



Office of the Information and  
Privacy Commissioner of Alberta

A close-up photograph of a person's eye, looking slightly to the right. The eye is partially obscured by a digital network overlay of yellow and green lines and dots. The background is dark, with a gradient from blue to green.

2026-29

Strategic Business Plan

# Goal 1: Enhancing internal processes to support our legislative mandate and improve timelines

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In our three prior Business Plans,<sup>1</sup> we identified two priorities associated with Goal 1, which will remain our priorities for 2026-29 as we continue our work to achieve this goal. Below is the progress made in fiscal year 2025-26 regarding both priorities.

## Priority 1: Tackling backlogs meaningfully

### Mediation and inquiry files

The Case Resolution (CR) team adopted new procedures for requests for review and complaints on April 1, 2024. Those included:

- a refer-back process for privacy complaints that have not been provided to the public body before coming to the OIPC;
- a refer-back process for single issue ‘adequacy of search’ reviews to allow public bodies the opportunity to respond before the matter is dealt with by our office;
- identification of complaint and review issues by the OIPC at the intake phase with the applicant/complainant;
- a requirement that the public body be asked to provide a contact person, with the ability to settle the issues, who will be responsible for working with the OIPC investigator to settle the matter; and
- discussions between the OIPC investigator (SIPM) and the contact for the public body, custodian, or organization over the phone or a virtual platform to try to settle the matter.

The results of these changes made a significant impact with our gatekeeping at the intake phase.

Only four privacy complaints and two adequacy of search reviews returned to the office, meaning that 92 per cent of privacy complaints and 93 per cent of adequacy of search reviews were resolved without our intervention.

In 2024-25, two CR team members worked to confirm issues on all intake reviews and complaints, including backlog files. Although the initial review process reduced the time two SIPMs could dedicate to regular files, it led

to the closure of approximately 142 files, without proceeding further in the process.

These gatekeeping changes resulted in fewer new files going forward beyond the intake phase to the CR team, allowing the team to focus on working on the backlog of old files accumulated prior to the changes.

To free up more time for the CR team, it was decided that they will no longer handle third party requests for review. These files involve written submissions from the third party that often involve complex information concerning harm to business interests. These files are now being moved directly to inquiry, which is more suitable given that this phase is a formal process with written submissions.

Gatekeeping for case file transfer to inquiry was also implemented last fiscal year. The Director, Case Resolution, and the Assistant Commissioner, Case Management, review all files where matters remain unsettled for recommendation to the Commissioner as to whether an inquiry should proceed or not. There is somewhat of a backlog for transitioning these files due to legacy case resolution processes that lacked clarity on issue identification, resulting in time needed to sort these matters out at the transition stage. With our new procedures that involve issue clarification at the outset, files should begin to transition more smoothly.

We received budget for two additional FTEs in 2025-26. These positions have been directed to the CR team to help further tackle the backlog. The positions are “generalist” with a view to being able to move these resources around the office to address backlog issues in other areas.

While our ultimate goal is to eliminate the backlog altogether, this will take more time. It has been a learning curve for both the CR team and stakeholders to switch from relying on written submissions to less formal conversations. We are confident that our second year under the new procedures will begin to reduce our backlog significantly as these procedures become the new normal.

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<sup>1</sup> 2023 to 2026, 2024 to 2027, and 2025 to 2028.

To continue our work in meeting this goal for the CR team, we will:

- conduct a national scan of other information and privacy commissioner offices concerning backlog management and use our learnings to continue to improve our file closure rates;
- evaluate our benchmarks for closing of files, set targets, and closely monitor our progress; and
- undertake a review of all cases that have been in the office for more than 12 months, and for these files formulate strategies to close these files in the coming year.

The Adjudication team continues to focus on ensuring that files are dealt with in the order they are received, and that older files that remained inactive because of complexity, such as not being able to locate parties, are moved to the appropriate place in the queue. Significant progress has been made relative to these very old files. This focus will continue until this work is completed. The Adjudication team created a new and more optimal structure for the Adjudication Support Unit and recruited two new staff members to occupy the new 'Adjudication Case Manager' positions. Work will continue to enable these new staff members to effectively communicate with and support adjudicators in processing inquiry files, to take on a more substantive and independent decision-making role in preparing files for inquiry, including preparing Notices of Inquiry, and to effectively support the new gatekeeping functions when transitioning files from CR to inquiry. Considerable progress has been made in eliminating the backlog of very old files through the work of these new team members, and their effectiveness to these ends will increase as they gain experience.

As of November 2025, the number of active files at the inquiry stage is 136, with approximately 62 additional files expected to move through the gatekeeping process to inquiry in the near future. The number of active files at the same time last year was 186. The current number of 136 represents a 27% decrease in the total number of open/active files (and a significant proportion of these are the very old files); however, as the files from the interim process are received, a significant portion of this overall decrease may be lost. Of the current total number of active files, 85 still require Notices of Inquiry to be issued (in contrast to 94 the previous year, a 10% decrease in pre-Notice files). There has also been a 44.6% decrease in post-Notice files (from 92 in November 2024 to 51 in November 2025). These numbers represent a significant improvement regarding the ongoing problem of delays. As of November 2025, the time it takes to move a file

through the inquiry process is approximately two to three years. It is anticipated this may be reduced by approximately 30% over the coming year.

### Privacy impact assessment and breach files

As part of our first priority to tackle backlogs, we prioritized reviewing privacy impact assessments (PIAs) and breach reports in a timelier manner and to eliminate this backlog.

On October 1, 2024, the Compliance Support (CS) team implemented a new PIA review process. Under the new process, the OIPC no longer accepts, conditionally accepts or does not accept PIAs. The most significant change involves the CS team reviewing less complex or lower risk PIA projects as submitted, rather than engaging with custodians to gather additional or missing information on every PIA.

PIAs are classified into three levels based on risk. Level 1 and 2 PIAs are lower risk and are reviewed as submitted. After review, a closing letter is issued with recommendations to address any compliance, privacy or security issues that were identified during the PIA review. If a Level 1 or 2 PIA submission is incomplete or not sufficient, the OIPC will close the file and notify the submitter about why the PIA submission is not complete or deficient.

The approach to Level 3 PIAs, which are higher risk, is that the SIPM asks clarifying questions or requests additional information in relation to any potential non-compliance with the privacy or security requirements in the applicable law and then formulates any recommendations necessary to mitigate the risks. A closing letter is then issued with the recommendations.

The high volume of PIA submissions has led to a significant backlog of files, resulting in delays in reviewing and providing timely feedback to custodians, public bodies, and organizations. However, this fiscal year has shown a significant increase in closures for *Health Information Act* (HIA) PIAs from previous fiscal years. This is encouraging as the implementation of the PIA process change occurred in the second half of the fiscal year.

A new process for processing breach notifications under the *Personal Information Protection Act* (PIPA) went into effect on April 1, 2024. The process applies to all open PIPA breach files.

Under the previous process, Breach Notification Decisions under section 37.1 of PIPA were issued for all breaches with a real risk of significant harm to individuals and were published on our website, regardless of whether an organization had already notified individuals in accordance with the PIPA Regulation. This was very work intensive.

Since we found that at least 80% of organizations had already notified the affected individuals of the breach when they notified the OIPC, we have replaced formal decisions with a closing letter if the organization has notified affected individuals in accordance with the law. This has significantly reduced the workload associated with processing the reports.

The changes made to this process enabled more timely resolution of PIPA breach files, reduced backlogs, and allowed the OIPC to allocate resources to cases that require increased attention.

Because we devoted CS team resources to developing a new PIPA breach notification form and processes in previous fiscal years, we built up a significant backlog of PIPA breach notifications to deal with. However, this fiscal year, with the implementation of the new process, the CS team closed over 400 PIPA breach files, compared to 22 and 119 in the previous two fiscal years. This has resulted in a significant reduction in the backlog of PIPA breach files.

With the new processes underway, the CS team will work toward establishing performance measures for PIA and breach files which will position us to better assess our workload and resources, and ensure we are closing these files in a timelier manner.

## Priority 2: Transforming our office to a digital environment

In 2025-26 we made further progress on our transition from paper to digital records. We will continue to advance this transition and make digital records the default. Our goal is to have this work continue in 2026-27.

After implementing a secure file transfer platform for individual employees, we are continuing the work to enable use of this platform for our office's shared inboxes. We have transitioned our email service from an on-premise server to a solution hosted in the cloud, after performing a security risk assessment. Our work to harden the security of our email platform is ongoing.

We have also continued the work to convert our intake forms to online forms, which will facilitate the receipt of information required to manage cases and reduce our workload. By December 31, 2025, we expect to complete the work on the first form and to have implemented the infrastructure necessary for the operation of our website workflow forms.

In 2023, we undertook a security assessment of our infrastructure and acquired additional security software to continue to ensure we have adequate security to protect against information security threats. Throughout 2025, following our email hosting transition, we were able to reduce our technology operating costs by eliminating third-party security solutions that were no longer necessary, such as an email filtering solution. We expect to be able to pursue our efforts in that regard.

To build on the progress achieved in previous years, we identified the following four projects for 2026-27:

- 1) Add additional website forms for requests for review and complaints. (ongoing)
- 2) Utilize our new Azure environment to manage virtual machines and increase storage capacity and platform services. (ongoing)
- 3) Create an engagement platform, develop an App providing support for private sector organizations, and explore the use of AI technology for some business processes. (on hold)
- 4) Transition to a new case management system (new)

Projects 1 and 3 were not advanced significantly in 2025-26 for several reasons, some of which included technical issues, pending investigations that impact our use of AI technology, or prioritization of other work that was time sensitive, such as updates to our website due to legislative changes. However, these remain important goals for the OIPC, and we will continue to work toward achieving them in 2026-27. Project 4 is new, and consists of replacing the office's case management solution, implemented in 2015, which is approaching the end of its vendor support period. This project is expected to extend into 2027-28.

The engagement platform and App noted above are part of our engagement strategy and will help us interact more effectively with external stakeholders, in particular small and medium-sized enterprises (SMEs) or smaller public bodies and custodians who would benefit most from guidance on matters such as how to establish privacy management programs. Due to extensive work needed to prepare for the repeal of the FOIP Act in June 2025 and the transition to the ATIA and POPA, we were not able to advance this project.

Our exploration of AI technology will look to identify how it can be used to safely achieve internal productivity gains, as well as improve the experience of our users (such as through the use of Chatbot technology).

## Goal 2: Providing information and support to improve the protection of personal and health information

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In our three prior Business Plans,<sup>2</sup> we identified two priorities associated with this goal, which will remain our priorities for 2026-29 as we continue our work to achieve this goal. Below is the progress made in fiscal year 2025-26 regarding both priorities.

### Priority 1: Support stakeholders in implementing proactive measures to protect personal information and facilitate access to information

As indicated in our three previous business plans, engaging with stakeholders to help them improve access to information and the protection of personal and health information for Albertans is essential to our mandate and is a necessary component of protecting the public, particularly in the age of technological innovation. Our approach is to proactively support stakeholders in meeting their obligations under the Acts.

The Engagement team was established in 2023 to focus on this important work. This team consists of two SIPMs who are supported in their work by the Assistant Commissioner, Strategic Initiatives and Information Management and the Commissioner.

The engagement function of the OIPC focuses on three main objectives.

Objective One: Support innovation in the public, health and private sectors through the use of technology.

Objective Two: Help shift the office from working primarily in a reactive manner to adopting a service delivery model that more proactively supports compliance.

Objective Three: Guiding the implementation of new access and privacy laws.

In October 2023, the team developed an engagement strategy to deliver on Objective One. This strategy was based on a number of factors that were included in our prior business plans.

The following two deliverables are designed to achieve Priority 1 of Goal 2.

**DELIVERABLE 1:** Create alliances for technology engagement.

We have identified a five-phase approach to achieving this deliverable.

- 1) Identify the key players in the tech sector. (completed)
- 2) Meet with key/core/leading organizations to build and transfer knowledge. (ongoing, partially completed)
- 3) Work with organizations to target high risk systems.
- 4) Assess privacy risks associated with these systems.
- 5) Help embed controls in the design of innovative technology to facilitate compliance through the development and use of risk mitigation tools.

In January 2024, the Engagement team launched its first stakeholder engagement plan targeting the innovative technology development sector.<sup>3</sup>

Throughout 2025, the team met with researchers, business start-ups, and those working toward commercialization of products to help them navigate the privacy law landscape in Alberta and to support compliance with the same. They also met with public bodies, organizations and custodians about the use of technology in delivery of services and provided guidance to support compliance. The lessons learned from these engagements helped formulate our comments and recommendations for amendments to PIPA, the FOIP Act, and HIA, which, as related to these activities, focused on establishing a harmonized privacy law framework that would support the responsible development of innovative technology in the province.<sup>4</sup>

In 2025, the Engagement team also had the opportunity to participate in the Alberta Innovates AI-Better Health

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<sup>2</sup> 2023 to 2026, 2024 to 2027, and 2025 to 2028.

<sup>3</sup> <https://oipc.ab.ca/stakeholder-engagement-plan-for-innovative-technology-development-sector-announced-by-office-of-the-information-and-privacy-commissioner/>

<sup>4</sup> <https://oipc.ab.ca/pipa-review-oipc-submission/>

Consultation Committee. Our goal in regard to this participation is to help facilitate technology innovation in Alberta that will be privacy-preserving.

We will continue to work on this deliverable in the coming year.

**DELIVERABLE 2:** Facilitate the broad adoption of privacy management programs by private sector organizations to establish a foundation for a trusted network to facilitate development and use of innovative technologies in this sector.

Deliverable 2 has been put on hold until PIPA is amended, which is expected to occur in 2026.

## Priority 2: Identify, facilitate and support opportunities to enhance access and privacy education and protections for children and youth

In our 2023-26 Business Plan, we identified the following as necessary to achieve Priority 2 of Goal 2.

- 1) Increase efforts to help students in Alberta learn about access to information and privacy rights.
- 2) Liaise with Alberta educators to help them develop a coordinated vetting process to acquire education Apps and e-learning platforms that will maximize privacy for students.
- 3) Engage with the Digital Education Working Group of the Global Privacy Assembly to support the development of privacy-enhancing educational tools.

In our engagement strategy, we identified the following deliverable to achieve Priority 2 of Goal 2.

**DELIVERABLE 3:** Work with education partners in the province who are using or intend to use digital technology in the education of children, to prevent harm that may occur from the use of this technology.

Innovative technologies, such as AI, have created a shift toward increased use of technology in education, which has led to children spending an increased amount of time on online platforms or interacting with connected devices. As a result, children are now more exposed to the influence of technology, which can have harmful effects. These harms are recognized both in Canada<sup>5</sup> and globally and have drawn the attention of governments and regulators with calls to take action to protect children from this harm.<sup>6</sup> Many of these harms stem from

violation of children's privacy.

We are committed to engaging with educational institutions in the province on their use of educational technology to increase the protection of children including their privacy.

We have identified six phases to achieving this deliverable:

- 1) Establish communication channels to educate about how to mitigate the risks of harm from the use of educational technology (EdTech). (ongoing)
- 2) Identify the EdTech being used and work with educators to develop guidance on its responsible use. (ongoing)
- 3) Provide continuous support through these channels.
- 4) Work with EdTech providers to help them build in safeguards to protect children from harm and to promote privacy compliance.
- 5) Work with our colleagues and the education technology industry to establish codes of conduct related to the development and use of EdTech.
- 6) Recommend amendments required in law to better protect children concerning the use of EdTech. (completed<sup>7</sup>)

In 2025, the Engagement team provided relevant guidance and delivered presentations and training about how to better protect the privacy of children. They started developing and planning outreach initiatives using our established communication channels to reach educators, such as our participation in the School at the Legislature (SATL)<sup>8</sup> program. They led the OIPC's participation in a global privacy sweep involving privacy regulators in Canada and internationally. Through this exercise, more than a thousand websites and mobile apps were examined, including those targeted at youth, and many were found to be using deceptive design patterns, which make it difficult for users to make informed decisions about privacy protection.

The team also participated in the Digital Education Working Group of the Global Privacy Assembly, which is working toward the development of guidance to support the protection of children in the digital era.

We will continue to build on this work in the coming years to ensure that children are better protected when using technology including as part of their education.

<sup>5</sup> In October of 2023, Canada's privacy commissioners issued a joint resolution, [Putting best interests of young people at the forefront of privacy and access to personal information](#).

<sup>6</sup> See for example recent legislation and new oversight authorities as summarized by the OECD <https://www.oecd.org/education/protecting-children-online-9e0e49a9-en.htm>

<sup>7</sup> See e.g. chapter 7.5 of our PIPA review <https://oipc.ab.ca/wp-content/uploads/2024/06/OIPC-Submission-to-PIPA-Review-May-2024.pdf>

<sup>8</sup> <https://www.assembly.ab.ca/learn/programs-and-resources/school-at-the-legislature>

## Goal 3: Modernizing regulatory mechanisms

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In our 2024-27 Business Plan, we identified that modernizing Alberta's access and privacy laws remains a leading issue. The same is true now, as many jurisdictions in Canada and globally are enhancing regulatory frameworks to facilitate innovation and ensure that privacy rights and other human rights are protected. This is a pressing issue as the rise of innovative technology, such as artificial intelligence (AI), is having an impact on privacy locally, nationally, and internationally.

The opportunity to modernize in Alberta became a reality in 2024 and 2025 when all three access and privacy laws were either being reviewed or were amended. In 2024, the Standing Committee on Resource Stewardship completed its review of PIPA and submitted its [report](#) about the review to the Legislative Assembly in February 2025.<sup>9</sup> We stated in our previous business plans that we are also seeking modernization of the FOIP Act and HIA to address the requirement that all three laws must work together to facilitate innovation across sectors and adequately protect the access and privacy rights of Albertans. In December 2024, Bills 33 (POPA) and 34 (ATIA) were passed. In June 2025, these laws were proclaimed in force. Review of HIA occurred throughout 2025.

In our prior business plans, we stated that organizations in all sectors continue to amplify the use of technology to improve processes and create innovative products. Options considered to enhance these efforts include greater cross-sectoral information-sharing and use of AI and machine learning to deliver public and health services. Overall, we must ensure that our laws balance the privacy rights of Albertans with the need to use personal and health information to develop innovative technologies to deliver services to Albertans, including public and health services.

This goal will remain for 2025-28, as will the following priorities.

### Priority 1: Advocate to update Alberta's access to information and privacy laws

Regarding Priority 1, we have called for the modernization of Alberta's laws with respect to access to information and the protection of personal and health information. Modernization includes recognizing and addressing the risks to Albertans from the use of AI and digital healthcare; creating algorithmic transparency; regulating automated decision-making; and de-identification or anonymization of personal and health information. It also involves securing public trust in the system through such measures as ensuring effective oversight and demonstrable accountability and improving the access to information system to facilitate democracy. It also includes developing ethical frameworks to guide responsible technological innovation.

For this priority, in 2024 and 2025 we took the following actions:

- 1) Submitted our comments on the review of PIPA to the Standing Committee on Resource Stewardship in May 2024 and participated in Committee meetings on two occasions about potential amendments.
- 2) Met with representatives of the Ministry of Technology and Innovation (T&I) to discuss proposed changes to the FOIP Act. We made several submissions regarding the proposed amendments, which included separating the Act into two, one for access to information and the other for privacy protection. Once tabled, we made comments regarding Bill 33 (POPA) and Bill 34 (ATIA).<sup>10</sup> We met with T&I regularly from January to June 2025 to inform the creation of the regulations under these Acts, which were proclaimed in force in June 2025.
- 3) Met with representatives of Primary and Preventative Health Services (PPHS) on numerous occasions in 2025 to discuss possible

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<sup>9</sup> Prior to the election in May 2023, the PIPA Review was assigned to the Standing Committee on Alberta's Economic Future. On November 1, 2023, a motion was made for the PIPA Review be referred to the Standing Committee on Resource Stewardship.

<sup>10</sup> <https://oipc.ab.ca/alberta-information-and-privacy-commissioner-calls-for-changes-to-new-proposed-public-sector-access-and-privacy-legislation-for-alberta/>

amendments to HIA. We made extensive comments and recommendations to PPHS on the proposed amendments in October 2025.

We anticipate that government will undertake its review of PIPA in 2026 and we will engage with T&I on this review.

We also anticipate that HIA will be amended in the fall of 2025 or spring of 2026. We will continue to engage PPHS on the amendments and on development of the regulations.

All our discussions, comments and recommendations made so far in relation to these laws have included the goal of modernizing these laws as indicated herein and harmonizing the legislative framework in Alberta to the degree possible.

## Priority 2: Work with stakeholders to evaluate how to modernize the legal framework in Alberta to facilitate innovation that will best serve Albertans

Regarding Priority 2, we identified that we would:

- 1) Work with stakeholders to understand their opportunities and challenges with respect to the Acts and make recommendations for amendments to Alberta's laws that will facilitate innovation and uphold the access to information and privacy rights of Albertans.
- 2) Work with government to inform amendments required to access to information and privacy laws to create an ecosystem that will facilitate digital innovation in the delivery of services across the sectors in Alberta while preserving and enhancing the access and privacy rights of Albertans.

Our work in relation to meeting this priority in 2024 and 2025 was as follows:

- 1) We were informed in mid-2024 that HIA was being considered for amendment as a result of the restructuring of Alberta's health care system and, more generally, to modernize the Act. Given this, we surveyed Albertans, health care providers, regulated professionals, large custodians, and researchers in the latter part of 2024 to learn about and understand their interactions with and their concerns and experiences with HIA. We [published](#) the results of the surveys in February 2025. We used the information from the surveys to inform our comments and recommendations made to PPHS in

October 2025 about potential amendments to HIA.

- 2) We met frequently with representatives of PPHS and T&I to learn about how these laws can be modernized to support client-centred services using personal or health information, including through the use of technology. We also discussed how best to facilitate the use of personal or health information, or non-identifying data, for secondary purposes such as improvement of service delivery and research and development of innovative technologies. During these meetings we were given the opportunity to share our views about how best to achieve these goals while ensuring adequate privacy protection.
- 3) While doing this work, we took the opportunity to provide [guidance](#) to government on a legal and policy framework to regulate the use of AI in the province. This work was informed by the ambitions of government and the health sector regarding the use of AI and the need to ensure there are proper guardrails for its development and use. It became clear to us, through our surveys, that the public and health care providers are apprehensive about the use of this technology without legal and policy direction that mitigates the risk of harm from its use.
- 4) We continued to meet with stakeholders involved in this work locally, nationally and internationally to help us be more effective. We also met on several occasions with Alberta health research ethics boards to understand the proposals that they are receiving concerning the use or development of AI, which has highlighted the need for us to provide them with guidance on how their work interacts with our privacy laws. This engagement also informed some of our comments and recommendations regarding research under HIA.

In the coming years, we will continue to engage these key stakeholders to inform our work concerning amendments to HIA and PIPA.

As part of our engagement strategy, we identified a fourth deliverable to achieve the priorities for this goal.

**DELIVERABLE 4:** Work with government and relevant stakeholders to assist in the design of privacy and access to information legislation that will facilitate innovation while adequately protecting privacy and access rights.

Alberta has a patchwork of privacy laws that restrict the sharing of personal or health information within and across sectors. This patchwork is unfavourable when

organizations need to collaborate, for example when trying to use personal or health information in research and development of innovative technology. Government has indicated that there is a need to break down the silos to facilitate innovation between all three sectors.

To create a clear path of responsible innovation in the province involving the use of personal and health information, there must be a harmonized approach to establishing privacy rights in all of our privacy laws. To do so, the various Acts and regulations need to be modernized and to work well enough together to enable the development and use of this innovative technology by public bodies, custodians and organizations. These changes are necessary to foster responsible innovation, prevent harm to individuals or the public, and foster public trust. There is also a need to establish guardrails and transparency requirements in our privacy laws around the use of data and data-sharing within and across sectors to improve public and health services.

As indicated in the prior section, the focus of our work associated with changes to the FOIP Act, PIPA and HIA is on establishing a harmonized framework to facilitate innovation and to protect privacy.

We have identified five phases to achieving this fourth deliverable:

- 1) Identify the impact of innovative technologies. (ongoing)
- 2) Identify and engage with key stakeholders. (ongoing)
- 3) Engage with ministries responsible for the laws. (ongoing)
- 4) Work with stakeholders to develop a framework to promote responsible innovation and adequate privacy protection. (ongoing)
- 5) Recommend amendments to harmonize the laws so that innovation opportunities in Alberta are optimized while ensuring an enhanced level of privacy protection for Albertans. (ongoing)

## Goal 4: Guiding the implementation of new access and privacy laws

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In the 2025-28 Business Plan, we added the new goal of guiding the implementation of any new legislation coming into force. In June 2025, ATIA and POPA were proclaimed in force. Between January and June 2025, development of the regulations were underway. During that period, we began to prepare for implementation, which required internal process changes to address the new timelines to conduct a review, new compliance support activities, such as reviews of PIAs and reported breaches, both mandatory in POPA. We also spent a significant amount of time creating new forms, procedures and other guidance, and updating our website. We also worked extensively with T&I on developing resources for public bodies to help them understand the new Acts and to help them comply with their new obligations under the Acts

We will prioritize the following work to meet this goal:

- 1) Identify legislative changes that impact OIPC processes, standards and requirements; and ensure change management and project planning are in place to guide organizational changes to ensure

that we will meet our legislated mandate and requirements. (in progress)

- 2) Promote compliance, educate, and help custodians, public bodies and organizations understand their obligations under the new or amended access and privacy laws by engaging with them through presentations, informal meetings and training sessions, and by creating guidance, advisories, training materials, tools and templates to support their processes of becoming compliant. (in progress)
- 3) Educate the public about the legislative changes, their rights, and how to exercise them. This includes educating the public, including children and other vulnerable groups, about the impact of technological changes, such as the use of AI, on their privacy.

For activities 2 and 3, the Engagement team will be tasked with adding this new goal to our engagement strategy.