



# County of Lennox and Addington

## Personal Information Bank Index

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June 2023

## Introduction

The *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*, Section 34(1) requires that the County of Lennox and Addington keep an updated Personal Information Bank Index and make it available for the public to view.

A Personal Information Bank is defined in *MFIPPA* as “a collection of personal information that is organized and capable of being retrieved using an individual’s name or an identifying number or particular assigned to the individual.” The Index includes a description of the personal information maintained to support the County’s programs and services. For each Personal Information Bank, the following information is provided: the department maintaining the records; legal authority for collection; identifying data; how the information is used; who is authorized to use the information; and retention and disposition.

The retention classifications for the County of Lennox and Addington are regulated by the County’s Records Retention By-law 3064/07, as amended. A copy of the updated records retention schedule is available upon request from the Clerk’s department.

The Personal Information Bank Index for the County of Lennox and Addington is arranged as follows:

- **Administrative Services**
- **Human Resources**
- **Financial Services**
- **Provincial Offences**
- **Community and Development Services**
- **Property Services**
- **Roads and Bridges**
- **Social Services**
- **Emergency Services**
- **Long Term Care Services**

## Administration Services Personal Information Banks

	Bank Title	Legal Authority	Information Maintained	Uses	Users	Individuals Identified in PIB	Retention & Classification Code from Retention By-Law
1.1	Municipal Freedom of Information and Protection of Privacy	Municipal Freedom of Information and Protection of Privacy Act	Name, address, phone number, email address, details of requests	To communicate with requesters and/or complainants; to respond to Freedom of Information requests; to process access for information and personal information correction requests, as well as appeals filed with the Information and Privacy Commissioner of Ontario.	Authorized County Staff	Public	Two Years (A17)
1.2	Personal Health Information Protection Act Access Requests	Personal Health Information Protection Act	Name, address, telephone number, description of information requested, correspondence, copies of records requested	To respond to access requests. Also used for statistical record keeping, maintain a record of all requests.	Authorized County Staff, Freedom of Information & Privacy Coordinator	Public	Two Years (A17)
1.3	Closed Session Minutes	Municipal Act	Committee or Council records containing personal information about identifiable individuals	To consider matters in Council or Committee.	Authorized County Staff; Members of Council	Employees, Public	Permanent (C04) (C06)
1.4	Advisory Committee Appointments	Municipal Act	Name, address, telephone number, resumes, application forms, interview notes	To select members of Advisory Committees.	Clerk's Office, Council	Public	(See Closed Session Minutes)  (C06) (C12)

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	Bank Title	Legal Authority	Information Maintained	Uses	Users	Individuals Identified in PIB	Retention & Classification Code from Retention By-Law
1.5	Litigation	Municipal Act, Civil Act, Insurance Act, Real Property Limitations Act, Registry Act, Land Titles Act, Expropriation Act, Planning Act Highway Traffic Act	Name, address, telephone number, details of litigation	To litigate claims against the County and to defend the County's position.	Authorized County Staff, outside agencies involved in the litigation, legal counsel, insurance carrier	Public	Resolution of Claim + 2 years  (L02)
1.6	Public Inquiries and Complaints	Municipal Act, Public Sector and MPP Accountability and Transparency Act	Name, address, telephone number and email address, nature of complaint	To address public inquiries and complaints.	Authorized County staff, regulating agency	Public	2 Years  (C13)
1.7	Councillor Information Forms	Elections Act	Name, address, telephone number, email address, social insurance number, emergency contact information	To communicate with Councillors or their emergency contact.	C Authorized County staff	Members of Council	Term of Council  (C00)
1.8	Tax Sale Files	Municipal Act	Name, address, phone number, tax sale and power of sale procedure documents	To facilitate tax sales for the time period 1960 – 1988 when the County was responsible for land division.	C Authorized County Staff	Public	Permanent  (F22)

## Human Resources Personal Information Banks

	Bank Title	Legal Authority	Information Maintained	Uses	Users	Individuals Identified in PIB	Retention & Classification Code from Retention By-Law
2.1	Employee Files	Municipal Act, Income Tax Act, Canada Pension Plan, Employment Standards Act, Unemployment Insurance Act	Name, address, SIN and health card number, sex, telephone #, change of address, benefits, credit record (job specific), date of birth, disciplinary and commendation letters, driver's licence/operator permit (where applicable), education, employee number, employment history (resume), job application/resume, marital status, pension and beneficiaries, pay rate, beneficiary, training, discipline, transfers/promotions, staff secondments and acting assignments, attendance support correspondence, performance and appraisal report. Info contained is vital & confidential	To administer employee work history, benefits, and training courses and maintain employee info and history.	HR: Applicable Manager, Audit and Regulatory Agencies; legal counsel (when necessary)	Employees	7 Years after Termination  (H03)
2.2	Accident & Incident Reports	Workplace Safety and Insurance Act	Records associated with accidents and incidents reported by staff. This record series may include records involving incidents with the public as well as with residents or tenants	To manage workplace incidents and mandatory reporting to MOL, WSIB.	Authorized County Staff; Audit and Regulatory Agencies; legal counsel (when necessary)	Employees	7 Years after Termination  (H04)

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	Bank Title	Legal Authority	Information Maintained	Uses	Users	Individuals Identified in PIB	Retention & Classification Code from Retention By-Law
2.3	Attendance Records	County Human Resources Policies	Records associated with work attendance. This record series may include sick time credits, overtime reporting, scheduling, vacation, hours of work, leave of absence requests, request for time off, bereavement leave, daily time sheets, absent bank earnings and absentee records	To administer benefits and attendance support programs.	HR, Applicable Manager; legal counsel (when necessary)	Employees	7 Years after Termination  (H01)
2.4	Benefit Records	County Human Resources Policies	Records associated with benefit payments, general correspondence, subscriber listings, benefit information, such as group insurance, dental plans	To administer benefit plans, costs, and plan design changes.	HR, Finance	Employees	Superseded  (H02)
2.5	Employee Benefits	County Human Resources Policies	Records associated with benefits offered to the employee such as group life insurance, dental plans, vision, health, STD, LTD, vacation entitlement, bereavement leave and flexible benefits, and OMERS. This record series may include informational brochures, quotes and correspondence, dental and medical claim forms and proof of post-secondary enrolment for dependents	To manage benefit coverage details and claims.	HR, Finance	Current and past employees	Superseded  (H02)

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	Bank Title	Legal Authority	Information Maintained	Uses	Users	Individuals Identified in PIB	Retention & Classification Code from Retention By-Law
2.6	Employee Assistance Program	County Human Resources Policies	Records associated with confidential personnel counselling offered by internal or external programs. This record series may include personal matters regarding employment, finances, or other issues of a sensitive nature	To manage performance related referrals.	HR, Applicable Managers	Current and past employees	Superseded  (H02)
2.7	Employee Health & Safety	Workplace Safety & Insurance Act	Name, contact information, confidential health info, employment info	To manage WSIB Claims, monitoring costs, appeals, facilitating RTW.	HR, Applicable Managers, legal counsel(when necessary)	Current and past employees with WSIB claims	7 Years after Termination  (H04)
2.8	Employee Medical File STD / LTD	Employment Standards Act	Employee Name, contact info, employment info, confidential health info. Records associated with employees medical case records. STD/LTD claims of an employee. This record series may include diagnostic and prognostic info, rehabilitation and doctors' correspondence, disability claims due to job-related accidents or injury as well as personal injury	To manage medical claims, coordinate RTW.	HR, Applicable Managers, legal counsel(when necessary)	Current and past employees with medical claims	7 Years after Termination  (H13)
2.9	Accommodations	Accessibility for Ontarians with Disabilities Act, Ontario Human Rights Commission	Records associated with employee stay at work/ return to work and may include medical / personal information and work logs	To manage disability and human rights accommodations.	HR, Applicable Managers, legal counsel (when necessary)	Current and past employees with accommodations	Retention + 5  (H19)

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	Bank Title	Legal Authority	Information Maintained	Uses	Users	Individuals Identified in PIB	Retention & Classification Code from Retention By-Law
2.10	Employee Performance Development	County Human Resources Policies	Records associated with the performance development and planning of an employee. This record series may include interim and merit increment reviews and evaluations, disciplinary notes and warnings, terms of employment, succession planning etc.	To administer performance management program and support performance improvement, succession planning programs.	HR, Applicable Managers, CAO	Current and past employees	7 Years subject to Archival  (H05)
2.11	Employee Retirement	Employment Standards Act	Records associated with staff notice to retire letter, OMERS and TD1 paperwork	To manage retirement process.	HR, Finance	Retired employees	Termination + 6 Years Annual Information Returns – Permanent  (H10)
2.12	Employee Service Awards	County Human Resources Policies	Records associated with each employee's commencement date of employment, name and number. This record series may include awards of recognition and length of service	To administer recognition programs.	HR, Applicable Managers, Finance	Current employees	5 Years  (H21)
2.13	Employee Terminated Records	Employment Standards Act	Name, SIN, Sex, Benefits and salary information, Confidential Settlements	To process terminations.	HR, Finance, Applicable Manager, Legal	Terminated Employee	7 Years after Termination  (H03)



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	Bank Title	Legal Authority	Information Maintained	Uses	Users	Individuals Identified in PIB	Retention & Classification Code from Retention By-Law
2.14	Employee Applications and Resumes (Solicited)	Employment Standards Act	Records associated with applications and resumes in response to internal job opportunities and externally advertised positions	To recruit for new and existing vacancies.	HR, Applicable Manager	Current employees, unsuccessful applicants	1 Year, subject to archival  (H11)
2.15	Employee Applications and Resumes (unsolicited)	Employment Standards Act	Records associated with applicants and resumes not in response to externally advertised positions	To recruit for new and existing vacancies.	HR, Applicable Manager	Current employees, unsuccessful applicants	6 months  (H00)
2.16	Grievances & Arbitration	Labour Relations Act, ESA, OHRC,	Employee name, notice and replies, grievance decisions, supporting documentation	To administer grievance and arbitration processes.	HR, applicable Managers, Legal counsel (when necessary)	Current and past employees with grievances	Resolution of Claim + 10 Years  (H14)
2.17	Employee Investigations / Violence / harassment/ Misconduct / Human Rights	Occupational Health and Safety Act	Records associated with Human Rights. This record series may include investigations on discrimination and harassment based on race, religion, sex & information of the Charter of Rights	To investigate workplace complaints and incidents of alleged misconduct.	HR, applicable Managers, Legal counsel (when necessary)	Current and past employees, investigators	Termination of both Claimant and Respondent + 3 Years  (H15)

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	Bank Title	Legal Authority	Information Maintained	Uses	Users	Individuals Identified in PIB	Retention & Classification Code from Retention By-Law
2.18	Student /Co-Op Placements	Employment Standards Act	Records associated with contract jobs for the hiring of temporary students, casual and PT employees. This record series may include contracts for special employment programs & Co-op programs	To administer placement history.	HR, applicable Managers	students	1 year  (H00)
2.19	Pension Records	Municipal Act	Employee name, earnings information, SIN, contribution	To administer benefit; support and history of information annual OMERS reconciliation.	HR, Finance	Current and past employees	Termination + 6 Years Annual Information Return – Permanent  (H10)
2.20	Recruitment/Job postings	Employment Standards Act, Municipal Act	Records associated with job postings, advertisements, competition records, applications and resumes. This record series may include grading forms, applicant interviews, references and correspondence to unsuccessful candidates and notice of employment	To select candidates for employment.	HR, hiring manager, interview committee members	Current and past employees	1 Year Subject to Archival  (H11)
2.21	Seniority List	Collective Agreements	Records associated with a report or list of all employees hired by date, employee name, position title and hours worked.	To support transfer/promotion, layoff, recall, vacation approval processes. Reports as required by the collective agreement.	HR, manager	Current employees	Superseded Subject to Archival  (H08)

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	Bank Title	Legal Authority	Information Maintained	Uses	Users	Individuals Identified in PIB	Retention & Classification Code from Retention By-Law
2.22	WSIB	WSIA	Records associated with occupational health and safety of staff. This record series may include accident or incident work related reports and WSIB correspondence such as lost time and employees seeking medical attention	To manage WSIB claims, monitoring costs, appeals, facilitating RTW.	HR, Applicable Manager, WSIB	Current and past employees	Termination + 7  (H04)
2.23	Employee Feedback	County Human Resources Policies	Records associated with employee new hire, exit interviews, and engagement survey data	To identify areas of strength and improvement in HR, departmental and County processes and workplaces.	HR, SLT	Current and past employees	One Year – Subject to Archival  (H11)

**Financial Services Personal Information Banks**

	Bank Title	Legal Authority	Information Maintained	Uses	Users	Individuals Identified in PIB	Retention & Classification Code from Retention By-Law
3.1	Payroll Records	Municipal Act, Income Tax Act, Employment Insurance Act, Pension Act, Collective Agreements	Name, address, telephone number, date of birth, emergency contacts, banking information, benefits, earnings, social insurance number, pension records (OMERS); deductions may include union dues, garnishee, worker compensation payments, pension and income tax	To process payroll and T-4 summaries and all necessary returns.	Authorized County Staff; Auditors and Regulatory Agencies	Employees; and Members of Council	7 Years - Subject to Archival  (F14)  (F16)

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3.2	Accounts Payable Records	Municipal Act	Name/business name, address, telephone number, banking information (for EFT vendors), social insurance number, remit email address (EFT vendors)	To process payments to vendors or employees and issue T4As.	Authorized County Staff; Auditors and Regulatory Agencies	Employees, businesses, contractors, agencies,	7 Years (F01)
3.3	Accounts Receivable Records	Municipal Act	Name/business name, address, telephone number, email address	To process receivable payments (revenue).	Authorized County Staff; Auditors and Regulatory Agencies	Employees, businesses, agencies, various levels of government entities	7 Years (F02)
3.4	Employee and Council Expenses	Municipal Act	Name, address, banking information. May include Credit Card information i.e. account numbers and statements etc.	To process payments for reimbursable expenses.	Authorized County Staff, Auditors and Regulatory Agencies	Members of Council and County Employees	7 Years (F09)

**Provincial Offences Personal Information Banks**

	<b>Bank Title</b>	<b>Legal Authority</b>	<b>Information Maintained</b>	<b>Uses</b>	<b>Users</b>	<b>Individuals Identified in PIB</b>	<b>Retention &amp; Classification Code from Retention By-Law</b>
4.1	Court Files	Provincial Offences Act, Courts of Justice Act, Freedom of Information and Protection of Privacy Act	Name, Address, Telephone number, Email Address, Driver's license, Plate numbers.  Re-Openings: Payment History	To document court proceedings.	Court Clerks, Presiding Justices of the Peace, Judges.	Defendants, public	6 Years from Completion Date - Subject to Archival (J01)

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4.2	Prosecution Briefs/ Evidence Disclosure	Provincial Offences Act, Prosecution Act Ontario Courts of Justice Act, Freedom of Information and Protection of Privacy Act	Name, address, phone number, email address, driver's license, plate numbers, audio Interviews, photographs, veterinary reports, body/dash camera footage, videos, and medical records.	To administer prosecutions before the Ontario Court of Justice or Court of Appeal.	Court Officers, Police Officers, Crowns, Prosecutors, Court Clerks	Defendants	6 Years from Conviction Date  (J09)
4.3	Part 1 and Part 2 Certificates of Offences	Provincial Offences Act, Highway Traffic Act, Provincial Parks Act, Dog Owners Liability Act	Name, date of birth, address, driver's license, plate numbers	To administer provincial offences Part 1 & 2 matters.	Court Clerks, and Judicials	Defendants	6 years from Completion Date - Subject to Archival  (J01) (J02)
4.4	Part III Informations	Provincial Offences Act, Ontario Courts of Justice Act, Highway Traffic Act, Provincial Parks Act, Dog Owners Liability Act	Name, address, date of birth, driver's license, plate numbers	To administer provincial offences Part III Informations.	Court Clerks, Judicials, Representatives	Defendants	6 Years from Completion Date  (J02)
4.5	Records of Court Proceedings	Provincial Offences Act, Ontario Courts of Justice Act	Defendants first and last name, address, date of birth, phone number, email address, plate number, driver's license information	To provide a record of the court proceedings.	Court Clerks, Court Reporter	Defendants, public	6 Years from Completion Date - Subject to Archival  (J05)

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	Bank Title	Legal Authority	Information Maintained	Uses	Users	Individuals Identified in PIB	Retention & Classification Code from Retention By-Law
4.6	Court Dockets	Provincial Offences Act, Ontario Courts of Justice Act	Date of birth, defendant's first/last name	To provide a list of legal cases tried on a date in court.	Court Clerks, Judicials, Prosecutors, Crowns	Defendants	6 Years from Completion Date - Subject to Archival  (J04)
4.7	Pre-Authorized Payments/ Extensions	Municipal Act, Assessment Act, Harmonized Sales Tax Act, Provincial Offences Act	Name, address, payment history, telephone number, banking information, driver's license, plate numbers, credit checks	To administer receivables and collect payments for provincial offences and court order.	Authorized County Staff; Auditors and Regulatory Agencies	Public	7 Years  (F02) (F21)
4.8	Warrants	Provincial Offences Act, Ontario Court of Justice Act	First and Last Name, Address	To obtain authorization from a Justice of the Peace to acquire a warrant to search or seize.	Police Officers, Justice of the Peace, and Manager of POA	Public	6 Years  (J03)
4.9	Evidence submitted by Defendants	Provincial Offences Act, Ontario Court of Justice Act, Evidence Act	Name, address, date of birth, driver's license videos/photographs	To present evidence to the Court for Cases.	Court Clerks, Defendants, Witnesses, Police Officers, Court Officers, Judicials.	Defendants, public	6 Years  (J09)
4.10	Writs	Provincial Offences Act, Ontario Courts of Justice Act	Full Name, information related to owned land, or house, payment amounts.	To seize property when a borrower has failed to make payments on their fine for an extended period of time.	Court Clerks, Office of the Registrar, Sheriff, Court Administration Defendants, and POA Manager.	Defendants	6 Years  (J06)

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4.11	Witness Fee Sheets	Provincial Offences Act	Witness First/Last Name, Address	To pay witnesses who are required to come to court for direct examination regarding a case.	Court Clerks, Police Officers, Prosecutor/ Crown	Witnesses	8 Years (J08)
4.12	Appeals and Transfers	Provincial Offences Act, Ontario Courts of Justice Act , Youth Criminal Justice Act	Name, date of birth, address, driver's license, telephone number, email address, payment history or transfer history.	To request a formal change to an official decision.  To transfer cases to a higher court, or from another POA Court.	Court Clerks, Administration, Justice of the Peace, Judges Prosecutors, Attorneys, Police Officers and Interpreters.	Defendants, public	7 Years (J07)
4.13	Counter Payments and Transfer Lists	Provincial Offences Act	Name, date of birth, address, driver's license,	To receive payment for Restitution, Certificate of Offences, Re-Openings, Appeals and other POA Courts.	Authorized County Staff	Defendants	8 Years (J08)

**Community and Development Services Personal Information Banks**

	<b>Bank Title</b>	<b>Legal Authority</b>	<b>Information Maintained</b>	<b>Uses</b>	<b>Users</b>	<b>Individuals Identified in PIB</b>	<b>Retention &amp; Classification Code from Retention By-Law</b>
5.1	Program Registrations	Municipal Act	Participant and/or parent/ guardian name, address, email address, phone number, birth date, attendance log sheets, sign in forms, payment information, health card number, emergency contact information, wavier forms, special medical needs or assistance	To process program registrations, refunds, memberships; to advise participants of upcoming events.	Authorized County Staff; Auditors	Public	5 years (R06)

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5.2	Newsletter Mailing Lists	Municipal Act	Name, phone number, address, email address	To distribute information regarding services and events.	Authorized County Staff	Public	5 years (R06)
5.3	Donors	Municipal Act	Name, address, phone number, email address, banking information	To receive donations from the public and supply receipts.	Authorized County Staff, Auditors	Public	7 Years (F02)
5.4	Research Requests and Inquiries.	MFIPPA	Name, address, phone number, email address	To release information as requested and answer inquiries.	Authorized County Staff	Public	5 years (M04)
5.5	Library Patrons	The County of Lennox and Addington Library Act, 1978	Name, address, phone number, email address	To provide library services including lending of books and other materials.	Authorized County Staff	Public	5 years (R02)
5.6	Planning Matters	Planning Act	Name, address, email address, telephone number, company names relating to Official Plan Amendments and Plans of Subdivision.	To administer the County's planning functions.	Authorized County Staff	Public	Permanent (D08)
5.7	Participant lists from public consultation meetings specifically for planning/ building matters	Planning Act	Name, address, email address, telephone number, company names.	To allow for public Consultation.	Authorized County Staff	Public	5 Years (D09)



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### Property Services Personal Information Banks

	Bank Title	Legal Authority	Information Maintained	Uses	Users	Individuals Identified in PIB	Retention & Classification Code from Retention By-Law
6.1	Tenant Information	Housing Services Act, Residential Tenancies Act	Name, email address, Address, phone number	To contact for all property and tenancy related issues.	Authorized County Staff	Public	5 years (S13)
6.2	Claims for Damages	Municipal Act, Insurance Act	Name, address, details of litigation (where filed by individual name). Records associated with claims of a personal nature involving the public, negligence of the municipality, etc.	To commence or defend claims against the County and/or County employees.	Authorized County staff	Public	2 years- subject to archival (L02)
6.3	Log Sheets	Housing Services Act	Tenant names and addresses associated with maintenance of units.	To track service and maintenance calls.	Authorized County Staff	Staff, Social Housing tenants	1 Year (S01)

### Roads and Bridges Personal Information Banks

	Bank Title	Legal Authority	Information Maintained	Uses	Users	Individuals Identified in PIB	Retention & Classification Code from Retention By-Law
7.1	Permits – Entrance, Excess Load etc.	Municipal Act, Planning Act	Name, email address, address, phone number	To process applications.	Authorized County Staff	Public	2 Years (P11)

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	Bank Title	Legal Authority	Information Maintained	Uses	Users	Individuals Identified in PIB	Retention & Classification Code from Retention By-Law
7.2	Claims for Damages	Municipal Act, Insurance Act	Name, address, details of litigation (where filed by individual name). Records associated with motor vehicle accident claims possibly made against the municipality resulting from lack of maintenance or accident involvement with a municipal worker.	To commence or defend claims against the County and/or County employees.	Authorized County Staff	Public	Resolution of Claim + 2 Years  (L02)
7.3	Notice of Violation	Municipal Act, Provincial Offences Act	Records associated with notice of violation of municipal by-laws. This record series may include violations of parking, fencing, traffic infractions, etc.	To enforce municipal by-laws.	Authorized County Staff	Public	6 Years  (P01)  Date of Judgement + 7 Years  (L13)
7.4	Private Property Purchase	Land Titles Act	Records associated with a purchase of private property. This record series may include surveyor's plans.	To purchase property.	Authorized County Staff	Public	20 Years  (L07)
7.5	Consent Applications/ Encroachment Permits	Planning Act	Applicant (an/or agent) name, address, phone number, e-mail	To comment on applications and verify property ownership.	Planning staff, residents, commenting agencies, Land Division office	Applicants	Permanent  (D10)  6 Years after Termination of Right  (D16)  Permanent  (D13)

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7.6	Adopt-A-Highway	Highway Traffic Act	Name, email address, address, phone number	To administer road improvement program.	Authorized County Staff	Public	4 Years  (A01)
7.7	Public Inquires and Complaints	Municipal Act, Public Sector and MPP Accountability and Transparency Act	Name, address, telephone number and email address, nature of complaint	To communicate with the public, answer inquiries and deal with complaints.	Applicable County Staff, Regulating Agency	Anyone who submits a complaint	5 Years (M04)
7.8	Pits & Quarries	Aggregate Resources Act	Name, email address, address, phone number	To track data and report on pits and quarries.	Authorized County Staff	Public	5 Years-subject to archival (E10)
7.9	Ceremonies and Events	Municipal Act	Name, email address, address, phone number	To temporarily close roads for events.	Authorized County Staff	Public	5 Years-subject to archiv  (M02)
7.10	Land Use - Condominium, Official Plans, Minor Variance, Official Plan Amendment Applications, Severances, Site Plan Control, Subdivision Plans, Zoning, Easements, Encroachments	Planning Act	Name, email address, address, phone number	To review applications.	Authorized County Staff	Public	2 Years (D14) 5 Years (D09) 6 Years (D15, D16) Permanent (D07, D10, D11, D12, D13,)

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7.11	Land Use – Committee of Adjustment	Planning Act	Name, email address, address, phone number	To review Committee of Adjustment applications between the years 1971-1997, when the County was responsible.	Authorized County Staff	Public	Permanent  (D10)
7.12	Deeds – Road Widening Etc.	Land Titles Act	Name, email address, address, phone number	To identify records associated with a purchase of private property for road purposes. This record series may include surveyor’s plans.	Authorized County Staff	Public	Permanent  (D10)

**Social Services Personal Information Banks**

	<b>Bank Title</b>	<b>Legal Authority</b>	<b>Information Maintained</b>	<b>Uses</b>	<b>Users</b>	<b>Individuals Identified in PIB</b>	<b>Retention &amp; Classification Code from Retention By-Law</b>
8.1	Ontario Works Client Records	Ontario Works Act	Name, address, telephone number, date of birth, spouse’s date of birth, SIN number for all family members, health card number for all members, employment history , marital status, dependent’s name, gender, date of birth, school name and grade, name and relationship of others living in the home, monthly living expenses, income and assets, immigration status and details	To determine eligibility, rate of social assistance, administer financial assistance payments, evaluate program, record client payments, eligibility reviews and investigations, evaluation of program integrity and accountability and participation in the components of the Ontario Works program.	Social Services Staff, Ministry of Children, Community & Social Services Social Assistance Branch	Individuals and their dependents who apply for Ontario Works.  Third party contacts/relations/ sponsors.	File closed plus 5 years 10 years if there is outstanding overpayment, ongoing fraud investigation or outstanding family support  (S05)

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	Bank Title	Legal Authority	Information Maintained	Uses	Users	Individuals Identified in PIB	Retention & Classification Code from Retention By-Law
8.2	Housing Tenant Client Records	Housing Services Act, Residential Tenancies Act	Applications, tenant and household member names, address, telephone no., DOB, SIN, status in Canada, income statements and information, asset statements and information, name/address/telephone of next of kin, notes and correspondence and lease agreements. Authorization to lease, signed rent supplement agreements and signed addendums to agreements.	To determine eligibility for rent geared-to-income (RG), housing allowances, rent supplements, priority placement on the waiting list or special needs housing; LCHC property management and tenancy agreement matters. To authorize payment of rent supplement/housing allowances to landlords. Submissions to the LTB.	Social Services Staff	Individuals and their dependents who apply for and reside in Rent Geared to Income Housing	No Longer Resides + 5 years  (S13)
8.3	Child Care Fee Subsidy Client Records	Child Care and Early Years Act	Applications, applicant and household member names, address, telephone no., DOB, SIN, status in Canada, income statements and information, name/address/telephone of next of kin, notes and correspondence, records associated with the attendance reporting of day care center's including client attendance.	To determine child care fee subsidy amount, and administer fee subsidy payments to child care centers, record client payments, eligibility reviews and investigations, evaluation of program integrity and accountability.	Social Services Staff	Individuals and their dependents who apply for and receive child care fee subsidy.	Discharge date + 7 years  (S10)
8.4	Non-Profit and Private Housing Provider Records	Housing Services Act	Records associated with the planning, regulation, funding and administration of non-profit and for-profit private housing providers.	To enter into and maintain Service Agreements, determine ongoing and one-time funding amounts, review audited financial statements to verify allocated funding, rent subsidy agreements.	Social Services Staff	Company and individual names that provide housing in partnership with PELASS	10 Years  (S12)

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	Bank Title	Legal Authority	Information Maintained	Uses	Users	Individuals Identified in PIB	Retention & Classification Code from Retention By-Law
8.5	Funeral Payment Records	Ontario Works Act, Cemeteries Act	Name, address, telephone number, date of birth, SIN number, health card number, next of kin information, death certificate, income and assets, Canada Pension Plan records, funeral provisions.	To determine eligibility where the municipality provides payment to a funeral vendor for the provision of burial services.	Social Services Staff	Deceased, next of kin, funeral vendor	5 years  (S05)
8.6	Homelessness Prevention Program	Housing Services Act	Name, address, telephone number, date of birth, spouse's date of birth, SIN number for all family members, health card number for all members, employment history , marital status, dependent's name, gender, date of birth, name and relationship of others living in the home, monthly living expenses, income and assets	To determine eligibility for homelessness prevention supports, tenancy and residency stabilization, maintenance of rent, utilities, heat, and other residency expenses. To authorize payment of housing and homelessness supports to landlords/ vendors.	Social Services Staff	Individuals and family members that apply for housing supports; landlords; third party heat/ utility providers.	10 Years  (S12)
8.7	Ontario Works Reports	Ontario Works Act	Name, address, telephone number, date of birth, spouse's date of birth, SIN number for all family members, health card number for all members, employment history , marital status, dependent's name, gender, date of birth, name and relationship of others living in the home, monthly living expenses, income and assets, payment information	To determine eligibility, evaluate program, record client payments, eligibility review and investigation results, evaluation of program integrity and accountability and participation in the components of the Ontario Works program.	Social Services Staff	Individuals and their dependents who apply/receive Ontario Works.	File closed plus 5 years 10 years if there is outstanding overpayment, ongoing fraud investigation or outstanding family support  (S05)

## Emergency Services Personal Information Banks

	Bank Title	Legal Authority	Information Maintained	Uses	Users	Individuals Identified in PIB	Retention & Classification Code from Retention By-Law
9.1	Ambulance Call Reports	Personal Health Information Protection Act  Ambulance Act	Patient name, address, pharmacology, medical history, all details involving the call for service.	To respond and transport patients to medical/diversion facility.	Authorized County Staff; Ministry Staff, Regional Paramedic Program of Eastern Ontario, Lawyers/Police when requested	Employees, general public	5 years  (P18)
9.2	Community Paramedicine Treatment Record	Personal Health Information Protection Act  Ambulance Act	Patient name, address, HIN #, pharmacology, medical history, all details/procedures involving the call for service. Diagnostic requests and results, medical diagnosis.	To determine non-emergency client care.	Authorized County Staff; Ministry Staff, Regional Paramedic Program of Eastern Ontario, lawyers	Public	10 years  (S17)
9.3	Community Paramedicine Client Referrals	Personal Health Information Protection Act  Ambulance Act	Contact and address information, medical history, pharmaceutical, medical history, diagnostic testing requests	To refer clients to the Community Paramedicine (CP) program.	Authorized Community Paramedics, Authorized Administration & Leadership Personnel	Public	10 years  (S17)
9.4	Paramedic Student Records	Ambulance Act	Records associated with paramedic college consolidation. Personal contact information, driver's license, college status, immunization records, & vulnerable sector search.	To provide practical experience for students in the Paramedic program.	Authorized Leadership Personnel; Authorized college staff	Public	7 years  (H03)

## Long Term Care Services Personal Information Banks

	Bank Title	Legal Authority	Information Maintained	Uses	Users	Individuals Identified in PIB	Retention & Classification Code from Retention By-Law
10.1	Resident Records	Fixing Long-Term Care Act, 2021	Name, date of birth, health card number, nationality, birthplace, County of residence prior to admission, next of kin, dental information, medical information, religion, marital status, highest education, previous occupation, All records typically found in a resident chart, such as admission documents, consent forms, physicians' orders, progress notes, history and consultation information, diagnostic records, multidisciplinary information, medical administration records.	To maintain a cumulative history of all aspects of resident care, assess resident care requirements; provide holistic healthcare services.	Long-term Care Home staff, Ministry of Health staff, contracted physicians, contracted nurse practitioners, contracted OT/PT staff, Behavior Supports Ontario Staff contracted to the homes. Clinical Teams identified as part of the residents circle of care.	Residents and respite clients.	Date of last entry + 15 years  (S06)
10.2	Resident Financial Records	Fixing Long-Term Care Act, 2021	Name, date of birth, SIN number, next of kin, receipts, marital status, banking information for pre-authorized payments; Annual Income Tax information.	To maintain trust account, payment of services such as hairdressing, determine room rates.	Long-term Care Home staff, Financial Services Staff.	Residents	Date of Last entry + 10 years  (S03)
10.3	Residents – Permanently Discharged or Deceased	Fixing Long-Term Care Act, 2021  Regulated Health Professions Act	Resident file including application, admission agreement, trust authorization, health card, power of attorney, resident accident/incident reports and investigations, medical, dietary, laboratory, therapies, medication orders. Includes medical certificate of death and release of body records.	To complete resident profile.	Long-term Care Home staff, physicians and other disciplines as required.	Residents	Date of last entry + 15 years  (S06)



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	Bank Title	Legal Authority	Information Maintained	Uses	Users	Individuals Identified in PIB	Retention & Classification Code from Retention By-Law
10.4	Programming	Fixing Long-Term Care Act, 2021	Resident programming, resident satisfaction surveys, family council information, family newsletter information. Record resident personal information, interests and activity levels in order to develop appropriate activities plan and to monitor attendance, engagement and progress.	To administer programming and communicate with residents and families.	Long-term Care Home staff.	Residents and caregivers	4 Years (S18)
10.5	Critical Incidents and formal complaints	Fixing Long-Term Care Act, 2021	Health and Wellness concerns, client behavior and violence, complaints review, Resident and care giver complaints, resident's falls, abuse, missing resident, IPAC inspections etc.	To document assessment of incident, action plan(s) and statistical reporting.	Long term care home staff, Ministry staff, physicians and other disciplines as required.	Residents, caregivers, staff, family members	5 Years (P05)
10.6	Power of Attorney, Essential Caregiver, Visitor Information	Fixing Long-Term Care Act, 2021  Regulated Health Professions Act	Name, address, phone number, email address	To maintain current caregiver and contact information.	Long Term Care Administrative, Social Work and Nursing staff	Residents, power of attorney, essential caregivers	10 Years (S03)
10.7	Dietary	Fixing Long-Term Care Act, 2021  Regulated Health Professions Act	Residents diet order, supplements required, likes/dislikes, allergies, nutritional plans/goals, special dietary requests/ requirements, concerns and progress notes.	To record physical and diet needs, likes and dislikes and responses to diet to help formulate and monitor on-going diet plans and assure that changing needs are met.	Long-term Care food services staff, consulting dietician, physicians	Residents	1 Year (S19)