

Ontario Lottery and Gaming Corporation
Directory of Records

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Audit Services

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Audit and Risk Management Committee Submissions
Audit and Risk Management Committee Reports
Audit and Consulting Records
Agendas, Minutes and Meeting Materials
Integrity Matters Reports and Documentation
Schedules, Timesheets and Related Reports

Manuals

Audit Services Manual

Board of Directors

General Records

Agendas, Minutes and Meeting Materials
 Directors' Register and Files
 Administrative Files
 Chair's Correspondence
 Chair's Briefing Materials
 Chair's Reports
 Correspondence

Personal Information Bank

Personal Information Bank Title:	Directors' Register and Files
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Data relating to individual Director's appointment, personal data
Uses:	Corporate Secretariat
Users:	Corporate Secretariat
Individuals in Bank:	Members of Board of Directors
Retention & Disposal Period:	EVENT + CFY + 5 EVENT = Termination of Corporation

Charitable Gaming

Common Records

Correspondence

General Records

Meeting Agendas & Minutes

Policies & Procedures

Briefing Notes

Correspondence

Project files

Game Technical and Testing Documentation

Marketing/Public Relations Records

Issue/Risk Management Reports

Rules and Regulations

Financial Records

AGCO Records

Compliance Reports

Facility Records

Access and Key Logs

Marketing Content and Usage Guidelines

Game Guides

Game and Centre Deployment & Refresh on Games

Process Maps

Manuals

Marketing Toolbox User Guide

MGAM Manual

Toolbox Training Reference Guide

Ready Set Go Manual

Product Manuals

Personal Information Bank

Personal Information Bank Title:	Charitable Gaming Self-Exclusion Program
Legal Authority to collect:	Personal information contained on the forms and facial images are collected and retained pursuant to the Ontario Lottery and Gaming Corporation Act, 1999 (Ontario) as well as Gaming Control Act, 1992 (Ontario).
Information Maintained:	Registered individuals, Breaches, Reinstatements (Requests from individuals, Responses from OLG, Signed Reinstatement document)
Uses:	To provide a program for individuals to self-exclude from Charitable Gaming Centres: registration, monitoring at the CGC, breach penalties for re-entry and the ability to not award prize if a self-excluded individual enters a centre and wins a prize greater than \$1000, the ability for individuals to request to be removed from the self-exclusion list based on meeting set criteria
Users:	Charitable Gaming Self-Exclusion Coordinators, Business Relationship Managers, OLG Support Centre for Dis-entitlement, Charitable Gaming Centre Managers and monitoring employee
Individuals in Bank:	Individuals at all stages of the self-exclusion process
Retention & Disposal Period:	EVENT + CCY + 15 EVENT = Last re-instatement

Corporate Affairs

Communications Plans
 Public Business Plan
 Community Benefit Summaries
 Salary Disclosure (annual)
 Corporate Affairs Email Record (EDRM)
 Fact Sheets
 FLS – Policy and Translation Protocol
 Reports to Government
 Operational Plans
 Complaint Responses
 Issue Notes
 Key Messages & Questions and Answers
 Media Contact Reports
 News releases (winners and corporate)
 OLG Annual Report
 Responsible Gaming Reports and Research
 Corporate Return on Marketing Investment Results and Recommendations
 Corporate Market Tracking Reports
 Corporate Research Records
 Marketing, Reputation Tracking and Performance Reports
 Planning and Strategy Records
 Corporate Sponsorship Records
 Campaign Records
 Digital Marketing and Social Media Records

Transactional Records

English and French market-ready public-facing materials

Personal Information Bank

Personal Information Bank Title:	Corporate Sponsorship Database (Olson Manages and Hosts Database)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Sponsored organization/event name and contact information, event information, dollar amount of sponsorship, action items regarding sponsorship
Uses:	Sponsorship Program management
Users:	Community Relations, Lotto Marketing, Corporate Marketing, Communications & Media Relations
Individuals in Bank:	Sponsorship applicants (External parties)
Retention & Disposal Period:	EVT+CCY+5 EVENT = Termination of Sponsorship

Personal Information Bank

Personal Information Bank Title:	Campaign Records
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Talent and extras name and signatures
Uses:	Campaign management
Users:	Third party vendors (marketing/advertising/creative agencies)
Individuals in Bank:	Talent and extras in commercial advertising
Retention & Disposal Period:	EVENT + 10 years EVENT = Life of brand

Enterprise Strategy & Analytics

General Records

Team Meeting Agendas
Contracts/SOWS
Policies and Procedures
Project documents
Market Research Presentations
Executive Committee/Board of Directors Presentations

Finance and Administration

Description: Finance and Administration is responsible for providing acquisitions, financial, payroll and office administration services and governance of same to the Corporation.

Common Records

Identipass Records
Payroll for Employees and Board of Directors

General Records

Accounting, Financial Records and Related Records
Asset Disposal Records
Audited Financial Statements and Related Records
AGCO Registered Vendor Records and related records
AGCO NGRS Due Diligence Assessments
Analytical Models
Audit and Risk Management Committee Reports
Board Notes
Budget and Forecast Reports and Related Records
Contracts
Business Continuity Plans
Capital Asset Transfers/ Disposals
Committee Agendas, Minutes and Meeting Materials
Corporate Travel Related Reports
Counterfeit Seizure Form
Corporate Fleet Related Reports
Crisis Manager Quick Reference Guide
Customer (Ad Hoc) Invoices
Financial Analyses
Financial Reports and Related Records
Fraud Risk Assessments
Insurance Applications
Insurance Records
Insurance Policies
Letters/Memos of Direction
Mail Services and Courier Information
Pandemic Contingency Plans
Policy Documentation and Related Analysis
Policy and Procedures
Process Documentation
Procurement Records (competitive and non-competitive)
Record Retention Schedules
Records Management Inventory
Self-Exclusion/Reinstatement Records
Tax Returns and Related Records
Valuation Reports
Vendor Contractor Health and Safety Records
Vendor Invoices and Related Records
Vendor Payment Information and Related Reports

Personal Information Banks

Personal Information Bank Title:	Expense report, travel profiles and supporting documentation
Legal Authority to collect:	<i>Public Sector Expenses Review Act, 2010</i>
Information Maintained:	Employee/Appointees name, position/titles, home address, emergency contact information, personal credit card information
Uses:	For travel booking, internet publishing of travel expenses
Users:	Finance, Corporate Communications, Public
Individuals in Bank:	Executives, Appointees, and Top 5 Claimants
Retention & Disposal Period:	CFY + 7

Personal Information Bank Title:	Board of Directors, Employees Payroll Information
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Employee/Appointee names, addresses, positions/titles
Uses:	Payroll and T4 issuance
Users:	Finance and Human Resources
Individuals in Bank:	Employees and appointees
Retention & Disposal Period:	CFY + 7

Personal Information Bank Title:	Fleet vehicle records
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	List of vehicle assignments, driver abstracts, employee name, address
Uses:	For fleet vehicle management purposes
Users:	Administration
Individuals in Bank:	Employees with OLG-issued fleet vehicles
Retention and Disposal Period	EVENT+ CFY + 7 EVENT = Disposed of or returned to lessor

Personal Information Bank Title:	Cellular/ Blackberry Database
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	List of hardware, user's name, budget code and home address.
Uses:	For cell phone and 407 bill reconciliation
Users:	Administration and Information Technology Services staff
Individuals in Bank:	Employees with OLG-issued cell phones and 407 transponders
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = Asset sold, lost, returned to lessor or disposed of

Personal Information Bank Title:	Crisis Management Procedures and Reference Guide
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
Information Maintained:	Personal contact information of employees in call trees
Uses:	Contact Crisis Management Team Members in the event of a crisis
Users:	Crisis Management Team
Individuals in Bank:	Crisis Management Team
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = superseded or cancelled

Personal Information Bank Title:	Business Continuity Plans
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
Information Maintained:	Personal contact information of employees in call trees
Uses:	Maintain business continuity during disaster
Users:	Team Leads in each area with a Business Continuity Plan, Divisional Business Continuity Coordinators and Risk Management
Individuals in Bank:	Team Leads and their alternates in areas with business continuity plans
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = superseded or obsolete

Personal Information Bank Title:	Insurance Claim files
Legal Authority to collect:	Ontario Lottery and Gaming Act Insurance Act RSO 1990
Information Maintained:	Claims management documentation
Uses:	Claims management administration
Users:	OLG Insurance Analysts
Individuals in Bank:	Claimants
Retention & Disposal Period:	EVT + CCY + 15 EVT = claim concluded or decision made not to pursue claim

Personal Information Bank Title:	Pandemic Contingency Plans
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
Information Maintained:	Personal contact information of employees in call trees
Uses:	Maintain business continuity during pandemic
Users:	Team Leads and their alternates
Individuals in Bank:	Team Leads and their alternates
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = superseded or obsolete

Personal Information Bank Title:	Identipass Records
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name, contact, vehicle information, department information of individuals with security card. History of every access request at locked doors.
Uses:	Track cards issued and access control
Users:	Security staff, OLG department managers
Individuals in Bank:	Individuals who are issued a security card
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = superseded or obsolete

Personal Information Bank Title:	Visitor Log
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name and signature of visitor, card issued information about their visit.
Uses:	Track building visitors
Users:	Security staff
Individuals in Bank:	Visitors
Retention & Disposal Period:	EVENT + CCY + 7 EVENT = final log entry or report completion

Personal Information Bank Title:	Self-Exclusion/ Reinstatement Records
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name, contact information of patron enrolled in self exclusion program
Uses:	Records of patrons enrolled in voluntary Self Exclusion program
Users:	Security, Surveillance and Cage staff
Individuals in Bank:	Individuals enrolled in Self Exclusion program
Retention & Disposal Period:	EVENT + CCY + 15 EVENT = last reinstatement

Gaming/Land Based Gaming

Description: The Gaming Division is responsible for the operation and management of First Nations casinos, Slots at Racetracks facilities, OLG Casinos and the oversight of Resort Casinos in Ontario. Operations of these facilities are in the process of being turned over to private operators. The area that oversees the new service providers is named Land Based Gaming. As we transition, the service providers may have ownership of the records with the exception of the customer data.

Common Records

Correspondence

General Records

Access Control System and Database Advertising

Audit reports

AGCO Proposals

Age verification System (AIDD)

Apttus Contract Lifecycle Management System

Business Continuity Plans

Business Planning and Operational Reports

Complementary Items/Services Records (Comp 2000)

Contracts

Contract Amendments and Waivers

Contract oversight records

Customer Attestation Forms

Customer Dispute Forms

Customer Service Records

Customer Service System

Project Files

Employee Information Database (contact information, work records, attendance)

EMR Reports

EMR Statistics Report

Facility Maintenance Files

Field Services Operations Projects

Field Services Refresh Projects

Field Services Decommissioning Projects

FRN meeting minutes

Product Development Monthly Operating Reports

Supply Chain Operational Reports

Gaming Site Drawings

Governance Meeting Records

Governance Charters

Group Sales Contracts and Bookings

Held Jackpot Forms

Issue Management records

Lost and Found Records

Marketing Meeting Minutes and Materials

Marketing Promotions System
Off-site Self Exclusion Appointment Database
OLG Patron Photo Identification Database
OLG/Responsible Gambling Council Meeting Minutes Project Files
OSIC (Ontario Slot Initiative Committee) Meeting records
Patron Information Repository
Photo release forms
Player Rating Cards
Prize Disentitlement Form
Promotions
Provincial Table Games Meeting records
Research
Security Incident Notification Database
Security Meeting Materials
Security Officer Notebooks
Security Reports
Service Provider Plans and Proposals
Site Audit Reports
Site Trespass Committee Report
Site Visitor Logs and Sensitive Access Requests
Slot Files Refresh + Redeployed Games
Surveillance Equipment Records
Surveillance Records
Table Games Management System
Web Participant Records

Manuals

Common Area Maintenance (CAM) and Capital Renewal Manual
Facility Design Standards Manual
Facility Maintenance Standards Manual
Front Service Standards Manual
Gaming Control Activity Matrix
Gaming Facilities Manuals – Design Criteria
Patron Information Repository Manual
Gaming Manual - General
Procedures Manual – Slots
Procedures Manual – Cage
Procedures Manual – Site
Procedures Manual – Site Audit
Procedures Manual – Food and Beverage
Procedures Manual – Security
Procedures Manual – Surveillance
Procedures Manual – Table Games
Table Games – Rules of Play

Personal Information Banks

As sites transition, Land Based Service Providers maintain the personal information banks and OLG owns the data.

Personal Information Bank Title:	Customer Service Records
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Customer service issues, name and contact information
Uses:	Customer service and follow up
Users:	Site management staff
Individuals in Bank:	Patrons with customer service issues
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = Inquiry or complaint concluded

Personal Information Bank Title:	Table Games Management System
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Patron name and table games play information
Uses:	Record table game play for the purposes of assessing eligibility for complimentary items or services
Users:	Table games staff
Retention & Disposal Period:	EVENT + CCY + 7 EVENT = Membership withdrawn or qualifying period of inactivity as per policy achieved

Personal Information Bank Title:	Web Participant Records
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name, address, date of birth and email address of patrons
Uses:	Email blasts and contest fulfillment
Users:	Advertising and Promotions teams
Individuals in Bank:	Participants in web contests
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = EVT =Membership withdrawn or continuous period of inactivity achieved

Personal Information Bank Title:	Web Participant Records (Ncentive)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name, address, date of birth and email address of patrons
Uses:	Email blasts, contest fulfillment and manages unsubscribe
Users:	Gaming Marketing, Customer Experience and OLG Support Center
Individuals in Bank:	Participants in web contests, Winner Circle Rewards members and Player Plus members
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = EVT = Membership withdrawn or continuous period of inactivity achieved

Personal Information Bank Title:	Web Participant Records (Prospect Database)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name, address, date of birth and email address of patrons
Uses:	Email blasts on upcoming promotions, special offers and promoting WCR membership enrollment
Users:	Gaming Marketing
Individuals in Bank:	Participants in web contests, potential new WCR members
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = ended December 12, 2017 Transferred (from SplashDot) to OLG as a CSV file through our secure FTP site, which was approved by IT and Privacy.

Personal Information Bank Title:	Patron Information Repository (CIN)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Member contact details, play activity, redemption details, and patron status details
Uses:	Real time notification of patron on gaming floor through PIR. Notification of top patron + birthday, new tier level achieved, jackpot won, high potential
Users:	Gaming site staff and Gaming Marketing
Individuals in Bank:	Members of Winner Circle Rewards loyalty program
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = EVT = Membership withdrawn, or continuous period of inactivity achieved

Personal Information Bank Title:	Patron Information Repository (PIX)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Member contact details, play activity, and patron status details
Uses:	Host tool to manage leads on high potential players, manage declining players and analysis host events
Users:	Gaming site staff and Gaming Marketing
Individuals in Bank:	Members of Winner Circle Rewards loyalty program
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = EVT = Membership withdrawn or continuous period of inactivity achieved

Personal Information Bank Title:	Patron Information Repository
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Member contact details, play activity, redemption details, patron status details and remarks
Uses:	Member verification, to issue redemptions, member communication and administration of member benefit transactions (i.e. cash back)
Users:	Gaming site staff, Gaming Marketing, OLG Support Centre, Corporate users, Information Technology and Service Providers (until GMS transition is achieved and PIR terminals removed from Service Provider site)
Individuals in Bank:	Members of Winners Circle Rewards loyalty program.
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = EVT = Membership withdrawn or continuous period of inactivity achieved

Personal Information Bank Title:	Marketing Promotions System
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Member information and promotion redemption data.
Uses:	To issue redemptions to qualified members and report on promotions
Users:	Gaming Marketing, Site marketing, Information Technology, Business Planning and Operations, Audit, and Service Providers (until GMS Transition is achieved and PIR terminals removed from Service Provider site)
Individuals in Bank:	Members eligible for and/ or redeeming promotions
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = EVT = Membership withdrawn or continuous period of inactivity achieved

Personal Information Bank Title:	Customer Service System
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Customer name, contact information, complaint information and comment card information
Uses:	Track comments and complaints
Users:	Customer Experience, Supervisors and above
Individuals in Bank:	Patrons making comments or complaints
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = Inquiry or complaint concluded.

Personal Information Bank Title:	OLG Patron Photo Identification Database (Program has ended)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Applicant and Guarantor name and contact information.
Uses:	Processing and issuing OLG Patron Photo Identification Card
Users:	Customer Relationship Management, Gaming
Individuals in Bank:	Patrons with cards, pending applicants and their guarantor
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = Subscription ended

Personal Information Bank Title:	Casino Marketplace (CMP)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Member contact details, play activity, redemption details, patron status details and remarks
Uses:	Member verification, to issue redemptions, member communication and administration of member benefit transactions (i.e. promo dollars)
Users:	Gaming site staff, Customer Relationship Management. OLG Support Centre, Corporate users, Information Technology
Individuals in Bank:	Members of Player Plus loyalty program.
Retention and Disposal Period:	EVENT + CFY + 7 EVENT = Membership withdrawn or qualifying period of inactivity as per policy achieved.

Personal Information Bank Title:	Security Reports
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Details of incident, personal information of patrons involved and witness statements.
Uses:	Report on incidents that security was involved in
Users:	Security and Surveillance staff
Individuals in Bank:	Individuals involved in incident or witnessing incident.
Retention & Disposal Period:	EVENT + CCY + 7 EVENT = Investigation terminated

Personal Information Bank Title:	EMR Reports
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name, contact, incident, medical and witness information
Uses:	Document medical incidents for legal and insurance purposes
Users:	EMR Security staff, OLG Medical Director
Individuals in Bank:	Individuals involved in medical incident
Retention & Disposal Period:	EVENT + CCY + 30 EVENT = Last EMR treatment of an individual patient.

Personal Information Bank Title:	Surveillance Reports
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name and contact information of patrons
Uses:	Monitor gaming sites for security purposes
Users:	Surveillance staff
Individuals in Bank:	Gaming patrons
Retention & Disposal Period:	EVENT + CCY + 7 EVENT = final log entry or report completion

Horse Racing

General Records

Briefing Notes
 Contracts
 Correspondence
 Marketing Graphics, Images & Video Design Products
 Marketing Reports/Research
 Meeting Agendas & Minutes
 Policies and Procedures
 Process Documentation
 PSSDA's
 Strategy, Policy and Economic Analysis 7 Business Analysis

Public Records

Administration Agreement
 Ontario Horse Racing Industry Performance Results

Personal Information Banks

Personal Information Bank Title:	Prize Winners Database
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	The winner's name, address, email address, phone number and date of birth.
Uses:	Verification that prizes were awarded and distributed to the correct person.
Users:	OLG Product Development and Marketing & Contest Facilitator
Individuals in Bank:	Contest Winners from the Triple Crown and in the Money Multiplier lottery ticket
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = Subscription ended

Public Record

Public Record Title:	Ontario Horse Racing Industry Performance Results
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Purpose:	Share key horse racing performance results quarterly with the industry
Information Maintained:	5 KPI's – Gross wagering on races conducted within the province. Count of tickets sold. Avg. Yearling Sales Price. Avg. Field Size & Total number of Unique Starters
Retrievability:	Information published quarterly on www.OLG.ca
Access Procedure:	Information published quarterly on www.OLG.ca
Retention & Disposal Period:	EVENT + 4

Public Record

Public Record Title:	Administration Agreement
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Purpose:	Governing documents between OLG & Ministry of Finance.
Information Maintained:	Report Deliverables
Retrievability:	Information published quarterly on www.OLG.ca
Access Procedure:	Information published quarterly on www.OLG.ca
Retention & Disposal Period:	EVENT + CCY + 7 EVT + contract has expired or is terminated or is superseded or warranty has expired.

Human Resources

Common Records

Labour Relations Files
Grievance and Arbitration Files

General Records

Collective Agreements

Public Records

Public Sector Salary Disclosure

Personal Information Banks

Personal Information Bank Title:	Human Resources Information System (PeopleSoft)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Services of Ontario Act, 2006; Public Service Pension Act, 1990</i>
Information Maintained:	Employee personal data (age, SIN, marital status, dependent information, address, telephone number, banking information, Court Orders, CRA Tax Levies), job data, training, benefit plans, pension plan, grievance tracking and injury or illness data
Uses:	To complete business transactions for employees
Users:	Human Resources, Finance/Payroll, Department Representatives (limited to leave plan information only)
Individuals in Bank:	Employees, Dependents/ Beneficiaries
Retention & Disposal Period:	EVENT + CCY + 50 EVENT = Employment terminated

Personal Information Bank Title:	Human Resources Talent Management System (CornerStone)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Services of Ontario Act, 2006; Public Service Pension Act, 1990</i>
Information Maintained:	Candidate personal data (resumes, address, telephone number), employee resumes, employee training records, employee succession records, employee performance records.
Uses:	To support employee development programs, support employment planning, and support recruiting processes
Users:	Human Resources, Managers, (limited access to manage reporting employee files), All employees (limited access to manage own file)
Individuals in Bank:	Employees, Candidates
Retention & Disposal Period:	EVENT + CCY + 50 EVENT = employment terminated Staffing Competitions - EVENT + CCY + 6 EVENT = competition ended

Personal Information Bank Title:	Employee Files
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Services of Ontario Act, 2006; Public Service Pension Act, 1990</i>
Information Maintained:	Employee personal data (age, marital status, dependent information, address, telephone number, banking information, TD1), job data, training, benefit and pension plan enrollment documents, resume, reference checks, security screening results, general employee correspondence, performance reviews and correspondence.
Uses:	To maintain current employee data for business-related purposes
Users:	Human Resources
Individuals in Bank:	Employees, Dependents/ Beneficiaries
Retention & Disposal Period:	EVENT + CCY + 50 EVENT = employment terminated

Personal Information Bank Title:	Workplace Safety and Insurance Board (WSIB) Files
Legal Authority to collect:	<i>Workplace Safety and Insurance Act, 1997; Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
Information Maintained:	Employer forms, correspondence between WSIB and Human Resources, may have medical information obtained through Workplace Safety and Insurance Board
Uses:	Claims administration
Users:	Human Resources
Individuals in Bank:	Employees making WSIB claim
Retention & Disposal Period:	EVENT + CCY + 50 EVENT = employment terminated

Personal Information Bank Title:	Legal and Investigation Files
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
Information Maintained:	Investigation Reports and Documentation (may contain employee name, witness name, complainant and respondent's statements, witness statements, findings of facts and recommendations). Investigation types include: Ministry of Labour Complaints, Human Rights Claims, Workplace Violence & Workplace Harassment investigations under OHS and Statements of Claim
Uses:	To determine whether human rights violation has occurred and appropriate discipline.
Users:	Human Resources Investigator, Department Manager, Executive Director, Human Resources
Individuals in Bank:	Employees making Human Rights complaint and third parties involved in matter
Retention & Disposal Period:	EVENT + CCY + 15 EVENT = complaint resolved or dropped

Personal Information Bank Title:	Competition files
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
Information Maintained:	Posting, staffing requisition, resume, interview questions, notes and test results, associated tracking sheet, candidates' correspondence
Uses:	Recruitment
Users:	Human Resources
Individuals in Bank:	Applicants
Retention & Disposal Period:	Staffing Competitions - EVENT + CCY + 6 EVENT = competition ended

Personal Information Bank Title:	Short Term/ Long Term Disability Files
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
Information Maintained:	Employee information such as employee number, name and contact information; Correspondence with third party service provider.
Uses:	Claims administration
Users:	Human Resources
Individuals in Bank:	Employees using short term/long term disability benefits
Retention & Disposal Period:	CFY + 5

Personal Information Bank Title:	Attendance Management Database
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
Information Maintained:	Employee name, employee identification number, job data, attendance information
Uses:	Automated leave approval
Users:	Employees (own record), Human Resources, Payroll
Individuals in Bank:	Employees involved in the pilot of Attendance Management Database
Retention & Disposal Period:	CCY + 3

Personal Information Bank Title:	Labour Relations Files
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
Information Maintained:	Original signed documents, other labour relations records, Memorandums of Settlements
Uses:	Grievance and Arbitration Hearings, legal proceedings
Users:	Human Resources, Labour Relations
Individuals in Bank:	Employees
Retention & Disposal Period:	EVENT + CCY + 21 EVENT = relationship with Union ended and all grievances closed

Personal Information Bank Title:	Grievance and Arbitration files
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
Information Maintained:	Grievance form (employee id, name, specifics of grievance) and supporting documentation
Uses:	Respond to arbitration and hearings
Users:	Human Resources, Labour Relations
Individuals in Bank:	Employees filing grievances, third parties involved in matter
Retention & Disposal Period:	EVENT + CCY + 6 EVENT = administrative actions completed

Public Record

Public Record Title:	Public Sector Salary Disclosure File
Legal Authority to collect:	<i>Public Sector Salary Disclosure Act, 1996</i>
Purpose:	To comply with <i>Public Sector Salary Disclosure Act</i>
Information Maintained:	Employees' name, title, earnings and taxable benefits.
Retrievability:	Information published annually on www.fin.gov.on.ca and in media section of www.OLG.ca
Access Procedure:	Information published annually on www.fin.gov.on.ca and in media section of www.OLG.ca
Retention & Disposal Period:	EVENT + CFY + 3 EVENT = Termination of Corporation

iGaming

General Records

Marketing records
Administrative records
Research
Meeting Minutes
Contract Management records
Investigative records

Manuals

Anti-Fraud Playbook
Marketing Playbook
 Assurance Playbook
 Product Management Playbook
 Privacy Protection Playbook
 Operations Playbook
 Player Support Playbook
 Release Management Playbook

Personal Information Bank

Personal Information Bank Title:	Gaming Management System (GMS) <i>GMS owned and operated by Service Provider. Data owned by OLG.</i>
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Information related to iGaming Customers including name, DOB, banking, contact information and details regarding customer interactions. Customer Information related to Responsible Gambling Bonus/Rewards/Promotions, and Transactions including enquiries, email communication from iGaming, complaints and offences
Uses:	Maintenance of Player information Bonus, Rewards Eligibility
Users:	Customer Retention Marketing iGaming Finance Data Analytics iGaming Anti-Fraud Service Provider - IGT
Individuals in Bank:	iGaming Players
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = membership withdrawn or qualifying period of inactivity as per policy achieved

Personal Information Bank Title:	iGaming Anti-Fraud Lotus Notes Database
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Details related to iGaming Player
Uses:	iGaming related investigation files
Users:	OLG iGaming Anti-Fraud
Individuals in Bank:	iGaming Players
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = investigation completed or claimant decision made not to pursue

Personal Information Bank Title:	AFM Tracker Database
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	iGaming Player Information OLG Employees
Uses:	Player Eligibility Verification Player Information will be queried against the OLG iTrak database during the online registration Process to help prevent Self-Excluded individuals from creating a PlayOLG account. Employee information will be queried against the GMS to players list
Users:	OLG iGaming Anti –Fraud Service provider - IGT
Individuals In Bank:	iGaming Players OLG Employees
Retention & Disposal Period	EVENT + CCY + 15 EVENT = Last reinstatement

Personal Information Bank Title:	Network Folder: Lists of Prize Winners/Promotions/Bonus/Rewards
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Data is maintained in a network folder and the information includes: Player Identification Number (PID#) Reports Bonus/Promotions/Rewards/Winners Information
Uses:	Public accountability
Users:	Customer Retention Marketing
Individuals in Bank	Players who were eligible for promotions, rewards or have claimed a prize
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = Termination of Corporation

Personal Information Bank Title:	Marketing Approval Database (Lotus Notes) Promotional Draw Results: Lists of Winners
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Data is maintained in a database for approvals for draw results
Uses:	Public accountability
Users:	Customer Retention Marketing
Individuals in Bank	Players information who are winners for a promotional draw
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = Termination of Corporation

Personal Information Bank Title:	Email Communication <i>Owned and maintained by Service Provider. OLG owns the data</i>
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	iGaming Player Email Communication
Uses:	e-mail communication with iGaming Players
Users:	Customer Retention Marketing Service Provider - IGT
Individuals in Bank:	iGaming Players
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = Unsubscribe or email bounce-back

Personal Information Bank Title:	Case Management - Helpsi <i>Owned and operated by Service Provider. OLG owns the data</i>
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Case Management records
Uses:	Case Management
Users:	IGT Support, IGT Fraud and Security OLG Support, iGaming Support, Player Protection, CRM
Individuals in Bank:	iGaming Players
Retention & Disposal Period:	EVT + CCY + 10 EVT = from the time the inquiry/complaint was concluded

Information Technology

Description: The Information Technology division manages, plans, develops and supports information technology resources at Ontario Lottery and Gaming. These resources include a retail network, ticket redemption machines at gaming sites, eBingo machines, OLG.ca and two data centres.

General Records

Architecture and Emerging Technology Research Briefs
Architecture and Emerging Technology Standards Records
Corporate Services Process Documentation Records
Enterprise Application Strategies and Roadmaps
Gaming Projects Product Documents
Gaming IT Weekly Updates
Gaming System Application Documentation
Gaming Service Incident Reports
Lottery Systems Documentation
Project Documents
Senior Team Meeting Minutes and Materials

Legal Services

Description: The Legal division provides legal services and legal advice on a wide range of corporate and business issues and litigation management to the Ontario Lottery and Gaming Corporation.

General Records

Alcohol and Gaming Commission Letters of Incident
 AODA records and reports
 Case Management System - Investigations
 Compliance Verification Reports
 Contracts
 Correspondence
 Freedom of Information and Protection of Privacy Act Requests
 Forensic Audit Reports
 Gaming – Pressing Issues Tracker
 Investigation Files
 Legal Opinions
 Legislative and Regulatory Compliance Records Person Identification Datastore
 Litigation Files/Reports
 Privacy Impact Assessments
 Privacy Complaints
 Prize Claims Investigative Files
 Purchase Orders and Related Records
 Procurement Related Reports

Personal Information Banks

Personal Information Bank Title:	Legislative and Regulatory Compliance Records
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Details of incidents and involved patrons and/or employees
Uses:	Record incidents where regulations are breached.
Users:	Compliance, Gaming Managers
Individuals in Bank:	Employees and/ or Patrons who have breached regulations
Retention & Disposal Period:	Patrons: EVENT + CCY + 7 EVENT = Investigation terminated Employees : EVENT + CFY + 5 EVENT = Investigation completed

Personal Information Bank Title:	Case Management System Investigations (Corporate Investigations owns the investigative portion)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Details of Investigation
Uses:	Investigations: 1. Lottery 2. Public Complaints 3. Employee Conduct 4. Prize Claims 5. Police Information Requests
Users:	Corporate Investigations
Individuals in Bank:	Store owners and employees, customers, prize claimants, OLG employees
Retention & Disposal Period:	Depending upon type of investigation: Police Information Requests: CCY+15 Employee Conduct: EVENT +CFY+5 EVENT = Investigation completed Prize Claims: EVENT+CFY+7 EVENT = Investigation completed or claimant decision made not to pursue/verified Public Complaints: EVENT+CFY+7 EVENT= Investigation terminated

Personal Information Bank Title:	Investigation Files
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Details of Investigation
Uses:	Investigations: 1. Lottery 2. Public Complaints 3. Employee Conduct
Users:	Corporate Investigations
Individuals in Bank:	Store owners and employees, customers, prize claimants, OLG employees
Retention & Disposal Period:	Depending upon type of investigation: Employee Conduct: EVENT +CFY+5 EVENT = Investigation completed Prize Claims: EVENT+CFY+7 EVENT = Investigation complete or claimant decision made not to pursue/verified Public Complaints: EVENT+CFY+7 EVENT= Investigation terminated

Personal Information Bank Title:	Prize Claim Investigative Files
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name and contact information of prize claimants and individuals with an interest in the ticket, information and documents pertaining to the claim, including retailer information
Uses:	Prize Claim Investigations
Users:	Corporate Investigations
Individuals in Bank:	Prize claimants and individuals with an interest in the claim
Retention & Disposal Period:	Prize Claims: EVENT+CFY+7 EVENT = Investigation complete or claimant decision made not to pursue/verified

Personal Information Bank Title:	Records required under the Proceeds of Crime (Money Laundering) and Terrorist Financing Act
Legal Authority to collect:	<i>Proceeds of Crime (Money Laundering) and Terrorist Financing Act (the Act), 2000</i>
Information Maintained:	Information stipulated by the Act
Uses:	Required by the Act
Users:	Anti-Money Laundering Unit and Gaming staff involved in financial transactions
Individuals in Bank:	Individuals involved in transactions as described by the Act
Retention & Disposal Period:	CCY+5

Personal Information Bank Title:	Freedom of Information Requests
Legal Authority to collect:	<i>Freedom of Information and Protection of Privacy Act, 1990</i>
Information Maintained:	Name of requester and contact information, correspondence, notes about requests and records related to request.
Uses:	Responding to FOI requests
Users:	Freedom of Information and Privacy Office Staff
Individuals in Bank:	Requesters, individuals whose information is contained in related records.
Retention & Disposal Period:	EVENT + CCY + 15 EVENT = Appeal period and judicial review period expired or notification sent

Personal Information Bank Title:	Privacy Complaints
Legal Authority to collect:	<i>Freedom of Information and Protection of Privacy Act, 1990</i>
Information Maintained:	Contact information, correspondence and notes about complaint
Uses:	Respond to privacy complaints
Users:	Information Access and Privacy Services staff
Individuals in Bank:	Complainants
Retention & Disposal Period:	EVENT + CCY + 15 EVENT = Appeal period and judicial review period expired or notification sent

Lottery

Description: The Lottery division is responsible for conducting and managing all lottery games. The division conducts market research and uses this information to develop new games and game modifications. The Lottery division also develops and directs advertising, promotions and bonuses to draw attention to new and existing lottery products.

General Records

Advertising Records
 Administrative Records
 Business Development Records
 Cancelled and Adjusted Tickets
 Compliance Master Salesforce List
 Creative Services Records
 Customer Insights and Analytics Status Reports
 Customer Relationship Management System Records
 DC Capacity Reports
 Draws Audit Records
 Distribution Center Inbound/Outbound tracking
 Family Responsibility Office (FRO) (Prize claim FRO matches)
 Historical Prize Claim Records (COGNOS)
 ID 25 Results
 Internal Communications
 Instant Ticket Records
 Inventory Tracking Reports
 Lottery Administrative Reports
 Lottery Business Continuity Plans
 Lottery Customer Relationship Management
 Lottery Draw Recordings
 Lottery Draw Operations Records
 Lottery Data Analytics
 Lottery General Rules and Game Conditions
 Lottery Marketing Records
 Lottery Planning Records
 Lottery Risk Management Records
 Lottery Product Design and Development Records
 Lottery Retailer Records for Promotions, Assets and Events
 Lottery Sales Reports
 Lottery Product Inventory Records
 Market Research Records
 Meeting Minutes
 Mystery Shop Results
 OLG Support Centre Quality Performance/Training Records
 Policies, Processes and Procedures
 Performance Management Reports
 Prize Centre Under \$10,000 Prize Claim Files

Prize Centre Web Posting Lists of Prize Winners
Prize Centre Cheque Registers
Prize Centre Major Win Prize Claim Files
Prize Redemption Records (NRS)
Prize Centre Records of Correspondence
Project Management Files
Program Management Records
Promotions and Sponsorship Records
Regulatory Compliance Records
Reference Database Materials
Retailer Compliance Review Results Retailer Inspections
Sports Lottery Games Operations and Development Records Status Reports
Strategy Records
Third Party Vendor – Monthly Blitz Report
Ticket Security Game File (for each game)
Training and Reference Materials
Vendor Management Records

Manuals

Distribution Operations Manual
Imaging Payment Procedures
Internal Courier Manual
Lottery Control Activity Matrix (in effect June 30, 2017)
Lottery Draws Procedure Manual
Lottery Instant Ticket Production Procedure Manual
Lottery Instant Ticket Security Procedure Manual
Lottery Online Gaming – Draws Audit Procedure Manual
Lottery System Manuals
OLG Support Centre Reference Guide
OLG Support Centre Training Manuals
Prize Approval System Procedure Manual
Prize Centre Application
Prize Centre Procedure Manual
Promotions Procedure Manual
RAMS Manual Cheque Register Procedure Manual
Retailer Policy Manual
Sales Force Procedure Manual
Sports Operations Manual
Terminal Messaging System Manual

Personal Information Banks

Personal Information Bank Title:	Lottery Customer Relationship Management Records
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Information related to E-marketing to registered customers
Uses:	Managing relationships and communicating with registered customers
Users:	Lottery Services
Individuals in Bank:	Registered customers
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = Unsubscribe or email bounce-back

Personal Information Bank Title:	Customer Relationship Management System Records
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Information related to OLG Customers, including name and contact information and details regarding customer interactions with OLG. Information related to Retailer interactions with OLG, including enquiries, complaints and offences.
Uses:	Record all aspects of customer/retailer interactions with OLG
Users:	OLG staff who interact with individuals outside the company as well as staff who require records of these interactions
Individuals in Bank:	Prize claimants, employees, retailers, general public
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = Membership withdrawn or qualifying period of inactivity as per policy achieved

Personal Information Bank Title:	Under \$10,000 Prize Claim Files
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name, contact information, prize claim details
Uses:	Document prize claims less than \$10,000
Users:	Prize Claim Staff, Investigative Services
Individuals in Bank:	Prize Claimants
Retention & Disposal Period:	EVENT + CFY + 7 EVENT= Verification completed.

Personal Information Bank Title:	Web Posting Lists of Prize Winners
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Prize claimants, place of residence, amount of lottery win, game name, draw date/game number
Uses:	Public accountability
Users:	Public
Individuals in Bank:	Prize claimants
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = Termination of Corporation

Personal Information Bank Title:	Cheque Registers
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name, contact information, prize claim details
Uses:	Reconciliation and audit of cheques
Users:	Prize Claim staff,
Individuals in Bank:	Prize Claimants
Retention & Disposal Period:	EVENT + CFY + 5 EVENT = Life of Corporation

Personal Information Bank Title:	Major Win Prize Claim Files
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name, contact information and prize claim details
Uses:	Document major win prize, retail and claimant information
Users:	Prize Claim staff, Investigative Services
Individuals in Bank:	Claimants redeeming prize claims \$10,000 or more
Retention & Disposal Period:	EVENT + CCY +3 EVENT = Life of Corporation

Personal Information Bank Title:	Prize Redemption Records (NRS)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name, contact information, prize claim details
Uses:	Redeem winning tickets, record claimant status, generate prize payments, check for FRO match
Users:	Prize Claim staff, Investigative Services
Individuals in Bank:	Prize Claimants
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = Termination of Corporation

Personal Information Bank Title:	Historical Prize Claim Records (COGNOS)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name, contact information, prize claim details
Uses:	Retain and access Maintain historical information about prize claims \$10,000 or more
Users:	Prize Claim, Media Relations staff, Investigative Services
Individuals in Bank:	Prize Claimants
Retention & Disposal Period:	EVENT + CCY + 3 EVENT = Termination of Corporation

Personal Information Bank Title:	Family Responsibility Office (FRO) Prize Claim FRO Matches
Legal Authority to collect:	<i>Family Responsibility and Support Arrears Enforcement Act, 1996</i>
Information Maintained:	Name, address, prize claim details, amount paid to FRO
Uses:	Document details of claimants who have had funds forwarded to the Family Responsibility Office
Users:	Prize Claim staff, OLG Support Centre staff, Investigative Services
Individuals in Bank:	Prize Claimants who owed money to the Family Responsibility Office at the time of the prize claim
Retention & Disposal Period:	CFY + 7

Personal Information Bank Title:	Prize Centre Application (New)
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Name, address, prize claim details
Uses:	Redeem winning tickets, record claimant status, generate prize payments
Users:	Prize Claim staff
Individuals in Bank:	Prize Claimants

Office of the President and Chief Executive Officer

Common Records

Correspondence

General Records

Meeting Agendas and Action Items

CEO Priority Files for EC Meetings

Briefing Notes and Biographies

CEO's Report to the Board of Directors (in-camera/confidential reports)

CEO Fiscal Year Corporate Priorities

CEO Speaking Engagements