

## ENVIRONMENTAL SERVICES PERSONAL INFORMATION BANKS

TITLE	LOCATION	LEGAL AUTHORITY	INFORMATION MAINTAINED	USES	USERS	INDIVIDUALS IDENTIFIED IN PIB	RETENTION
<b>Call Tracking System (CTS)</b>	Environmental Services (Public Works)	Municipal Act 2001, SO 2001, c25	Name, address, telephone number, nature of call, service location, investigation issue, date of call, date of resolution	To track complaints and inquiries from the public	Environmental Services staff	Residents who call Environmental Services (Public Works) with an issue	Current + 10 years
<b>Contact Recording Quality Management</b>	Environmental Services (Public Works)	Municipal Act 2001, SO 2001, c25	Name, address, telephone number, nature of call, service location	To allow all calls to be recorded for future playback to ensure customer service consistency and quality	Environmental Services staff	Residents who call Environmental Services (Public Works) with an issue	Current + 7 years
<b>Permits and Service Applications</b>	Environmental Services (Public Works)	Municipal Act 2001, SO 2001, c25	Name, address, phone number, fax number, e-mail address (if applicable)	Process permit applications and service connection requests (including water meter applications)	Environmental Services staff	Applicants for permits or service connections	Current + 7 years
<b>Utility Locate / Ontario One Call</b>	Environmental Services (Public Works)	Municipal Act 2001, SO 2001, c25	Resident/homeowner name, phone number, email, location address	To locate utilities at specific address, provide location information for underground utility lines (water, wastewater, storm, etc)	Environmental Services staff	Residents/homeowners	Permanent