

March 30 & 31, 2011, Toronto

Two-Day Event!

4th

Managing Privacy Compliance

**Workshop Included: Privacy Policy & Practices:
Best Strategies from Start to Finish**

who should attend

- VPs, Directors & Managers responsible for: Privacy Compliance, Security, Internal Audit, IT & IS
- General Counsel
- Corporate & In-House Counsel
- Lawyers
- Litigators
- Consultants

participating organizations

Bell Canada
Blake, Cassels & Graydon LLP
BMO Financial Group
Deloitte & Touche LLP
Equifax Canada Inc.
George C. Eyre, Law Offices
Gowling Lafleur Henderson LLP
John Wunderlich & Associates

Lang Michener LLP
Markham Stouffville Hospital
Ontario Lottery and Gaming Corporation
PrivaTech Consulting
Symcor Inc.
Unilever Canada Inc.
vpi Inc.

course highlights

- Best practices for designing and implementing a privacy compliance program
- The latest federal and provincial regulatory developments and enforcement priorities relating to privacy
- How to prepare a privacy impact assessment
- Strategies for minimizing the damage to reputation in the event of a breach
- Legal risks associated with employee surveillance and monitoring
- Conducting privacy compliance audits
- Minimizing privacy exposure in outsourcing relationships
- International privacy laws and their impact on business practices
- Privacy practices to prevent ID theft

Course Leader
George C. Eyre,
George C. Eyre,
Law Offices



Course Leader
David
M. W. Young,
Lang Michener
LLP



Maureen L.
Murphy,
Gowling Lafleur
Henderson LLP



Fazila Nurani,
PrivaTech
Consulting



Ruth Rapoport,
Unilever
Canada Inc.



John Russo,
Equifax
Canada Inc.



John
Wunderlich,
John
Wunderlich &
Associates



Laura
W. Davison,
Deloitte &
Touche LLP



Fariba
Anderson,
Ontario Lottery
and Gaming
Corporation



Mark McCans,
Blake, Cassels
& Graydon LLP



as well as:

Curtis
McDonnell,
vpi Inc.

Della Shea,
Symcor Inc.

Sharon
Tai-Young,
Markham
Stouffville
Hospital

Howard
Simkevitz,
Bell Canada

Carol Yee,
BMO Financial
Group

FACULTY

COURSE LEADERS

GEORGE C. EYRE

George C. Eyre has been well known in the I/T industry since 1988. He is an ex-computer consultant who had ten years experience in the field.

DAVID M. W. YOUNG

David M.W. Young is a Partner and Co-Chair of the Privacy Law Group at **Lang Michener LLP**. His practice focuses on regulatory law.

CO-LECTURERS

CURTIS McDONNELL

Curtis McDonnell is General Counsel at **vpi Inc.** His practice consists of employment and labour matters.

MARK MCCANS

Mark McCans is a lawyer in the Information Technology Group at **Blake, Cassels & Graydon LLP**.

HOWARD SIMKEVITZ

Howard Simkevitz is a Senior Associate Director at **Bell Canada**.

LAURA W. DAVISON

Laura W. Davison is Deputy Chief Privacy Officer and Deputy Chief Anti-Money Laundering Officer at **Deloitte Management Services LP**.

JOHN RUSSO

John Russo is VP, Legal Counsel for **Equifax Canada Inc.**

DELLA SHEA

Della Shea is the Chief Privacy and Information Risk Officer at **Symcor Inc.**

MAUREEN L. MURPHY

Maureen L. Murphy practices in the areas of medical law and privacy law at **Gowling Lafleur Henderson LLP**.

RUTH RAPOPORT

Ruth Rapoport is Assistant General Counsel at **Unilever Canada Inc.**

FAZILA NURANI

Fazila Nurani, Founder of **PrivaTech Consulting**, is a privacy and information security consultant, lawyer and trainer.

SHARON TAI-YOUNG

Sharon Tai-Young is Director, Decision Support and Health Information & Chief Privacy Officer at **Markham Stouffville Hospital**.

JOHN WUNDERLICH

John Wunderlich of **John Wunderlich & Associates** is an information security and privacy consultant.

FARIBA ANDERSON

Fariba Anderson is Vice President Lottery IT and Enterprise Information Management, at **Ontario Lottery and Gaming Corporation**.

CAROL YEE

Carol Yee is a manager in the Privacy Office at **BMO Financial Group**.

COURSE PROGRAM

OVERVIEW OF PRIVACY LAW IN CANADA

The regulatory landscapes surrounding privacy is increasingly complex and continually evolving to address emerging issues. In order to put an effective program in place to avoid costly litigation and damage to corporate reputation, a thorough understanding of the current state of the law is required. This session will review privacy law in Canada, focusing on the latest regulatory developments and enforcement priorities.

- Recent findings by the Federal Privacy Commissioner
- PIPEDA and provincial privacy regime overview: current state of the law
- The latest federal and provincial regulatory developments
- Enforcement priorities relating to privacy: enforcement and penalties
- Recent case law and the latest guidelines
- Ensuring privacy compliance in multiple jurisdictions

DESIGNING AND IMPLEMENTING A PRIVACY COMPLIANCE PROGRAM

This session will provide an overview of what goes into creating and implementing a privacy compliance program that addresses business processes, systems and applications changes, training and education and other infrastructure and support requirements.

- Elements of an effective privacy compliance program
- Utilizing a systematic and structured approach to privacy compliance
- Supporting privacy policy with a governance framework, procedures and ongoing plan to monitor effectiveness
- Auditing your information handling practices
- Addressing all aspects of collection, use, disclosure, retention and destruction of personal information

SUPPLEMENTARY COURSE MATERIAL

Federated Press is now providing delegates with access to an innovative new database containing at least 25 interactive multimedia presentations by leading experts and approximately 20 hours of lectures on the topics covered by this course, including all slides and speakers' papers. See the list of presentations on page 4.

Delegates will also receive a trial subscription to the Business Law Channel, a much broader resource representing hundreds of hours of interactive multimedia lectures on leading edge Business Law topics as delivered at our many recent Business Law conferences and courses.

AV PROCEEDINGS



Audio/Video segments clickable slide by slide
Papers and overheads also included
Print any of the material for your own use

CONDUCTING PRIVACY IMPACT ASSESSMENTS

One of the first and most important steps in implementing a successful privacy compliance program is conducting privacy impact assessments (PIA) in order to discover ways to mitigate or avoid privacy incidents. This session will examine the role that privacy impact assessments play.

- How to research, prepare and write a privacy impact assessment
- Privacy concepts that should be addressed if and when you implement a PIA
- Practical benefits, techniques and formats for PIAs and PIA reports

PRIVACY BREACH GUIDELINES & PRACTICES

This session will examine what your responsibilities are in the event that your organization experiences a breach as well as post-breach best practices for mitigating any damage.

- Breach containment practices
- Response and notification requirements
- Strategies for minimizing the damage to reputation
- Developing and implementing a privacy response process
- Establishing effective communication procedures
- Managing an internal investigation of the breach

EMPLOYEE AND WORKPLACE PRIVACY ISSUES

This session will address how to remain privacy compliant in the collection, use and disclosure of employee information in addition to other emerging workplace privacy issues.

- What is a reasonable expectation of privacy?
- What privacy risks are associated with use of technology in the workplace?
- What policies and procedures can help mitigate privacy risks?

ENSURING COMPLIANCE WITH INTERNATIONAL PRIVACY LAWS

Companies of all sizes are now engaging in global business and, in so doing, they must ensure that they are complying with all applicable international privacy and data protection regulations. This session will look at how to achieve global privacy compliance.

- Overview of international privacy law and their impact on business practices
- Developments in international data protection laws
- Ensuring compliance across borders and multiple communication channels

MAINTAINING PRIVACY COMPLIANCE WHEN OUTSOURCING

This session will focus on best practices for managing privacy issue and safeguarding information when entering into outsourcing relationships with third parties.

- Minimizing privacy exposure in outsourcing relationships
- Best practices for remote information security
- Evaluating third party compliance
- Unique vulnerabilities of remote data
- Addressing privacy and security in outsourcing service agreements

E-COMMERCE TECHNICAL, SECURITY & PRIVACY ISSUES

This session will review the latest technical, security and privacy trends and techniques that can be considered to safeguard and protect confidential information and facilitate its authorized use and disclosure.

- Encryption
- Designing privacy protections into a new system or the redesign of a system
- Disclosure & requests
- Technical, privacy and security issues for web 2.0: cloud computing and social networking

PREVENTING & DETECTING IDENTITY THEFT

Every year, thousands of people are victims of fraud such as identity theft. This presentation will examine how identity theft occurs and discuss prevention measures.

- Identifying traditional and new type of fraud schemes and scenarios: fraud risk assessments
- Defining the types of identity theft and how it can occur
- Prevention measures: physical security, data security, data checks
- Phishing, workplace identity theft, access cards
- Dealing with identity theft through use of government issued documents

PRIVACY COMPLIANCE & SOCIAL NETWORKING

This presentation will review the potential legal issues and privacy considerations that can arise from the use of social networking and outline best practices for reducing risk.

- How and why is social networking used in the workplace?
- Does monitoring potential or existing employees through personal or work-based social media violate privacy laws?
- When decisions can be made about an employee or prospective hire based on information -collected from social networking sites

AUDITING YOUR PRIVACY COMPLIANCE PROGRAM

This session will examine the process to assess the effectiveness of your privacy compliance program and explore how an audit can be used as a primary tool for achieving privacy objectives.

- What self-assessment tools should you have in place?
- Performing “gap” analyses and self-assessments
- Best practices for conducting an audit
- Responding to audit results

WORKSHOP

PRIVACY POLICY & PRACTICES: BEST STRATEGIES FROM START TO FINISH

What should businesses be doing to protect their privacy and secure corporate data? This workshop will focus on cost-effective policies and practices that should be implemented to manage privacy compliance, outlining the key components of an effective privacy management program.

- Building internal accountability
- Developing effective policies and procedures
- Introducing an effective privacy training program
- Monitoring compliance

MULTIMEDIA PRESENTATIONS

Your registration includes an interactive multimedia database comprising the following presentations from recent Federated Press courses and conferences. They are presented in their entirety with complete audio or video and accompanying slides. You may also purchase the multimedia proceedings of the course which will be available on CD-ROM 60 days after the course.

Using Generally Accepted Privacy Principles (GAPP)

Terry McQuay,
Nymity Inc.

Employee & Workplace Privacy Issues

Kristin Taylor,
Fraser Milner Casgrain LLP

The Role of the Privacy Officer

Anne Lavigne,
Ottawa General Hospital

Privacy Law – International Considerations

Bernice Karn,
Cassels Brock & Blackwell LLP

Post Privacy Breach Strategies

Robin Gould-Soil,
TD Bank Financial Group

Structuring & Measuring the Program Success

Debbie Sabatino,
MDS Inc.

Governance of Data Privacy, Security and Integrity of E-Health Records

Chris Robertson,
The Hospital for Sick Children

Online Privacy & Security: Protecting Corporate Data

J. Fraser Mann,
Miller Thomson LLP

Enforceability of Online Agreements

Charles S. Morgan,
McCarthy Tétrault LLP

Registration: To reserve your place, call Federated Press toll-free at 1-800-363-0722. In Toronto, call (416) 665-6868 or fax to (416) 665-7733. Then mail your payment along with the registration form. Places are limited. Your reservation will be confirmed before the course.

Location: Novotel Toronto Centre Hotel, 45 The Esplanade, Toronto, Ontario, M5E 1W2

Conditions: Registration covers attendance for one person, the supplementary course material as described in this document, lunch on both days, morning coffee on both days and refreshments during all breaks. The proceedings of the course will be captured on audio or video. Multimedia proceedings with all slides and handouts can be purchased separately on a CD-ROM which will also include the course material.

Time: This course is a two-day event. Registration begins at 8:00 a.m. The morning sessions start promptly at 9:00. The second day ends at 4:00 p.m.

TO REGISTER FOR MANAGING PRIVACY COMPLIANCE

Name _____

Title _____ Department _____

Approving Manager Name _____

Approving Manager Title _____

Organization _____

Address _____

City _____ Province _____ Postal Code _____

Telephone _____ Fax _____ e-mail _____

Please bill my credit card: AMEX VISA Mastercard

_____ Expiration date: _____ / _____

Signature: _____

Payment enclosed: Please invoice. PO Number: _____

WHEN CALLING, PLEASE MENTION PRIORITY CODE: MAIL COMPLETED FORM WITH PAYMENT TO:
Federated Press P.O. Box 4005, Station "A"
Toronto, Ontario M5W 2Z8
MPCT1103/E

Overview of Privacy Law in Canada

Wendy Gross,
McCarthy Tétrault LLP

Third-party Liability for Breach of Trust

Michael R.C. Davenport,
Bank Of Nova Scotia

Implementing the EDRM System

Bruce Miller,
RIMtech Inc.

Privacy & Confidentiality Issues Involving Identity Theft

Alona Cohen,
Westpark Hospital

Developing an Information Security Program

Alvaro J. Orrantia,
PricewaterhouseCoopers LLP

Top Privacy Case Law of 2009

Meaghan McCluskey,
Nymity Inc.

Privacy Policy & Privacy Impact Assessments

Tracy Ann Kosa,
Ministry of Government Services

Developing a Business Continuity Plan for IT Systems

Ann Wyganowski,
HZX Business Continuity Planning

Privilege and Privacy Issues in E-Discovery

Susan Nickle,
Wortzman Nickle Professional Corporation

Privacy Law Developments

Jennifer I. McDougall,
Canadian Tire Bank

The Road to Incorporating Strategic Data Management into Enterprise Governance Structures

Andrew J. Bystrzycki,
Service Canada

Change Management in IM: Using Best Practices and Making Good Behaviours Stick

Ministry of Municipal Affairs and Housing, Ontario Government

Third-Party Access & Disclosure

Erla Alani,
IBM Business Consulting Services

Taking a Swipe at Credit Card Fraud

Brenda Lo,
Deloitte & Touche LLP

Access Privacy Issues Relevant to EDRM

Kris Klein,
Law Office of Kris Klein

Advanced Practices in Privacy Policy & Policy Notice

Terry McQuay,
Nymity Inc.

Cancellation: Please note that non-attendance at the course does not entitle the registrant to a refund. In the event that a registrant becomes unable to attend following the deadline for cancellation, a substitute attendee may be delegated. Please notify Federated Press of any changes as soon as possible. Federated Press assumes no liability for changes in program content or speakers. A full refund of the attendance fee will be provided upon cancellation in writing received prior to March 17, 2011. No refunds will be issued after this date. Please note that a 15% service charge will be held in case of a cancellation.

Discounts: Federated Press has special team discounts. Groups of 3 or more from the same organization receive 15%. For larger groups please call.

Payment must be received prior to March 23, 2011

Phone: 1-800-363-0722 Toronto: (416) 665-6868 Fax: (416) 665-7733

REGISTRATION COSTS

NUMBER OF PARTICIPANTS: _____

COURSE: \$1975

COURSE + PROCEEDINGS CD-ROM:
\$1975 + \$175 = \$2150

PROCEEDINGS CD-ROM: \$599

NOTE: Please add 13% HST to all prices.

Proceedings CD-ROM will be available 60 days after the course takes place

Enclose your cheque payable to Federated Press in the amount of:

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For additional delegates please duplicate this form and follow the normal registration process