

Ontario Lottery and Gaming Corporation  
**Directory of Records**

2020

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# Board of Directors

## **General Records**

Agendas, Minutes and Meeting Materials  
 Directors' Register and Files  
 Administrative Files  
 Chair's Correspondence  
 Chair's Briefing Materials  
 Chair's Reports  
 Correspondence

## **Personal Information Bank**

<b>Personal Information Bank Title:</b>	Directors' Register and Files
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Data relating to individual Director's appointment, personal data
<b>Uses:</b>	Corporate Secretariat
<b>Users:</b>	Corporate Secretariat
<b>Individuals in Bank:</b>	Members of Board of Directors
<b>Retention &amp; Disposal Period:</b>	EVENT + CFY + 5 EVENT = Termination of Corporation

## **Executive Committee and Senior Leadership Teams**

### ***General Records***

Correspondence

General Records

Meeting Agendas and Action Items

CEO Priority Files for EC Meetings

Briefing Notes and Biographies

CEO's Report to the Board of Directors (in-camera/confidential reports)

CEO Fiscal Year Corporate Priorities

CEO Speaking Engagements

# **Business Design and Customer Experience**

## ***General Records***

Customer Insights and Analytics Status Reports  
Marketing, Reputation Tracking and Performance Reports

## Corporate Affairs

**Description:** Corporate Affairs develops and implements strategies to manage relationships with its stakeholders in order to promote and protect its reputation as an effective government agency that is accountable to the Province of Ontario and that serves the best interests of its people.

### **General Records**

Communications Plans  
Public Business Plan  
Memorandum of Understanding  
Issues Management and Communications Protocols  
Community Benefit Summaries  
Salary Disclosure (annual)  
Corporate Affairs Email Record (EDRM)  
Employee Newsletters  
Fact Sheets  
FLS – Policy and Translation Protocol  
    Reports to Government  
    Complaint Responses  
Issue Notes  
Key Messages & Questions and Answers  
Backgrounders  
Media Contact Reports  
Media Metrics Reports  
Ministerial Statutory Approval Reports  
News Releases (Winners and Corporate)  
OLG Annual Report  
Responsible Gaming Reports and Research  
Corporate Return on Marketing Investment Results and Recommendations  
Corporate Market Tracking Reports  
Corporate Research Records  
[API] Planning and Strategy Records  
Corporate Sponsorship Records  
Campaign Records  
Digital Marketing and Social Media Records  
Event Speaking Notes  
Municipal Relations Activities Records  
Municipal Payments Records  
Community Recognition Program Event Records

### **Transactional Records**

English and French market-ready public-facing materials

**Personal Information Bank**

<b>Personal Information Bank Title:</b>	Corporate Sponsorship Database (Olson Manages and Hosts Database)
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Sponsored organization/event name and contact information, event information, dollar amount of sponsorship, action items regarding sponsorship
<b>Uses:</b>	Sponsorship Program management
<b>Users:</b>	Community Relations, Lotto Marketing, Corporate Marketing, Communications & Media Relations
<b>Individuals in Bank:</b>	Sponsorship applicants (External parties)
<b>Retention &amp; Disposal Period:</b>	EVT+CCY+5 EVENT = Termination of Sponsorship

<b>Personal Information Bank Title:</b>	Campaign Records
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Talent and extras name and signatures
<b>Uses:</b>	Campaign management
<b>Users:</b>	Third party vendors (marketing/advertising/creative agencies)
<b>Individuals in Bank:</b>	Talent and extras in commercial advertising
<b>Retention &amp; Disposal Period:</b>	EVENT + 10 years EVENT = Life of brand or campaign or promotion

## **Enterprise Strategy and Analytics**

### ***General Records***

Lottery Data Analytics

Team Meeting Agendas

Contracts/SOWS

Policies and Procedures

Project documents

Market Research Presentations

Executive Committee/Board of Directors Presentations



## Finance

**Description:** Finance and Administration is responsible for providing acquisitions, financial and office administration services and governance of same to the Corporation.

### **Common Records**

Identipass Records  
Jackpot Withheld Logs  
Payroll Data  
Prize Centre Cheque Registers  
Prize Redemption Records (NRS)

### **General Records**

Accounting, Financial Records and Related Records  
Asset Disposal Records  
Audited Financial Statements and Related Records  
AGCO Registered Vendor Records and related records  
AGCO NGRS Due Diligence Assessments  
Analytical Models  
Audit and Risk Management Committee Reports  
Board Notes  
Budget and Forecast Reports and Related Records  
Contracts  
Capital Asset Transfers/ Disposals  
Committee Agendas, Minutes and Meeting Materials  
Corporate Travel Related Reports  
Corporate Fleet Related Reports  
Customer (Ad Hoc) Invoices  
Financial Analyses  
Financial Reports and Related Records  
Letters/Memos of Direction  
Mail Services and Courier Information  
Policy Documentation and Related Analysis  
Policy and Procedures  
Process Documentation  
Procurement Records (competitive and non-competitive)  
Project Files & Testing Documentation  
Record Retention Schedules  
Records Management Inventory  
Self-Exclusion/Reinstatement Records  
Tax Returns and Related Records  
Valuation Reports  
Vendor Contractor Health and Safety Records  
Vendor Invoices and Related Records  
Vendor Payment Information and Related Reports

**Personal Information Banks**

<b>Personal Information Bank Title:</b>	Expense report, travel profiles and supporting documentation
<b>Legal Authority to collect:</b>	<i>Public Sector Expenses Review Act, 2010</i>
<b>Information Maintained:</b>	Employee/Appointees name, position/titles, home address, emergency contact information, personal credit card information
<b>Uses:</b>	For travel reservations, publishing of travel expenses to OLG.ca as part of public disclosure
<b>Users:</b>	Finance, Corporate Communications, Public
<b>Individuals in Bank:</b>	Executives, Appointees, and Top 5 Claimants and Employees
<b>Retention &amp; Disposal Period:</b>	CFY + 7

<b>Personal Information Bank Title:</b>	Fleet vehicle records
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	List of vehicle assignments, driver abstracts, employee name, address
<b>Uses:</b>	For fleet vehicle management purposes
<b>Users:</b>	Ancillary Services
<b>Individuals in Bank:</b>	Employees with OLG-issued fleet vehicles
<b>Retention and Disposal Period</b>	EVENT+ CFY + 7 EVENT = Disposed of or returned to lessor

<b>Personal Information Bank Title:</b>	407 Transponder Database
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	List of hardware, user's name, budget code and home address.
<b>Uses:</b>	407 bill reconciliations
<b>Users:</b>	Ancillary Services and Information Technology Services staff
<b>Individuals in Bank:</b>	Employees with OLG-issued 407 transponders
<b>Retention &amp; Disposal Period:</b>	EVENT + CFY + 7 EVENT = Asset sold, lost, returned to lessor or disposed of

<b>Personal Information Bank Title:</b>	Visitor Log (SharePoint Corporate Security)
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Name of visitor, card issued information about their visit.
<b>Uses:</b>	Track building visitors
<b>Users:</b>	Security staff and Ancillary Services
<b>Individuals in Bank:</b>	Visitors
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 7 EVENT = final log entry or report completion

<b>Personal Information Bank Title:</b>	iTrak Incident Management System
<b>Legal Authority to collect:</b>	Ontario Lottery and Gaming Corporation Act, 1999
<b>Information Maintained:</b>	Incident reports (Including: Alarms, Threats, Power failures and other reportable information)  Daily activity logs of security personnel (Including: Patrol function, vendor escorts, and daily duties)
<b>Uses:</b>	To record and track security activities and occurrences.
<b>Users:</b>	Corporate Security Services
<b>Individuals in Bank:</b>	Employees and visitors related to an incident or call of service.
<b>Retention &amp; Disposal Period:</b>	Event = CCY + 7

<b>Personal Information Bank Title:</b>	Emergency Medical Services Database
<b>Legal Authority to collect:</b>	Ontario Lottery and Gaming Corporation Act, 1999
<b>Information Maintained:</b>	Records such as Emergency Medical Responder (EMR) call reports; medical incident security reports; medical incident statements; patient confidential AED (ECG) medical data.  Records relating to the program administration of the Emergency Medical Responder (EMR) services.
<b>Uses:</b>	Documentation of emergency medical treatment provided by specially trained Emergency Medical Responder (EMR) staff to guests. Documentation of medical equipment checklists; correspondence with the contracted medical staff.
<b>Users:</b>	Corporate Security Services
<b>Individuals in Bank:</b>	Includes employees and guests  Security Employees
<b>Retention &amp; Disposal Period:</b>	CCY + 30. Event = last EMR treatment of an individual patient  CCY + 7

<b>Personal Information Bank Title:</b>	Avigilon Control Center
<b>Legal Authority to collect:</b>	Ontario Lottery and Gaming Corporation Act, 1999
<b>Information Maintained:</b>	Video recordings relating to routine activities within OLG space.
<b>Uses:</b>	Constant recording of activities within the Corporate setting including entry and exit points, sensitive areas, and exterior views.
<b>Users:</b>	Corporate Security Services
<b>Individuals in Bank:</b>	Any individual that attends a Corporate Location
<b>Retention &amp; Disposal Period:</b>	AGCO standards dictate retention. Additionally, certain areas of sensitivity may have extended retention periods as requested through the BU.

## Governance, Legal and Compliance

**Description:** The Legal division provides legal services and legal advice on a wide range of corporate and business issues and litigation management to the Ontario Lottery and Gaming Corporation.

### General Records

AODA records and reports  
 Case Management System - Investigations  
 Contracts  
 Correspondence  
 Freedom of Information and Protection of Privacy Act Requests  
 Forensic Audit Reports  
 Investigation Files  
 Legal Opinions  
 Litigation Files/Reports  
 Privacy Impact Assessments  
 Privacy Complaints  
 Prize Claims Investigative Files  
 Purchase Orders and Related Records  
 Procurement Related Reports  
 Regulatory Audit Reports  
 Regulatory Compliance records for business OLG Conducts and manages  
 Regulatory Compliance Policies, Procedures and training materials  
 Regulatory Compliance Reports  
 Records of Regulatory Actions  
 Compliance Monitoring Records and Issues documentation

### Personal Information Banks

<b>Personal Information Bank Title:</b>	Legislative and Regulatory Compliance Records
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Details of incidents and involved patrons and/ or employees
<b>Uses:</b>	Record incidents where regulations are breached.
<b>Users:</b>	Compliance, Gaming Managers
<b>Individuals in Bank:</b>	Employees and/ or Patrons who have breached regulations
<b>Retention &amp; Disposal Period:</b>	Patrons: EVENT + CCY + 7 EVENT = Investigation terminated Employees : EVENT + CFY + 5 EVENT = Investigation completed

<b>Personal Information Bank Title:</b>	Case Management System Investigations (Corporate Investigations owns the investigative portion)
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Details of Investigation
<b>Uses:</b>	Investigations: 1. Lottery 2. Public Complaints 3. Significant Investigations 4. Prize Claims (and positive FRO matches) 5. Police Information Requests
<b>Users:</b>	Corporate Investigations
<b>Individuals in Bank:</b>	Store owners and employees, customers, prize claimants, OLG employees, AGCO/OPP
<b>Retention &amp; Disposal Period:</b>	Depending upon type of investigation:  Police Information Requests: CCY+15  Significant Investigations EVENT +CFY+5+5 Inactive, total of 10 EVENT = Investigation completed  Lottery: EVENT+CFY+7 EVENT = Investigation completed Prize Claims: EVENT+CFY+7 EVENT = Investigation completed or claimant decision made not to pursue/verified  Public Complaints: EVENT+CCY+7 EVENT= Investigation terminated

<b>Personal Information Bank Title:</b>	Investigation Files
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Details of Investigation
<b>Uses:</b>	Investigations: 1. Lottery 2. Public Complaints 3. Significant Investigations 4. Prize Claims
<b>Users:</b>	Corporate Investigations
<b>Individuals in Bank:</b>	Store owners and employees, customers, prize claimants, OLG employees, AGCO/OPP
<b>Retention &amp; Disposal Period:</b>	Depending upon type of investigation: Significant Investigations: EVENT +CFY+7 EVENT = Investigation completed  Lottery: EVENT+CFY+7 EVENT = Investigation completed  Prize Claims: EVENT+CFY+7 EVENT = Investigation complete or claimant decision made not to pursue/verified  Public Complaints: EVENT+CFY+7 EVENT= Investigation terminated

<b>Personal Information Bank Title:</b>	Records required under the Proceeds of Crime (Money Laundering) and Terrorist Financing Act
<b>Legal Authority to collect:</b>	<i>Proceeds of Crime (Money Laundering) and Terrorist Financing Act (the Act), 2000</i>
<b>Information Maintained:</b>	Information stipulated by the Act
<b>Uses:</b>	Required by the Act
<b>Users:</b>	Anti-Money Laundering Unit and Gaming staff
<b>Individuals in Bank:</b>	Individuals involved in transactions as described by the Act
<b>Retention &amp; Disposal Period:</b>	CCY+5



<b>Personal Information Bank Title:</b>	Freedom of Information Requests
<b>Legal Authority to collect:</b>	<i>Freedom of Information and Protection of Privacy Act, 1990</i>
<b>Information Maintained:</b>	Name of requester and contact information, correspondence, notes about requests and records related to request.
<b>Uses:</b>	Responding to FOI requests
<b>Users:</b>	Freedom of Information and Privacy Office Staff
<b>Individuals in Bank:</b>	Requesters, individuals whose information is contained in related records.
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 15 EVENT = Appeal period and judicial review period expired or notification sent

<b>Personal Information Bank Title:</b>	Privacy Complaints
<b>Legal Authority to collect:</b>	<i>Freedom of Information and Protection of Privacy Act, 1990</i>
<b>Information Maintained:</b>	Contact information, correspondence and notes about complaint
<b>Uses:</b>	Respond to privacy complaints
<b>Users:</b>	Information Access and Privacy Services staff
<b>Individuals in Bank:</b>	Complainants
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 15 EVENT = Appeal period and judicial review period expired or notification sent

## Horse Racing

**Description:** OLG's Horse Racing division supports the industry by administering funding for purses and operational costs as set out in the Funding Agreement. The Horse racing team provides support that puts a focus on horse racing to grow the customer base and ensure the industry has a strong future in Ontario.

### General Records

Briefing Notes  
 Contracts  
 Correspondence  
 Marketing Graphics, Images & Video Design Products  
 Marketing Reports/Research  
 Meeting Agendas & Minutes  
 Policies and Procedures  
 Process Documentation  
 PSSDA's  
 Strategy, Policy and Economic Analysis & Business Analysis

### Public Records

Amended and Restated Funding Agreement for Live Horse Racing  
 Exhibit 9.2(H)(I) Articles and By-Laws of Ontario Racing  
 Exhibit 9.2(H)(II) OR Membership Agreement  
 Exhibit 9.2(H)(III) ORM Management Agreement  
 Ontario Horse Racing Industry Performance Results

### Personal Information Banks

<b>Personal Information Bank Title:</b>	Prize Winners Database
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	The winner's name, address, email address, phone number and date of birth.
<b>Uses:</b>	Verification that prizes were awarded and distributed to the correct person.
<b>Users:</b>	OLG Product Development and Marketing & Contest Facilitator
<b>Individuals in Bank:</b>	Contest Winners from the Triple Crown and in the Money Multiplier lottery ticket
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 20 EVENT = Acquisition of annuity

# Operations

## ***Channel Management***

### ***General Records***

Administrative Records  
OSC - Cancelled and Adjusted Tickets  
Compliance Master Salesforce List  
Customer Relationship Management System Records  
DC Capacity Reports  
Distribution Center Inbound/Outbound tracking  
OSC- Emergency/Point of Contact Quick Reference Guide  
OSC - ID 25 Results  
Internal Communications  
Instant Ticket Destruction Records  
Inventory Tracking Reports  
ITMIR Records (Ticket Transaction Data)  
Legacy Retailer System Records  
Lottery Customer Relationship Management  
Lottery Draw Recordings  
Lottery Draw Operations Records  
Lottery Marketing Records  
Lottery Planning Records  
Lottery Risk Management Records  
Lottery Retailer Records for Promotions, Assets and Events  
Lottery Sales Reports  
Lottery Product Inventory Records and Instant Ticket Inventory Transaction Records  
Master File of Active Accounts  
Meeting Minutes  
OSC - Mystery Shop Results  
OSC - OLG Support Centre Quality Performance/Training Records  
Policies, Processes and Procedures  
Performance Management Reports  
Prize Centre Major Win Prize Claim Files  
Prize Centre Records of Correspondence  
Records of Correspondence  
Regulatory Compliance Records  
OSC - OLG Support Centre Reference Database  
OSC - Retailer Agreement  
OSC - Retailer Compliance Review Results Retailer Insider Identification System  
OSC - Retailer Identification Monitoring Results  
Strategy Records  
Training and Reference Materials

### ***Manuals***

Admin Handbook  
Distribution Operations Manual

OSC - GMS User Guide  
 OSC - HelpSi User Guide  
 OSC - ICE Bar 9.0 Manual  
 OSC - IGT/OLG Operations Playbook  
 Imaging Payment Procedures  
 Lottery Draws Procedure Manual  
 Lottery Online Gaming – Draws Audit Procedure Manual  
 Lottery System Manuals  
 OSC - Neustar & PJIRA User Guide  
 OSC - OLG Support Centre Reference Guide  
 OLG Support Centre Training Manuals  
 OSC - OnePay & DGE User Guide  
 OSC – Dynamics User Guide  
 Prize Approval System Procedure Manual  
 Prize Centre Application  
 Prize Centre Procedure Manual  
 Production Analyst Manual  
 Promotions Procedure Manual  
 RAMS Manual Cheque Register Procedure Manual  
 OSC - Retailer Policy Manual  
 Sales Force Procedure Manual  
 Sports Operations Manual  
 OSC – Lottery Terminal Training Guide  
 OSC – Casino Sports Lottery Terminal Training Guide  
 OSC - iGaming Player Support Playbooks

<b>Personal Information Bank Title:</b>	Customer Relationship Management System Records
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Information related to OLG Customers, including name and contact information and details regarding customer interactions with OLG. Information related to Retailer interactions with OLG, including enquiries, complaints and offences.
<b>Uses:</b>	Record all aspects of customer/retailer interactions with OLG
<b>Users:</b>	OLG staff who interact with individuals outside the company as well as staff who require records of these interactions
<b>Individuals in Bank:</b>	Prize claimants, employees, retailers, general public
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 10 EVENT Inquiry or Complaint concluded

<b>Personal Information Bank Title:</b>	Under \$10,000 Prize Claim Files
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Name, contact information, prize claim details
<b>Uses:</b>	Document prize claims less than \$10,000
<b>Users:</b>	Prize Claim Staff, Corporate Investigations
<b>Individuals in Bank:</b>	Prize Claimants
<b>Retention &amp; Disposal Period:</b>	EVENT + CFY + 7 EVENT= Verification completed.

<b>Personal Information Bank Title:</b>	Lottery Retailer Files
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Retailer application forms, Lottery Retailer Agreement form, pre-authorized payment forms, AGCO retailer suspension notifications, permission to release forms, insolvency records
<b>Uses:</b>	Maintain contractual records for all lottery retailers
<b>Users:</b>	OLG Support Centre Retail Support
<b>Individuals in Bank:</b>	Lottery retailers
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 5 EVENT = agreement with Lottery Retailer expired or terminated

<b>Personal Information Bank Title:</b>	Insider Identification Records
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Information related to OLG retailers, including first name, last name, birthdate or minor designation.
<b>Uses:</b>	Add names for new retail locations/ownership changes. Check names during verification process. Expire names for employees who are no longer with the retail organization
<b>Users:</b>	OLG staff who set up retail accounts as well as staff from the OSC who provide technical support.
<b>Individuals in Bank:</b>	Lottery Retailers and their employees
<b>Retention &amp; Disposal Period:</b>	EVENT + CFY + 7 EVENT = qualification as an Insider ceases

<b>Personal Information Bank Title:</b>	Web Posting Lists of Prize Winners
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Prize claimants, place of residence, amount of lottery win, game name, draw date/game number
<b>Uses:</b>	Public accountability
<b>Users:</b>	Public
<b>Individuals in Bank:</b>	Prize claimants
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 3 EVENT = Termination of Corporation

<b>Personal Information Bank Title:</b>	Cheque Registers
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Name, contact information, prize claim details
<b>Uses:</b>	Reconciliation and audit of cheques
<b>Users:</b>	Prize Claim staff
<b>Individuals in Bank:</b>	Prize Claimants
<b>Retention &amp; Disposal Period:</b>	EVENT + CFY + 5 EVENT = Termination of Corporation

<b>Personal Information Bank Title:</b>	Major Win Prize Claim Files
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Name, contact information and prize claim details
<b>Uses:</b>	Document major win prize, retail and claimant information
<b>Users:</b>	Prize Claim staff Corporate Investigations
<b>Individuals in Bank:</b>	Claimants redeeming prize claims \$10,000 or more
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY +7 EVENT = Verification completed

<b>Personal Information Bank Title:</b>	Prize Redemption Records (NRS)
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Name, contact information, prize claim details
<b>Uses:</b>	Redeem winning tickets, record claimant status, generate prize payments, check for FRO match
<b>Users:</b>	Prize Claim staff Corporate Investigations
<b>Individuals in Bank:</b>	Prize Claimants
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 3 EVENT = Termination of Corporation

<b>Personal Information Bank Title:</b>	Historical Prize Claim Records (COGNOS)
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Name, contact information, prize claim details
<b>Uses:</b>	Retain and access Maintain historical information about prize claims \$10,000 or more
<b>Users:</b>	Prize Claim, Media Relations staff, , Corporate Investigations
<b>Individuals in Bank:</b>	Prize Claimants
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 3 EVENT = Termination of Corporation

<b>Personal Information Bank Title:</b>	Family Responsibility Office (FRO) Prize Claim FRO Matches
<b>Legal Authority to collect:</b>	<i>Family Responsibility and Support Arrears Enforcement Act, 1996</i>
<b>Information Maintained:</b>	Name, address, prize claim details, amount paid to FRO
<b>Uses:</b>	Document details of claimants who have had funds forwarded to the Family Responsibility Office
<b>Users:</b>	Prize Claim staff, OLG Support Centre staff
<b>Individuals in Bank:</b>	Prize Claimants who owed money to the Family Responsibility Office at the time of the prize claim
<b>Retention &amp; Disposal Period:</b>	CFY + 7

<b>Personal Information Bank Title:</b>	Prize Centre Application
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Name, address, prize claim details
<b>Uses:</b>	Redeem winning tickets, record claimant status, generate prize payments
<b>Users:</b>	Prize Claim staff
<b>Individuals in Bank:</b>	Prize Claimants
<b>Retention and Disposal Period:</b>	To be determined.



## Digital Operations-Customer Standards and iGaming

### General Records

Administrative records  
 Meeting Minutes  
 Contract Management records  
 Investigative records

### Manuals

Anti-Fraud Playbook  
 Assurance Playbook  
 Product Management Playbook  
 Operations Playbook  
 Player Support Playbook  
 Release Management Playbook  
 Research Playbook  
 Marketing: Retention and CRM Playbook  
 Marketing: Acquisition  
 Marketing: Customer Experience

### Personal Information Bank

<b>Personal Information Bank Title:</b>	Gaming Management System (GMS) <i>GMS owned and operated by Service Provider. Data owned by OLG.</i>
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Information related to iGaming Customers including name, DOB, banking, contact information and details regarding customer interactions. Customer Information related to Responsible Gambling Bonus/Rewards/Promotions, and Transactions including enquiries, email communication from iGaming, complaints and offences
<b>Uses:</b>	Maintenance of Player information Bonus, Rewards Eligibility
<b>Users:</b>	Customer Retention Marketing iGaming Finance Data Analytics iGaming Anti-Fraud Service Provider - IGT
<b>Individuals in Bank:</b>	iGaming Players
<b>Retention &amp; Disposal Period:</b>	EVENT + CFY + 7 EVENT = membership withdrawn or qualifying period of inactivity as per policy achieved

<b>Personal Information Bank Title:</b>	iGaming Anti-Fraud (Share Point)
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Details related to iGaming Player
<b>Uses:</b>	iGaming related investigation files
<b>Users:</b>	OLG iGaming Anti-Fraud
<b>Individuals in Bank:</b>	iGaming Players
<b>Retention &amp; Disposal Period:</b>	EVENT + CFY + 7 EVENT = investigation complete or claimant decision made not to pursue

<b>Personal Information Bank Title:</b>	Case Management <b><i>Owned and operated by Service Provider. OLG owns the data</i></b>
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Case Management records
<b>Uses:</b>	Case Management
<b>Users:</b>	IGT Support, IGT Fraud and Security OLG Support, iGaming Support, Player Protection, CRM
<b>Individuals in Bank:</b>	iGaming Players
<b>Retention &amp; Disposal Period:</b>	EVT + CCY + 10 EVT = Inquiry or complaint concluded

## ***Product Management***

### ***General Records***

#### *Advertising Records*

Administrative Records  
Business Development Records  
Creative Services Records  
Internal Communications  
Instant Ticket Destruction Records  
Lottery Administrative Reports  
Lottery Business Continuity Plans  
Lottery Customer Relationship Management  
Lottery General Rules and Game Conditions  
Lottery Marketing Records  
Lottery Planning Records  
Lottery Risk Management Records  
Lottery Product Design and Development Records  
Lottery Retailer Records for Promotions, Assets and Events  
Lottery Sales Reports  
Lottery Product Inventory Records and Instant Ticket Inventory Transaction Records  
Marketing Records  
Market Research Records  
Master File of Active Accounts  
Meeting Minutes  
Mystery Shop Results  
Policies, Processes and Procedures  
Performance Management Reports  
Project Management Files  
Program Management Records  
Promotions and Sponsorship Records  
Research  
Records of Correspondence  
Regulatory Compliance Records  
Reference Database Materials  
Retailer Compliance Review Results Retailer  
Retailer Identification Monitoring Results  
Sports Lottery Games Operations and Development Records  
Strategy Records  
Third Party Vendor – Monthly Blitz Report  
Ticket Security Game File (for each game)  
Training and Reference Materials  
Vendor Management Records  
Vendor Meeting Minutes

**Manuals**

Admin Handbook  
 Casino Sports Manual  
 Distribution Operations Manual  
 Imaging Payment Procedures  
 Instant Passive Game Coordinator User Manual  
 Instant Game Removal User Manual Lottery Control Activity Matrix (in effect June 30, 2017)  
 Lottery Instant Ticket Production Procedure Manual  
 Lottery Instant Ticket Security Procedure Manual  
 Lottery Online Gaming – Draws Audit Procedure Manual  
 Lottery System Manuals  
 Production Analyst Manual  
 Promotions Procedure Manual  
 Sports Operations Manual  
 Turbo Tables User Manual

**Personal Information Banks**

<b>Personal Information Bank Title:</b>	Prize Winners/Promotions/Bonus/Rewards
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Data is maintained in a network folder and the information includes: Player Identification Number (PID#) Reports Bonus/Promotions/Rewards/Winners Information
<b>Uses:</b>	Public accountability
<b>Users:</b>	Customer Retention Marketing
<b>Individuals in Bank</b>	Players who were eligible for promotions, rewards or have claimed a prize
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 3 EVENT = Subscription ended.

<b>Personal Information Bank Title:</b>	Lottery Customer Relationship Management Records
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Information related to E-marketing to registered customers
<b>Uses:</b>	Managing relationships and communicating with registered customers
<b>Users:</b>	Lottery Services
<b>Individuals in Bank:</b>	Registered customers
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 3 EVENT = Unsubscribe or email bounce-back

<b>Personal Information Bank Title:</b>	iGaming Marketing Approvals
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Data is maintained in a database for approvals for draw results, campaigns and promotional related materials (i.e. T&Cs)
<b>Uses:</b>	Public accountability
<b>Users:</b>	Customer Retention Marketing Acquisition Marketing
<b>Individuals in Bank</b>	Players information who are winners for a promotional draw
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 3 EVENT = Termination of Corporation

<b>Personal Information Bank Title:</b>	Email Communication <b><i>Owned and maintained by Service Provider. OLG owns the data</i></b>
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	iGaming Player Email Communication
<b>Uses:</b>	e-mail communication with iGaming Players
<b>Users:</b>	Customer Retention Marketing Service Provider - IGT
<b>Individuals in Bank:</b>	iGaming Players
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 3 EVENT = Unsubscribe or email bounce-back

## **Charitable Gaming**

**Description:** Maintain collaborative relationships with Service Providers that balances between OLGs conduct and manage obligations and enabling service providers to grow and operate their businesses; Optimize the management of transferred risk, financial performance and operating responsibilities through Service Provider relationships and Operating Agreements.

- Maintain collaborative relationships and manage agreements with OCGA and participating municipalities

### **General Records**

Meeting Agendas & Minutes  
OLG Charitable Gaming Policies  
Briefing Notes  
Correspondence  
Project files  
Test Plans, Approvals  
Marketing/Public Relations Records  
Issue/Risk Management Reports  
Rules and Regulations  
Financial Records  
AGCO Records  
Compliance Reports  
Facility Records  
Marketing Content and Usage Guidelines  
Game Guides  
Process Maps  
cGaming Library of Games

### **Manuals**

cGaming Conversion Requirements

**Personal Information Bank**

<b>Personal Information Bank Title:</b>	Charitable Gaming Self-Exclusion Program
<b>Legal Authority to collect:</b>	Personal information contained on the forms and facial images are collected and retained pursuant to the Ontario Lottery and Gaming Corporation Act, 1999 (Ontario) as well as Gaming Control Act, 1992 (Ontario).
<b>Information Maintained:</b>	Registered individuals, Breaches, Reinstatements (Requests from individuals, Responses from OLG, Signed Reinstatement document)
<b>Uses:</b>	To provide a program for individuals to self-exclude from Charitable Gaming Centres: registration, monitoring at the CGC, breach penalties for re-entry and the ability to not award prize if a self-excluded individual enters a centre and wins a prize greater than \$1000, the ability for individuals to request to be removed from the self-exclusion list based on meeting set criteria
<b>Users:</b>	Charitable Gaming Self-Exclusion Coordinators, Business Relationship Managers, OLG Support Centre for Dis-entitlement, Charitable Gaming Centre Managers and monitoring employee
<b>Individuals in Bank:</b>	Individuals at all stages of the self-exclusion process
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 15 EVENT = Last re-instatement

## ***Delivery Optimization***

### ***General Records***

Advertising Records  
Administrative Records  
Business Development Records  
Compliance Master Salesforce List  
Creative Services Records  
Customer Relationship Management System Records  
Emergency/Point of Contact Quick Reference Guide  
(COGNOS)  
ID 25 Results  
Internal Communications  
Lottery Administrative Reports  
Lottery Business Continuity Plans  
Lottery Customer Relationship Management  
Lottery Draw Recordings  
Lottery Draw Operations Records  
Lottery General Rules and Game Conditions  
Lottery Marketing Records  
Lottery Planning Records  
Lottery Risk Management Records  
Lottery Product Design and Development Records  
Lottery Retailer Records for Promotions, Assets and Events  
Lottery Sales Reports  
Lottery Product Inventory Records and Instant Ticket Inventory Transaction Records  
Market Research Records  
Master File of Active Accounts  
Meeting Minutes  
Mystery Shop Results  
Policies, Processes and Procedures  
Performance Management Reports  
Project Management Files  
Program Management Records  
Promotions and Sponsorship Records  
Records of Correspondence  
Regulatory Compliance Records  
Reference Database Materials  
Retailer Agreement  
Retailer Compliance Review Results Retailer  
Retailer Identification Monitoring Results  
Sports Lottery Games Operations and Development Records  
Strategy Records  
Third Party Vendor – Monthly Blitz Report  
Ticket Security Game File (for each game)  
Training and Reference Materials  
Vendor Management Records  
Vendor Meeting Minutes



**Manuals**

- Admin Handbook
- Casino Sports Manual
- Distribution Operations Manual
- Imaging Payment Procedures
- Instant Passive Game Coordinator User Manual
- Instant Game Removal User Manual Lottery Control Activity Matrix (in effect June 30, 2017)
- Lottery Draws Procedure Manual
- Lottery Instant Ticket Production Procedure Manual
- Lottery Instant Ticket Security Procedure Manual
- Lottery Online Gaming – Draws Audit Procedure Manual
- Lottery System Manuals
- Production Analyst Manual
- Promotions Procedure Manual
- RAMS Manual Cheque Register Procedure Manual
- Retailer Policy Manual
- Sales Force Procedure Manual
- Sr. OSC Data Analyst Handbook
- Sr. OSC Systems Consultant Handbook
- Sports Operations Manual
- Team Lead Handbook
- Terminal Messaging System Manual
- Turbo Tables User Manual

**Personal Information Banks**

<b>Personal Information Bank Title:</b>	Lottery Customer Relationship Management Records
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Information related to E-marketing to registered customers
<b>Uses:</b>	Managing relationships and communicating with registered customers
<b>Users:</b>	Lottery Services
<b>Individuals in Bank:</b>	Registered customers
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 3 EVENT = Unsubscribe or email bounce-back

## **Land Based Gaming**

**Description:** This area oversees the service providers. The service providers may have ownership of the records, with the exception of the customer data.

### **General Records**

Access Control System and Database Advertising  
Audit reports  
AGCO Proposals  
Briefing notes  
Business Continuity Plans  
Business Planning and Operational Reports  
Contracts  
Contract Amendments and Waivers  
Contract Lifecycle Management System  
Contract oversight records  
Correspondence  
Project Files  
Facility Maintenance Files  
Field Services Operations Projects  
Field Services Refresh Projects  
Field Services Decommissioning Projects  
Product Development Monthly Operating Reports  
Gaming Site Drawings  
Governance Meeting Records  
Governance Charters  
Issue Management records

Performance Management Reports

Policies, Processes and Procedures  
Security Incident Notification Database  
Surveillance t Records

### **Manuals**

Common Area Maintenance (CAM) and Capital Renewal Manual  
Facility Design Standards Manual  
Facility Maintenance Standards Manual  
Gaming Control Activity Matrix  
Gaming Facilities Manuals – Design Criteria  
Patron Information Repository Manual  
Procedural Manuals  
Table Games – Rules of Play

**Personal Information Banks**

Land Based Gaming Service Providers maintain the personal information banks and OLG owns the data.

<b>Personal Information Bank Title:</b>	Customer Service Records
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Customer service issues, name and contact information
<b>Uses:</b>	Customer service and follow up
<b>Users:</b>	Site management staff
<b>Individuals in Bank:</b>	Patrons with customer service issues
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 10 EVENT = Inquiry or complaint concluded

<b>Personal Information Bank Title:</b>	Self-Exclusion/ Reinstatement Records
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Name, contact information of patron enrolled in self exclusion program
<b>Uses:</b>	Records of patrons enrolled in voluntary Self Exclusion program
<b>Users:</b>	Security, Surveillance and Cage staff
<b>Individuals in Bank:</b>	Individuals enrolled in Self Exclusion program
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 15 EVENT = last reinstatement

<b>Personal Information Bank Title:</b>	Web Participant Records
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Name, address, date of birth and email address of patrons
<b>Uses:</b>	Email blasts and contest fulfillment
<b>Users:</b>	Advertising and Promotions teams
<b>Individuals in Bank:</b>	Participants in web contests
<b>Retention &amp; Disposal Period:</b>	EVENT + CFY + 7 EVENT = EVT =Membership withdrawn or continuous period of inactivity achieved

<b>Personal Information Bank Title:</b>	Web Participant Records (Ncentive) (To be decommissioned in March 2020)
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Name, address, date of birth and email address of patrons
<b>Uses:</b>	Email blasts, contest fulfillment and manages unsubscribe
<b>Users:</b>	Gaming Marketing, Customer Experience and OLG Support Center
<b>Individuals in Bank:</b>	Participants in web contests, Winner Circle Rewards members and Player Plus members
<b>Retention &amp; Disposal Period:</b>	EVENT + CFY + 7 EVENT = EVT = Membership withdrawn or continuous period of inactivity achieved

<b>Personal Information Bank Title:</b>	Patron Information Repository
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Member contact details, play activity, redemption details, patron status details and remarks
<b>Uses:</b>	Member verification, to issue redemptions, member communication and administration of member benefit transactions (i.e. cash back)
<b>Users:</b>	Gaming site staff, Gaming Marketing, OLG Support Centre, Corporate users, Information Technology and Service Providers (until GMS transition is achieved and PIR terminals removed from Service Provider site)
<b>Individuals in Bank:</b>	Members of Winners Circle Rewards loyalty program.
<b>Retention &amp; Disposal Period:</b>	EVENT + CFY + 7 EVENT = EVT = Membership withdrawn or continuous period of inactivity achieved

<b>Personal Information Bank Title:</b>	Marketing Promotions System (to be decommissioned Mar 2020)
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Member information and promotion redemption data.
<b>Uses:</b>	To issue redemptions to qualified members and report on promotions
<b>Users:</b>	Gaming Marketing, Site marketing, Information Technology, Business Planning and Operations, Audit, and Service Providers (until GMS Transition is achieved and PIR terminals removed from Service Provider site)
<b>Individuals in Bank:</b>	Members eligible for and/ or redeeming promotions
<b>Retention &amp; Disposal Period:</b>	EVENT + CFY + 7 EVENT = EVT = Membership withdrawn or continuous period of inactivity achieved

<b>Personal Information Bank Title:</b>	OLG Patron Photo Identification Database <b>(Program has ended)</b>
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Applicant and Guarantor name and contact information.
<b>Uses:</b>	Processing and issuing OLG Patron Photo Identification Card
<b>Users:</b>	Customer Relationship Management, Gaming
<b>Individuals in Bank:</b>	Patrons with cards, pending applicants and their guarantor
<b>Retention &amp; Disposal Period:</b>	EVENT + CFY + 7 EVENT = Subscription ended

<b>Personal Information Bank Title:</b>	Security Reports
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Details of incident, personal information of patrons involved and witness statements.
<b>Uses:</b>	Report on incidents that security was involved in
<b>Users:</b>	Security and Surveillance staff
<b>Individuals in Bank:</b>	Individuals involved in incident or witnessing incident.
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 7 EVENT = Investigation terminated

<b>Personal Information Bank Title:</b>	Surveillance Reports & Video
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Name and contact information of patrons
<b>Uses:</b>	Monitor gaming sites for security purposes
<b>Users:</b>	Surveillance staff
<b>Individuals in Bank:</b>	Gaming patrons
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 7 EVENT = final log entry or report completion

# People and Culture

## **General Records**

Labour Relations Files  
 Grievance and Arbitration Files  
 Payroll for Employees and Board of Directors  
 Collective Agreements

## **Public Records**

Public Sector Salary Disclosure

## **Personal Information Banks**

<b>Personal Information Bank Title:</b>	Board of Directors, Employees Payroll Information
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Employee/Appointee names, addresses, positions/titles
<b>Uses:</b>	Payroll and T4 issuance
<b>Users:</b>	Finance and Human Resources
<b>Individuals in Bank:</b>	Employees and appointees
<b>Retention &amp; Disposal Period:</b>	CFY + 7

<b>Personal Information Bank Title:</b>	Human Resources Information System
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Services of Ontario Act, 2006; Public Service Pension Act, 1990</i>
<b>Information Maintained:</b>	Employee personal data (age, SIN, marital status, dependent information, address, telephone number, banking information, Court Orders, CRA Tax Levies), job data, training, benefit plans, pension plan, grievance tracking and injury or illness data
<b>Uses:</b>	To complete business transactions for employees
<b>Users:</b>	Human Resources, Finance/Payroll, Department Representatives (limited to leave plan information only)
<b>Individuals in Bank:</b>	Employees, Dependents/ Beneficiaries
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 50 EVENT = Employment terminated



<b>Personal Information Bank Title:</b>	Human Resources Talent Management System (CornerStone)
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Services of Ontario Act, 2006; Public Service Pension Act, 1990</i>
<b>Information Maintained:</b>	Candidate personal data (resumes, address, telephone number), employee resumes, employee training records, employee succession records, employee performance records.
<b>Uses:</b>	To support employee development programs, support employment planning, and support recruiting processes
<b>Users:</b>	Human Resources, Managers, (limited access to manage reporting employee files), All employees (limited access to manage own file)
<b>Individuals in Bank:</b>	Employees, Candidates
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 50 EVENT = employment terminated  Staffing Competitions - EVENT + CCY + 6 EVENT = competition ended

<b>Personal Information Bank Title:</b>	Employee Files
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Services of Ontario Act, 2006; Public Service Pension Act, 1990</i>
<b>Information Maintained:</b>	Employee personal data (age, marital status, dependent information, address, telephone number, banking information, TD1), job data, training, benefit and pension plan enrollment documents, resume, reference checks, security screening results, general employee correspondence, performance reviews and correspondence.
<b>Uses:</b>	To maintain current employee data for business-related purposes
<b>Users:</b>	Human Resources
<b>Individuals in Bank:</b>	Employees, Dependents/ Beneficiaries
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 50 EVENT = employment terminated

<b>Personal Information Bank Title:</b>	Workplace Safety and Insurance Board (WSIB) Files
<b>Legal Authority to collect:</b>	<i>Workplace Safety and Insurance Act, 1997; Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
<b>Information Maintained:</b>	Employer forms, correspondence between WSIB and Human Resources, may have medical information obtained through Workplace Safety and Insurance Board
<b>Uses:</b>	Claims administration
<b>Users:</b>	Human Resources
<b>Individuals in Bank:</b>	Employees making WSIB claim
<b>Retention &amp; Disposal Period:</b>	EVENT + CFY + 50 EVENT = employment terminated

<b>Personal Information Bank Title:</b>	Legal and Investigation Files
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
<b>Information Maintained:</b>	Investigation Reports and Documentation (may contain employee name, witness name, complainant and respondent's statements, witness statements, findings of facts and recommendations). Investigation types include: Ministry of Labour Complaints, Human Rights Claims, Workplace Violence & Workplace Harassment investigations under OHS/A and Statements of Claim
<b>Uses:</b>	To determine whether human rights violation has occurred and appropriate discipline.
<b>Users:</b>	Human Resources Investigator, Department Manager, Executive Director, Human Resources
<b>Individuals in Bank:</b>	Employees making Human Rights complaint and third parties involved in matter
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 15 EVENT = complaint resolved or dropped

<b>Personal Information Bank Title:</b>	Competition files
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
<b>Information Maintained:</b>	Posting, staffing requisition, resume, interview questions, notes and test results, associated tracking sheet, candidates' correspondence
<b>Uses:</b>	Recruitment
<b>Users:</b>	Human Resources
<b>Individuals in Bank:</b>	Applicants
<b>Retention &amp; Disposal Period:</b>	Staffing Competitions - EVENT + CCY + 6 EVENT = competition ended

<b>Personal Information Bank Title:</b>	Short Term/ Long Term Disability Files
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
<b>Information Maintained:</b>	Employee information such as employee number, name and contact information; Correspondence with third party service provider.  May also include records related to employee leaves and absenteeism.
<b>Uses:</b>	Claims administration
<b>Users:</b>	Human Resources
<b>Individuals in Bank:</b>	Employees using short term/long term disability benefits
<b>Retention &amp; Disposal Period:</b>	EVT + CFY + 50 EVENT = Superceded, cancelled or employee terminated

<b>Personal Information Bank Title:</b>	Attendance Management Database
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
<b>Information Maintained:</b>	Employee name, employee identification number, job data, attendance information
<b>Uses:</b>	Automated leave approval
<b>Users:</b>	Employees (own record), Human Resources, Payroll
<b>Individuals in Bank:</b>	Employees involved in the pilot of Attendance Management Database
<b>Retention &amp; Disposal Period:</b>	CCY + 3

<b>Personal Information Bank Title:</b>	Labour Relations Files
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
<b>Information Maintained:</b>	Original signed documents, other labour relations records, Memorandums of Settlements
<b>Uses:</b>	Grievance and Arbitration Hearings, legal proceedings
<b>Users:</b>	Human Resources, Labour Relations
<b>Individuals in Bank:</b>	Employees
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 21 EVENT = relationship with Union ended and all grievances closed

<b>Personal Information Bank Title:</b>	Grievance and Arbitration files
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
<b>Information Maintained:</b>	Grievance form (employee id, name, specifics of grievance) and supporting documentation
<b>Uses:</b>	Respond to arbitration and hearings
<b>Users:</b>	Human Resources, Labour Relations
<b>Individuals in Bank:</b>	Employees filing grievances, third parties involved in matter
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 6 EVENT = administrative actions completed

## Risk and Audit

### **General Records**

Audit and Risk Management Committee Submissions  
 Audit and Risk Management Committee Reports  
 Audit and Consulting Records  
 Agendas, Minutes and Meeting Materials  
 Integrity Matters Reports and Documentation  
 Schedules, Timesheets and Related Reports  
 Business Continuity Plans  
 Crisis Manager Quick Reference Guide  
 Risk Assessments  
 Insurance Applications  
 Insurance Records  
 Insurance Policies  
 Pandemic Contingency Plans  
 Policy and Procedures  
 Process Documentation

### **Personal Information Bank**

<b>Personal Information Bank Title:</b>	Crisis Management Procedures and Reference Guide
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
<b>Information Maintained:</b>	Personal contact information of employees in call trees
<b>Uses:</b>	Contact Crisis Management Team Members in the event of a crisis
<b>Users:</b>	Crisis Management Team
<b>Individuals in Bank:</b>	Crisis Management Team
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 3 EVENT = superseded or cancelled

<b>Personal Information Bank Title:</b>	Business Continuity Plans
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
<b>Information Maintained:</b>	Personal contact information of employees in call trees
<b>Uses:</b>	Maintain business continuity during disaster
<b>Users:</b>	Team Leads in each area with a Business Continuity Plan, Divisional Business Continuity Coordinators and Business Resilience
<b>Individuals in Bank:</b>	Team Leads and their alternates in areas with business continuity plans
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 3 EVENT = superseded or obsolete

<b>Personal Information Bank Title:</b>	Insurance Claim files
<b>Legal Authority to collect:</b>	Ontario Lottery and Gaming Act Insurance Act RSO 1990
<b>Information Maintained:</b>	Claims management documentation
<b>Uses:</b>	Claims management administration
<b>Users:</b>	OLG Insurance Analysts
<b>Individuals in Bank:</b>	Claimants
<b>Retention &amp; Disposal Period:</b>	EVT + CCY + 15 EVT = claim concluded or decision made not to pursue claim

<b>Personal Information Bank Title:</b>	Pandemic Contingency Plans
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
<b>Information Maintained:</b>	Personal contact information of employees in call trees
<b>Uses:</b>	Maintain business continuity during pandemic
<b>Users:</b>	Team Leads and their alternates
<b>Individuals in Bank:</b>	Team Leads and their alternates
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 3 EVENT = superseded or obsolete

## Technology

**Description:** The Information Technology division manages, plans, develops and supports information technology resources at Ontario Lottery and Gaming. These resources include a retail network, ticket redemption machines at gaming sites, eBingo machines, OLG.ca and two data centres.

### **General Records**

Architecture and Emerging Technology Research Briefs  
 Architecture and Emerging Technology Standards Records  
 Corporate Services Process Documentation Records  
 Enterprise Application Strategies and Roadmaps  
 Gaming Projects Product Documents  
 Gaming IT Weekly Updates  
 Gaming System Application Documentation  
 Gaming Service Incident Reports  
 Lottery Systems Documentation  
 Project Documents  
 Senior Team Meeting Minutes and Materials  
 System Change Records

<b>Personal Information Bank Title:</b>	Cellular/ Blackberry Database
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	List of hardware, user's name, budget code and home address.
<b>Uses:</b>	For cell phone
<b>Users:</b>	Information Technology Services staff
<b>Individuals in Bank:</b>	Employees with OLG-issued cell phones
<b>Retention &amp; Disposal Period:</b>	EVENT + CFY + 7 EVENT = Asset sold, lost, returned to lessor or disposed of