



Info Source

Sources of Federal Government and Employee Information

Canada Post Corporation

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General Information

INTRODUCTION TO INFO SOURCE

Info Source: Sources of Federal Government and Employee Information provides information about the functions, programs, activities and related information holdings of government institutions subject to the [Access to Information Act](#) and the [Privacy Act](#). It provides individuals and employees of the government (current and former) with relevant information to access personal information about themselves held by government institutions subject to the *Privacy Act* and to exercise their rights under the *Privacy Act*.

The [Introduction](#) and an [index of institutions](#) subject to the *Access to Information Act* and the *Privacy Act* are available centrally.

The *Access to Information Act* and the *Privacy Act* assign overall responsibility to the President of Treasury Board (as the designated Minister) for the government-wide administration of the legislation.

BACKGROUND

Canada's post office was created in 1851, 16 years before Confederation. In 1867, it became one of the first departments to be formed in the new federal government. An agent Crown corporation since 1981, Canada Post Corporation currently reports to Parliament through the Minister of Public Services and Procurement. It has a single shareholder, the Government of Canada.

With close to 64,000 employees, the Canada Post Group of Companies, which includes Canada Post and its subsidiaries – Purolator Holdings Ltd., SCI Group Inc. and Innovapost Inc. – delivered almost nine billion pieces of mail, parcels and messages in 2015 to 15.8 million addresses. Canada Post operates the largest retail network in Canada with over 6,200 retail post offices.

To learn more about Canada Post and its history, read [About Us](#) and Canada Post's [Corporate Plan Summary](#).

RESPONSIBILITIES

Canada Post has a mandate to provide a standard of service that meets the needs of the people of Canada. The Corporation is to provide quality postal services to all Canadians, rural and urban, residents and businesses, in a secure and financially self-sustaining manner.

Among the company's legislated and policy obligations are the following requirements:

- Canada Post is to maintain a postal system that allows residents and businesses in Canada to send and receive mail within Canada and between Canada and elsewhere. Canada Post is to provide a service for the collection, transmission and delivery of letters, parcels and publications.
- The provision of postal services to rural regions of the country is an integral part of Canada Post's universal service.
- Canada Post is to charge postage rates that are fair and reasonable and, together with other revenues, that are sufficient to cover the costs of its operations and ensure self-sustainability.

Institutional Functions, Programs and Activities

CORPORATE GOVERNANCE

The function of Corporate Governance refers to the institutional framework in which the integrity of a service interaction or set of related service interactions is decided. The term therefore refers to the set of laws, procedures and common practices that determine the administration of committees, teams, projects, and working groups that guide the development of work products resulting from corporate mandated activities, programs and services.

Corporate Governance

Description: These files refer to the set of laws, procedures and common practices that determine the administration of committees, teams, projects, and working groups that guide the development of work products resulting from CPC's corporate mandated activities, programs and services. Records relate to administration (board, committee, subsidiary, policy, procedure, practice, compliance), strategic planning (corporate, business, market), planning (corporate business, operational), performance management (corporate, operational), corporate file, audit (external, internal), and control assurance. These files may include the proceedings of the Board of Directors and committees, development of corporate strategic plans, development of corporate business plans, corporate reporting, submission of formal corporate reports to external parties, auditing of CPC's internal processes and/or financial statements internally and externally, compliance requirements, internal policies governing the processes of the organization and how it conducts its business, corporate and functional practices and procedures. It also includes information access (requests, responses) privacy, privacy impact assessments, privacy incidents (requests, responses, privacy impacts assessments, reporting, and investigation).

Document Types: Administration, committees, Board of Directors, subsidiary, strategic planning, corporate planning, business planning, market planning, operational planning, performance management, corporate file, internal audit, external audit, control assurance, compliance administration, policy administration, practice administration, procedure administration, Board proceedings, corporate reporting, corporate reports, internal process, financial statements, internal development, information access and privacy issues.

Record Number: CPC CG 4

- **Office of the Ombudsman – Requests for Assistance – Complaints Description:** This bank contains such records as inquiries, complaints and information relating to their processing. Data elements may include all or some of the following: complainants name and address, nature of the postal complaint, products or services purchased the names and addresses of the sender and addressee, the description and value of

the item, dates of mailing and claim, insured amount, and outcome of the investigation. Individuals seeking access to this bank for the purpose of reviewing their personal files should specify the date and subject matter of their original inquiry with the Office of the Ombudsman, as well as their assigned file number. Individuals seeking access to this bank must submit their request in writing to the Privacy Coordinator within the Office of the Ombudsman at Canada Post.

Class of Individuals: Customers who have submitted a request for the review of their postal complaint to the Office of the Ombudsman.

Purpose: The purpose of this bank is to support the preparation of responses to customer inquiries, as well as the resolution of complaints concerning postal services.

Consistent Uses: The records are used to analyze and resolve complaints; to respond to inquiries about postal services; and to identify trends or patterns. The Office of the Ombudsman at Canada Post abides by the Standards of Practice and the Code of Ethics of Ombudsman Associations. The Ombudsman, as a neutral official, has the responsibility of maintaining strict confidentiality concerning matters that are brought to his/her attention. The only exceptions, at the sole discretion of the Ombudsman, are where there appears to be imminent threat of serious harm.

Retention and Disposal Standards: Records are retained for two years after last administrative use and then destroyed.

RDA Number: 91/020

Related Record Number: CPC CG 4

TBS Registration: 004271

Bank Number: CPC PPU 099

CPC FINANCIAL MANAGEMENT

The function of CPC Financial Management is comprised of complex business processes associated with administration of treasury funds, forecasting of revenue, reconciliation of expenses, tax management, administration of pension funds and corporate accounting.

Finance

Description: These files consist of complex business processes associated with the administration of treasury funds, forecasting of revenue, tax (provincial, federal, regional), administration of pension funds and corporate accounting. Records relate to ledgers, reporting and reconciliation (expenses in general, sub and security ledger accounts), accounts receivable administration, accounts payable administration, insurance administration, treasury and cash, forecasting and budgeting, and financial reporting.

Files include records related to confirming that the general ledger and sub ledger accounts are balanced, cash disbursement activities, administration of corporate insurance, cash holdings, planning, forecasting, and budgeting, financial expenditures, financial reports, corporate

decision-making, asset depreciation, corporate assets (physical, real property), and pension plans.

Document Types: Ledgers, reporting and reconciliation, accounts receivable, accounts payable, insurance claims, treasury, petty cash, annual forecasting, budgets, reconciliation, financial transactions, accounts, general ledger, sub ledger cash disbursement, corporate insurance, cash holdings, financial expenditures, taxes, costs, tracking of depreciation, corporate assets, real property, property management, taxes, pension plans.

Record Number: CPC FIN 5

- **CPC Accounts Payable**

Description: This bank contains such records as claims, authorizations, expense reports, receipts, cheque requisitions, advances, correspondence and other supporting documents relating to expenses being reimbursed, fees being paid, claims being settled and other payments. Records of transactions also exist in automated form in the Accounts Payable System and in the Systems Applications and Products (SAP). This includes travel and other expenses claims, approvals and records of payments, including direct deposit information. Individuals seeking access to this bank should specify whether they are a contractor or claimant and provide details of the payment such as location, type and dates.

Class of Individuals: Canada Post suppliers of goods and services, including stamp designers and members of the Board of Directors claiming travel and hospitality expenses; and to members of the general public, indemnified for claims made against the Corporation.

Purpose: The purpose of this bank is to support the Accounts Payable function, which is to make non-payroll payments in accordance with authorizations.

Consistent Uses: The records are used to substantiate and issue cheques for the above noted expenses, fees, claims and other payments; and for planning, budgeting and audit purposes.

Retention and Disposal Standards: Records are retained for six fiscal years following the fiscal year during which the expenses were incurred and then destroyed.

RDA Number: 91/020

Related Record Number: CPC FIN 5

TBS Registration: 009955

Bank Number: CPC PPU 060

- **Post Office Savings Bank**

Description: This bank describes Post Office Savings Bank unclaimed account information. An access database contains account numbers and balances only. Names and other personal information are kept as hard copy documents in a controlled accessed storage room at Head Office and accessed only when a request is received. Account holders wishing to confirm if funds remain on deposit in their name must forward a written request together with appropriate documentation, preferably the

account passbook, which identifies the assigned account number. Legal authority is required by those acting on behalf of an account holder or an estate. The personal information includes name and address of account holders.

Class of Individuals: Individuals having funds on deposit with Canada Post prior to 1969.

Purpose: To support administration of the remaining accounts currently outstanding in the Post Office Savings Bank, the value of which is 2.5 million dollars. The personal information is collected under section 4(c) of the *Post Office Bank Regulations Act*.

Consistent Uses: Records of the Post Office Savings Bank are accessed as required to facilitate the confirmation and withdrawal of funds by valid account holders or their legal representatives. Accounts having a balance of less than \$25.00 and no activity in relation thereto for a period of 30 years were transferred to the credit of the Receiver General for Canada. (This was done up to 1981 but after incorporation, monies were transferred to a revenue account). (Note that payment records are also stored in Accounts Payable, PSU 931 and by Money Order Services, CPC PPU 130). These records may be provided to legal counsel for use in legal proceedings involving Canada Post.

Retention and Disposal Standards: Records are retained for six years after the account has been closed and then destroyed.

RDA Number: 97/026

Related Record Number: CPC FIN 5

TBS Registration: 001336

Bank Number: CPC PPU 055

- **Risk Management Claims**

Description: This bank describes records regarding claims for damages involving general liability and motor vehicle liability, legal opinions, settlement transactions and other correspondence relating to incidents involving third parties. The records contain information on the parties involved, their insurers (if applicable) and the nature of the injury or loss (e.g., lost employment, income or medical expenses, medical reports). The records also concern losses to Canada Post property due to fire, storm impact and such crimes as robbery, break and enter, vandalism, water damage or vehicle impact.

Note: Limited information exists in automated form in a Risk Management Information System. Data elements include the names of the employee and/or claimant, addresses, contact information, date of birth, marital status, occupation, the cause and type of loss, settlement cost, detail on injuries and medical reports and adjuster reports. Note that payment records are also stored in Accounts Payable, CPC PPU 060, and that claims involving delayed, lost or damaged mail are stored in Customer Relationship Network, CPC PPU 100. Individuals seeking access to this bank should specify details such as incident location and date.

Class of Individuals: Canada Post employees involved in claims, such as drivers of Corporation vehicles and letter carriers. (See also Financial Accountability Cases, CPC PPE 818) and third parties making claims or from whom Canada Post is seeking damages.

Purpose: The purpose of this bank is to support the resolution of Corporation and third-party claims. The Canada Post *Corporation Act* provides authority to collect the personal information as described.

Consistent Uses: Records are used to determine liability for motor vehicle, and other accidents involving third parties; as well as damage to CPC property; to approve damage settlements, such as payments by and to the Corporation (claims requiring investigation, particularly those involving injury could be handled by outside adjusters); to support claims by Canada Post against insurance policies in force; and to facilitate loss control and other measures to prevent and mitigate recurrences. Note that certain information may be provided to insurance companies, lawyers acting on behalf of either party or the police, to facilitate resolution of the claim.

Retention and Disposal Standards: Records are retained for six years after end of the fiscal year in which the claim was resolved and then destroyed.

RDA Number: 91/020

Related Record Number: CPC FIN 5

TBS Registration: 001335

Bank Number: CPC PPU 050

CPC LEGAL MANAGEMENT

The function of CPC Legal Management refers to the administration of legal instruments (e.g. agreements, licenses), the provision of legal advisory services, dispute resolution services, rights management services, information access and privacy services, and assessing the legal implications of issues or initiatives.

Legal

Description: These files refer to the administration of legal instruments (agreements, licenses, and contracts), the provision of legal advisory services, dispute resolution services, rights management services, information access and privacy services, and assessing the legal implications of issues or initiatives. Records may relate to agreement administration (supplier, employment, corporate development, real property, service level, ad hoc), legal advisory (opinions, discussions), dispute resolution and litigation, licensing, rights management, regulation drafting, and ministerial orders. Files may also include negotiation of terms and conditions, the finalization of contracts, agreements, memoranda of understanding, settlements and contractual relationships with suppliers, employment contracts (employee, executive), transfer of real property, provision of services according to the terms of the agreement, general contractual relationships with third parties, non-contractual rights (creation, transfer, assignment), regulations, and ministerial orders to CPC.

Document Types: Agreement administration, supplier agreements, employment contracts, corporate development, real property agreements, legal advice, legal opinions, legal discussions, dispute decision, litigation, licensing, rights management, copyright, trademarks, patents, registration of intellectual property, regulation drafting, ministerial orders, terms and

conditions, contracts, agreements, memoranda of understanding, settlements, contractual relationships, merges, acquisitions, real property, general contractual relationships, trials, hearings, threatened litigations, cancellation of licenses, non-contractual rights.

Record Number: CPC LG 8

- **Legal Affairs**

Description: This bank contains information relating to potential and actual claims by or against the Canada Post Corporation, contracts and agreements, arbitrations, memoranda, opinions and advice and other legal matters involving the Corporation. Note that copies of opinions and other legal documents provided to internal Canada Post Corporation stakeholders may also be stored in other Canada Post Corporation personal information banks.

Class of Individuals: Current or former employees, contractors and other individuals involved in legal matters and claims by or against the Corporation.

Purpose: The purpose of this bank is to provide a record of legal opinions and advice to, as well as representation on behalf of, the Corporation.

Consistent Uses: The records are used to provide legal opinions and advice to the Corporation and to represent the Corporation and protect its interests.

Retention and Disposal Standards: Records are retained for ten years after the year of termination of the contract or disposal of the property and then destroyed. Claims by or against the Corporation, labour arbitrations and related legal matters are retained for twenty-one years after the year of settlement. Memoranda (citing authority), opinions and advice are retained 100 years after case closed and then destroyed.

RDA Number: 97/020

Related Record Number: CPC LG 8

TBS Registration: 002076

Bank Number: CPC PPU 110

CPC MARKETING MANAGEMENT

The function of CPC Marketing Management refers to the analysis, planning, establishment and ongoing adaptation to changes in the market. This may include the development, release, and promotion of new services or products to specific market segments through the Stage Gate process.

Marketing

Description: These files relate to the analysis, planning, establishment and ongoing adaptation to market changes, including the development, release, and promotion of new services or products to specific market segments through the Stage Gate process. Records include market research and analysis (new product / service development and administration, leveraging existing markets), promotion administration, competition, innovation process, and customer

service (customer satisfaction, complaints), lifecycle of products or services (product/service launch, product/service removal).

Document Types: Market research, market analysis, new products, product development, service development, service administration, promotion administration, new markets, existing markets, market review, market research, competitors, competition, innovation, customer service, research and development, customer satisfaction, product testing, product/service lifecycle, product/ service launch, product/service removal.

Record Number: CPC MA 9

CPC OPERATIONS MANAGEMENT

The function of CPC Operations Management refers to the induction, processing, transport and delivery of various types of mail to meet the needs of Canada Post's commercial and retail customers.

Operations

Description: These files refer to the induction, processing, transport and delivery of various types of mail to meet the needs of CPC's commercial and retail customers. Records relate to mail in general (induction, processing, transport, delivery, network management, undeliverable mail), mail processing systems (delivery facilitation to or from the CPC network). Files may include information related to the transporting of mail (internationally, nationally and regionally, the delivery of mail by vehicle, letter carrier, postal box drop, community mail box drop or rural mail box drop within a local network), the network of facilities and resources that permit delivery or collection of mail, and management of all mail that has been deemed undeliverable.

Document Types: Mail induction, mail processing, mail transport, mail delivery, network management, undeliverable mail, CPC network, international mail, national mail and regional mail, vehicle delivery, letter carrier, postal drop box, mail box drop, rural mail box drop, facilities and resources, collection of mail, mail management.

Record Number: CPC OP 10

• Address Accuracy and Delivery of Mail

Description: This bank contains shipping and delivery records for tracked services including signature services (e. g. Registered, Collection on Delivery, Insured Mail with Proof of Delivery, Priority, and Proof of Identity); directories or lists of customers created or used by Canada Post to ensure the accurate delivery of mail and the provision of related services (e.g. Community Mailbox; Group Mailbox and rural mailbox delivery; mail production and delivery; and the management of commercial address lists) and related correspondence. These records contain such information about customers as name, fees paid, present address, previous address, effective dates, signature and government issued identification numbers (e.g. driver's licence or passport numbers). This bank also contains name and address information captured

from envelopes to facilitate sortation and validation for delivery of the mail; and, to create, validate and correct mail marketing lists.

Class of Individuals: The general public. Personal information is collected from customers who receive addressed mail at their home or business location; and, customers who subscribe to, or receive postal signature services, submit a redirection or hold mail application (see also Change of Address, CPC PPU 002) or reside in areas requiring name and address lists to effect postal delivery.

Purpose: The records are used to support the provision of postal services, including signature mail services and mail marketing lists. These records ensure accurate mail delivery; facilitate the reconciliation and audit of accounts; and respond to inquiries or claims (see also Customer Relationship Network, CPC PPU 100). Electronic name and address lists and related information received from mailers are used in creating and addressing Lettermail and Admail items for subsequent delivery and may be validated using data lists created by Canada Post. The general public may register their mail marketing preference with Canada Post and opt-out of this use if desired. This preference list will be used to inform mail marketing efforts processed through Canada Post. The *Canada Post Corporation Act* provides authority to collect the personal information as described.

Consistent Uses: The records are used to ensure the accuracy and efficient delivery of the mail. The personal information collected from mail pieces (name and address) is also used in the creation, validation and correction of mail marketing lists. The general public may register their mail marketing preference with Canada Post and opt-out of this use if desired. This preference list will be used to inform mail marketing efforts processed through Canada Post.

Retention and Disposal Standards: Signature service records are retained for a maximum of two years (eSignature online is retained for a maximum of one year) after the year of delivery and are then destroyed, with the exception of certain financial records, which are retained for seven years. As a convenience to customers, mail production and delivery data are retained under strict security for six months and are then deleted. Directories and lists (operational and commercial) are updated continuously and destroyed when superseded or obsolete. Commercial mail marketing lists, initiated by Canada Post are retained for two years.

RDA Number: 2004/006

Related Record Number: CPC OP 10

TBS Registration: 002558

Bank Number: CPC PPU 001

- **Fleet Management**

Description: This bank contains such records as vehicle operator declarations, information supporting provincial and Canada Post Corporation Operators' permits, factual statements regarding medical restrictions on driving vehicles, safe driving awards, accident histories and reports, preventability assessments, training undertaken and copies of claims for damages, settlement transactions and other correspondence

about accidents involving Corporation-owned and leased motor vehicles. Certain information exists in automated form. Individuals seeking access to this bank should specify CPC vehicle operator permit number and, if applicable, such accident details as location and date.

Class of Individuals: Drivers of Canada Post vehicles.

Purpose: The purpose of this bank is to support the efficient and safe use of vehicles.

Consistent Uses: Consistent uses for the records are to validate provincial and Canada Post Corporation permits and maintain a record thereof; to help determine liability for and the preventability of motor vehicle accidents and to help reach damage settlements with third parties; to grant safe driver awards; and to identify and provide for training needs and other preventative measures. (Notations concerning training undertaken and preventability assessments may be attached to the Employee Personal File). Identifying information is provided to provincial transportation departments with the full knowledge of the individual concerned, to obtain driving records (for example, demerit points, license suspensions).

Retention and Disposal Standards: Vehicle operator histories (which include a summary of training taken) are retained for two years after an individual ceases to be a Canada Post employee and then destroyed. Test scores are retained in accordance with the requirements of various collective agreements, but for a minimum of two years. Accident reports, preventability assessments and copies of claims settlement records are retained for six years after last administrative use and then destroyed.

RDA Number: 2004/006

Related Record Number: CPC OP 10

TBS Registration: 002011

Bank Number: CPC PPE 825

- **Northern Services**

Description: Hard copy records include birth/marriage certificates; isolated post allowance, school acceptance and common law declarations; official native status certificates; travel entitlement and claim documents; and attendance records. Automated data includes name, employee ID number, marital status, birth date, home address, attendance, leave, salary and travel data, bargaining unit, office profile, position data, dependent profiles, isolated post allowance and other special entitlements. Some data on new employees is obtained from CPC's Systems Applications and Products (SAP); and shared with Accounts Payable (CPC PPE 820) and Payroll Operations (see the pay component of the Employee Personal File).

Class of Individuals: Approximately 300 Northern Services employees and their dependants.

Purpose: To support the compensation of Northern Services employees.

Consistent Uses: To determine and administer the isolated post allowances of Northern Services employees (a taxable benefit), including their families' travel expenses; to verify appointment data; to monitor attendance and travel expenses; to conduct

mailings of unique interest to Northern Services employees; and, to respond to enquiries.

Retention and Disposal Standards: Records are retained for a minimum two-year period following termination and then destroyed.

RDA Number: 97/026

Related Record Number: CPC OP 10

TBS Registration: 003548

Bank Number: CPC PPE 832

- **Postal-Related Crimes/Offenses**

Description: This bank contains information gathered during investigations and contains details of the crime(s) committed. For example, information on employees involves such offences as theft of mail or embezzlement. Information on members of the general public involves national or international crimes, burglary of post offices and street box equipment, forgery of money orders, theft of mail, the illegal transportation of explosives and other dangerous substances and mail vehicle robberies. In addition, intelligence is collected regarding individuals or firms suspected of using the mails for an illegal purpose.

Class of Individuals: Canada Post employees, contractors and members of the general public who are suspected or known to be involved in the above-noted postal related crimes/offences as defined by the *Canada Post Corporation Act* and Regulations, as well as Criminal Code offences involving the mail.

Purpose: The purpose of this bank is to help solve and reduce postal related crimes and offences and to provide for the security of the officers and employees of the Corporation, the property of the Corporation, and anything in the course of post. Personal information is collected under section 5.1(a) of the *Canada Post Act*.

Consistent Uses: The records are used to support investigative and intelligence activities designed to solve or reduce crimes against Canada Post Corporation. Certain information may be shared with the security branches of other postal administrations, other federal investigative bodies, police agencies and, where warranted, with the Department of Justice for possible prosecution. These records may be provided to legal counsel for use in legal proceedings involving Canada Post.

Retention and Disposal Standards: Investigate files are retained for ten years after completion of the investigation or judicial or quasi-judicial proceedings and then destroyed. Records of proceedings dealt with under subsection 41 of the *Canada Post Corporation Act*, when a prohibitory order has been issued, are retained for three years after the year the order ceases to have effect and are then transferred to Library and Archives Canada. If the records are judged by the Librarian and Archivist to be of historical/archival value, they are retained permanently. Call for Service files are retained for 5 years after the completion of the service and then destroyed.

RDA Number: 97/020

Related Record Number: CPC OP 10

TBS Registration: 001341

Bank Number: CPC PPU 085

CPC SALES MANAGEMENT

The function of CPC Sales Management refers to the preparation and tendering of a proposal package in response to interest expressed by a potential commercial customer. The proposal process may be competitive or non-competitive. Sales Management also includes the sale of product or services to retail customers.

Sales

Description: These records pertain to the preparation and tendering of proposal packages in response to solicited and unsolicited interest expressed by third parties. These files also include sales of products or services to retail customers, CPC sales teams, opportunity qualification (assessment of customer needs), standard proposals, nonstandard proposals, retail sales, and operations of CPC retail outlets.

Document Types: Sales teams, account management, opportunity qualification, proposals, retail sales, customer-needs assessment, retail outlets, customer service needs, product sales, service sales, solicited and unsolicited proposals, contract management, inventories, catalogues.

Record Number: CPC SS 12

- **Philatelic Customers**

Description: This bank contains information in both paper and automated form such as customer enquiries and mailing lists, coded to include special areas of interest, as well as invoices, funds on deposit, credit card numbers, order history, survey responses, and other sales records. A list of former customers who have issued bad cheques is also retained. Individuals seeking access to this bank should provide as many details as possible, such as name, address, subject matter, dates and account numbers.

Class of Individuals: Canada Post's national and international customers of philatelic products, sponsors of stamp clubs and those who have expressed an interest.

Purpose: The purpose of this bank is to support the sale and distribution of philatelic products and related promotional material.

Consistent Uses: The records are used to support philatelic sales and subscription services; to assist in the presentation of philatelic exhibits; to generate particular lists of customers/subscribers (for example, by area of interest); to control inventory; and for market research purposes, such as the identification of promotional needs and opportunities.

Retention and Disposal Standards: Financial records are retained for six years after last administrative use, which is usually payment for and mailing of philatelic products and then destroyed. Mailing lists are updated continuously, verified annually and retained until superseded or obsolete (for example, when customers submit change-of-address

cards or requests to be deleted from the list; or move, leaving no forwarding address). General correspondence is retained for two years and then destroyed.

RDA Number: 91/020

Related Record Number: CPC SS 12

TBS Registration: 001327

Bank Number: CPC PPU 010

CPC SERVICE MANAGEMENT

The function of CPC Service Management refers to establishing and maintaining a relationship with a customer to ensure their needs are identified and addressed.

Service

Description: These files refer to managing customer accounts and establishing and maintaining a relationship with customers to ensure that needs are identified and addressed. Records relate to sales support, customer orders, customer inquiries, retail networks (corporate and franchise), merchandising and inventory control (corporate and franchise retail outlets), and claims administration. These files may also include records from managing the accounts of customers that have entered into sales agreements, and the administration of insurance product claims, product and service warranties, and indemnities.

Document Types: Sales, customer enquiries, claims, customer satisfaction, disputes, returns, insurance, customer accounts, account management, sales agreements, customer orders, customer inquiries, customer service, CPC retail network, return policies, corporate retail outlets, franchise retail outlets, stock, insurance, product claims, product warranties, service warranties, indemnities.

Record Number: CPC SV 13

- **Anti-Money Laundering Compliance**

Description: This bank describes information that is related to transactions subject to the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act (PCMLTFA)*. Currently, these include certain transactions for the sale or redemption of money orders and MoneyGram™ electronic funds transfers, and the sale of coins. The personal information may include name, contact information, date of birth and id number and occupation. if a transaction of \$10k or over is conducted on behalf of another individual, the name of that person, address, date of birth, and the nature of the relationship between them are also collected; if on behalf of business then name of business, address, registration number and type of business are also collected.

Class of Individuals: General public (any individual who purchases or redeems money orders, who purchases coins, or who buys or cashes MoneyGram™ electronic funds transfer).

Purpose: The personal information is collected, retained and shared to comply with the requirements of the PCMLTFA, its regulations, and terrorist screening requirements. Personal information is collected pursuant Proceeds of Crime (Money Laundering) and Terrorist Financing Suspicious Transaction Reporting Regulations (SOR/2001-317) SCHEDULE 1: Suspicious Transaction Report and Proceeds of Crime (Money Laundering) and Terrorist Financing Regulations (SOR/2002-184) Schedule 1: Large Cash Transaction Report

Consistent Uses: The information may be used or disclosed for the following purposes: The information is retained to meet record keeping, client identification, and reporting requirements as set out in the PCMLTFA. Furthermore, names of individuals are screened against the list of names of known or suspected terrorists as defined in the Criminal Code and the United Nations Resolutions. The personal information may be collected or disclosed internally for reporting and investigative purposes or to resolve data processing issues (Refer to PIB number CPC PPU 130). These records may be provided to legal counsel for use in legal proceedings involving Canada Post. Personal information as prescribed by the PCMLTF Regulations may be shared with FINTRAC; refer to Money Services Business (MSB) Registration, Bank Number: FINTRAC PPU 027; Compliance of Reporting Entities, Bank Number: FINTRAC PPU 028; Financial Analysis and Disclosures, Bank Number: FINTRAC PPU 020. Any information related to MoneyGram transactions may be shared with MoneyGram International in Canada Post's capacity as their agent.

Retention and Disposal Standards: Records are to be kept for 5 years after the transaction and then destroyed.

RDA Number: 97/020

Related Class of Record Number: CPC SV 13

TBS Registration: 20110484

Bank Number: CPC PPU 006

- **Mail Forwarding and Hold Mail**

Description: This bank describes information that is related to the following services: Mail Forwarding for Moves, Mail Forwarding for Temporary Relocation, Mover Data Services/NCOA, and Hold Mail. The personal information may include name, contact information, credit information, date of birth and service start and end date, province of issue (driver's license number is optional).

Class of Individuals: General public.

Purpose: The personal information is collected by Canada Post to facilitate the forwarding of mail on behalf of individuals and businesses that move to a new address on a temporary or permanent basis, or the provision of the Hold Mail service. Upon instruction by the individual or business representative, Canada Post will notify others of the address change. Personal information is collected under section 5.1(a) of the *Canada Post Corporation Act*.

Consistent Uses: The information may be used or disclosed for the following purposes: To confirm identity and service particulars with mover consent, to update the mailing

lists of businesses and other organizations including direct mailers, provided they already have the movers' name and old address, to resolve complaints and enquiries and for research, statistical and audit purposes. Mail Forwarding and Hold Mail data may also be disclosed to Equifax Canada to verify the identity of individuals that purchase the service online. These records may be provided to legal counsel for use in legal proceedings involving Canada Post.

Retention and Disposal Standards: Records are kept for six years after the information has become superseded or obsolete and then destroyed.

RDA Number: 2004/006

Related Record Number: CPC SV 13

TBS Registration: 003294

Bank Number: CPC PPU 002

- **Customer Relationship Network**

Description: This bank contains such records as enquiries, complaints or claims, declarations (in the case of claims) and information relating to their processing. Certain information exists in automated form in the Customer Relationship Management (CRM) module of the Systems Applications and Processes systems (SAP). CRM provides a single point from the Customer Interaction Centre (CIC) screen where customer history can be viewed and transactions such as claims, orders, enquiries, customer contract or account enquiries can be launched from one screen. Data elements include the names and addresses of the sender and addressee, the nature of the shortcoming (e.g., delay, loss, damage, redirection, call-for), the type and value of the item, any special services purchased (registration), dates of mailing and claim, insured amount, result of investigation and amount paid. Individuals seeking access to this bank should specify the date and subject matter of their previous enquiry, as well as the names and addresses of the sender and addressee on the article or other identifying information.

Class of Individuals: Customers who have submitted enquiries or complaints to Customer Relationship Network; or who have applied for indemnification. (Note that payment records also are stored in Accounts Payable, CPC PPU 060 and that Risk Management Claims, CPC PPU 050, also include claims records).

Purpose: The purpose of this bank is to support the management of responses to customer enquiries, as well as the resolution of complaints and claims.

Consistent Uses: The records are used to analyze and resolve complaints, claims and other concerns; to respond to enquiries about mail services, regulations and rates; for audit and market research purposes; and to identify trends or patterns. Certain information may be disclosed to Transport Canada, the Canada Revenue Agency, foreign postal authorities, law enforcement agencies and others, where necessary, to resolve the claim or enquiry.

Retention and Disposal Standards: Records are retained for two years after last administrative use (which is normally the issue of a response to an enquirer or

indemnification), and then destroyed. Disposal of payment records stored in Accounts Payable is governed by the retention schedule for that bank.

RDA Number: 91/020

Related Record Number: CPC SV 13

TBS Registration: 001331

Bank Number: CPC PPU 100

- **epost**

Description: This bank describes information that is related to individuals who use Canada Post Corporation's epost services. The personal information includes, but is not limited to, name, physical and electronic contact information, conversations, user generated content, financial and other information users subscribe to receive or share, system user name and password (encrypted & not retrievable), authentication question and answer, payments (stored to meet PCI compliance).

Class of Individuals: Individuals who use Canada Post Corporation's epost service.

Purpose: The personal information is collected to enable individuals to use Canada Post Corporation's epost services. Personal information is collected pursuant to section 5.1(a) of the *Canada Post Corporation Act*.

Consistent Uses: The information may be used or disclosed for the following purposes: contacting users; providing and maintaining epost services; delivering and stopping mail to the epost box; maintaining the security and integrity of the epost platform; verifying individuals' identity; offering other products or services from epost or other organizations and understanding how people use epost services. These records may be provided to legal counsel for use in legal proceedings involving Canada Post.

Retention and Disposal Standards: Records are retained for six years after the order is fulfilled or abandoned and then destroyed.

RDA Number: 2004/006

Related Record Number: CPC SV 13

TBS Registration: 20110396

Bank Number: CPC PPU 004

- **Money Orders Service**

Description: This bank describes information related to money order transactions. At time of issuance, the names of the sending (Sender) and receiving (Payee) parties are collected by Canada Post. These names are retained in our database, and printed on the document itself. This information may be used to comply with requirements of the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act*.

After purchase by a consumer, the Money Order document may be altered by the sender or recipient by handwriting various pieces of information on the document. This information can include supplier account numbers (Bell, Rogers, rent, etc), signatures for endorsement, memos, etc.

As the Money Order is processed through the Canadian Payment process, various financial institutions may affix information to the document. This may include bank transit numbers, bank account numbers, or customer signatures.

As a final step in the process, an image of Money Orders drawn from Canada Post's bank account is forwarded to us for archiving. These images will include Sender and Payee names, in addition to any additional information affixed to the document subsequent to issuance.

Class of Individuals: Individuals who purchase or redeem postal money orders.

Purpose: The personal information is used for client identification (in the event of a customer call), and for the investigation of cases where money orders are declared lost or stolen, fraud investigation, forgeries and other irregularities. Personal information is collected pursuant to the *Canada Post Corporation Act* and the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act*.

Consistent Uses: In the event that a Money Order is declared lost, stolen or otherwise compromised through counterfeit or fraudulent activity, information described in this bank may be shared with areas within Canada Post responsible for addressing these concerns. Please see CPC PPU 100 (Customer Relationship Network), CPC PPU 085 (Postal Related Crimes/Offences) and CPC PPU 006 (AML Compliance).

Retention and Disposal Standards: Records are retained for six years after the order is fulfilled or abandoned and then destroyed.

RDA Number: 97/026

Related Record Number: CPC SV 13

TBS Registration: 006261

Bank Number: CPC PPU 130

- **Postage Meter Services**

Description: This bank describes information related to postage meter services provided by Canada Post. Limited personal information is contained in the Postage Meter Inventory Control System, a database that includes the name and mailing address of the client or individual representing the client institution, the postage meter model numbers, the names of the suppliers or the individual representing the postage meter supplier and, in some cases, the products and services purchased.

Class of Individuals: Individuals or individuals representing organizations who have purchased postage to be used in a Canada Post approved postage meter.

Purpose: The information is used to record and verify postal transactions and report sales; to locate customers and postage meters; to resolve issues related to defective, destroyed, lost, stolen and returned postage meters. Data contained in the Postage Meter Inventory Control System is shared with the postage meter supplier's i.e. private companies to monitor equipment leases, sales and supplies.

Consistent Uses: The information is used to conduct market and related research, including new metering technology. Names of individuals and individuals representing client institutions may be shared with postage meter supply companies.

Retention and Disposal Standards: Hard copy records exist only for defective meters and are retained for a period of six years as of the date the meter is determined to be defective, then destroyed. Electronic records about customers are retained until two years after the customer has become inactive, and then destroyed.

RDA Number: 2004/006

Related Record Number: CPC SV 13

TBS Registration: 006260

Bank Number: CPC PPU 135

- **Postal Boxes**

Description: This bank contains Postal Box Rental Agreements, Ledgers, and receipt form including service particulars, the names of agents or others authorized to receive mail and whether the Postal Box service is for private or commercial use. Other records include receipts and other payment records, audits and accounts of terminating services. Certain information exists in automated form (Retail Point of Sale (RPS)). Individuals seeking access to this bank should provide Postal Box location, number, and rental dates.

Class of Individuals: Canada Post customers who have applied for or expressed interest in Postal Box services.

Purpose: The purpose of this bank is to support the provision of Convenience Postal Box services.

Consistent Uses: The records are used to provide the services requested and, if applicable, to facilitate the collection and refund of rent for Postal Boxes (receipts are forwarded to corporate head office to reconcile accounts), for periodic audits, for the Address Improvement Program and for market surveys and marketing purposes. Certain information may be disclosed to law enforcement and other federal or provincial agencies, pursuant to lawful investigations.

Retention and Disposal Standards: Postal Box applications and related records are retained for two years after the termination of service and then destroyed.

Waiting lists are updated continuously, as boxes become available.

RDA Number: 2004/006

Related Record Number: CPC SV 13

TBS Registration: 001326

Bank Number: CPC PPU 005

- **Stamp Subjects and Designer References**

Description: This bank contains such information as subject suggestions, their supporters, and enquiries, general correspondence, résumés, samples of art work (usually reproduced on 35mm slides) and, if applicable, letters of commission. Individuals seeking access to this bank should provide name and date of previous submission. (Note that stamp subject suggestions may also be stored in Corporate

Correspondence Service, CPC PPU 100, and payment records concerning commissioned designs are also stored in Accounts Payable, CPC PPU 060).

Class of Individuals: Canadian designers, artists, illustrators, photographers and others who have indicated their interest in being considered for a postage stamp design commission.

Purpose: The purpose of this bank is to provide a visual reference file of the work of Canadian designers and artists who could be considered for a postage stamp design commission.

Consistent Uses: The records are used to consider possible designers to be commissioned to submit design proposals for new stamp issues.

Retention and Disposal Standards: Samples of work are returned to designers upon request. Records regarding rejected solicitations are retained for two years after the year of rejection and then destroyed. Records relating to commissioned stamp designers are retained for ten years and then transferred to Library and Archives Canada. If the records are judged by the Librarian and Archivist to be of historical/archival value, they are retained permanently. The remainder is destroyed.

RDA Number: 97/026

Related Record Number: CPC SV 13

TBS Registration: 001330

Bank Number: CPC PPU 025

- **Stamp Vendors**

Description: This bank contains the sales histories of stamp vendors, such as records of stamp purchases, amount of the discount and amount paid. Individuals seeking access to this bank should specify registered name and address as well as stamp sales details.

Class of Individuals: Individuals and small businesses who have applied for or been granted a permit to purchase stamps at a discount for resale to the public.

Purpose: The purpose of this bank is to support the sale of stamps via a network of stamp vendors.

Consistent Uses: Vendors use permits to purchase stamps at a discount.

Retention and Disposal Standards: Records are retained for two years after last administrative use and then transferred to Library and Archives Canada. Information judged by the Librarian and Archivist to be of archival/historical value is retained permanently. The remainder is destroyed.

RDA Number: 91/020

Related Record Number: CPC SV 13

TBS Registration: 001328

Bank Number: CPC PPU 015

INTERNAL SERVICES

Internal services constitute groups of related activities and resources that are administered to support the needs of programs and other corporate obligations of an organization. These groups are management and oversight services, communications services, legal services, human resources management services, financial management services, information management services, information technology services, real property services, material services, acquisition services, and travel and other administrative services. Internal services include only those activities and resources that apply across an organization and not to those provided specifically to a program.

Acquisitions

Acquisition Services involve activities undertaken to acquire a good or service to fulfil a properly completed request (including a complete and accurate definition of requirements and certification that funds are available) until entering into or amending a contract.

- [Procurement and Contracting Class of Record](#)
 - [Professional Services Contracts Personal Information Bank](#)

Communications Services

Communications services involve activities undertaken to ensure that Government of Canada communications are effectively managed, well-coordinated and responsive to the diverse information needs of the public. The communications management function ensures that the public – internal or external – receives government information, and that the views and concerns of the public are taken into account in the planning, management and evaluation of policies, programs, services and initiatives.

- [Communications Class of Record](#)

Financial Management Services

Financial management services involve activities undertaken to ensure the prudent use of public resources, including planning, budgeting, accounting, reporting, control and oversight, analysis, decision support and advice, and financial systems.

- [Financial Management Class of Record](#)

Human Resources Management

Human Resources Management Services involve activities undertaken for determining strategic direction, allocating resources among services and processes, as well as activities relating to analyzing exposure to risk and determining appropriate countermeasures. They ensure that

the service operations and programs of the federal government comply with applicable laws, regulations, policies, and/or plans.

- [Awards \(Pride and Recognition\) Class of Record](#)
- [Classification of Positions of Class of Record](#)
- [Compensation and Benefits Class of Record](#)
- [Employment Equity and Diversity Class of Record](#)
 - [Employment Equity and Diversity Personal Information Bank](#)
- [Hospitality Class of Record](#)
- [Human Resources Planning Class of Record](#)
- [Labour Relations Class of Record](#)
 - [Canadian Human Rights Act – Complaints Personal Information Bank](#)
- [Occupational Health and Safety Class of Record](#)
 - [Employee Assistance Personal Information Bank](#)
- [Official Languages Class of Record](#)
 - [Official Languages Personal Information Bank](#)
- [Performance Management Reviews Class of Record](#)
- [Recruitment and Staffing Class of Record](#)
- [Relocation Class of Record](#)
 - [Relocation Personal Information Bank](#)
- [Training and Development Class of Record](#)

Human Resources

Description: These files are comprised of business processes associated with the administration of individual employees, recruitment, workforce planning and worker's compensation, in addition to other activities that support the management of human resources. Records relate to organization and positions, workforce planning, compensation administration, employment benefits administration, workers compensation, recruitment/staffing, individual employee administration, payroll administration, performance planning and evaluation, learning and development, workplace health and safety, employee health administration, and labour relations. Included are records resulting from managing organizational structure, analyzing corporate resource requirements for business areas, definition, operation and review of employee base and incentive compensation levels, analysis of candidates against a specified position profile, employee training requirements, and negotiation of collective agreements.

Document Types: Organization, positions, employee classification, compensation, employment benefits, workers compensation, recruitment, staffing, employee administration, payroll administration, performance planning and evaluation, employee reviews, health and safety, labour relations, organizational structure, corporate resources, compensation levels, benefit plans, position profiles, employee payroll, performance plans, appraisals, training, employee health, collective agreements.

Record Number: CPC HR 6

- **Conflict of Interest**

Description: This bank contains information related to conflict of interest and related correspondence. Personal information may be provided on Applications for Employment, Certification and Declaration forms, confidential financial and outside activity reports, reports on investigations into potential or actual conflict incidents and related correspondence. Individuals seeking access to this bank should specify name, position, title and employment location and dates.

Class of Individuals: External applicants/candidates, existing and recently terminated Canada Post employees who are involved in potential or actual conflicts of interest.

Purpose: The purpose of this bank is to support the application and monitoring of the conflict of interest policy. The *Canada Post Corporation Act* provides authority to collect the personal information as described.

Consistent Uses: The records are used to help determine whether a conflict of interest exists and, if so, to support decisions on employee movement, transfer, competition, discipline or termination of employment.

Retention and Disposal Standards: Records are retained for two years after the individual in question has been terminated or has resigned or retired, after which they are to be destroyed.

RDA Number: 91/020

Related Record Number: CPC HR 6

TBS Registration: 002156

Bank Number: CPC PPE 814

- **Corporate Human Resources**

Description: This bank contains personal information compiled during the handling of sensitive personnel issues including assessments of the problem, alternative solutions, recommendations and the eventual decision, such as continuation, discipline, redeployment, demotion or separation. (Note that payment records are also stored in Accounts Payable, CPC PPE 820).

Class of Individuals: A small percentage of non-unionized Canada Post employees, namely those referred to Special Services because they are believed to require additional attention, or because their positions have been declared redundant.

Purpose: The purpose of this bank is to support the provision of objective advice to senior management on sensitive cases involving non-unionized employees.

Consistent Uses: The records in it are used to ensure that employment decisions are handled legally, humanely and consistently. Notations of decision taken (without reasons) may be attached to the individual's Employee Personal File, CPC PPE 802.

Retention and Disposal Standards: Records are retained for 7 years after last administrative use (e.g., resolution of the issue) and then destroyed.

RDA Number: 91/020

Related Record Number: CPC HR 6

TBS Registration: 001355

Bank Number: CPC PPE 812

- **Employee Health Record**

Description: This bank contains all recorded case information generated, acquired, or used in the provision of Occupational Health, Disability Management and Rehabilitation Services to Canada Post employees. The information included in this bank includes; medical certificates or documents containing confidential medical information; occupational fitness assessment forms (or equivalent), attending physician statements, medical reports, consent for release of information, correspondence with employees, team leaders or other stakeholders, with health care providers, case management notes, correspondence related to acquisition of medical information, functional abilities assessments, work hardening plans, referral sheets, rehabilitation plans and checklists, interview forms, recommendation reports, case closure reports, and related correspondence; specialist's and consultants' reports; physical demands analyses; special medical reports concerning exposure to occupational hazards and correspondence received from third party providers including Long term disability/Disability insurance carrier. Certain personnel health information may also exist on file, for example, health risk appraisals or fitness and lifestyle evaluations. Certain information exists in automated form. (Note that some consultative records may also be found in Grievances and Arbitrations, CPC PPE 813 and Workers' Compensation Board Claims, CPC PPE 845).

Class of Individuals: An employee health record is initiated upon receipt of any of the above mentioned information for Canada Post employees who are temporarily or permanently partially disabled and have required accommodation or had accidents

resulting in injuries on duty or off duty; short term and long-term certified sickness absence; or used the services of the Disability Management Provider; or, whose physician(s) has sent information to the Disability Management Provider.

Purpose: To support Occupational Health, Disability Management and Rehabilitation programs.

Consistent Uses: The records are used for case management purposes; to assist employees in dealing with Occupational Health, Disability Management and Rehabilitation concerns in order to support employees and encourage timely recovery from given conditions via meaningful intervention, health education and counselling; to support benefit entitlements related to injuries and illnesses; to assist employees who are subject to certain occupational risks or with identified illnesses or disabilities to be able to continue to work and to provide health promotion programs which emphasize healthy lifestyle activities. The records also facilitate the study and correction of workplace conditions that contribute to illness and injury, such as the development of preventive programs based on the incidence of certain illnesses and injuries. Composite information may be used in epidemiological studies.

Retention and Disposal Standards: Records are retained for a period of 10 years after termination from CPC and then destroyed.

RDA Number: 91/020

Related Record Number: CPC HR 6

TBS Registration: 003158

Bank Number: CPC PPE 840

- **Employee Personal File (Benefits component)**

Description: This bank contains such records as letters of authorization (for example, performance pay, bilingual bonus, acting pay, staffing forms), health and dental insurance applications, retirement choice elections, applications disability insurance benefits and records related to allowances, incentives and termination. Other supporting documentation may include copies of named dependents for health and dental plans, birth certificates, marriage/separation/divorce papers, powers of attorney and estate records such as the names of beneficiaries. Certain information exists in automated form, in the Human Resources Management Benefits Administration (HRMBA) system and in the Systems Applications and Products (SAP). (Note that copies of records relating to allowances, incentives, prerequisites and termination may be stored in the payroll component of the Employee Personal File).

Class of Individuals: All existing and recently terminated Canada Post Corporation employees who are eligible to receive employee and/or post-retirement benefits.

Purpose: The purpose of this bank is to support the administration of benefit entitlements and the payment of some allowances for employees.

Consistent Uses: The records are used to provide information necessary for benefits administration for Canada Post Corporation. Information is shared with the Canada Post pension plan (re: pension administration), the Group RSP provider and DC pension

provider if applicable, with group medical and life insurers. The records are also used to assist in the processing of disability insurance claims and to determine continuous service dates for the purpose of calculating severance pay.

Retention and Disposal Standards: Two years after year of separation, these records are transferred to Library and Archives Canada and destroyed when the employee reaches age eighty (provided two years have elapsed since last administrative use).

RDA Number: 91/020

Related Record Number: CPC HR 6

TBS Registration: 001346

Bank Number: CPC PPE 802

- **Employee Personal File (Career component)**

Description: This bank is also known as “Employee Human Resource Management.” It describes performance appraisals (for management, exempt, APOC and PSAC), staffing transactions, letters of offer, probation progress reviews, career resumes diplomas, training certificates, testing results, official languages knowledge examination papers, letters of discipline, awards (e.g. Bravo and Service Excellence), letters of appreciation, documented time and attendance problems, employee profiles, career development forms and other information such as employee number, job title, location, position number and official language status. Certain information exists in automated form, in the Personal Development and Personal Administration modules of Systems Applications and Products (SAP). This includes such personal information as performance objectives, competency reviews, training and development plans, mid-year reviews, probation reports and improvement plans and year-end evaluations, as well as test results.

Class of Individuals: Most current or recently terminated Canada Post Corporation employees. (Career files do not yet exist in some regions and among some bargaining units).

Purpose: To support the development of an employee’s career. The *Canada Post Act* provides authority to collect the personal information as described.

Consistent Uses: The records are used in support of such Human Resources functions as Staffing, Human Resources Planning and Development, Performance Management, Learning & Development, Labour Relations, and for such activities as promotions, succession planning, transfers, demotions and terminations; to conduct disciplinary or problem attendance interviews; and, to facilitate the supervision of employees (supervisors contribute and do have access to data on those employees reporting to them, as well as on those being considered for a position within their work unit).

Retention and Disposal Standards: Two years after year of separation, these records are transferred to Library and Archives Canada and destroyed when the employee reaches age eighty (provided two years have elapsed since last administrative use).

RDA Number: 91/020

Related Record Number: CPC HR 6

TBS Registration: 003546

Bank Number: CPC PPE 808

- **Employee Personal File (Payroll component)**

Description: This bank describes electronic and some hardcopy documents/ records relating to salary information, Work Force Management (WFM), allowances, overpayments and letters of authorization. Information such as T4s, R1's, and other tax related documents, direct deposit information, elective deductions (ie: Canada Savings Bonds, United Way, FTO), union dues, Canada Pension Plan deductions, and if applicable, rebates and savings plan, and, if applicable, records related to allowances, incentives, perquisites, overpayments, termination and leave forms related to Worker' compensation claims. Date of birth/death and marital status exist in automated formats housed in various systems such as: System Application and Products (SAP), Employee Interaction Centre (EIC), Imaging, Microfilm and CD's. Some information also exists in the Ceridian Canada Limited computer systems for executive payroll (current) and non-executive (historical). Access to these systems is limited to security clearance. Copies of authorization, registration forms, TD1 information and records relating to allowances, incentives, perquisites and termination are also stored in the Employee Personal File (Benefits component, CPC PPE 802). This bank also contains the Social Insurance Number, which is obtained for the purpose of reporting to such statutory agencies as Canada Revenue Agency and Human Resources and Skills Development Canada. Employees seeking access to this bank should specify employment location and dates of interest, as well as whether specific payroll records are required and whether pay information is required.

Class of Individuals: All existing and recently terminated Canada Post Corporation employees and the Board of Directors.

Purpose: The purpose of this bank is to support the payment of salaries and financial benefits to employees. Personal information is collected pursuant to the *Canada Post Corporation Act*.

Consistent Uses: The records are used to provide information necessary for all salary and payroll functions for Canada Post Corporation - for example, to calculate pay, to issue cheques for employees and to respond to employees' pay enquiries; to enable the audit and reconciliation of payroll accounts such as to settle overpayments; and provide other payroll data to management for pay/ benefits costing and productivity analyses, for collective bargaining purposes, for budgeting, etc. Information is shared with the Canada Post pension plan (re: pension administration), with Canada Revenue Agency (Taxation) (re: income and deductions), with provincial WCB and with provincial health insurance agencies. Information is also disclosed Human Resources and Skills Development Canada for purposes such as EI, ROEs, etc. The records are also used to assist in the processing of disability and WCB (CPC PPE 845) and pay related employee complaints and grievances (CPC PPE 813). Note that Ceridian Canada Limited is a third party provider which processes certain aspects of Canada Post

payroll and they store confidential information in line with privacy standards and legislative requirements.

Retention and Disposal Standards: Two years after year of separation, these records are transferred to Library and Archives Canada and destroyed when the employee reaches age eighty (provided two years have elapsed since last administrative use).

RDA Number: 91/020

Related Record Number: CPC HR 6

TBS Registration: 002010

Bank Number: CPC PPE 815

- **Financial Accountability Cases**

Description: This bank includes such information as job titles, work locations, occasional credit reports, investigation reports on losses, statements by persons involved, legal advice concerning disposition of cases, the decisions of the committees and follow-up information (for example, concerning collection, payment, prosecution, garnishment, bankruptcies and, other legal proceedings). (Note that documents may also be stored in Legal Affairs, CPC PPU 110). Individuals seeking access to this bank should specify their name and other information sufficient to identify the case, such as the date, location, type and amount of the loss.

Class of Individuals: Canada Post employees, agents, contractors and other individuals involved in actual or suspected losses of financial assets.

Purpose: The purpose of this bank is to support committees on financial accountability, which review financial losses incurred by the Corporation, and to facilitate the collection of accounts due to the Corporation. The *Canada Post Corporation Act* provides authority to collect the personal information as described.

Consistent Uses: The records are used to help correcting situations that have led to financial losses within Canada Post, both in terms of recovering funds and preventing future losses. The records could also be used by Garnishee officers to fulfill court orders.

Retention and Disposal Standards: Records are retained for six fiscal years following the last fiscal year during which the expenses were incurred and then destroyed.

RDA Number: 2000/025

Related Record Number: CPC HR 6

TBS Registration: 001762

Bank Number: CPC PPU 065

- **Grievances and Arbitrations**

Description: This bank describes such information as presentations by employees and bargaining unit representatives, grievance receipt notices and replies by management, testimony by witnesses and occasional legal opinions, investigation and analysis reports prepared by outside agencies, (e.g. police, workers' compensation boards), job descriptions (for classification grievances) and decisions and statements by arbitrators,

the Canada Industrial Relations Board and the Provincial and Federal Court and related correspondence.

Note: Certain information exists in automated form in the Grievance Management System (GMS). GMS contains such data as grievor name, the location, level and subject of the grievance, dates, and other information relating to its processing.

GMS also contains summaries of arbitration cases, such as grievor name and type of grievance, decision grounds and arbitrator's comments. Individuals seeking access to records in this bank should specify their name, employee id, bargaining unit and the grievance/arbitration number or other particulars, such as date, location and subject matter.

Class of Individuals: Individual grievances submitted by certified bargaining units, or by Canada Post Corporation, who have alleged a violation of a collective agreement.

Purpose: The purpose of this bank is to support the resolution of grievances related to the interpretation and application of collective agreements. The *Canada Post Corporation Act* provides authority to collect the personal information as described.

Consistent Uses: The records in it are used to process and resolve collective agreement interpretation grievances through all levels in the grievance process, including referrals and schedules to arbitration to National head office, arbitration, the Canada Industrial Relations Board, or the Federal Court; for research purposes, such as trend and subject analyses; to inform senior management of landmark cases and of growing or recurring labour relations problems; and to train and educate Labour Relations officers. GMS facilitates the processing of grievances and generates reports used in collective bargaining and also provides management with ready access to arbitration summaries (which are largely a matter of public record).

Retention and Disposal Standards: The signed memorandum of agreement is to be retained for three years after the Corporation is dissolved and then destroyed. Grievances that have been settled or sustained by the memorandum of agreement must be kept for six years after being settled/sustained and then destroyed, and grievances that have been abandoned, adjusted, denied or withdrawn must be kept for twenty-one years and then destroyed.

RDA Number: 91/020

Related Record Number: CPC HR 6

TBS Registration: 001356

Bank Number: CPC PPE 813

- **Pension Administration Database**

Description: The Canada Post Corporation Registered Pension Plan (CPCRPP) Defined Benefit Component. Database contains demographic and employment information for employees and retirees covered under the Defined Benefit Component of the CPCRPP. It contains such information as pension eligibility date, years of pensionable service, employee identification number, birth date, sex, marital status, marital status effective date, home address, home phone number, bargaining unit designator, employee type, base salary, pensionable allowances, appointment history,

termination date and reason, amount of contributions deducted, annual pensionable earnings base, length of work week, employee status, payroll, payment deduction information including garnishee information if applicable, banking details, mailing addresses for retirees and survivors, name and date of birth of survivors, tax credits and deduction information. The social insurance number is collected for statutory purposes in the issuance of the appropriate taxation forms.

Class of Individuals: There are records and data for all existing CPC employees that are members and retirees of the Defined Benefit Component of the CPRPP. Individuals seeking access to their records in this bank are encouraged to phone the toll free number: 1-877-480-9220.

Purpose: To calculate, authorize, and pay pension benefits for all CPRPP members, their survivors and beneficiaries.

Consistent Uses: The records are used to administer, maintain and pay member and retiree benefits under the plan, including survivor and beneficiary benefit payments, Pension Benefits Division as required by marriage breakdown, commuted pension benefits, Pension Adjustments (PA) for T4 reporting, Pension Adjustment Reversals (PAR) for T10 reporting, Past Service Pension Adjustments (PSPA), and the calculation of personalized pension statement or deficient employee contributions. The information may also be used for statistical reports and information sheets to aid in the administration of the plan.

Retention and Disposal Standards: Records are maintained permanently.

RDA Number: 98/005

Related Record Number: CPC HR 6

TBS Registration: 005246

Bank Number: CPC PPE 885

- **Scholarship Program**

Description: This bank contains such records as application forms, awards, and related correspondence. Personal information collected on scholarship applicants includes home and school addresses and telephone numbers, samples of work, letters of recommendation, educational transcripts, and proof of university registration. A limited amount of personal information exists in automated form. Social insurance numbers are collected from winning candidates as, by law, scholarship data must be reported to Canada Revenue Agency. These are reported to Finance for the completion of T-4 statements.

Class of Individuals: Children of regular full and part-time employees who have submitted applications.

Purpose: To support the administration of a scholarship program for the children of Canada Post employees.

Consistent Uses: Applications are evaluated on the basis of academic achievements and leadership qualities as demonstrated through school and/ or community involvement. Divisional selection committees choose the winning candidates, who are thereby notified by the program manager. After the award of a scholarship and prior to the

remittance of a cheque, the candidate's SIN and proof of university registration are collected. As a condition of renewal of the scholarship, an official transcript and proof of registration for the following year are required. Scholarship winners and/or their parents may be publicized, mainly for internal communication purposes.

Retention and Disposal Standards: Unsuccessful applications are retained for three years after the year of the scholarship award decision and then destroyed. Successful scholarship records are retained for six years after the year the scholarship is awarded and then destroyed. Scholarship program database records are retained for six fiscal years after receipt and verification of input data and then destroyed.

RDA Number: 91/020

Related Record Number: CPC HR 6

TBS Registration: 003157

Bank Number: CPC PPE 835

- **Service Recognition Program**

Description: The Service Recognition database contains such records as: name, home address and telephone number, service entry, award distribution and, employee identification numbers.

Class of Individuals: The Service Recognition program recognizes employees at five year intervals.

Purpose: The Service Recognition Program is the means by which Canada Post acknowledges its employees' service achievements.

Consistent Uses: To track service recognition within Canada Post.

Retention and Disposal Standards: Records are retained for the duration of employment plus two years and then destroyed.

RDA Number: 91/020

Related Record Number: CPC HR 6

TBS Registration: 002989

Bank Number: CPC PPE 830

- **Staffing and Employment**

Description: This bank contains such records as solicited and unsolicited job applications including job applications submitted via the e-Recruitment system, acknowledgement of receipt letters, job descriptions, selection profiles, competition posters, transfer requests, resumes of work experience and education, reference letters and reference checks, official languages knowledge examination papers, tests and results, lists of candidates, interview notes and rating board assessments, eligibility lists, driver's abstracts, proof of applicable vehicle insurance, offers of employment, notes of post-board interviews and related correspondence. Individuals seeking access to this bank should specify the competition number and date, if applicable, as well as position title and location.

Class of Individuals: Individuals who apply for or are hired to fill temporary and permanent positions with Canada Post Corporation including Canada Post's employees who apply to other positions within the institution.

Purpose: The purpose of this bank is to support internal staffing and external recruitment activities. The *Canada Post Corporation Act* provides authority to collect the personal information as described.

Consistent Uses: Job applications are screened when vacancies arise. Staffing file helps to provide feedback to candidates regarding their applications and job interviews results. Personal information about successful candidates may be disclosed to unsuccessful candidates under strict conditions of confidentiality, to better explain decisions taken.

Retention and Disposal Standards: Records are retained for two years after last administrative use (which is usually the expiration of the appeal period for competitions), and then destroyed.

RDA Number: 91/020

Related Record Number: CPC HR 6

TBS Registration: 001343

Bank Number: CPC PPU 095

- **Supervisory Records**

Description: This bank describes information that is related to working files and notes maintained by supervisors on employees reporting to them, especially when the employees' official files are maintained off-site. Where files exist, they may contain copies of records stored in other employee information banks, e.g., performance appraisals; accident reports; attendance, disciplinary and other letters; grievances and replies; transfer requests, System Applications and Products (SAP) print-outs; e-mail correspondence, and other employee requests and enquiries. See Staffing and Employment, CPC PPE 801; all three components of the Employee Personal File, CPC PPE 802, 808 and 815; Grievances and Arbitrations, CPC PPE 813; Original documentation may include leave applications, uniform entitlements, attendance calendars, interview and other notes. To obtain access, employees are encouraged to deal directly with their supervisor. Those submitting formal requests to CPC's privacy coordinator are requested to provide the name and work location of their supervisor(s).

Class of Individuals: Current or recently terminated, retired, resigned or released CPC employees on whom supervisors retain files.

Purpose: The personal information is used to support the supervision of employees, especially at remote work sites. These files provide convenient access to both supervisors and their employees. Personal information is collected pursuant to the *Canada Post Corporation Act*.

Consistent Uses: To monitor attendance, process leave applications, assign work, schedule replacements, document special achievements and recommend employees for corporate recognition programs, administer discipline, respond to grievances, report

injuries, and prepare any other correspondence pertinent to the day-to-day administration of the work unit staff.

Retention and Disposal Standards: Records are retained for two years after the individual in question has been terminated, resigned or retired, after which they are destroyed.

RDA Number: 98/005

Related Record Number: CPC HR 6

TBS Registration: 003739

Bank Number: CPC PPE 803

- **Training**

Description: This bank contains such records as descriptions of courses offered to employees, course registrations and evaluations (for both participants and trainers), fee payment records and related correspondence, training schedules. Training data exists in the LSO module of Systems Applications and Products (SAP) and in SharePoint. (Note that vehicle driving training records are stored in Fleet Management, CPC PPE 825, and certain fee payment records are stored in Accounts Payable, CPC PPE 820.) Individuals seeking access to this bank should specify position title and employment location and dates, as well as types, locations and dates of training courses taken.

Class of Individuals: Employees engaged in training programs or taking outside courses sponsored by Canada Post Corporation, such as in management, official languages, marketing and sales, project management, leadership development and office automation software.

Purpose: The purpose of this bank is to support the training of employees.

Consistent Uses: The records are used to support the registration, participation and evaluation of employees in training programs (including courses conducted by outside parties), and to certify their achievements (where applicable); to ensure job-readiness and safety training of employees; to forecast training schedules and instructor workloads; to support decisions on succession planning, HR movement, talent management; and to respond to enquiries by employees, their supervisors and their bargaining agent. Participation, exemption, testing results (e.g. checklists) and achievement records may be attached to the Employee Personal File (see CPC PPE 802), while information on employees' needs and achievements may be contained in the Systems Applications and Products (SAP).

Retention and Disposal Standards: Most records (authorizations and tests in particular) are destroyed two years after completion of training. Permanent documents (including official language exemptions, language competence tests, certificates and course descriptions), as well as computerized records, are retained for two years after termination of employment, and are then archived with Library

and Archives Canada. An historical master file is maintained for ten years, for statistical purposes only, and then destroyed.

RDA Number: 91/020

Related Record Number: CPC HR 6

TBS Registration: 001349

Bank Number: CPC PPE 805

- **Vocational Rehabilitation**

Description: This bank contains records such as referral sheets, occupational fitness assessments, functional abilities evaluations, summaries of medical status, vocational rehabilitation plans and checklists, interview forms, progress notes, recommendation reports, case closure reports, and related correspondence. In regions where there is a separate Vocational Rehabilitation (VR) file, it is considered an extension of the Employee Health Record. In regions where there is not a separate VR file, some of the following file contents may be found in the Employee Health Record. (Note that some consultative records may also be found in Grievances and Arbitrations, CPC PPE 813, Employee Health Record, CPC PPE 840, and Workers' Compensation Board Claims, CPC PPE 845).

Notes: Since 2007, the Vocational Rehabilitation records have been combined with Employee Health Records.

Class of Individuals: Canada Post Corporation employees who are permanently partially disabled as a result of injury or illness.

Purpose: To support the reintegration of permanently partially disabled employees.

Consistent Uses: The records in it are used to develop and implement programs for affected employees, to facilitate communications with those concerned with the employee's case (e.g., treating physicians, medical consultants, occupational health nurses, line management) to respond to grievances or complaints, to ensure compliance with the Canada Labour Code, Workers' Compensation legislation and *Canadian Human Rights Act*, and to conduct follow-ups and audits.

Retention and Disposal Standards: Records are retained 20 years after termination from CPC and then destroyed.

RDA Number: 91/020

Related Record Number: CPC HR 6

TBS Registration: 003292

Bank Number: CPC PPE 851

- **Workers' Compensation Board**

Description: This bank contains such information as: accident and work injury or illness investigation reports; workers' compensation board claims and associated correspondence and forms; occasional legal opinions; records and correspondence regarding referrals and results. Certain medical information may also exist on file, including diseases or injuries that are unrelated to work. Certain records also exist in

automated form, in the Accident Information Reporting System (AIRS) now converted to the Information Management system in SAP. AIRS and SAP contain background data (age, sex, etc.) on injured employees, as well as the location, nature, cause, and severity of the accidents and their associated direct and indirect costs. This bank also contains the Social Insurance Number where required by the Workers' Compensation Board in question. Individuals seeking access to this bank should specify employment location as well as date, location and details of injury or illness. There is also a corporate WCB database that reflects all the costs charged to CPC by HRDC on individual claims maintained by the Business Analytics Group at Canada Post.

Class of Individuals: Canada Post employees who have had injuries and accidents on duty or, who have made accident or workers' compensation board claims.

Purpose: To support Workers' Compensation Board programs.

Consistent Uses: The records are used to assist employees in dealing with medical problems and to avoid aggravating given conditions via meaningful intervention, medical education and counselling; to authorize leave and benefits (including WCB paid medical and vocational rehabilitation) related to work-related injuries and illnesses; to facilitate the processing of provincial workers' compensation board claims and the administration of injury-on-duty leave and disability benefits (AIRS, SAP and the corporate WCB database support the resolution of claims and the reconciliation of accounts); to establish conditions under which employees subject to certain occupational risks or with identified illnesses or disabilities are able to continue to work, including reinstatement; to provide health and safety details for accident prevention and health protection purposes; and, to process grievances and appeals related to Occupational Health, Safety and Environment and related to WCB claims (see Grievances and Arbitrations, CPC PPE 813). The records also facilitate the study and correction of workplace conditions that contribute to illness or injury, such as the development of preventive programs based on the incidence of certain illnesses and injuries. Composite information may be used in epidemiological studies. Certain information may be disclosed to provincial workers' compensation boards, Human Resources Skills Development Canada, medical practitioners and bargaining unit representatives, to facilitate claims administration. Limited information is disclosed to Transport Canada regarding, for example, chemical spills involving Canada Post employees.

Retention and Disposal Standards: Records are retained for 20 years after termination from CPC and then destroyed.

RDA Number: 91/020

Related Record Number: CPC HR 6

TBS Registration: 003159

Bank Number: CPC PPE 845

- **Workforce Management and Planning**

Description: This bank contains such records as expressions of interest for incentive payments, employee name, length of service, salary history, estimated retirement/

separation incentive amounts, acceptances or refusals of incentive offers, referrals to career counselling consultants and other related tax/financial data. Limited master data is drawn from the Systems Applications and Products (SAP). Related records may also be found in the Employee Personal file. This activity is currently restricted to the PSAC / UPCE bargaining group as well as the Association of Postal Officials of Canada after their position has been declared surplus.

Class of Individuals: Current or former employees of Canada Post Corporation who have expressed interest in a separation or retirement incentive or who have left CPC after receiving such an incentive. In addition, this bank applies to current employees who are considered subject matter experts in their fields.

Purpose: The purpose of this bank is to support CPC's restructuring objectives by offering a voluntary package of retirement or separation incentives to eligible employees. The listing and ranking of subject matter experts is intended to assess the impact of their eventual departure and to assist in the development of knowledge transfer plans to minimize the risk.

Consistent Uses: The records are used to ensure the eligibility of applicants to the incentive program, evaluate the amounts for the incentive on an individual basis, make offers to eligible applicants and to process payments to employees who have accepted. The listing of subject matter experts is used for human resources planning purposes.

Retention and Disposal Standards: The records are retained for 10 years after Canada Post Corporation accepts or refuses expressions of interest from current or former employees and then destroyed.

RDA Number: 98/005

Related Record Number: CPC HR 6

TBS Registration: 003738

Bank Number: CPC PPE 834

Information Management Services

Information management services involve activities undertaken to achieve efficient and effective information management to support program and service delivery; foster informed decision making; facilitate accountability, transparency and collaboration; and preserve and ensure access to information and records for the benefit of present and future generations.

- [Access to Information and Privacy Class of Record](#)
 - [Access to Information Act and Privacy Act Requests Personal Information Bank](#)
- [Information Management Class of Record](#)

Information Technology

Information Technology Services involve activities undertaken to achieve efficient and effective use of information technology to support government priorities and program delivery, to increase productivity, and to enhance services to the public.

- [Information Technology Class of Record](#)

Legal Services

Legal services involve activities undertaken to enable government departments and agencies to pursue policy, program and service delivery priorities and objectives within a legally sound framework.

- [Legal Services Class of Record](#)

Management and Oversight Services

Management and oversight services involve activities undertaken for determining strategic direction and allocating resources among services and processes, as well as those activities related to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies or plans.

- [Cooperation and Liaison Class of Record](#)
 - [Outreach Activities Personal Information Bank](#)
- [Executive Services Class of Record](#)
 - [Executive Correspondence Personal Information Bank](#)
- [Internal Audit and Evaluation Class of Record](#)
- [Planning and Reporting Class of Record](#)

Material Services

Material services involve activities undertaken to ensure that materiel can be managed by departments in a sustainable and financially responsible manner that supports the cost-effective and efficient delivery of government programs.

- [Material Management Class of Record](#)

Real Property

Real Property Services involve activities undertaken to ensure real property is managed in a sustainable and financially responsible manner, throughout its life cycle, to support the cost-effective and efficient delivery of government programs.

- [Real Property Management Class of Record](#)

Travel and Other Administrative Services

Travel and Other Administrative Services include Government of Canada (GC) travel services, as well as those other internal services that do not smoothly fit with any of the internal services categories.

- [Administrative Services Class of Record](#)
- [Boards, Committees and Council Class of Record](#)
 - [Members of Boards, Committees and Councils Personal Information Bank](#)
- [Business Continuity Planning Class of Record](#)
- [Disclosure to Investigative Bodies Class of Record](#)
 - [Disclosure to Investigative Bodies Personal Information Bank](#)
- [Proactive Disclosure Class of Record](#)
- [Security Class of Record](#)
 - [Disclosure of Wrongdoing in the Workplace Personal Information Bank](#)
 - [Personnel Security Screening Personal Information Bank](#)
 - [Security Incidents and Privacy Breaches Personal Information Bank](#)
 - [Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes Personal Information Bank](#)
- [Travel Class of Record](#)

Manuals

- Canada Postal Guide
- Customer Guides
- International Destination Listing
- Mail Preparation and Presortation Guides
- Postal Standards Manuals

Additional Information

The Government of Canada encourages the informal release of information. In this regard, you may wish to consult Canada Post's [completed Access to Information summaries](#). To submit an informal request for information that has been previously released, please contact Canada Post's *Access to Information and Privacy (ATIP) Office*.

For additional information about the programs and activities of the Canada Post Corporation, please contact:

Access to Information and Privacy
Canada Post Corporation
2701 Riverside Drive
Ottawa ON K1A 0B1

Access to Information and Privacy Coordinator
Telephone: 613-734-3497
Toll free: 1-866-913-2473 Facsimile:
613-734-6660

Reading Room

In accordance with the *Access to Information Act* and *Privacy Act*, the applicant may wish to review material in person at:

2701 Riverside Drive
Ottawa ON