

SUMMARY TABLE OF CONTENTS

<i>About the Authors</i>	iii
<i>What's New in the 2024 Edition</i>	v
<i>Introduction</i>	1
Chapter 1: Overview, Legislative Goals and Objectives	7
Chapter 2: Data Breach	57
Chapter 3: Outsourcing, International Transfers of Personal Information and the Sale of a Business	71
Chapter 4: Healthcare Sector Impact	95
Chapter 5: The Application of PIPEDA to the Education Sector	117
Chapter 6: Information Technology Issues	131
Chapter 7: PIPEDA and the Employment Relationship	163
Chapter 8: Artificial Intelligence.....	179
Chapter 9: Looking Ahead	191
Personal Information Protection and Electronic Documents Act.....	195
PART 1 — Protection of Personal Information in the Private Sector	195
Division 1 — Protection of Personal Information.....	201
Division 1.1 — Breaches of Security Safeguards	216
Division 2 — Remedies	218
Division 3 — Audits	226
Division 4 — General.....	227
Division 5 — Transitional Provisions.....	237
PART 2 — Electronic Documents.....	237
PART 3 — Amendment to the <i>Canada Evidence Act</i>	246
PART 4 — Amendments to the <i>Statutory Instruments Act</i>	250
PART 5 — Amendments to the <i>Statute Revision Act</i>	250
PART III — Consolidated Statutes and Regulations of Canada	256

PIPEDA Quick Reference 2024 Edition

PART 6 — Coming into Force	258
Schedule 1 — Principles Set Out in the National Standard of Canada Entitled Model Code for the Protection of Personal Information, CAN/CSA-Q830-96	259
Schedule 2 — Acts of Parliament	271
Schedule 3 — Regulations and Other Instruments	271
Schedule 4 — Organizations	272
Can. Reg. 2018-64 — Breach of Security Safeguards Regulations	273
Can. Reg. 2004-308 — Electronic Alternatives Regulations for the Purposes of the Federal Real Property and Federal Immovables Act	277
Can. Reg. 2008-115 — Electronic Alternatives Regulations for the Purposes of Subsection 254(1) of the Canada Labour Code	280
Can. Reg. 2013-221 — Electronic Commerce Protection Regulations	282
Can. Reg. 2005-399 — Health Information Custodians in the Province of Ontario Exemption Order	292
Can. Reg. 2001-8 — Order Binding Certain Agents of Her Majesty for the Purposes of Part 1 of the Personal Information Protection and Electronic Documents Act ...	293
Can. Reg. 2004-219 — Organizations in the Province of Alberta Exemption Order	294
Can. Reg. 2004-220 — Organizations in the Province of British Columbia Exemption Order	295
Can. Reg. 2003-374 — Organizations in the Province of Quebec Exemption Order	296
Can. Reg. 2011-265 — Personal Health Information Custodians in New Brunswick Exemption Order	297
Can. Reg. SI/2012-72 — Personal Health Information Custodians in Newfoundland and Labrador Exemption Order	298
Can. Reg. 2016-62 — Personal Health Information Custodians in Nova Scotia Exemption Order	299
Can. Reg. 2001-7 — Regulations Specifying Publicly Available Information	300

Summary Table of Contents

Can. Reg. 2005-30 — Secure Electronic Signature Regulations	302
<i>Index</i>	307

TABLE OF CONTENTS

<i>About the Authors</i>	iii
<i>What's New in the 2024 Edition</i>	v
Introduction.....	1
Chapter 1: Overview, Legislative Goals and Objectives	
Introduction: Definitions of Privacy	7
Part I: The Origins of the New Privacy Legislation	8
1. The Change Created by the Internet	8
2. The Origins and Evolution of PIPEDA.....	9
3. Canada's Anti-Spam Legislation	13
4. Private Sector Privacy Legislation in Canada's Provinces	14
Part II: The Mechanics of the Application of PIPEDA	16
1. When Did the Various Provisions of the Act Come into Effect?.....	16
2. Amendments to PIPEDA	17
3. What Kinds of Activities Are Covered?.....	17
4. What Kinds of Activities Are Not Covered?	19
5. What Is Personal Information?	19
6. Restrictions on the Collection, Use and Disclosure of Personal Information	22
Part III: Practical Advice	23
1. Accountability: Implementing a Privacy Policy	23
2. Identifying the Purposes	24
3. Consent	25
4. Limiting the Collection of Information	33
5. Limiting Use, Disclosure and Retention of Information .	35
6. Accuracy	37
7. Safeguards.....	37
8. Openness	38
9. Individual Access.....	38
10. Designation of a Compliance Team	40

PIPEDA Quick Reference 2024 Edition

Part IV: The Effect of PIPEDA on the Employer-Employee Relationship.....	40
Part V: The Practical Complaints Process and Penalties That Could Be Imposed.....	41
<i>Appendix: Sample Privacy Policy</i>	49
Chapter 2: Data Breach	
Part I: Breach Reporting and Notification Requirements....	59
Part II: Equifax and Other Recent Data Breach Decisions...	62
Part III: Privacy Torts.....	67
Conclusion.....	70
Chapter 3: Outsourcing, International Transfers of Personal Information and the Sale of a Business	
Part I: Outsourcing.....	72
Part II: CIBC Outsourcing Decision & TD Canada Trust Outsourcing Decision.....	75
Part III: Equifax Decision and Consultation regarding Transfers for Processing.....	79
Part IV: International Transfers of Personal Information....	80
Part V: Collection of Personal Information from Other Organizations.....	86
Part VI: Mergers, Acquisitions and Asset Purchases.....	89
<i>Appendix: Checklist of Considerations When Outsourcing or Transferring Personal Information Across Borders</i>	93
Chapter 4: Healthcare Sector Impact	
Introduction.....	95
Part I: Is Personal Health Information or Medical Information Treated Any Differently from Other Personal Information under PIPEDA?.....	95
Part II: Are Healthcare Organizations Engaged in “Commercial Activities”?.....	96
Part III: The Relationship Between PIPEDA and Provincial Privacy Legislation.....	99
Part IV: Collection, Use and Disclosure of Personal Health Information by Healthcare Providers.....	101

Table of Contents

1. Health Research.....	103
2. Genetic Testing	105
3. Disclosure to Comply with a Subpoena, Warrant or Court Order or Rules of Court Related to the Production of Records in the Litigation Context	106
4. Statutory Reporting Obligations	107
5. The Sale of Information Regarding Physicians’ Prescribing Patterns.....	108
6. Use of Prescription Information for Marketing to Patients.....	109
7. Protecting Privacy During a Pandemic	110
Conclusion.....	111
<i>Appendix: Privacy Program Implementation Checklist (Health Care Institution)</i>	<i>113</i>
1. Privacy Audit: Identify Collection, Uses and Disclosures of Information within the Organization	113
2. Identify Privacy Officer & Privacy Team	113
3. Prepare the Privacy Policy.....	114
4. Training of Staff & Publication of the Privacy Policy ...	114
5. Security of Privacy Information	115
6. Complaint Process	115
7. Access to Information Process.....	116
8. Maintaining Current Knowledge	116
Chapter 5: The Application of PIPEDA to the Education Sector	
Part I: Educational Institutions Subject to PIPEDA.....	117
Part II: Meaning of “Commercial Activities”	120
Part III: Consent Exemptions for Statistical, Scholarly or Research Purposes	122
Part IV: Consent Exemptions for Fundraising	125
Part V: Educational Institution Employee Information	126
Part VI: Student Records.....	127
1. Access to Records	127
Conclusion.....	128

PIPEDA Quick Reference 2024 Edition

Appendix: PIPEDA Compliance Checklist for Educational Institutions 129

Chapter 6: Information Technology Issues

Introduction..... 131

Part I: General Information Technology Issues 134

 1. Obtaining Consent Electronically 134

 2. The Need for Compliance..... 137

Part II: Specific Information Technologies Issues 138

 1. Internet-Based Marketing 138

 A. E-mail addresses..... 138

 B. Cookies 138

 C. Spyware..... 139

 2. Social Networking Sites..... 139

 3. Data Mining..... 144

 4. Radio Frequency Identification Device (RFID) 145

 5. Deep Packet Inspection 146

 6. Imaging Technology..... 147

 7. Payload Data Collection 147

 8. Outsourcing..... 148

 A. Applications Service Provider Arrangements..... 150

 B. Disaster Recovery..... 150

 9. Biometrics 151

 10. Live Video Streaming..... 155

 11. Disclosure of Online Information to Police During an Investigation 156

 12. Internet of Things..... 157

 13. Remote Access Technology..... 159

Part III: Practical Tips on Compliance..... 160

Conclusion..... 162

Chapter 7: PIPEDA and the Employment Relationship

Part I: Application of PIPEDA to Federally Regulated Employers 164

 1. Surveillance 164

Table of Contents

2. Security Checks	173
3. Medical Information.....	174
4. Labour Arbitrator’s Jurisdiction	176
Part II: Other Potential Applications of PIPEDA.....	176
Conclusion.....	177

Chapter 8: Artificial Intelligence

Introduction.....	179
Part I: Application of PIPEDA to Artificial Intelligence	180
1. Training Data and the Improper Collection, Use or Disclosure of Personal Information	180
2. The Problem of Explainability	182
3. Effective Safeguards	183
Part II: Federal Private-Sector Privacy Regulation of AI ...	185
1. OPC’s Regulatory framework for AI.....	185
2. Bill C-27: The Consumer Privacy Protection Act and the AIDA.....	185
A. The Consumer Privacy Protection Act	186
B. Artificial Intelligence and Data Act (“AIDA”).....	186
3. OPC Recommendations.....	188
Conclusion.....	188

Chapter 9: Looking Ahead

Part I: Bill C-26 – <i>An Act respecting cyber security, amending the Telecommunications Act and making consequential amendments to other Acts</i>	191
Part II: Bill C-27 – <i>The Digital Charter Implementation Act, 2022</i>	192
Conclusion.....	193

PERSONAL INFORMATION PROTECTION AND ELECTRONIC DOCUMENTS ACT

SHORT TITLE

1 Short title.....	195
--------------------	-----

PIPEDA Quick Reference 2024 Edition

**PART 1 — PROTECTION OF PERSONAL INFORMATION IN THE
PRIVATE SECTOR**

Interpretation

2 Definitions 195

Purpose

3 Purpose 199

Application

4 Application 199

4.01 Business Contact Information 200

4.1 Certificate under *Canada Evidence Act* 200

**DIVISION 1 — PROTECTION OF PERSONAL
INFORMATION**

5 Compliance with obligations 201

6 Effect of designation of individual 201

6.1 Valid consent 202

7 Collection without knowledge or consent 202

7.1 Definitions 207

7.2 Prospective business transaction 208

7.3 Employment relationship 210

7.4 Use without consent 210

8 Written request 211

9 When access prohibited 212

10 Sensory disability 215

**DIVISION 1.1 — BREACHES OF SECURITY
SAFEGUARDS**

10.1 Report to Commissioner 216

10.2 Notification to organizations 217

10.3 Records 218

**DIVISION 2 — REMEDIES
Filing of Complaints**

11 Contravention 218

Table of Contents

	Investigations of Complaints	
12	Examination of complaint by Commissioner	219
12.1	Powers of Commissioner	220
	Discontinuance of Investigation	
12.2	Reasons	221
	Commissioner's Report	
13	Contents	222
	Hearing by Court	
14	Application	223
15	Commissioner may apply or appear	223
16	Remedies	224
17	Summary hearings	224
	Compliance Agreements	
17.1	Compliance agreement	224
17.2	Agreement complied with.	225
	DIVISION 3 — AUDITS	
18	To ensure compliance	226
19	Report of findings and recommendations	227
	DIVISION 4 — GENERAL	
20	Confidentiality	227
21	Not competent witness	229
22	Protection of Commissioner	230
23	Consultations with provinces	230
23.1	Disclosure of information to foreign state	232
24	Promoting the purposes of the Part.	233
25	Annual report	234
26	Regulations	234
27	Whistleblowing	235
27.1	Prohibition.	235
28	Offence and punishment.	236
29	Review of Part by parliamentary committee	236

PIPEDA Quick Reference 2024 Edition

DIVISION 5 — TRANSITIONAL PROVISIONS

30 Application 237

PART 2 — ELECTRONIC DOCUMENTS

Interpretation

31 Definitions 237

Purpose

32 Purpose 238

Electronic Alternatives

33 Collection storage, etc. 239
34 Electronic payment 239
35 Electronic version of statutory form 239
36 Documents as evidence or proof 240
37 Retention of documents 240
38 Notarial act 241
39 Seals 241
40 Requirements to provide documents or information. 241
41 Writing requirements..... 241
42 Original documents 242
43 Signatures..... 242
44 Statements made under oath 242
45 Statements declaring truth, etc..... 243
46 Witnessed signatures 243
47 Copies 243

Regulations and Orders

48 Regulations 244
49 Amendment of schedules 244
50 Regulations 245
51 Effect of striking out listed provision 246

**PART 3 — AMENDMENT TO THE
CANADA EVIDENCE ACT**

52-55 246
56 247

Table of Contents

57 249

**PART 4 — AMENDMENTS TO THE
STATUTORY INSTRUMENTS ACT**

58-59 250

**PART 5 — AMENDMENTS TO THE
STATUTE REVISION ACT**

60-61 250

62-64 251

Revision

65 252

66-67 253

68 254

69-70 255

71 256

PART 6 — COMING INTO FORCE

72 Coming into force 258

SCHEDULES

Schedule 1 — Principles Set Out in The National Standard
of Canada Entitled Model Code for The Protection of
Personal Information, CAN/CSA-Q830-96 259

Schedule 2 — Acts of Parliament 271

Schedule 3 — Regulations and Other Instruments 271

Schedule 4 — Organizations 272

**2018-64 — BREACH OF SECURITY SAFEGUARDS
REGULATIONS**

INTERPRETATION

1 Definition of “Act” 273

REPORT TO COMMISSIONER

2 Report — content, form and manner 273

PIPEDA Quick Reference 2024 Edition

NOTIFICATION TO AFFECTED INDIVIDUAL

3	Contents of notification	274
4	Direct notification — form and manner.	275
5	Indirect notification — circumstances.	275

RECORD-KEEPING

6	Record-keeping requirements	275
---	---------------------------------------	-----

COMING INTO FORCE

7	S.C. 2015, c. 32.	276
---	---------------------------	-----

**2004-308 — ELECTRONIC ALTERNATIVES REGULATIONS
FOR THE PURPOSES OF THE FEDERAL REAL PROPERTY
AND FEDERAL IMMOVABLES ACT**

1	Interpretation	277
2	Application	277
3	Electronic Documents.	278
4	Electronic Signature.	278
5	Coming Into Force	279

**2008-115 — ELECTRONIC ALTERNATIVES REGULATIONS FOR
THE PURPOSES OF SUBSECTION 254(1) OF THE CANADA
LABOUR CODE**

INTERPRETATION

1	Definitions	280
---	-----------------------	-----

ELECTRONIC DOCUMENTS

2	Conditions	280
3	Pay statement considered furnished to the employee.	281

COMING INTO FORCE

4	Registration	281
---	------------------------	-----

Table of Contents

**2013-221 — ELECTRONIC COMMERCE PROTECTION
REGULATIONS**

DEFINITION

1 Definition of “Act” 282

FAMILY RELATIONSHIP AND PERSONAL RELATIONSHIP

2 Family and personal relationships 282

EXCLUDED COMMERCIAL ELECTRONIC MESSAGES

3 Excluded messages — Section 6 of Act 283

4 Excluded messages — Paragraph 6(1)(a) of Act..... 284

CONDITIONS FOR USE OF CONSENT

5 Person whose identity is unknown..... 285

SPECIFIED COMPUTER PROGRAMS

6 Specified programs..... 286

**MEMBERSHIP, CLUB, ASSOCIATION AND
VOLUNTARY ORGANIZATION**

7 Membership..... 287

COMING INTO FORCE

8 S.C. 2010, c. 23..... 287

**2005-399 — HEALTH INFORMATION CUSTODIANS IN THE
PROVINCE OF ONTARIO EXEMPTION ORDER**

1 Exemption 292

2 Coming Into Force 292

**2001-8 — ORDER BINDING CERTAIN AGENTS OF HER
MAJESTY FOR THE PURPOSES OF PART 1 OF THE PERSONAL
INFORMATION PROTECTION AND ELECTRONIC DOCUMENTS ACT**

1 Application 293

2 Coming into Force..... 293

PIPEDA Quick Reference 2024 Edition

**2004-219 — ORGANIZATIONS IN THE PROVINCE OF
ALBERTA EXEMPTION ORDER**

1	Exemption	294
2	Coming Into Force	294

**2004-220 — ORGANIZATIONS IN THE PROVINCE OF BRITISH
COLUMBIA EXEMPTION ORDER**

1	Exemption	295
2	Coming Into Force	295

**2003-374 — ORGANIZATIONS IN THE PROVINCE OF QUEBEC
EXEMPTION ORDER**

1	Exemption	296
2	Coming Into Force	296

**2011-265 — PERSONAL HEALTH INFORMATION CUSTODIANS
IN NEW BRUNSWICK EXEMPTION ORDER**

1	Exemption	297
2	Coming into Force.....	297

**SI/2012-72 — PERSONAL HEALTH INFORMATION
CUSTODIANS IN NEWFOUNDLAND AND
LABRADOR EXEMPTION ORDER**

1	Exemption	298
2	Coming into Force.....	298

**2016-62 — PERSONAL HEALTH INFORMATION
CUSTODIANS IN NOVA SCOTIA EXEMPTION ORDER**

1	Exemption	299
2	Coming into Force.....	299

**2001-7 — REGULATIONS SPECIFYING PUBLICLY
AVAILABLE INFORMATION**

1	Information	300
2	Coming into Force.....	301

Table of Contents

**2005-30 — SECURE ELECTRONIC SIGNATURE
REGULATIONS**

1	Interpretation	302
2	Technology or Process	303
3	304
4	305
5	Presumption.....	305
6	Coming Into Force	305
<i>Index</i>	307