

MEDICINE HAT PUBLIC BOARD OF EDUCATION OPERATES AS MEDICINE HAT PUBLIC SCHOOL DIVISION,  
AND FOR THE PURPOSE OF THIS DOCUMENT WILL BE REFERRED TO AS “MHPSD” AND/OR “DIVISION”

SECTION 400 – Business Administration

**ADMINISTRATIVE PROCEDURE: PRIVACY INCIDENTS**

<b>PROCEDURE CODE:</b>	<b>412 AP 003</b>
<b>Policy Reference:</b> Policy 412: Managing Division Information, Access, And Privacy Policy	<b>Exhibits:</b> 412 E 002 – Security Classification

**PROCEDURE**

1. Identification and Initial Response:
  - 1.1. Any individual who becomes aware of a potential or actual privacy incident must report it immediately to the designated Privacy Officer or delegate.
  - 1.2. The Privacy Officer must confirm whether the incident involves:
    - 1.2.1. Loss of personal information,
    - 1.2.2. Unauthorized access to personal information, or
    - 1.2.3. Unauthorized disclosure of personal information.
2. Containment of the Incident:
  - 2.1. Upon identification of a privacy incident, the Privacy Officer, in coordination with relevant program areas and Information Technology staff, must:
    - 2.1.1. Take immediate steps to contain the incident and prevent further unauthorized access, use, or disclosure.
    - 2.1.2. Secure affected systems, records, or devices.
    - 2.1.3. Preserve evidence required for investigation and reporting.
3. Assessment of Real Risk of Significant Harm (RROSH)
  - 3.1. The Privacy Officer must assess whether the incident poses a real risk of significant harm to an individual.
  - 3.2. The assessment must be conducted in accordance with Section 4 of the Protection of Privacy (Ministerial) Regulation.
  - 3.3. Factors to be considered include:
    - 3.3.1. Sensitivity of the personal information involved,
    - 3.3.2. Nature and extent of the incident,

- 3.3.3. Likelihood of misuse,
  - 3.3.4. Potential impacts on the individual,
  - 3.3.5. Mitigating measures already taken, and/or
  - 3.3.6. Any other relevant factors.
4. Determination and Documentation
- 4.1. The Privacy Officer must document:
    - 4.1.1. Details of the incident
    - 4.1.2. The RROSH assessment
    - 4.1.3. The decision regarding notification
    - 4.1.4. If the incident involves data derived from personal information or non-personal data, the same assessment must be applied.
5. Mandatory Notification
- 5.1. If the assessment determines that a real risk of significant harm exists, the Privacy Officer must provide notification without unreasonable delay to:
    - 5.1.1. The affected individual(s);
      - 5.1.1.1. The affected individual(s) guardian or representative;
    - 5.1.2. the Commissioner; and
    - 5.1.3. the Minister
  - 5.2. Notifications must include sufficient information to comply with the prescribed requirements set out in the Protection of Privacy (Ministerial) Regulation.
  - 5.3. Notice must be delivered via mail, fax, or in a electronic format.
    - 5.3.1. If the Division cannot reach an individual through standard methods and needs to use substitutional service (such as a public notice), this is only permitted if it is authorized by the Commissioner.
6. Post-Incident Review
- 6.1. Following resolution of the incident, the Privacy Officer must:
    - 6.1.1. Review the circumstances leading to the incident.
    - 6.1.2. Identify corrective actions to prevent recurrence.
    - 6.1.3. Update policies, procedures, or training as required.
7. Record Keeping
- 7.1. All privacy incidents, assessments, containment actions, and notifications must be documented and retained in accordance with the public body's records management requirements.
8. Employee Protection and Whistleblowing
- 8.1. Whistleblower Disclosure: An employee who, in good faith, believes a privacy incident or contravention is occurring may disclose that information directly to the Commissioner without liability for prosecution



8.2. Anti-Retaliation: Section 59 prohibits the Division or its agents from taking any adverse employment action against an employee for properly disclosing a privacy incident or contravention of the Act

REFERENCES

Protection of Privacy Act (POPA)

Protection of Privacy (Ministerial) Regulation

**Approved:** May 11, 2026

