

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**

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

Title: **Assessed Persons Property Information**

Types of Personal 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

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

Title: **Commercial Income Request**

Types of Personal 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

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

Title: **Comparable Properties Information Request (300)**

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

...Assessment Services**Title: Contact an Assessor (online form)****Types of Personal 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**Legal Authority for Collection:** POPA sec.4(c)**Title: Community Organization Property Tax Exemption Regulation (COPTER) Application****Types of Personal 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**Legal Authority for Collection:** POPA sec.4(a)(c), MGA sec. 295 and 362(n), AR 281/98**Title: Farmland Request for Information****Types of Personal 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**Legal Authority for Collection:** POPA sec.4(a)(c), MGA sec. 295(1)**Title: Go Paperless****Types of Personal 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**Legal Authority for Collection:** POPA sec.4(c)**Title: Hotel/Motel Request for Information****Types of Personal 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**Legal Authority for Collection:** POPA sec.4(a)(c), MGA sec. 295(1)**Title: Mini-Storage Request for Information****Types of Personal 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**Legal Authority for Collection:** POPA sec.4(a)(c), MGA sec. 295(1)

...Assessment Services

Title: Multi-Family Request for Information

Types of Personal 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

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

Title: Residential Property Verification Request for Information

Types of Personal 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

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

Title: Sales Verification Form

Types of Personal 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 for Collection: POPA sec.4(a)(c), MGA sec. 295(1)

Civil Land Development - Engineering Services

Title: Development Application Processing

Types of Personal 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

Legal Authority for Collection: POPA sec.4(a)(c), Municipal Government Act (MGA)

Title: Property File Management

Types of Personal 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

Legal Authority for Collection: POPA sec.4(a)(c), Municipal Government Act (MGA)

Communications & Engagement

Title: Let's Talk Cochrane

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

Emergency Management

Title: Emergency Incident Management

Types of Personal 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.

Legal Authority for Collection: POPA sec.4(a), Cochrane Bylaw 02-2025, Local Authority Emergency Management Regulation, Emergency Management Act

Engineering Services

Title: GIS Data & Mapping Services

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

Title: Public Engagement & Notifications

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

...Engineering Services

Title: Public Inquiries and Complaints

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

Title: Shallow Utilities Coordination

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

Family & Community Support Services/Family Resource Network

Title: Registered Programs and Activities

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

Title: Community Volunteer Income Tax Program (CVITP)

Types of Personal 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 (stored for 30 days from filing)

Purpose for Use or Disclosure: Information remains confidential unless client has provided consent to release information

Legal Authority for Collection: POPA sec.4(c)

Title: Client Services (Resource support, Connect card, Food Bank intake, Instrumental Needs program)

Types of Personal 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

Legal Authority for Collection: POPA sec.4(a)(c), Alberta College of Social Work Standards of Practice

Financial Services

Title: Accounts Payable

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

Title: Accounts Receivable

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

Title: Property Tax Accounts

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

Title: Utility Accounts

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

Fire Services

Title: Fire Prevention Branch (Fire Hall Tours)

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

...Fire Services**Title: Fire Prevention Branch (Inspections)**

Types of Personal 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

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

Title: Fire Prevention Branch (Investigations)

Types of Personal 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

Legal Authority for Collection: POPA sec.4(a), National Fire Code (AE) 2023

Title: Scheduling & Mask Fit-Testing Records

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

Title: Emergency Call Response

Types of Personal 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

Legal Authority for Collection: POPA sec.4(a), Alberta Health Act, NFPA

Title: Fire Services Online Document Library

Types of Personal 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.

Legal Authority for Collection: POPA sec.4(c)

...Fire Services

Title: Calgary 911 Dispatch

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

Title: Emergency Call Reporting and Tracking

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

Title: Second Alarm Alerting

Types of Personal 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)

Legal Authority for Collection: POPA sec.4(c)

Human Resources

Title: Benefits Enrollment and Administration

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

Title: Employment

Types of Personal 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

Legal Authority for Collection: POPA sec.4(a), Employment Standards Code, Income Tax Act

...Human Resources**Title: Employment Financial Reporting****Types of Personal 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**Legal Authority for Collection:** POPA sec.4(c)**Title: Employment Surveys****Types of Personal 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**Legal Authority for Collection:** POPA sec.4(c)**Title: Employment Surveys****Types of Personal 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**Legal Authority for Collection:** POPA sec.4(c)**Title: Interview Scheduling****Types of Personal 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**Legal Authority for Collection:** POPA sec.4(c)**Title: Leave Management****Types of Personal 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**Legal Authority for Collection:** POPA sec.4(c)**Title: Payroll Audit Reporting****Types of Personal 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**Legal Authority for Collection:** POPA sec.4(c)

...Human Resources

Title: Pension Administration

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

Title: Staff Budgeting

Types of Personal Information: Name, financial information, job title

Individuals: Town staff

Purpose for Collection: For employment

Purpose for Use or Disclosure: Employment matters

Legal Authority for Collection: POPA sec.4(a), Employment Standards Code, Income Tax Act

Title: Workers Compensation Claims Submissions and Adjudication

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

Legislative Services

Title: Access to Information Requests

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

Title: Correction of Information Requests

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

Title: Insurance and Claims

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

Parks and Active Living

Title: **RancheHouse Events**

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

Planning Services

Title: **Development Permit Application**

Types of Personal Information: Name, home/business/email address, home/business telephone number

Individuals: Applicant

Purpose for Collection: To contact applicant

Purpose for Use or Disclosure: To contact applicant

Legal Authority for Collection: POPA sec.4(c)

Title: **Subdivision Application**

Types of Personal Information: Name, home/business/email address, home/business telephone number

Individuals: Applicant

Purpose for Collection: To contact applicant

Purpose for Use or Disclosure: To contact applicant

Legal Authority for Collection: POPA sec.4(c)

Title: **Land Use Application**

Types of Personal Information: Name, home/business/email address, home/business telephone number

Individuals: Applicant

Purpose for Collection: To contact applicant

Purpose for Use or Disclosure: To contact applicant

Legal Authority for Collection: POPA sec.4(c)

Title: **Statutory/Non-Statutory Plan Application**

Types of Personal Information: Name, home/business/email address, home/business telephone number

Individuals: Applicant

Purpose for Collection: To contact applicant

Purpose for Use or Disclosure: To contact applicant

Legal Authority for Collection: POPA sec.4(c)

Title: **Letter of Compliance Application**

Types of Personal Information: Name, home/business/email address, home/business telephone number

Individuals: Applicant

Purpose for Collection: To contact applicant

Purpose for Use or Disclosure: To contact applicant

Legal Authority for Collection: POPA sec.4(c)

Safety Codes

Title: **Permits and Inspections**

Types of Personal 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

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

Utilities

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

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)

Title: **Waste and Recycling**

Types of Personal 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

Legal Authority for Collection: POPA sec.4(c)