

FACILITY MAINTENANCE SERVICES PERSONAL INFORMATION BANKS

TITLE	LOCATION	LEGAL AUTHORITY	INFORMATION MAINTAINED	USES	USERS	INDIVIDUALS IDENTIFIED IN PIB	RETENTION
Call Tracking System (CTS) and Work Orders	Facility Maintenance Services	Municipal Act, 2001, SO 2001, c25	Name, address, telephone number	Notification of properties requiring service and replying to service requests; tracking completion of work orders	Facility Maintenance Services Staff	Residents who have registered a complaint or issue regarding maintenance	Current + 3 years
Employee After Hours Emergency Contact List	Facility Maintenance Services	Municipal Act, 2001, SO 2001, c25	Name, home phone number, home address and cell phone	After hours emergency contact	Facility Maintenance Services Staff	Facility Maintenance Services Staff	Current + 3 years
Key Distribution Records	Facility Maintenance Services	Municipal Act, 2001, SO 2001, c25	Key holders' name, home address, home phone number, cell number, security codes	To ensure the security of City buildings and properties and to contact staff to provide access to City buildings and properties in the case of an emergency	Facility Maintenance Services Staff; security staff	Employees with a security code and/or keys to a City owned/leased buildings	Current + 3 years
Parking on Municipal Property Requests	Facility Maintenance Services	Municipal Act, 2001, SO 2001, c25	Requester's name, home address, telephone number, email address, vehicle license plate number	To ensure that security is maintained in City buildings	Facility Maintenance Services Staff; security staff	Individuals requesting parking on municipal property	Current + 10 years

Security Guard Reports	Facility Maintenance Services	Municipal Act, 2001, SO 2001, c25	Names of individuals visiting City Hall and/or the Joint Operations Centre outside of business hours or visitors gaining access to office areas	Identifying and keeping track of individuals in City administrative buildings	Facility Maintenance Services Staff; security staff	Members of the general public or contractors performing work in City administrative buildings	Current + 3 years
Sign-in and out Log	Facility Maintenance Services	Municipal Act, 2001, SO 2001, c25	Name, date, time, reason for individual's visit to City buildings	To ensure that security is maintained in City buildings	Facility Maintenance Services Staff; security staff	Visitors to City buildings	Current + 3 years
Video Digital Recordings	Facility Maintenance Services	Municipal Act, 2001, SO 2001, c25	Images of individuals in City buildings or on City properties monitored by video surveillance	To ensure that security is maintained in City buildings	Facility Maintenance Services Staff; security staff	Individuals in City buildings or on City properties monitored by video surveillance	30-90 days until overwritten
Visitor License Plate Register	Facility Maintenance Services	By-Law 1-96 (municipal parking)	Name, who they are visiting and license plate number	Parking control at City Hall. License Plates registered with security will not be subject to parking tickets for unauthorized parking.	Facility Maintenance Services Staff; security staff	Visitors wishing to park at City Hall	1 year