

## **PRIVACY IMPACT ASSESSMENT (“PIA”) SUMMARY – TRAVEL AGENCY SERVICES**

### **Section 1 - PIA Overview:**

**1. Name of program or activity:**

Travel Agency Services

**2. Completion date of the PIA:**

January 29, 2021

**3. Institution responsible for delivering the program or activity:**

Public Sector Pension Investment Board (“PSP Investments”)

**4. Government official responsible for the privacy impact assessment:**

Tammy Marer, ATIP Coordinator and Senior Director, Legal Affairs

**5. Head of institution/delegate:**

Neil Cunningham, CEO

**6. Description of program or activity:**

As a result of the PSP Investments’ growth and international expansion and interest in unifying the provision of travel agency services under a single provider, the Accounts Payable team has chosen to leverage the services of an internationally renowned company, for its travel agency needs.

**7. Description of the class of record associated with the program or activity:**

PRN 934 – Travel

**8. Personal information bank:**

PSU 909 – Travel

**9. Legal authority for the program or activity:**

The legal authority for the collection of personal information for travel agency services is undertaken under PSP’s general authority to operate. No special authority is required.

General authority:

Public Sector Pension Investment Board Act:

5(1) The Board has the capacity and, subject to this Act, the rights, powers and privileges of a natural person.

## Section 2 - PIA Risk Area Identification and Categorization

The following section contains risks identified in the PIA for the new or modified program. A risk scale has been included for each risk area lettered "a – f". The numbered risk scale is presented in ascending order: the first level represents the lowest level of potential risk for the risk area; the fourth level (4) represents the highest level of potential risk for the given risk area. Please refer to "Appendix C" of the [TBS Directive on PIAs](#) to learn more about the risk scale.

**a. Type of program or activity**

- **Risk Scale - 2:** Administration of program or activity and services

**b. Type of Personal Information Involved and Context**

- **Risk Scale – 3:** Social Insurance Number, medical, financial or other sensitive personal information and/or the context surrounding the personal information is sensitive. Personal information of minors or involving a representative acting on behalf of the individual. For example: Detailed PSP employee personnel information, complaints that are of a sensitive nature.

**c. Program or Activity Partners and Private Sector Involvement**

- **Risk Scale – 4:** Private sector organizations or international organizations or foreign governments

**d. Duration of the Program or Activity**

- **Risk Scale - 3** Long-term program

**e. Program Population**

- **Risk Scale – 2:** The program affects all individuals for internal administrative purposes.

**f. Technology and Privacy**

Does the new or substantially modified program or activity involve implementation of a new electronic system or the use of a new application or software, including collaborative software (or groupware), to support the program or activity in terms of the creation, collection or handling of personal information?

<b>Yes</b>	<b>No</b>
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Does the new or substantially modified program or activity require any modifications to information technology (IT) legacy systems?

<b>Yes</b>	<b>No</b>
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Does the new or modified program or activity involve the implementation of one or more of the following technologies:

- Enhanced identification methods?

- Use of Surveillance?
- Use of automated personal information analysis, personal information matching and knowledge discovery techniques?

Yes	No
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g. **Personal Information Transmission**

- **Risk Scale – 2:** The personal information is used in a system that has connections to at least one other system

h. **Risk Impact to the Institution:**

- **Risk Scale – 4:** High

i. **Risk Impact to the Individual or Employee**

- **Risk Scale – 3:** Moderate