

To: Council  
cc: Corporate Services  
From: Matthew Goudy  
Chief Administrative Officer  
Date: August 28, 2019

**Reference: 11/154/2019-199**

## RE: Severance of Personal Information per FOIP

A question regarding the redaction of names and personal information was asked at the August 12, 2019 Council meeting; Administration has prepared the following information.

There has been some inconsistency in the application of redactions for citizen submitted correspondence. After a review of the FOIP Act, Administration has determined that the industry best practice is to remove all personal information other than names from letters to Council which appear in the Council agenda package.

The City currently has a [Citizen Request and Response Policy](#) that states "Given the public nature of council and committee meetings, an individual writing to Council may have a reasonable expectation that their correspondence, including their personal information, could be disclosed at a public council or committee meeting".

In the future, names of people writing to Council will not be redacted; however, anything else of a personal nature, such as signatures, personal email addresses, cell phone numbers, will be redacted. Business contact information will not be redacted if someone is acting in an official capacity. However, if a citizen writing to Council wishes to remain anonymous and clearly indicates that, we will redact their personal information.

I hope this satisfies your inquiry – please feel free to email or call me if you'd like to discuss this matter further.

Sincerely,



Matthew Goudy, P.Eng  
Chief Administrative Officer