2010

Protecting your personal information means knowing what's worth protecting, and how to protect it. Canada's privacy and access laws give Canadians many rights and responsibilities about their personal information and the information held by governments. But there are also many ways you can help protect your own personal information by simply being informed.

Protect Your Identity

WD encourages all staff to aggressively guard their personal information. If your birth certificate, SIN, driver's license, passport, government ID, credit cards, tax information and returns, bank and utility account information is stolen, there can be a whole new you walking about, posing as you and sending your personal affairs into a tailspin.

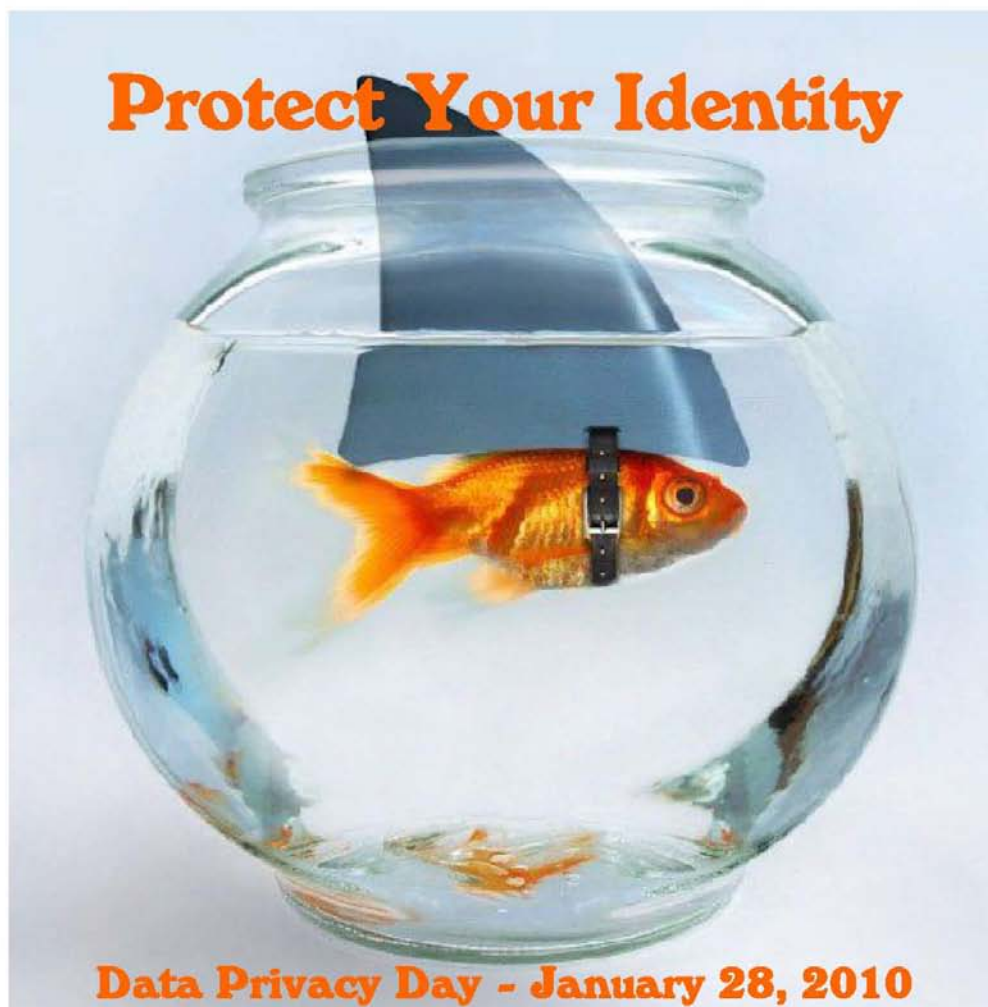
Passwords Are Like Underwear

Passwords are the keys you use to protect access to personal information stored on your computer and online accounts. A strong password should be a minimum of 8 characters and include upper and lowercase letters and numbers, and different types of symbols.

For more information about these four subjects, check out the posters around your office or the Privacy Act site on [WDnet: http://wdnet/fcm/Admin/ATIP/Privacy_e.asp](http://wdnet/fcm/Admin/ATIP/Privacy_e.asp).

Last Modified: 2010-01-28

Important Notices



1. Aggressively guard your personal information – birth certificate, SIN, driver's license, passport, government ID, credit cards, tax information and returns, bank and utility account information.
 2. Promptly cancel bank or credit cards that you don't use.
 3. Create strong passwords and use on utility, telephone, credit and other accounts.
 4. Carry with you only the ID and credit cards you need. Lock the rest away safely.
 5. Personal or account information shouldn't be stored on your computer.
 6. Never provide your SIN or credit card numbers over the telephone or by e-mail.
 7. Don't reply to or confirm personal information requests from e-mail offers, unsolicited job offers or other inquiries. Delete. Banks do not ask for this information online.
 8. Before making online purchases, verify the website and ensure they use secure payment options. Cyber-thieves can divert buyers to fake websites or use fake security certificates.
 9. Don't provide personal information to telemarketers, on websites or to claim a prize in a contest you entered.
 10. Destroy automated bank machine receipts, bank statements, cancelled cheques, old credit cards or credit card offers, old photos, and addresses off of magazines, envelopes and other packaging with a cross-cut paper shredder.
 11. Personal cheques should not include telephone numbers, and refuse to provide if asked by a store clerk.
 12. Maintain detailed financial records and cross reference purchases on your credit card statements so you can dispute payments or charges you didn't authorize.
 13. Check your credit rating at least annually, and promptly look into any irregularities.
- Protecting your information means knowing what's worth protecting, and how to protect it. Canada's privacy and access laws give Canadians many rights and responsibilities about their personal information and the information held by governments and private sector organizations.



Western Economic
Diversification Canada

Diversification de l'économie
de l'Ouest Canada

Canada

Passwords are like underwear



Passwords are like underwear...

Change yours often!

Passwords are like underwear...

Don't share them with friends!

Passwords are like underwear...

The longer, the better.

Passwords are like underwear...

Be mysterious!

Passwords are like underwear...

Don't leave yours lying around!

Passwords are the keys you use to protect access to personal information stored on your computer and online accounts. If your personal information is stolen, the thief can use your name to open new credit cards accounts, apply for a mortgage, or pose as you in online transactions. You probably won't even notice these attacks until its too late! Luckily, it is not difficult to create strong passwords and keep them well protected!

Keys to a strong, memorable password:

1. **Length:** The length of a password should be 8-14 characters – each character adds to the protection it provides.
2. **Think of a sentence you can remember.** Use words and phrases that are easy to remember, but difficult for others to guess. This will be the basis for your strong password. For example, use a memorable sentence. (My son Adam is three years old.)
3. **Add complexity** by mixing upper and lowercase letters and numbers. Consider misspelling intentionally and substitute numbers for words. (msAdm3yol)
4. **Substitute some characters for symbols** that look the letters, combine words and other ways to make the password more complex. The more variety in your password, the harder it is to guess. (m\$AdM3yO!)
5. **The ideal password** includes both length and different types of symbols.
6. **Keep your passwords secret.** Treat your passwords with care. Don't share them with others – even other family members. If you write them down, be sure they are adequately protected in order to remain secure and effective. Never provide your password over e-mail or based on an e-mail request, or type on a computer you don't control. And, change your passwords regularly.

Data Privacy Day – January 28, 2010

Protecting your information means knowing what's worth protecting, and how to protect it. Canada's privacy and access laws give Canadians many rights and responsibilities about their personal information and the information held by governments and private sector organizations.



Western Economic
Diversification Canada

Diversification de l'économie
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Canada