



## Privacy Incident Report Form for Members of the Public

Complete this form if you are a member of the public:

- Who believes that personal information has been collected, used or disclosed by the City of Edmonton in a manner that violates the [Protection of Privacy Act \(POPA\)](#) or
- Who feels the City has failed to protect personal information.

Once completed, please submit your form and any supporting attachments to [accessandprivacy@edmonton.ca](mailto:accessandprivacy@edmonton.ca).

### Contact Information

Last name: \_\_\_\_\_ First name: \_\_\_\_\_

Phone number: \_\_\_\_\_ Email address: \_\_\_\_\_

Preferred contact:  Phone  Email

### Privacy Complaint

1. Which City department or service is the subject of your complaint?  
See [Departments and Branches](#) for reference if needed. If unsure, write 'unknown'.

2. How do you believe your personal information was mishandled? Select all that apply.  
*"Without an authority under POPA" means the City collected, used or disclosed information of a type or for a reason that is not permitted by the Act.*

- Unauthorized Collection:* My information was collected unnecessarily or without an authority under POPA.
- Unauthorized Use:* My information was used without an authority under POPA or for something other than what I originally provided it.
- Unauthorized Disclosure:* My information was shared with a third party without an authority under POPA.
- Security Breach:* My information was lost, stolen or accessed by someone without a legitimate purpose.

3. Please provide a clear description of what happened.  
*Include dates, names of staff involved (if known) and the specific information you believe was mishandled.*

4. Do you have any letters, emails or screenshots related to this incident?

- Yes  No  
*If yes, please attach copies to this form.*

Thank you for reporting this incident.

*Personal information is collected for the purpose of privacy compliance and will be used to assess and respond to your privacy complaint or report. Collection is authorized under section 4(c) of the Protection of Privacy Act (POPA) and is managed and protected in accordance with the Act. The City intends to input the information into an automated system to generate content or make decisions, recommendations or predictions in accordance with the City of Edmonton Generative AI Standard (see [Corporate Policies and Procedures](#), Standards section). For questions about the collection, please contact the Corporate Privacy Manager, Corporate Access and Privacy, 780-496-5222 or [accessandprivacy@edmonton.ca](mailto:accessandprivacy@edmonton.ca).*