



NATIONAL
GALLERY
OF CANADA

MUSÉE
DES BEAUX-ARTS
DU CANADA

Info Source

Date Last Updated: December 2025

Table of Contents

General Information	3
Introduction to <i>Info Source</i>	3
Background	3
Responsibilities	4
Institutional, Programs and Activities	5
Institution-Specific Content	5
Collection Program	5
Acquisitions	5
Research	9
Preservation	13
Outreach Program.....	16
Exhibitions	16
Education	21
Accommodation Program	24
Building Operations	24
Capital	24
NGC-Specific Internal Services	24
Indigenous Ways and Decolonization	25
Administration	25
Revenue Generation	26
Internal Services.....	41
Classes of Personal Information	44
Corporate Policies	45
To access the Gallery’s corporate policies, refer to: https://www.gallery.ca/about/governance/corporate-policies	45
Additional Information.....	45

General Information

Introduction to *Info Source*

Info Source describes the programs and activities, and the information holdings related to programs and activities, of government institutions subject to the [Access to Information Act](#) to facilitate the right of access. It also provides individuals, including current and former employees of the Government of Canada, with relevant information to access personal information about themselves held by government institutions subject to the [Privacy Act](#) and to exercise their rights under the *Privacy Act*.

An [index of institutions](#) that are subject to the *Access to Information Act* and the *Privacy Act* is available centrally.

The *Access to Information Act* and the *Privacy Act* assign overall responsibility to the President of Treasury Board (as the designated Minister) for the government-wide administration of the legislation.

Background

The [National Gallery of Canada](#) (Gallery) was founded in 1880 by the then Governor General, John Douglas Sutherland Campbell, the Marquess of Lorne, in concert with the Royal Canadian Academy of Arts, with the idea that that Canadians should have a national gallery to call their own. It would be a place to showcase Canadian art; to preserve, study and teach about the nation's cultural heritage; and to acquire magnificent works from around the world. It would expose Canadians to great art from all periods and in all its manifestations: paintings, photographs, sculptures and more, with special, but not exclusive, reference to Canada.

With the enactment of the 1913 *National Gallery of Canada Act*, the federal government assumed responsibility for the Gallery. The government continued its stewardship through successive Acts of Parliament, culminating in the [Museums Act](#) of July 1, 1990. In addition to prescribing the purpose, capacity, and powers of the National Gallery of Canada, the *Museums Act* established the Gallery as a Crown Corporation.

Under the *Museums Act*, the Gallery's Board of Trustees serves as its governing body and is accountable to Parliament through the Minister of Canadian Heritage. The eleven members of the Board, representing various regions of the country, are appointed by the Minister with the approval of the Governor-in-Council. The Board has primary responsibility for ensuring that the resources provided to the institution are used judiciously to achieve its mandate. The Board provides strategic direction to the Gallery, oversees the conduct of its business, and ensures that all major issues are given proper consideration.

Responsibilities

Mandate

The Gallery is home to the world's largest collection of contemporary Indigenous art, and the most important collection of Canadian, and European art in the country. With a mandate to share the visual arts with Canadians, the Gallery works with artists and arts organizations across the country and around the world through digital media, and through onsite exhibitions to share our collective story through art. The Gallery's mandate is to develop, maintain and make known, throughout Canada and internationally, a collection of works of art, both historic and contemporary, with special but not exclusive reference to Canada, and to further knowledge, understanding and enjoyment of art in general among all Canadians.

To learn more about the Gallery's mandate and major policies refer to the [Corporate Plan summaries](#).

Strategic Plan

In May 2021, the Gallery released its first ever Strategic Plan to the public. The document outlines the deep changes the Gallery aspires to make over 5 years. The Strategic Pillars of the new plan underline the Gallery's commitment to:

- Strengthen community connections through transformative art experiences
- Build a collection and program that inspires human connection
- Empower, support, and build a diverse and collaborative team
- Centre Indigenous ways of knowing and being
- Invest in operational resilience and sustainability

To learn more about the Strategic Pillars, and the Gallery's purpose, vision, mission, and values, refer to the [Strategic Plan](#).

Core Responsibilities

The Gallery strives to provide Canadians with a sense of identity with and pride in Canada's rich visual-arts heritage. Through collaboration with national and international institutions, the Gallery seeks to make art accessible, meaningful, and vital to diverse audiences of all ages. The Gallery aspires to be a model of excellence in furthering knowledge of the visual arts, both at home and abroad through its core program responsibilities, namely:

Collection: The Gallery collects Canadian and international art. It conducts research that contributes to the advancement of knowledge and understanding of Canadian and international art. It also preserves its national collection for present and future generations, through restoration and conservation.

Outreach:

The Gallery furthers knowledge, understanding and enjoyment of the visual arts through onsite and travelling exhibitions, which it produces alone, or in partnership with other museums. It lends works of art from the national collection for inclusion in a wide range of special exhibitions

produced by other museums in Canada and abroad. It undertakes educational initiatives that contribute to an increased understanding of the visual arts – including tours, lectures, audio and print guides, videos, workshops, in-gallery activities for families, educational programs for children, resources for teachers, and special exhibition-related programming. The Gallery develops a range of art-related content for its website and social media platforms, and produces exhibition catalogues and publications, in print and digital format, contributing to the shared knowledge of art history.

Accommodation: The Gallery operates from its flagship building on Sussex Drive in Ottawa, manages two leased storage facilities and the Canada Pavilion in Venice, Italy, and occupies space in the Ingenium Centre of the National Museum of Science and Technology Corporation. It ensures that building operations are carried out efficiently, and that sound investments are made in capital infrastructure, so that facilities are secure and suitable for visitors, staff, volunteers and contractors, as well as for the preservation and exhibition of the national collection.

These core program responsibilities are supported by **NGC-specific Internal Services** and common **Internal Services** whereby the Gallery ensures sound governance, effective management of its human and financial resources, and optimization of self-generated revenues.

Institutional, Programs and Activities

Institution-Specific Content

The National Gallery of Canada is primarily organized along three programs that is, Collection, Outreach and Accommodation Program activities. These programs are supported by the corporate administrative services listed under “NGC-specific Internal Services” and “Internal Services”.

Collection Program

Through this program, the National Gallery of Canada ensures that a strong national collection representing Canadian and international visual arts is gathered and preserved for present and future generations. The Gallery makes sure that this goal is attained through its acquisitions, research, and preservations endeavours.

Acquisitions

In the context of the Acquisitions sub-program, the Gallery acquires works of art, rare books and collections of archival materials in support of visual arts through purchasing and private donations.

Acquisition of Artworks for the NGC Collection

Projects Class of Record

Description

Includes records related to the growth and development of the Gallery collection through the selective purchase and gift of multiple works from donors. Includes: Negotiation of loans-in for the purpose of acquisition; negotiation of copyrights.

Document Types

Analytical documents such as inventories, evaluations, proposals, and annual acquisition plans; exchange lists and custom declarations; correspondence; and purchase and sale agreements.

Record Numbers

NGC 15-04, 19-08

Documentation / Cataloguing Class of Record

Description

Includes records related to the perpetually current description of works included in the Gallery collections and in which the Gallery has taken a discretionary interest, known as the 'curatorial file', and/or as stored in the collections management system. Includes: the identification and tracking of any copyrights and permissions associated with a work.

Document Types

Analytical documents such as inventories, evaluations, proposals, and annual acquisition plans; exchange lists and custom declarations; correspondence; and Purchase and Sale Agreements.

Record Numbers

NGC 15-04, 19-08

Private Collectors and Donors of Works of Art Personal Information Bank

Description

This bank contains information concerning the ownership of works of art. Personal information may include name, contact information, date of death, biographical information such as relationships to other persons or entities such as, spouse or partner, sibling, business partner, collective member, etc., financial information, and information concerning other works of art in their possession.

Class of Individuals

Individuals who have sold or donated, or who are considering selling or donating, works of art to the National Gallery of Canada.

Purpose

Personal information is to account for all acquisitions to the collection of the Gallery and to record source or provenance of the artworks. Personal information is collected pursuant to the *Museums Act*.

Consistent Uses

Most gifts and occasional purchases are certified by the Canadian Cultural Property Export Review Board (see institution-specific PIB Certification, CPE PPU 010), the information is communicated with the knowledge of the donor or vendor. Selected information (e.g. name of

author/donor) may be published on the National Gallery of Canada website. Information may be shared with the Canada Revenue Agency and the Province of Quebec (if applicable) for income verification purposes and also with third party insurance brokers and for international indemnification programs.

Retention and Disposal Standards

Information is kept indefinitely by the National Gallery of Canada.

RDA Number

2015/020

Related Record Numbers

NGC 15-04, 19-08

TBS Registration

20100329

Bank Number

NGC PPU 002

Special Loans-In – Negotiations Class of Record

Description

Includes records related to the borrowing of works to supplement the Gallery collection, for examination, for research or for other discretionary purposes. Excludes: Works borrowed for the purposes of acquisition and exhibitions. Includes negotiation of copyright.

Document Types

Correspondence, agreements, contracts, notes and invoices.

Record Number

NGC 21-10-10

Acquisition for the Library and Archives Collection Class of Record

Description

Includes records related to the growth and development of this Gallery collection through the selective purchase and receipt of works from donors, and from the internal gathering of information assets arising from other Gallery functions.

Document Types

Analytical documents such as inventories, evaluations, proposals, and Annual Acquisition Plans; exchange lists and custom declarations; correspondence; and Purchase and Sale Agreements.

Record Number

NGC 20-05

Donors Class of Record

Description

Includes records related to the initiation and stewardship of relationships with donors. Excludes: Actual donations of art and donations to the National Gallery of Canada Foundation.

Document Types:

Donation Agreements, notes, correspondence, exchange lists, correspondence.

Record Number:

NGC 18-09

Annual Giving and Financial Donations Personal Information Bank

Description: This bank describes information related to individuals who provide funding to the National Gallery of Canada for campaigns and/or programs. Monetary donations may be provided as part of the Annual Giving Program or as a one-time gift. Personal information may include: name, contact information, language preference, biographical information (if the individual is also a member), financial information, and information about the donor's specified use of the funds. Records may also include information relating to donor stewardship, including views and opinions of, or about, donors.

Note: This Personal Information Bank was previously called *Membership and Annual Giving*. Refer to NGC PPU 013 *Visitor Experience* for information about the privacy practices related to memberships.

Class of Individuals: Individuals who provide financial donations to the National Gallery of Canada.

Purpose: Personal information is used to enable and manage the receipt of financial donations including to maintain a record of donors, the financial contribution made, the specified use of the contribution for National Gallery of Canada campaigns and/or programs, or general-purpose donation. Personal information may be used to issue tax receipts and manage the National Gallery of Canada's relationship with donors, including to offer free memberships. Personal information is collected under the authority of section 6(1) of the *Museums Act*.

Consistent uses: Personal information may be used by the National Gallery of Canada to send correspondence about its Annual Giving Program, and special events, newsletters, and activities (if the individual is also a member). Contact information may be disclosed to third parties who process physical mailings for the National Gallery of Canada. Donor information may be shared with the National Gallery of Canada Foundation to nurture relationships for future donation of funds, works or other benefits. In the event a donor is also a member, personal information may be shared as outlined in Personal Information Bank NGC PPU 013 *Visitor Experience*. Personal information may be disclosed to third parties, under contract, that host technical solutions and provide services on behalf of the National Gallery of Canada to administer financial donations. Personal information may be used for research, analysis, statistical, planning, audit, and evaluation purposes.

Retention and Disposal Standards: Records are securely destroyed 7 years after termination of relationship with individual.

RDA Number: 2015/020

Related Record Number: NGC 18-09

TBS Registration: 202200007

Bank Number: NG PPU 002

Research

Research relates to activities involving gathering information, via informal and formal means, and its analysis, leading to the realization, refinement or publication of art-related knowledge.

Exhibitions Class of Record

Description

Includes records related to the planning and management of exhibitions and declined exhibition proposals.

Document Types

Notes, correspondence, contracts, meeting minutes, proposals and invoices.

Record Number:

NGC 21-04

Curatorial Class of Record

Description

Includes records related to the investigation and development of curatorial principles, techniques and specific theories, with or without immediate application to the Gallery's collection; research into artists and attribution, provenance/ownership, historical context, public inquiry response, exhibition history, valuation, authentication, artists' organizations/societies etc., as well as records related to the production of publications arising from research, regardless of medium.

Document Types

Notes, correspondence, travel reports, and theses.

Record Number

NGC 15-05

Artists Personal Information Bank

Description

This bank contains information related to creators of artwork in the collection of the National Gallery of Canada. Personal information may include name, contact information, biographical information, citizenship status, date of birth, date of death, educational information, place of

birth and place of death, financial information, Social Insurance Number (when required) and signature. Personal information may also include images of artwork (analog or digital), information about other works of art in an artist's possession and artist's relationship to other persons or entities such as their spouse or partner, siblings, business partner, or artist collective member.

Class of Individuals

Individuals who create artwork that is in the collection of the National Gallery of Canada.

Purpose

Personal information is used to document the lives and activities of artists as cultural heritage, to manage copyright, permissions, licensing and fees. Information is also used to ensure that the Gallery remains accountable for all acquisitions to the collection and to record the source and provenance of the artworks. Personal information is collected pursuant to the *Museums Act*. The Social Insurance Number is collected pursuant to the *Income Tax Act* and may be used to issue various reporting slips.

Consistent Uses

Biographical and activity information is used for cataloguing purposes as part of the record of an artwork, for publication in catalogues and other publications, and is made accessible for external researchers. Some elements of data, notably a brief biography of an artist (Canada, 1908-1992) or sometimes places of birth and/or death, are contributed to aggregated databases like the Artifacts Canada database of the Canadian Heritage Information Network. Selected information about each artist may be published on the National Gallery of Canada website. When artists pay or receive money, information may be shared as described in the Standard PIB(s) Accounts Receivable (PSU 932) or Accounts Payable (PSU 931). Information may be shared with the Canada Revenue Agency (Individual Returns and Payment Processing CRA PPU 005) and the Province of Quebec for income verification purposes.

Retention and Disposal Standards

Information about artists is kept indefinitely by the National Gallery of Canada. Financial information is kept 6 years from end of fiscal year of collection and then securely destroyed.

RDA Number

2015/020

Related Record Number

NGC 15-05

TBS Registration

20100330

Bank Number

NGC PPU 003

Conservation Theory Class of Record

Description

Includes records related to the investigation and development of conservation principles, techniques and specific theories, with or without immediate application to the Gallery's collection, as well as the production of publications arising from research, regardless of medium.

Document Type

Notes, correspondence, travel reports, and theses.

Record Number

NGC 16-06

Archival and Bibliographic Class of Record

Description

Includes records related to the investigation and development of archival and bibliographic principles, techniques and specific theories, with or without immediate application to the Gallery's collection, as well as related to the production of publications arising from research, regardless of medium.

Document Type

Notes, correspondence, travel reports, and theses.

Record Number

NGC 15-06

Fellowships Class of Record

Description

Includes records related to the extension of Gallery collection-based research by negotiating and maintaining funded relationships with a community of external researchers. Excludes: Award of contracts.

Document Types

Fellowship agreements and correspondence.

Record Number

NGC 20-14

Research Fellowship Program Personal Information Bank

Description:

This bank contains information related to the Research Fellowship Program at the National Gallery of Canada. Personal information may include name, contact information, biographical

information, educational information, awards and honours, publications, exhibitions, past and present research investigations and other relevant work, views and opinions of or about individuals, signature and Social Insurance Number (only if accepted to the program).

Class of Individuals

Individuals (including from outside of Canada) who apply for Research Fellowships at the National Gallery of Canada, personal references.

Purpose

The personal information is used to process applications and to administer the Research Fellowships program. Personal information is collected pursuant to the Museums Act. The Social Insurance Number is collected from successful candidates pursuant to the *Income Tax Act*, for the purpose of income verification.

Consistent Uses

If a fellowship is granted, information may be shared with the Canada Revenue Agency and the Province of Quebec (if applicable) for income tax purposes. Selected information (including name, educational facility, and research undertaken) is posted on the National Gallery of Canada’s website.

Retention and Disposal Standards

For successful applications, personal information is kept for 10 years after the fiscal year of the call for application and then transferred to the National Gallery of Canada Library and Archives and kept indefinitely. For unsuccessful applications, personal information is kept for 10 years after the fiscal year of the call for application and then securely destroyed.

RDA Number

2015/020

Related Record Number

NGC 20-14

TBS Registration

20100332

Bank Number

NGC PPU 005

**Circulation for the Library and Archives Collection Class of Record
Description**

Includes records related to the circulation of items belonging to the Library and Archives Collection to Gallery employees and on-site researchers who proactively request these materials.

Document Types

Library cataloguing information about the collection, records loans, notes, and condition reports.

Record Number

NGC 20-10

Preservation

Preservation relates to NGC activities to ensure that the National Collection of art is preserved for present and future generations, through restoration and conservation activities.

Transportation Class of Record

Description

Records related to the physical re-location of Gallery and other works, performed by Technical Services staff and/or contractors.

Document Types

Work orders, bills of lading, shipping waybills, and incident reports.

Record Number

NGC 19-08

Cataloguing Class of Record

Description

Includes records related to the perpetually current description of library and archival materials.

Document Types

Library cataloguing information about the collection, records loans, notes, and condition reports.

Record Number

NGC 20-06

Conservation Class of Record

Description

Includes records related to the assessment, conservation-specific risk management, and treatment of works in order to maintain their qualities over time.

Document Types

Condition assessments, change of state assessments, damage reports, option analyses, and treatment plans.

Record Number

NGC 16-04

Conservation for the Library and Archives Class of Record

Description

Includes records related to the assessment, conservation-specific risk management, and treatment of works in order to maintain their qualities over time.

Document Types

Assessments performed pre-acquisition, pre-move and pre-storage; change of state assessments, damage reports, appraisals, insurance policies, and insurance claims.

Record Number

NGC 20-05

Storage, Security and Preservation Class of Record

Description

Includes records related to the design, maintenance and equipment of the interior of art storage facilities, leading directly to the security and preservation of those works, *e.g.* racks and bolts affixing them to the floor. Excludes: The overall design of the facilities and infrastructural services to them.

Document Types

Risk assessment reports, planning and meeting documents, budgets, purchase orders, invoices, work orders, dispatch logs, security escort requests and requests for access to vaults.

Record Number

NGC 19-13

Risk Management Class of Record

Description

Includes records related to assessments and strategies to mitigate risk to Gallery works, appraisals, insurance policies, and claims against those policies. Includes: Indemnification under the comprehensive Government of Canada agreement.

Document Types

Condition assessments, appraisals, insurance policies, and insurance claims.

Record Number

NGC 19-06

Monitoring Class of Record

Description

Includes records related to the continuous and periodic verification of location, condition, ownership and other features of works held in the Gallery collection.

Document Types

Audits of storage locations and inventory reports.

Record Number

NGC 00-15-01

De-accessioning Class of Record**Description**

Includes records related to the removal of a work from the Gallery collection. Includes: Transfers and losses.

Document Types

Correspondence, justification documents, meeting minutes and images.

Record Number

NGC 15-04

Storage for the Library and Archives Collection Class of Record**Description**

Includes records related to the design, maintenance and equipment of the library stacks and or library and archives storage areas, leading directly to the security and preservation of those items e.g. shelving units, cabinets, racks and bolts affixing them to the floor. Excludes: The overall design of the facilities and infrastructural services to them.

Document Types

Floor plans and correspondence.

Record Number:

NGC 20-08

Monitoring for the Library and Archives Collection Class of Record**Description**

Includes records related to the continuous and periodic verification of location, condition, and other features of items held in the Gallery Library and Archives.

Document Types

Audits of storage locations, inventory reports, library cataloguing information about the collection, records loans, notes, and condition reports.

Record Number

Outreach Program

Through this program, the National Gallery of Canada ensures enhanced understanding and enjoyment of art among Canadians through dynamic national and international programming. The Gallery makes sure that this goal is attained through its exhibitions, education, and communications endeavours.

Exhibitions

In the context of the Exhibitions sub-program, the Gallery produces, either solely or in partnership with other museums, onsite and travelling exhibitions. The Gallery also lends artwork from the national collection for inclusion in a wide range of special exhibitions produced by other museums in Canada and abroad.

Loans Out – Negotiations Class of Record

Description

Includes records related to negotiations leading to an agreement to lend a work from the Gallery collection to an external organization, in support of an initiative consistent with the Gallery mandate.

Document Types

Correspondence, agreements, contracts, notes and invoices.

Record Number

NGC 19-07

Project Management Class of Record

Description

Includes records related to the overall process of assessment, planning, production and post-production of the exhibition such as those related to assessments of economic impact, detailed budgeting, marketing, security, conservation, risk and other aspects of the exhibition, exhibition-specific operational intelligence gathering, and the proceedings (agendas, minutes, attachments etc.) of meetings, both formal and informal, related to the overall management of the exhibition.

Document Types

Meeting minutes and agendas, project communications, project plans, curatorial theses, exhibition budgets, economic impact assessments, lists of works, marketing plans, security plans, risk assessments, progress reports, and notifications of the Gallery Archives and the Chief Information Officer that all post-production activities are complete.

Record Number

NGC 21-10

Design Class of Record**Description**

Includes records related to analysis and preparation of spaces and display elements for the exhibition. Includes: Formal and informal design work, leading to drawings, layouts, instruction guides and specifications etc. Includes: The physical arrangement and presentation of any multi-media elements.

Document Types

Drawings, layouts, guides, and routes.

Record Number

NGC 27-05

Production Class of Record**Description**

Includes records related to the preparation of works for exhibition, to better correspond to a curatorial thesis and direction and to ensure their protection and eventual return to the collection from which they were selected.

Document Types

Correspondence, notes, examination reports, treatment reports, photo documentation, reports on analytical results, installation instructions and work orders.

Record Number

NGC 16-04

Publications for Exhibitions**Description**

Includes records relating to: Analysis, specification, design and delivery of publications related to the exhibition. Includes: Preparation of the exhibition catalogue, web content and any printed didactic elements.

Document Types

Exhibition catalogs, panels, labels, and curatorial text.

Record Number

NGC 26-04

Insurance Class of Record

Description

Includes records related to the provision of insurance to protect the Gallery and borrowed works in its care during the exhibition. Includes: Indemnification under comprehensive Government of Canada agreement, as applicable to a specific exhibition.

Document Types

Insurance analyses, appraisals, indemnification requests, policies and claims.

Record Number

NGC 21-10

Immunity from Seizure Class of Record**Description**

Includes records related to steps taken to ensure that, regardless of cause, works included in an exhibition are protected from seizure by Canadian and international authorities.

Document Types

Applications, clearances, and correspondence.

Record Number

NGC 21-10

Loans In – Negotiations Class of Records**Description**

Includes records related to the negotiation of agreements with other organizations and individuals leading to the offer of works to the Gallery for the purpose of the exhibition.

Document Types

Correspondence, agreements, contracts, notes and invoices.

Record Number

NGC 21-10

Private Lenders of Works of Art Personal Information Bank**Description**

This bank contains information about artists or other individuals who have lent, or who are considering lending, works of art from their personal collections to the National Gallery of Canada. Personal information may include name, contact information and information concerning their works of art.

Class of Individuals

Artists or other individuals who have lent or who are considering lending works of art to the National Gallery of Canada.

Purpose

Personal information is collected under the authority of the *Museums Act* and is used to account for all works of art on loan to the National Gallery of Canada and also to record source or provenance of the artworks.

Consistent Uses:

With consent, selected information (*e.g.* name of lender) may be published on the National Gallery of Canada website, on exhibition labels and in publications. Information may also be shared with third-party insurance brokers and/or with the Department of Canadian Heritage, Canada Travelling Exhibitions Indemnification Program.

Retention and Disposal Standards

Personal information is kept for 6 years after the closing of the relevant exhibit project. The information is then transferred to the National Gallery of Canada Library and Archives and kept indefinitely.

RDA Number

2015/020

Related Record Number

NGC 21-10

TBS Registration

20110302

Bank Number

NGC PPU 010

External Transit Class of Record**Description**

Includes records related to the physical re-location of Gallery and other works, typically performed by Technical Services and/or contractors, related to the exhibition.

Document Types

Movement logs, work orders, and dispatch records.

Record Number

NGC 21-10

Sponsorships Class of Record**Description**

Includes records related to building on a stakeholder relationship, soliciting private financial and other support for the exhibition, leading to an agreement.

Document Types

Correspondence and sponsorship agreements.

Record Number

NGC 21-10, 30-06

Installation Class of Record**Description**

Includes records related to the review of installation instructions, the physical installation of the works by various means, the inspection of all installations to confirm their soundness, approval of the installation arrangements, and the occasional and regular maintenance of installation elements during the exhibition. Includes the fabrication of special design elements necessary to permit the safe and effective display of works included in the final List of Works.

Document Types

Schedules, inspection reports, maintenance plans, installation notes and installation schedules.

Record Number

NGC 21-10-19

Exhibition Related Conservation Class of Record**Description**

Includes records related to the examination and analysis leading to the documentation of the condition of all works in the exhibition, immediately prior to installation, during take-down and on other occasions as requested. Includes: Condition reporting and treatments.

Document Types

Condition reports, treatment reports, condition tracking reports, installation instructions, request for services, work orders, Restoration and Conservation Laboratory Technical photography requests, photo documentation, correspondence, notes, quotes and invoices.

Record Number

NGC 21-10

Touring, by Venue Class of Record**Description**

Includes records related to exhibitions held at venues other than the Gallery, the establishment of venue-specific planning elements. Includes: The itinerary of the off-site Exhibition, any variances from the Exhibition as held in other locations e.g. reductions in scope, and venue-specific promotional materials, such as a local Catalogue.

Document Types

Touring itineraries, correspondence, agreements, lists of works, and tour catalogues.

Record Number

NGC 21-10

Images and Documentation Class of Record

Description

Includes records related to the recording the conditions, context, content and significant events associated with Exhibition works and related events.

Document Types

Exhibition reports, still images, multi-media recordings, installation photographs, select texts, and audio guides.

Record Number

NGC 21-10

Education

In the context of the Education sub-program, the Gallery undertakes and/or manages educational initiatives that contribute to an increased understanding of the visual arts, including tours, lectures, audio and print guides, videos, workshops, in-gallery activities for families, educational programs for children, resources for teachers, and special exhibition-related programming.

Visitors – Learning Class of Record

Description

Records related to demographic, psychographic and other information pertaining to the visitor experience and response to an exhibition or collection, gathered for the purpose of improving the effectiveness of learning programs.

Document Type

Notes, correspondence, presentations, reports, research documents, studies and surveys.

Record Number

NGC 14-12

Education Class of Record

Description

Includes records related to analysis, specification, design and delivery of the educational requirements and opportunities associated with the exhibition. Includes: The development of any educational multi-media elements and thematic didactics.

Document Types

Education plans, thematic didactics, and multi-media artifacts including audio guides.

Record Number

NGC 22-09

Education Workshops and Camps Personal Information Bank**Description**

This bank contains information that is about individuals who attend education workshops or camps held at the National Gallery of Canada. Personal information may include name, contact information, language preference, biographical information, emergency contact information, date of birth, medical information such as allergies and medications required, photographs (with consent) and signature.

Note: In addition to the requirements specified on the Treasury Board of Canada Secretariat Personal Information Request form, individuals requesting information described by this bank must provide the date of the event attended.

Class of Individuals

Individuals who register to attend education workshops or camps, parent/guardians (for minors), and other emergency contacts.

Purpose

Personal information is used to administer the education program and is collected under the authority of the *Museums Act*.

Consistent Uses

The information may be used or disclosed for mailing lists (with consent of the individual) and evaluation and reporting purposes. With consent of the individual, photographs may be used in National Gallery promotional material, including on the Gallery's internet site.

Retention and Disposal Standards

Information related to registration and participation is kept for 2 fiscal years after the year in which the registration for the workshop or camp was purchased and then securely destroyed. Financial records are kept for 7 years after the fiscal year in which the workshop or camp was held and then securely destroyed.

RDA Number

2015/020

Related Record Number

NGC 22-09

TBS Registration

20100328

Bank Number
NGC PPU 004

Idea Management Class of Record

Description

Includes records related to proposal management, conceptual design, benchmarking and other analysis, validation against the strategic plan and effectiveness criteria etc.

Document Types

Program research, proposals, designs, and benchmarks.

Record Number

NGC 22-05

Program Development Class of Record

Description

Includes records related to establishing learning objectives, staffing and resourcing strategy, content and application development, publication development, design of an evaluation tool, and formative evaluation. Includes: Programs producing thematic didactics and the physical arrangement and presentation of any multi-media elements. Excludes: Exhibition-specific didactic elements and permanent collection wall text.

Document Types

Program plans, didactic elements, correspondence, staffing plans, program budgets, publication texts, specifications, evaluation plans, and evaluation tools.

Record Number

NGC 22-09-01

Program Implementation Class of Record

Description

Includes records related to the conduct of program activities, such as school visits, adult tours, special needs tours, recorded audio tours (for children and in foreign languages), the conferences, lectures and symposia, self-guided tour leaflets, in-person sessions with artists and experts, panel discussions, workshops, the operation of web-based games and applications, the delivery of online and teacher resources and video interviews, pod-casts, in-depth studies of particular works, etc., all as means of conveying developed ideas to the stakeholder community.

Document Types

Schedules, attendance lists, accommodation plans, feedback forms, and online logs.

Record Number

NGC 22-09-02

Evaluation Class of Record**Description**

Includes records related to the regular assessment of Learning Management Program outcomes.

Document Types

Formative evaluation forms.

Record Number

NGC 22-09-03

Accommodation Program

Through this program, the Gallery ensures secure and accessible facilities for the national collection, visitors and staff.

Building Operations

In the context of the Building Operations sub-program, the Gallery operates its flagship building at Sussex Drive in Ottawa, and manages three leased storage facilities, and the Canada Pavilion in Venice, Italy.

For Building Operations-related Classes of Records, please refer to “Real Property Management Class of Record” under “Internal Services”.

Capital

In the context of the Capital sub-program, the Gallery ensures that building operations are carried out efficiently and that sound investments are made in capital infrastructure, so that facilities are secure and suitable for visitors, staff, volunteers, and contractors, as well as for the preservation and exhibition of the national collection.

NGC-Specific Internal Services

Through the provision of NGC-specific Internal Services, the Gallery ensures sound governance, effective management of resources, and optimization of self-generated revenues in support of programs and initiatives.

Indigenous Ways and Decolonization

The Gallery ensures its collections, programming, policies and approach to public engagement truly reflect the rich diversity of Canadian society, and the First Peoples of this land.

Indigenous Ways and Decolonization Class of Record

Description

Records relate to various Gallery initiatives planned and implemented in support of its commitments and aspirations under the Indigenous Ways and Decolonization sub-program. Records may include: information concerning development and implementation of policy, processes, and tools to formally and informally promote the successful efforts of the Gallery in implementing the sub-program; the creation, sourcing, selection and sharing of information resources and tacit (undocumented) knowledge; interactions with targeted Communities to gather and increase the understanding of Indigenous culture to inform the Gallery's plans, facilitate collaboration and relationship building, and raise awareness; and, the evaluation of program performance and results, internally and externally.

Document Type

Correspondence, agendas, meeting minutes, roadmaps and other planning documents, draft texts, manuals, guidelines, reference materials, curricula, floorplans, training participation lists, internal and external reports, project charters, policy and process documents and templates, notes, and partnership agreements.

Record Number

NGC 03-04 to 03-08

Administration

The Gallery ensures efficient management of resources and effective operations.

Suppliers Class of Record

Description

Records related to information gathered about suppliers, supporting all internal and operational functions.

Document Type

Notes, correspondence, contracts, insurance certificates, quotes, proposals, invoices, bid submissions, evaluations and meeting notes.

Record Number

NGC 08-11

Revenue Generation

In the context of the Public Engagement and Revenue Generation sub-program, the Gallery ensures that a long-range budget shortfall is addressed and the focus on enhancing the visitor engagement and experience as well as revenue generation is sharpened.

Members Class of Record

Description

Includes records related to information on Gallery members and its analysis to support strategic and operational decision-making. Excludes: formal research leading to realization, refinement or publication of art-related knowledge.

Document Types

Notes and correspondence.

Record Number

NGC 18-12

Products Class of Record

Description

Records related to building on relationships with stakeholders, the delivery and development of a range of Gallery products in exchange for revenue. For example, products may include gift certificates, as well as books, memorabilia and merchandise distributed through the Gallery Boutique.

Document Type

Notes, correspondence, inventory of products, product assessments, and key statistics in product sales.

Record Number

NGC 25-09

Stakeholder Relationship Management - Sponsors Class of Record

Description

Includes records related to Gallery sponsors.

Document Types

Sponsorship agreements, notes, and correspondence.

Record Number

NGC 30-07

Stakeholder Relationship Management - Membership Class of Record

Description

Includes records related to the initiation and stewardship of relationships with members, and the design and delivery of campaigns and events intended to further nurture these relationships.

Document Types

Correspondence, tax receipts, brochures, event plans and scenarios, membership forms, deposit slips, financial transaction records and membership lists.

Record Number

NGC 18-08

Visitor Experience Personal Information Bank

Description: This bank describes information related to individuals who purchase or obtain admission tickets or memberships, or individuals who organize group visits to the National Gallery of Canada. Such activities may occur online or onsite. Personal information may include name, contact information, language preference, membership number and status, age group, information about family members, views and opinions of or about individuals, payment information and account credentials. This bank may also contain information about requests for special accommodations and applicable disabilities, visitor preferences, military service (to offer discounted membership) and Indigenous self-identification (to offer free admission). Note: The National Gallery of Canada has implemented processes to collect and store this information in a manner that does not directly identify the individual. In some cases, this bank also includes limited personal information of donors of works of art in the form of name, contact information and work(s) of art donated, which is used to coordinate membership offerings.

Note: Personal information related to individuals who make financial donations to the National Gallery of Canada is described in detail in Personal Information Bank NGC PPU 006 *Annual Giving and Financial Donations*.

Class of individuals: Individuals who visit or become members of the National Gallery of Canada or donate works of art. Representatives of organizations who coordinate groups visits on behalf of the organization.

Purpose: Personal information is used to enable and manage the visitor experience, including to administer admission fees for individuals and groups, verify eligibility for admission discounts, manage the membership process and relationship, provide services, assistance and accommodation, and address feedback. Personal information is generally collected under the authority of s. 6(1) of the *Museums Act*. Personal information concerning special accommodations and disabilities is collected under the authority of s. 16(1) *Canadian Human Rights Act*.

Consistent uses: Personal information may be used to contact individuals to collect feedback about their customer experience and/or the National Gallery of Canada's programming, and send correspondence about special events, newsletters, and activities. Contact information may

also be disclosed to third parties who process physical mailings for the National Gallery of Canada. The National Gallery of Canada may disclose personal information to third parties, under contract, that host technical solutions and provide services on its behalf to enable the visitor experience. In the event of incidents or emergency response situations, personal information may be used and disclosed as described in Standard Personal Information Bank [PSU 939 Security Incidents and Privacy Breaches](#). Information may be used for research, analysis, statistical, planning, audit, and evaluation purposes.

Retention and disposal standards: Records relating to ticket purchases are securely destroyed 7 fiscal years after the year in which the ticket was purchased. Records relating to memberships are securely destroyed 7 years after the termination of relationship with the member or end of stewardship activity. Financial records are kept for 7 years after the end of fiscal year in which the ticket or membership was purchased, and then securely destroyed.

RDA Number: 2015/020

Related Record Number: NGC 14-08, 18-08

TBS Registration: 20240006

Bank Number: NGU PPU 013

Stakeholder Relationship Management - Planned and Annual Giving Class of Record Description

Includes records related to the negotiation of agreements leading to both the eventual and annual donation of funds, artworks or other benefits to the Gallery by a stakeholder. Excludes: Actual financial transactions.

Document Types

Correspondence, event plans, and campaign plans.

Record Number

NGC 18-09

Annual Giving and Financial Donations Personal Information Bank

Description: This bank describes information related to individuals who provide funding to the National Gallery of Canada for campaigns and/or programs. Monetary donations may be provided as part of the Annual Giving Program or as a one-time gift. Personal information may include: name, contact information, language preference, biographical information (if the individual is also a member), financial information, and information about the donor's specified use of the funds. Records may also include information relating to donor stewardship, including views and opinions of, or about, donors.

Note: This Personal Information Bank was previously called *Membership and Annual Giving*. Refer to NGC PPU 013 *Visitor Experience* for information about the privacy practices related to memberships.

Class of Individuals: Individuals who provide financial donations to the National Gallery of Canada.

Purpose: Personal information is used to enable and manage the receipt of financial donations including to maintain a record of donors, the financial contribution made, the specified use of the contribution for National Gallery of Canada campaigns and/or programs, or general-purpose donation. Personal information may be used to issue tax receipts and manage the National Gallery of Canada's relationship with donors, including to offer free memberships. Personal information is collected under the authority of section 6(1) of the *Museums Act*.

Consistent uses: Personal information may be used by the National Gallery of Canada to send correspondence about its Annual Giving Program, and special events, newsletters, and activities (if the individual is also a member). Contact information may be disclosed to third parties who process physical mailings for the National Gallery of Canada. Donor information may be shared with the National Gallery of Canada Foundation to nurture relationships for future donation of funds, works or other benefits. In the event a donor is also a member, personal information may be shared as outlined in Personal Information Bank NGC PPU 013 *Visitor Experience*. Personal information may be disclosed to third parties, under contract, that host technical solutions and provide services on behalf of the National Gallery of Canada to administer financial donations. Personal information may be used for research, analysis, statistical, planning, audit, and evaluation purposes.

Retention and Disposal Standards: Records are securely destroyed 7 years after termination of relationship with individual.

RDA Number: 2015/020

Related Record Number: NGC 18-09

TBS Registration: 202200007

Bank Number: NGC PPU 006

Endowments Class of Record

Description

Records related to negotiation of agreements whereby funds are deposited at arms-length by stakeholders to accounts from which amounts may be withdrawn by the NGC in support of exhibitions and programs. Excludes: Actual financial transactions.

Document Types

Endowment agreements and correspondence.

Record Number

NGC 20-13

Foundation Class of Record**Description**

Records related to soliciting private financial and other support for NGC exhibitions and programs, leading to agreements. Includes: Internal and Foundation needs analysis, stewardship, and monitoring. Excludes: Actual financial transactions.

Document Types

Donation agreements and correspondence.

Record Number

NGC 30-05

Sponsorships Class of Record**Description**

Records related to soliciting private and corporate financial, in-kind and other support for NGC exhibitions and programs, leading to agreements. Includes: Internal and sponsor needs analysis, stewardship, and monitoring. Excludes: Actual financial transactions.

Document Types

Sponsorship agreements, correspondence, research documents, proposals and sponsorship reports.

Record Number:

NGC 30-05

Donors Class of Record**Description**

Includes records related to the initiation and stewardship of relationships with donors. Excludes: Actual donations.

Document Types

Donation agreements, notes, correspondence, exchange lists.

Record Number

NGC 18-09

Annual Giving and Financial Donations Personal Information Bank

Description: This bank describes information related to individuals who provide funding to the National Gallery of Canada for campaigns and/or programs. Monetary donations may be provided as part of the Annual Giving Program or as a one-time gift. Personal information may include: name, contact information, language preference, biographical information (if the individual is also a member), financial information, and information about the donor's specified use of the funds. Records may also include information relating to donor stewardship, including views and opinions of, or about, donors.

Note: This Personal Information Bank was previously called *Membership and Annual Giving*. Refer to NGC PPU 013 *Visitor Experience* for information about the privacy practices related to memberships.

Class of Individuals: Individuals who provide financial donations to the National Gallery of Canada.

Purpose: Personal information is used to enable and manage the receipt of financial donations including to maintain a record of donors, the financial contribution made, the specified use of the contribution for National Gallery of Canada campaigns and/or programs, or general-purpose donation. Personal information may be used to issue tax receipts and manage the National Gallery of Canada's relationship with donors, including to offer free memberships. Personal information is collected under the authority of section 6(1) of the *Museums Act*.

Consistent uses: Personal information may be used by the National Gallery of Canada to send correspondence about its Annual Giving Program, and special events, newsletters, and activities (if the individual is also a member). Contact information may be disclosed to third parties who process physical mailings for the National Gallery of Canada. Donor information may be shared with the National Gallery of Canada Foundation to nurture relationships for future donation of funds, works or other benefits. In the event a donor is also a member, personal information may be shared as outlined in Personal Information Bank NGC PPU 013 *Visitor Experience*. Personal information may be disclosed to third parties, under contract, that host technical solutions and provide services on behalf of the National Gallery of Canada to administer financial donations. Personal information may be used for research, analysis, statistical, planning, audit, and evaluation purposes.

Retention and Disposal Standards: Records are securely destroyed 7 years after termination of relationship with individual.

RDA Number: 2015/020

Related Record Number: NGC 18-09

TBS Registration: 202200007

Bank Number: NGC PPU 006

Admissions-General Class of Record

Description

Records related to the offering of Admissions-General to the Gallery stakeholder community. Includes: Handling of gift certificates. Excludes: Actual financial transactions.

Document Types

Correspondence, requests and reports on attendance.

Record Number

NGC 14-08

Visitor Experience Personal Information Bank

Description: This bank describes information related to individuals who purchase or obtain admission tickets or memberships, or individuals who organize group visits to the National Gallery of Canada. Such activities may occur online or onsite. Personal information may include name, contact information, language preference, membership number and status, age group, information about family members, views and opinions of or about individuals, payment information and account credentials. This bank may also contain information about requests for special accommodations and applicable disabilities, visitor preferences, military service (to offer discounted membership) and Indigenous self-identification (to offer free admission). Note: The National Gallery of Canada has implemented processes to collect and store this information in a manner that does not directly identify the individual. In some cases, this bank also includes limited personal information of donors of works of art in the form of name, contact information and work(s) of art donated, which is used to coordinate membership offerings.

Note: Personal information related to individuals who make financial donations to the National Gallery of Canada is described in detail in Personal Information Bank NGC PPU 006 *Annual Giving and Financial Donations*.

Class of individuals: Individuals who visit or become members of the National Gallery of Canada or donate works of art. Representatives of organizations who coordinate groups visits on behalf of the organization.

Purpose: Personal information is used to enable and manage the visitor experience, including to administer admission fees for individuals and groups, verify eligibility for admission discounts, manage the membership process and relationship, provide services, assistance and accommodation, and address feedback. Personal information is generally collected under the authority of s. 6(1) of the *Museums Act*. Personal information concerning special accommodations and disabilities is collected under the authority of s. 16(1) *Canadian Human Rights Act*.

Consistent uses: Personal information may be used to contact individuals to collect feedback about their customer experience and/or the National Gallery of Canada’s programming, and send correspondence about special events, newsletters, and activities. Contact information may also be disclosed to third parties who process physical mailings for the National Gallery of Canada. The National Gallery of Canada may disclose personal information to third parties, under contract, that host technical solutions and provide services on its behalf to enable the visitor experience. In the event of incidents or emergency response situations, personal information may be used and disclosed as described in Standard Personal Information Bank [PSU 939 Security Incidents and Privacy Breaches](#). Information may be used for research, analysis, statistical, planning, audit, and evaluation purposes.

Retention and disposal standards: Records relating to ticket purchases are securely destroyed 7 fiscal years after the year in which the ticket was purchased. Records relating to memberships are securely destroyed 7 years after the termination of relationship with the member or end of stewardship activity. Financial records are kept for 7 years after the end of fiscal year in which the ticket or membership was purchased, and then securely destroyed.

RDA Number: 2015/020

Related Record Numbers: NGC 14-08, 18-08

TBS Registration: 20240006

Bank Number: NGU PPU 013

Admissions-Group Class of Record

Description

Records related to the delivery of group-based admissions to the Gallery stakeholder community. Includes: Scheduling, logistics etc. Excludes: group reservations and communications; program definitions; actual financial transactions.

Document Types

Schedules and correspondence.

Record Number

NGC 14-08

Visitor Experience Personal Information Bank

Description: This bank describes information related to individuals who purchase or obtain admission tickets or memberships, or individuals who organize group visits to the National Gallery of Canada. Such activities may occur online or onsite. Personal information may include name, contact information, language preference, membership number and status, age group,

information about family members, views and opinions of or about individuals, payment information and account credentials. This bank may also contain information about requests for special accommodations and applicable disabilities, visitor preferences, military service (to offer discounted membership) and Indigenous self-identification (to offer free admission). Note: The National Gallery of Canada has implemented processes to collect and store this information in a manner that does not directly identify the individual. In some cases, this bank also includes limited personal information of donors of works of art in the form of name, contact information and work(s) of art donated, which is used to coordinate membership offerings.

Note: Personal information related to individuals who make financial donations to the National Gallery of Canada is described in detail in Personal Information Bank NGC PPU 006 *Annual Giving and Financial Donations*.

Class of individuals: Individuals who visit or become members of the National Gallery of Canada or donate works of art. Representatives of organizations who coordinate groups visits on behalf of the organization.

Purpose: Personal information is used to enable and manage the visitor experience, including to administer admission fees for individuals and groups, verify eligibility for admission discounts, manage the membership process and relationship, provide services, assistance and accommodation, and address feedback. Personal information is generally collected under the authority of s. 6(1) of the *Museums Act*. Personal information concerning special accommodations and disabilities is collected under the authority of s. 16(1) *Canadian Human Rights Act*.

Consistent uses: The National Gallery of Canada may disclose personal information to third parties, under contract, that host technical solutions and provide services on its behalf to enable the visitor experience. Information of visitors may be used to contact individuals to collect feedback about their customer experience and/or the National Gallery of Canada's programming. Contact information may also be disclosed to third parties who process physical mailings for the National Gallery of Canada. In the event of incidents or emergency response situations, personal information may be used and disclosed as described in Standard Personal Information Bank [PSU 939 Security Incidents and Privacy Breaches](#). Information may be used for research, analysis, statistical, planning, audit, and evaluation purposes.

Retention and disposal standards: Records relating to ticket purchases are securely destroyed 7 fiscal years after the year in which the ticket was purchased. Records relating to memberships are securely destroyed 7 years after the termination of relationship with the member or end of stewardship activity. Financial records are kept for 7 years after the end of fiscal year in which the ticket or membership was purchased, and then securely destroyed.

RDA number: 2015/020

Related record numbers: NGC 14-08, 18-08

TBS Registration: 20240006

Bank number: NGU PPU 013

Admissions-Individual Learning Class of Record

Description

Records related to the delivery of admissions-individual learning (such as summer camps) to the Gallery stakeholder community. Includes: scheduling, logistics etc. Excludes: individual reservations and communications; program definitions; actual financial transactions.

Document Types

Schedules and correspondence.

Record Number

NGC 14-08

Audio Guides Class of Record

Description

Includes records related to the offering of audio guides to the Gallery stakeholder community.

Document Types

Reports on sales and usage, audio guide scripts, correspondence and audio files.

Record Number

NGC 22-09

Rentals Class of Record

Description

Records related to the offering of temporary use of Gallery venues to the Gallery stakeholder community.

Document Types

Applications, correspondence, inspection reports, photographs, agreements, floor plans, security assessments, scenarios, event logistics and sign off documents. Excludes: Actual financial transactions.

Record Number

NGC 17-05

Special Events Class of Record

Description

Records related to the delivery of public events at a Gallery venue that are of mutual benefit to the Gallery and the stakeholder.

Document Types

Event plans, speeches, applications, correspondence, inspection reports, photographs, agreements, floor plans, security assessments, scenarios, event logistics and sign off documents.

Record Number

NGC 17-11

Special Events – Organizers, Attendees, and Service Providers Personal Information Bank Description

This bank contains information that is related to private and special events that are held at the National Gallery of Canada. Personal information may include name, contact information, and credit card information, and signature. It may also include ethnicity, food restrictions, and medical information such as allergies or disability requirements.

Note: In addition to the requirements specified on the Treasury Board of Canada Secretariat Personal Information Request form, individuals requesting information described by this bank must provide the date of event.

Class of Individuals

Individuals who reserve a room or space at the National Gallery of Canada, attendees of the events (in some cases) and third-party event specialists (*e.g.* florists, caterers).

Purpose

Personal information is to administer the Special Events program. Personal information is collected under the authority of the *Museums Act*.

Consistent Uses

The information may be used or disclosed to the caterers of the events to ensure they address any food restrictions and with the Membership department in order to offer brides and grooms complimentary gift memberships as a wedding gift. Some information may be disclosed to third party event specialists (such as florists) to coordinate event planning.

Retention and Disposal Standards

Information is kept for 6 years after the end of fiscal year in which the event was held and then securely destroyed.

RDA Number

2015/020

Related Record Number

NGC 17-11

TBS Registration

20100327

Bank Number

NGC PPU 008

Books, Memorabilia and Merchandise Class of Record**Description**

Records related to the regular operations of the Gallery Boutique, involving the management of its inventory of products, the assessment of new product ideas and of existing product lines, the sourcing of new products, the internal distribution of some products, and the offering of books and memorabilia to the NGC stakeholder community.

Document Types

Invoices, purchase orders, customer orders, inventory reports and correspondence.

Record Number

NGC 25-09

Retail Purchases Personal Information Bank**Description**

This bank contains information that is about retail purchases (either in-store, mail order or e-commerce "Shop NGC") made at the National Gallery of Canada. Personal information may include name, contact information, nature of purchase(s), credit card information, financial information, identification number and signature.

Note: In addition to the requirements specified on the Treasury Board of Canada Secretariat Personal Information Request form, individuals requesting information described by this bank must provide the date of purchase, purchase or invoice number and a list of the items purchased.

Class of Individuals

Individuals who purchase items from the National Gallery of Canada.

Purpose

Personal information is used to process purchases made either electronically, in-store, or through mail-order and is collected under the authority of the *Museums Act*.

Consistent Uses

Information may be used to create mailing lists (with consent of the individual). Information may be shared with/described in Standard PIB Accounts Receivable (PSU 932) and for refunds Accounts Payable (PSU 931).

Retention and Disposal Standards

Information is kept for 6 years after the fiscal year in which the transaction is completed and then securely destroyed.

RDA Number

2015/020

Related Record Number

NGC 25-09

TBS Registration

20100331

Bank Number

NGC PPU 001

Passport Class of Record

Description

Records related to the offering of 'Passports' to the Gallery stakeholder community.

Document Types

Correspondence and reports on sales and usage.

Record Number

NGC 14-08

Rights and Reproduction Class of Record

Description

Records related to the offering of photographic material and other rights, regarding works in the Gallery collection, to the Gallery stakeholder community. Excludes: Actual financial transactions.

Document Types

Correspondence, licenses, license and compliance reports required by terms of licenses; agreements, and compliance reports required by terms of agreement.

Record Numbers

NGC 24-06, 24-07

Image Reproduction Personal Information Bank

Description

This bank contains information about individuals who purchase photographic material of works in the collection from the National Gallery of Canada. Personal information may include name, contact information, nature of the purchase(s), credit card information, and signature.

Note: In addition to the requirements specified on the Treasury Board of Canada Secretariat Personal Information Request form, individuals requesting information described by this bank must provide details of the purchase such as the date of purchase, purchase or invoice number.

Class of Individuals

Individuals who purchase photographic material of works in the collection from the National Gallery of Canada.

Purpose

Personal information is collected under the authority of the *Museums Act* and is used to process purchases.

Consistent Uses

Information may be shared with/described in institution-specific PIB Ownership of Copyright, NGC PPU 012, and Standard PIBs Accounts Receivable (PSU 932) and Accounts Payable (PSU 931) for refunds.

Retention and Disposal Standards

Information is kept for 30 years after the termination of license and of any extension of license and then securely destroyed.

RDA Number

2015/20

Related Record Number

NGC 24-07

TBS Registration

20110304

Bank Number

NGC PPU 011

Ownership of Copyright Personal Information Bank**Description**

This bank contains information related to ownership of copyright of artwork in the collection at the National Gallery of Canada. Personal information may include name, contact information, and signature. Personal information may also relate to the manager of the rights such as relative, estate, artist collective, art gallery, etc.

Class of Individuals

Artists or other individuals who own or manage copyright of an artwork that is in the collection of the National Gallery of Canada.

Purpose

Personal information is collected under the authority of the *Museums Act* and is used to clear copyright with the copyright holder in order to use the works of art for National Gallery of Canada projects such as exhibition, reproduction, or communication purposes.

Consistent Uses

There are no consistent uses.

Retention and Disposal Standards

Information is kept indefinitely by the National Gallery of Canada.

RDA Number

2015/020

Related Record Number

NGC 24-06

TBS Registration

20110303

Bank Number

NGC PPU 012

Subscriptions Class of Record**Description**

Records related to the offering of subscriptions to the Gallery stakeholder community.

Document Types

Correspondence, brochures and membership forms.

Record Number

NGC 20-04

Advertising Class of Record**Description**

Records related to the offering of advertising to the Gallery stakeholder community. Excludes: Actual financial transactions.

Document Types

Correspondence, corporate newsletters, invitations and brochures.

Record Numbers

NGC 05-06, 29-04

Transportation for Library and Archives Class of Record**Description**

Records relating to: The physical re-location of NGC and other works and/or material, typically performed by Technical Services staff and/or contractors.

Document Types

Work orders, bills of lading, shipping waybills and incident reports.

Record Number

NGC 28-09

Internal Services

Internal Services are groups of related activities and resources that are administered to support the needs of programs and other corporate obligations of an organization. These groups are: [Acquisitions](#); [Communications Services](#); [Financial Management](#); [Human Resources Management](#); [Information Management](#); [Information Technology](#); [Legal Services](#); [Management and Oversight Services](#); [Material](#); [Real Property](#); [Travel and Other Administrative Services](#). Internal Services include only those activities and resources that apply across an organization and not to those provided specifically to a program.

ACQUISITION SERVICES

Acquisition services involve activities undertaken to acquire a good or service to fulfill a properly completed request (including a complete and accurate definition of requirements and certification that funds are available) until entering into or amending a contract.

- [Procurement and Contracting Class of Record](#)
 - [Professional Services Contracts Personal Information Bank](#)

COMMUNICATION SERVICES

Communications services involve activities undertaken to ensure that Government of Canada communications are effectively managed, well-coordinated and responsive to the diverse information needs of the public. The communications management function ensures that the public—internal or external—receives government information, and that the views and concerns of the public are taken into account in the planning, management and evaluation of policies, programs, services and initiatives.

- [Communications Class of Record](#)
 - [Internal Communications Personal Information Bank](#)
 - [Public Communications Personal Information Bank](#)

FINANCIAL MANAGEMENT SERVICES

Financial management services involve activities undertaken to ensure the prudent use of public resources, including planning, budgeting, accounting, reporting, control and oversight, analysis, decision support and advice, and financial systems.

- [Financial Management Class of Record](#)
 - [Accounts Payable Personal Information Bank](#)
 - [Accounts Receivable Personal Information Bank](#)
 - [Acquisition Cards Personal Information Bank](#)

HUMAN RESOURCES MANAGEMENT SERVICES

Human resources management services involve activities undertaken for determining strategic direction, allocating resources among services and processes, as well as activities relating to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies and plans.

- [Awards \(Pride and Recognition\) Class of Record](#)
 - [Recognition Program Personal Information Bank](#)
- [Classification of Positions Class of Record](#)
 - [Staffing Personal Information Bank](#)
- [Compensation and Benefits Class of Record](#)
 - [Attendance and Leave Personal Information Bank](#)
 - [Pay and Benefits Personal Information Bank](#)
- [Employment Equity and Diversity Class of Record](#)
 - [Employment Equity and Diversity Personal Information Bank](#)
- [Hospitality Class of Record](#)
 - [Hospitality Personal Information Bank](#)
- [Human Resources Planning Class of Record](#)
 - [Human Resources Planning Personal Information Bank](#)
- [Labour Relations Class of Record](#)
 - [Canadian Human Rights Act – Complaints Personal Information Bank](#)
 - [Discipline Personal Information Bank](#)
 - [Grievances Personal Information Bank](#)
 - [Harassment and Violence Personal Information Bank](#)
 - [Disclosure of Wrongdoing in the Workplace Personal Information Bank](#)
 - [Values and Ethics Codes for the Public Sector and Organizational Code\(s\) of Conduct Personal Information Bank](#)
- [Occupational Health and Safety Class of Record](#)
 - [Employee Assistance Personal Information Bank](#)
 - [Harassment and Violence Personal Information Bank](#)
 - [Occupational Health and Safety Personal Information Bank](#)
 - [Vehicle, Ship, Boat and Aircraft Accidents Personal Information Bank](#)
- [Official Languages Class of Record](#)
 - [Official Languages Personal Information Bank](#)
- [Performance Management Reviews Class of Record](#)
 - [Discipline Personal Information Bank](#)
 - [Employee Performance Management Program](#)
- [Recruitment and Staffing Class of Record](#)
 - [Applications for Employment Personal Information Bank](#)
 - [Employee Personnel Record Personal Information Bank](#)
 - [Personnel Security Screening Personal Information Bank](#)
 - [Staffing Personal Information Bank](#)
 - [Values and Ethics Codes for the Public Sector and Organizational Code\(s\) of Conduct Personal Information Bank](#)
- [Relocation Class of Record](#)
 - [Relocation Personal Information Bank](#)
- [Training and Development Class of Record](#)
 - [Training and Development Personal Information Bank](#)

INFORMATION MANAGEMENT SERVICES

Information management services involve activities undertaken to achieve efficient and effective information management to support program and service delivery; foster informed decision making; facilitate accountability, transparency and collaboration; and preserve and ensure access to information and records for the benefit of present and future generations.

- [Access to Information and Privacy Class of Record](#)
 - [Access to Information Act and Privacy Act Requests Personal Information Bank](#)
- [Information Management Class of Record](#)
 - [Library Services Personal Information Bank](#)

INFORMATION TECHNOLOGY SERVICES

Information technology services involve activities undertaken to achieve efficient and effective use of information technology to support government priorities and program delivery, to increase productivity, and to enhance services to the public.

- [Information Technology Class of Record](#)
 - [Electronic Network Monitoring Logs Personal Information Bank](#)

LEGAL SERVICES

Legal services involve activities undertaken to enable government departments and agencies to pursue policy, program and service delivery priorities and objectives within a legally sound framework.

- [Legal Services Class of Record](#)

MANAGEMENT AND OVERSIGHT SERVICES

Management and oversight services involve activities undertaken for determining strategic direction and allocating resources among services and processes, as well as those activities related to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies or plans.

- [Cooperation and Liaison Class of Record](#)
 - [Outreach Activities Personal Information Bank](#)
- [Executive Services Class of Record](#)
 - [Executive Correspondence Personal Information Bank](#)
- [Internal Audit and Evaluation Class of Record](#)
 - [Evaluation Personal Information Bank](#)
 - [Internal Audit Personal Information Bank](#)
- [Planning and Reporting Class of Record](#)

MATERIEL SERVICES

Materiel services involve activities undertaken to ensure that materiel can be managed by departments in a sustainable and financially responsible manner that supports the cost-effective and efficient delivery of government programs.

- [Materiel Management Class of Record](#)
 - [Vehicle, Ship, Boat and Aircraft Accidents Personal Information Bank](#)

REAL PROPERTY SERVICES

Real property services involve activities undertaken to ensure that real property is managed in a sustainable and financially responsible manner, throughout its life cycle, to support the cost-effective and efficient delivery of government programs.

- [Real Property Management Class of Record](#)

TRAVEL AND OTHER ADMINISTRATIVE SERVICES

Travel and other administrative services include Government of Canada travel services, as well as those other internal services that do not smoothly fit with any of the internal services categories.

- [Administrative Services Class of Record](#)
 - [Parking Personal Information Bank](#)
- [Boards, Committees and Council Class of Record](#)
 - [Members of Boards, Committees and Councils Personal Information Bank](#)
- [Business Continuity Planning Class of Record](#)
 - [Business Continuity Planning Personal Information Bank](#)
- [Disclosure to Investigative Bodies Class of Record](#)
 - [Disclosure to Investigative Bodies Personal Information Bank](#)
- [Proactive Disclosure Class of Record](#)
 - [Hospitality Personal Information Bank](#)
 - [Travel Personal Information Bank](#)
- [Security Class of Record](#)
 - [Physical Access Controls](#)
 - [Disclosure of Wrongdoing in the Workplace Personal Information Bank](#)
 - [Personnel Security Screening Personal Information Bank](#)
 - [Security Incidents and Privacy Breaches Personal Information Bank](#)
- [Travel Class of Record](#)
 - [Travel Personal Information Bank](#)

Classes of Personal Information

Some Gallery files summarized in the Classes of Records contain personal information which is not used in a decision-making process directly affecting the individual to whom it relates. Examples are inquiries about the Gallery collection, contact information for individuals representing corporate sponsors, programs and services, information and advice given to individuals by Gallery employees about museums and museum objects, and information about individuals in documents relating to grants or proposed grants to institutions.

These classes of personal information are kept on the relevant subject files and may not be identifiable by name of the individual or other personal identifier. In such cases, the Gallery would need as much detail as possible about the subject matter, the geographic location and the time the information would have come to the Gallery.

The retention periods for these classes of personal information are the same as those for the subject files containing the information.

Corporate Policies

To access the Gallery's corporate policies, refer to:

<https://www.gallery.ca/about/governance/corporate-policies>

Additional Information

For general information about making a request for access to information or personal information, see [Make an access to information or personal information request](#).

To make a request for information under the *Access to Information Act* or the *Privacy Act* by mail, mail your letter or completed [Access to Information Request Form](#) (*Access to Information Act*) or [Personal Information Request Form](#) (*Privacy Act*), along with any necessary documents (such as consent or the \$5 application fee for a request under the *Access to Information Act*), to the following address:

Access to Information and Privacy Coordinator
National Gallery of Canada
Ottawa Ontario K1N 9N4
Email: atip@gallery.ca
Tel. 613-714-6000 ext. 6129

In accordance with the *Access to Information Act* and the *Privacy Act*, an area on the premises will be made available to review original materials on site if that is the applicant's preference (and it is practical to do so), or if it is not practical to create copies of the material.

Please note: Each request made to Gallery under the *Access to Information Act* must be accompanied by an application fee of \$5. For requests made online, this is paid at the time of application via credit card. For requests made by mail, this should be paid by enclosing cheque or money order made payable to the National Gallery of Canada.

The Government of Canada encourages the release of information through requests outside of the formal request processes. To make an informal request, contact:

National Gallery of Canada
380 Sussex Drive
Ottawa, Ontario K1N 9N4
Email: info@gallery.ca
Tel: 613-714-6000 Option 3.

You may also wish to search summaries of completed access to information requests for which the Gallery has already provided [responses](#), as this information may be more easily obtained.

The Gallery conducts privacy impact assessments (PIAs) to ensure that privacy implications will be appropriately identified, assessed and resolved before a new or substantially modified program or activity involving personal information is implemented. [Summaries of completed PIAs](#) are available.