

Directory of Personal Information Banks

Alberta public bodies are required to publish a directory of Personal Information Banks (PIBs) under the Protection of Privacy Act (POPA). A Personal Information Bank is a collection of personal information that is maintained to enable the public body to deliver specific programs or services.

The Town of Cochrane's Directory of Personal Information Banks identifies what type of personal information is collected, why it is needed and how it is used by the Town to operate the programs and services provided to our residents and employees. This directory will be reviewed and updated periodically to reflect any changes.

Assessment Services

Title: Assessment Agent Authorization

Information: Name, home/business/email address, home/business telephone number

Individuals: Property owner and agent of property owner

Purpose for Collection: Proof of identity-linked consent; delegation of communication authority

Purpose for Use or Disclosure: Evidence of consent to act on behalf of the owner

Location: Software, local network drive

Legal Authority: POPA sec.4(c)

Title: Assessed Persons Property Information

Information: Name, home/email address, home telephone number

Individuals: Property owner (assessed person)

Purpose for Collection: Confirm assessed person's details and right to receive information requested

Purpose for Use or Disclosure: Provide assessment data as requested

Location: Software, local network drive

Legal Authority: POPA sec.4(c), MGA sec.299

Title: Commercial Income Request

Information: Name, home/business/email address, home/business telephone number, financial information

Individuals: Property owner and Tenant/Lessee

Purpose for Collection: Confirm ownership details and/or rent information to determine assessment values

Purpose for Use or Disclosure: Determine/support assessment values and defend assessment values on appeal

Location: Software, local network drive

Legal Authority: POPA sec.4(c), MGA sec.295(1)

...Assessment Services

Title: Comparable Properties Information Request (300)

Information: Name, home/business/email address, home/business telephone number

Individuals: Property owner

Purpose for Collection: Confirm assessed person's details and right to receive the information requested

Purpose for Use or Disclosure: Provide assessment data as requested

Location: Software, local network drive

Legal Authority: POPA sec.4(c)

Title: Contact an Assessor (online form)

Information: Name, home/business address, home/business telephone number, email address

Individuals: Inquirer

Purpose for Collection: Action and response

Purpose for Use or Disclosure: Action and response

Location: Software, local network drive

Legal Authority: POPA sec.4(c)

Title: Community Organization Property Tax Exemption Regulation (COPTER) Application

Information: Name, home/business/email address, home/business telephone number

Individuals: Applicant, board members, landlord, associated persons

Purpose for Collection: Verify/determine organization's compliance with COPTER Regulation

Purpose for Use or Disclosure: Determine assessment class, support assessment value

Location: Software, local network drive

Legal Authority: POPA sec.4(c), MGA sec. 295 and 362(n), AR 281/98

Title: Farmland Request for Information

Information: Name, home/business/email address, home/business telephone number, financial information, lease details

Individuals: Property owner, Tenant/Lessee

Purpose for Collection: Confirm ownership details and property use for assessment purposes

Purpose for Use or Disclosure: Determine assessment class, support assessment value

Location: Software, local network drive

Legal Authority: POPA sec.4(c), MGA sec. 295(1)

Title: Go Paperless

Information: Name, home/business/email address, home/business telephone number

Individuals: Property owner

Purpose for Collection: Electronic delivery of property assessment notice

Purpose for Use or Disclosure: Electronic delivery of property assessment notice

Location: Software, local network drive

Legal Authority: POPA sec.4(c)

...Assessment Services

Title: Hotel/Motel Request for Information

Information: Name, home/business/email address, home/business telephone number, financial information, business details

Individuals: Property owner, Tenant/Lessee

Purpose for Collection: Confirm ownership, property, revenue details to determine assessment value

Purpose for Use or Disclosure: Determine/support assessment value

Location: Software, local network drive

Legal Authority: POPA sec.4(c), MGA sec. 295(1)

Title: Mini-Storage Request for Information

Information: Name, home/business/email address, home/business telephone number, financial information, business details

Individuals: Property owner, Tenant/Lessee

Purpose for Collection: Confirm ownership, property, revenue details to determine assessment value

Purpose for Use or Disclosure: Determine/support assessment value

Location: Software, local network drive

Legal Authority: POPA sec.4(c), MGA sec. 295(1)

Title: Multi-Family Request for Information

Information: Name, home/business/email address, home/business telephone number, financial information, business details

Individuals: Property owner, Tenant/Lessee

Purpose for Collection: Confirm ownership, property, revenue details to determine assessment value

Purpose for Use or Disclosure: Determine/support assessment value

Location: Software, local network drive

Legal Authority: POPA sec.4(c), MGA sec. 295(1)

Title: Residential Property Verification Request for Information

Information: Name, home/business/email address, home/business telephone number, property details

Individuals: Property owner

Purpose for Collection: Confirm ownership and property details for assessment purposes

Purpose for Use or Disclosure: Confirm ownership, determine/support assessment value

Location: Software, local network drive

Legal Authority: POPA sec.4(c), MGA sec. 295(1)

...Assessment Services

Title: Sales Verification Form

Information: Name, home/business/email address, home/business telephone number, financial information, property details

Individuals: Property owner

Purpose for Collection: Confirm ownership, purchase price and property details

Purpose for Use or Disclosure: Confirm ownership, determine/support assessment value

Location: Software, local network drive

Legal Authority: POPA sec.4(c), MGA sec. 295(1)

Civil Land Development - Engineering Services

Title: Development Application Processing

Information: Name, home/business/email address, home/business telephone number, complaint/investigation information, images

Individuals: Applicants, property owners, developers, consultants

Purpose for Collection: To process development applications, maintain records, and communicate with applicants

Purpose for Use or Disclosure: Used internally for review, approvals; shared with departments and consultants as required

Location: Software, local network drive

Legal Authority: POPA sec.4(c), Municipal Government Act

Title: Property File Management

Information: Name, home/business/email address, home/business telephone number, complaint/investigation information, images

Individuals: Property owners, residents, applicants

Purpose for Collection: To maintain property records and support ongoing development and infrastructure activities

Purpose for Use or Disclosure: Used internally, shared with departments as required for operation and coordination

Location: Software, local network drive

Legal Authority: POPA sec.4(c), Municipal Government Act

Communications & Engagement

Title: Let's Talk Cochrane

Information: Name, email address, demographic details

Individuals: Residents who choose to participate in public engagement initiatives

Purpose for Collection: To administer public engagement activities, communicate with participants, and conduct demographic analysis

Purpose for Use or Disclosure: Used only to email registered users

Location: Software

Legal Authority: POPA sec.4(c)

Emergency Management

Title: Emergency Incident Management

Information: Name, home address, home telephone number, email address, birthdate, employee/client ID number, demographic details, images

Individuals: Cochrane employees, residents, visitors, business owners

Purpose for Collection: Employees: to create Incident Management Team profile. Resident/visitor information is only collected when necessary, during emergency incidents

Purpose for Use or Disclosure: To manage emergency incidents within municipality - this may include evacuation, resident/visitor registries, property damage assessments, etc.

Location: Software

Legal Authority: Cochrane Bylaw 02-2025, Local Authority Emergency Management Regulation, Emergency Management Act

Engineering Services

Title: GIS Data & Mapping Services

Information: Name, home/business/email address, home/business telephone number, property-related information

Individuals: Property owners, residents

Purpose for Collection: To support mapping, infrastructure planning, and property-related analysis

Purpose for Use or Disclosure: Used internally, limited sharing with departments and consultants as required

Location: Software

Legal Authority: POPA sec.4(c)

Title: Public Engagement & Notifications

Information: Name, home/business/email address, home/business telephone number

Individuals: Residents, subscribers, members of the public

Purpose for Collection: To provide project updates, notifications, and engagement opportunities

Purpose for Use or Disclosure: Used to distribute communications; limited to individuals who have opted in

Location: Software, local network drive

Legal Authority: POPA sec.4(c)

Title: Public Inquiries and Complaints

Information: Name, home/business/email address, home/business telephone number, complaint/investigation information

Individuals: Residents, members of the public

Purpose for Collection: To respond to inquiries, address complaints, and provide information on services and projects

Purpose for Use or Disclosure: Used internally to coordinate responses; shared with departments as required

Location: Software, local network drive

Legal Authority: POPA sec.4(c)

...Engineering Services**Title: Shallow Utilities Coordination****Information:** Name, home/business/email address, home/business telephone number**Individuals:** Utility representatives, applicants, consultants**Purpose for Collection:** To coordinate utility applications, reviews, and communication between stakeholders**Purpose for Use or Disclosure:** Used internally and shared with utility partners as required for coordination**Location:** Software, local network drive**Legal Authority:** POPA sec.4(c)Family & Community Support Services/Family Resource Network**Title: Registered Programs and Activities****Information:** Name, home/business/email address, home/business telephone number, birthdate, financial and payment information**Individuals:** Residents registering for programs or activities offered through FCSS and FRN**Purpose for Collection:** Registration purposes, data tracking (required for reporting)**Purpose for Use or Disclosure:** Internal departmental use only, no disclosure**Location:** Software**Legal Authority:** POPA sec.4(c)**Title: Community Volunteer Income Tax Program (CVITP)****Information:** Name, home/business/email address, home/business telephone number, birthdate, financial information, demographic details**Individuals:** Cochrane and west Rocky View County residents accessing support to have their income tax filed**Purpose for Collection:** Information collected to support the filing of personal income tax returns**Purpose for Use or Disclosure:** Information remains confidential unless client has provided consent to release information**Location:** Software (stored for 30 days from filing)**Legal Authority:** POPA sec.4(c)**Title: Client Services (Resource support, Connect card, Food Bank intake, Instrumental Needs program)****Information:** Name, home/business/email address, home/business telephone number, birthdate, financial and payment information, demographic details, health information, images**Individuals:** Cochrane and west Rocky View County residents accessing support services**Purpose for Collection:** To assess need and determine eligibility for services. Data tracking (funding requirement)**Purpose for Use or Disclosure:** Information remains confidential unless client provides consent to release.

Exceptions include safety risk (to themselves/others), risk to children, or court order

Location: FCSS, software, local network drive**Legal Authority:** POPA sec.4(c), Alberta College of Social Work Standards of Practice

Financial Services

Title: Accounts Payable

Information: Name, home/business/email address, home/business telephone number, employee/client ID number, financial and payment information

Individuals: Business vendors, Town staff

Purpose for Collection: To provide payment owed to individuals or businesses

Purpose for Use or Disclosure: Used to provide payment to individuals or businesses

Location: Software, local network drive

Legal Authority: POPA sec.4(c)

Title: Accounts Receivable

Information: Name, home/business/email address, home/business telephone number, employee/client ID number

Individuals: Vendors

Purpose for Collection: To send invoices to vendors for payment collection

Purpose for Use or Disclosure: Used to send invoices for payment collection

Location: Software, local network drive

Legal Authority: POPA sec.4(c)

Title: Property Tax Accounts

Information: Name, home/business/email address, home/business telephone number, employee/client ID number, financial and payment information

Individuals: Property owners

Purpose for Collection: To send tax bills; to collect pre-authorized payments

Purpose for Use or Disclosure: To send monthly invoices

Location: Software, local network drive

Legal Authority: POPA sec.4(c)

Title: Utility Accounts

Information: Name, home/business/email address, home/business telephone number, employee/client ID number, financial and payment information

Individuals: Property owners

Purpose for Collection: To send utility bills; to collect pre-authorized payments

Purpose for Use or Disclosure: To send monthly invoices

Location: Software, local network drive

Legal Authority: POPA sec.4(c)

Fire Services

Title: Fire Prevention Branch (Fire Hall Tours)

Information: Name, home/email address, home telephone number, demographic details

Individuals: Residents, teachers

Purpose for Collection: To coordinate fire hall tours

Purpose for Use or Disclosure: To coordinate fire hall tours

Location: Software

Legal Authority: POPA sec.4(c)

Title: Fire Prevention Branch (Inspections)

Information: Name, home/email address, home telephone number, complaint/investigation information, images/video

Individuals: Business owners, adult complainants

Purpose for Collection: To retain contact information for business owners

Purpose for Use or Disclosure: To respond to emergencies at business and send inspection reports. Business information used for billing inspection fees

Location: Software

Legal Authority: Safety Codes – National Fire Code (AE) 2023, POPA sec.4(c)

Title: Fire Prevention Branch (Investigations)

Information: Name, home/email address, home telephone number, complaint/investigation information, images/video

Individuals: Adults (complainant, witness, reporting party)

Purpose for Collection: To perform fire investigations

Purpose for Use or Disclosure: Fire investigation reports

Location: Software

Legal Authority: POPA sec.4(c), National Fire Code (AE) 2023

Title: Scheduling & Mask Fit-Testing Records

Information: Name, home/email address, home telephone number, employee identification number, hire date

Individuals: Town fire staff

Purpose for Collection: Record staff operational/training scheduling; document employee mask fit-test results

Purpose for Use or Disclosure: Record staff operational/training scheduling; document employee mask fit-test results, used by Human Resources for budgeting purposes

Location: Software

Legal Authority: POPA sec.4(c)

...Fire Services

Title: Emergency Call Response

Information: Name, home address, home telephone number, email address, birthdate, hire date, health, complaint/investigation information, images/video

Individuals: Residents, Visitors

Purpose for Collection: To administer emergency aid (i.e. medical, rescue, fire)

Purpose for Use or Disclosure: To assist in management of incident or patient triage

Location: Software

Legal Authority: POPA sec.4(c), Alberta Health Act, NFPA

Title: Fire Services Online Document Library

Information: Name

Individuals: Town fire staff

Purpose for Collection: Staff profile for software access

Purpose for Use or Disclosure: Track staff review of new directives, standards, policies, etc.

Location: Software

Legal Authority: POPA sec.4(c)

Title: Calgary 911 Dispatch

Information: Name, employee identification number

Individuals: Town fire staff

Purpose for Collection: Staff profile for software access

Purpose for Use or Disclosure: Employee dispatch to emergency response calls

Location: Software

Legal Authority: POPA sec.4(c)

Title: Emergency Call Reporting and Tracking

Information: Name, employee identification number

Individuals: Town fire staff

Purpose for Collection: Create staff roster within software

Purpose for Use or Disclosure: Regular emergency call operations reporting and tracking

Location: Software

Legal Authority: POPA sec.4(c)

Title: Second Alarm Alerting

Information: Name, home address, home telephone number, email address, employee identification number

Individuals: Town fire staff

Purpose for Collection: Staff profile for software access

Purpose for Use or Disclosure: To notify fire staff of second alarm calls (operational need of extra help)

Location: Software

Legal Authority: POPA sec.4(c)

Human Resources

Title: Benefits Enrollment and Administration

Information: Name, home address, home telephone number, birthdate, employee ID number, financial and payment information, health information

Individuals: Benefit-eligible Town staff

Purpose for Collection: Necessary to administer employee benefits

Purpose for Use or Disclosure: Used to adjudicate benefit and disability claims

Location: Software

Legal Authority: POPA sec.4(c)

Title: Employment

Information: Name, home address, home telephone number, email address, birthdate, employee/social insurance number, financial information, payment information, demographic details

Individuals: Town staff and associated emergency contacts

Purpose for Collection: For employment

Purpose for Use or Disclosure: Employment matters

Location: Software

Legal Authority: Employment Standards Code, Income Tax Act

Title: Employment Financial Reporting

Information: Name, home address, home telephone number, email address, financial information

Individuals: Town staff

Purpose for Collection: CRA financial reporting

Purpose for Use or Disclosure: CRA financial reporting

Location: Software

Legal Authority: POPA sec.4(c)

Title: Employment Surveys

Information: Name, business email address

Individuals: Town staff

Purpose for Collection: Staff engagement surveys, exit surveys and new hire surveys

Purpose for Use or Disclosure: To send surveys to staff and collect responses

Location: Software

Legal Authority: POPA sec.4(c)

Title: Employment Surveys

Information: Name, business email address

Individuals: Town staff

Purpose for Collection: Staff engagement surveys, exit surveys and new hire surveys

Purpose for Use or Disclosure: To send surveys to staff and collect responses

Location: Software

Legal Authority: POPA sec.4(c)

...Human Resources

Title: Interview Scheduling

Information: Name, personal email address

Individuals: Town of Cochrane employment interview candidates

Purpose for Collection: To schedule interviews for possible employment

Purpose for Use or Disclosure: To schedule interviews

Location: Software

Legal Authority: POPA sec.4(c)

Title: Leave Management

Information: Name, home address, home telephone number, email address, payment information, health information

Individuals: Town staff on employment leave

Purpose for Collection: To manage leave dates and follow ups, including medical, WCB, maternity, etc.

Purpose for Use or Disclosure: To track claim or absence details

Location: Software

Legal Authority: POPA sec.4(c)

Title: Payroll Audit Reporting

Information: Name, home address, home telephone number, email address, employee ID number, financial information, payment information

Individuals: Town staff as required

Purpose for Collection: Financial and payroll auditing

Purpose for Use or Disclosure: Disclosed to auditor as requested for payroll auditing

Location: Software

Legal Authority: POPA sec.4(c)

Title: Pension Administration

Information: Name, home address, home telephone number, email address, birthdate, employee/client ID/social insurance number, financial information, demographic details

Individuals: Pension-eligible Town staff

Purpose for Collection: Pension plan administration

Purpose for Use or Disclosure: Pension administration

Location: Software

Legal Authority: POPA sec.4(c)

Title: Staff Budgeting

Information: Name, financial information, job title

Individuals: Town staff

Purpose for Collection: For employment

Purpose for Use or Disclosure: Employment matters

Location: Software

Legal Authority: Employment Standards Code, Income Tax Act

...Human Resources

Title: Workers Compensation Claims Submissions and Adjudication

Information: Name, home address, home telephone number, email address, birthdate, employee number, financial information, payment information, demographic details, health information

Individuals: Town staff who submit a WCB claim

Purpose for Collection: Workplace injury and adjudication of Worker Compensation claims

Purpose for Use or Disclosure: To adjudicate WCB claims

Location: Software

Legal Authority: POPA sec.4(c)

Legislative Services

Title: Access to Information Requests

Information: Name, home/business telephone number, email address

Individuals: Applicants

Purpose for Collection: To provide applicant with information held by the Town

Purpose for Use or Disclosure: Internal use to respond to request; disclosed when required in accordance with legislation

Location: Software, local network drive

Legal Authority: POPA sec.4(c)

Title: Correction of Information Requests

Information: Name, home/business telephone number, email address

Individuals: Applicants

Purpose for Collection: To correct applicant's personal information held by the Town

Purpose for Use or Disclosure: Internal use to correct applicant's personal information held by the Town

Location: Software, local network drive

Legal Authority: POPA sec.4(c)

Title: Insurance and Claims

Information: Name, home/business/email address, home/business telephone number

Individuals: Applicants

Purpose for Collection: To process Town's active insurance claims and manage public incident reporting

Purpose for Use or Disclosure: Internal use to process claims; disclosed when required in accordance with legislation

Location: Software, local network drive

Legal Authority: POPA sec.4(c)

Parks and Active Living

Title: RancheHouse Events

Information: Name, home/business/email address, home/business telephone number, client ID number, payment information, demographic details, images

Individuals: Residents, visitors, adults, seniors

Purpose for Collection: To provide services for the requested event

Purpose for Use or Disclosure: Internal use only, to run the vent smoothly, efficiently and effectively

Location: Software, local network drive

Legal Authority: POPA sec.4(c)

Safety Codes

Title: Permits and Inspections

Information: Name, home/business/email address, home/business telephone number

Individuals: Contractors, property owners

Purpose for Collection: To enforce the Safety Codes Act within the Town of Cochrane

Purpose for Use or Disclosure: To enforce the Safety Codes Act within the Town of Cochrane

Location: Software

Legal Authority: POPA sec.4(c), Safety Codes Act, Permit Regulations and Quality Management Plan

Utilities

Title: Water and Wastewater Account Information, Service Requests, Work Orders

Information: Name, home/business/email address, home/business telephone number

Individuals: Residents

Purpose for Collection: To provide residents with water and wastewater services

Purpose for Use or Disclosure: To provide residents with water and wastewater services

Location: Software

Legal Authority: POPA sec.4(c)

Title: Waste and Recycling

Information: Home/business/email address, home/business telephone number, demographic details

Individuals: Residents

Purpose for Collection: Service addresses for waste collection and assets (waste carts)

Purpose for Use or Disclosure: Tracking assets and waste services provided

Location: Software

Legal Authority: POPA sec.4(c)