

Ontario Lottery and Gaming Corporation

# **Directory of Records**

**April 2018**

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## **Audit Services**

### ***General Records***

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***

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

<b>Personal Information Bank Title:</b>	Charitable Gaming Self-Exclusion Program
<b>Legal Authority to collect:</b>	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).
<b>Information Maintained:</b>	Registered individuals, Breaches, Reinstatements (Requests from individuals, Responses from OLG, Signed Reinstatement document)
<b>Uses:</b>	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
<b>Users:</b>	Charitable Gaming Self-Exclusion Coordinators, Business Relationship Managers, OLG Support Centre for Dis-entitlement, Charitable Gaming Centre Managers and monitoring employee
<b>Individuals in Bank:</b>	Individuals at all stages of the self-exclusion process
<b>Retention &amp; Disposal Period:</b>	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***

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

**Personal Information Bank**

<b>Personal Information Bank Title:</b>	Campaign Records
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Talent and extras name and signatures
<b>Uses:</b>	Campaign management
<b>Users:</b>	Third party vendors (marketing/advertising/creative agencies)
<b>Individuals in Bank:</b>	Talent and extras in commercial advertising
<b>Retention &amp; Disposal Period:</b>	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**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

<b>Personal Information Bank Title:</b>	Web Participant Records (Prospect Database)
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Name, address, date of birth and email address of patrons
<b>Uses:</b>	Email blasts on upcoming promotions, special offers and promoting WCR membership enrollment
<b>Users:</b>	Gaming Marketing
<b>Individuals in Bank:</b>	Participants in web contests, potential new WCR members
<b>Retention &amp; Disposal Period:</b>	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.

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

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

<b>Personal Information Bank Title:</b>	Patron Information Repository
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Member contact details, play activity, redemption details, patron status details and remarks
<b>Uses:</b>	Member verification, to issue redemptions, member communication and administration of member benefit transactions (i.e. cash back)
<b>Users:</b>	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)
<b>Individuals in Bank:</b>	Members of Winners Circle Rewards loyalty program.
<b>Retention &amp; Disposal Period:</b>	EVENT + CFY + 7 EVENT = EVT = Membership withdrawn or continuous period of inactivity achieved

<b>Personal Information Bank Title:</b>	Marketing Promotions System
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Member information and promotion redemption data.
<b>Uses:</b>	To issue redemptions to qualified members and report on promotions
<b>Users:</b>	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)
<b>Individuals in Bank:</b>	Members eligible for and/ or redeeming promotions
<b>Retention &amp; Disposal Period:</b>	EVENT + CFY + 7 EVENT = EVT = Membership withdrawn or continuous period of inactivity achieved

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

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



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

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

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

<b>Personal Information Bank Title:</b>	Surveillance Reports
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Name and contact information of patrons
<b>Uses:</b>	Monitor gaming sites for security purposes
<b>Users:</b>	Surveillance staff
<b>Individuals in Bank:</b>	Gaming patrons
<b>Retention &amp; Disposal Period:</b>	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

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

**Public Record**

<b>Public Record Title:</b>	Ontario Horse Racing Industry Performance Results
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Purpose:</b>	Share key horse racing performance results quarterly with the industry
<b>Information Maintained:</b>	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
<b>Retrievability:</b>	Information published quarterly on <a href="http://www.OLG.ca">www.OLG.ca</a>
<b>Access Procedure:</b>	Information published quarterly on <a href="http://www.OLG.ca">www.OLG.ca</a>
<b>Retention &amp; Disposal Period:</b>	EVENT + 4

**Public Record**

<b>Public Record Title:</b>	Administration Agreement
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Purpose:</b>	Governing documents between OLG & Ministry of Finance.
<b>Information Maintained:</b>	Report Deliverables
<b>Retrievability:</b>	Information published quarterly on <a href="http://www.OLG.ca">www.OLG.ca</a>
<b>Access Procedure:</b>	Information published quarterly on <a href="http://www.OLG.ca">www.OLG.ca</a>
<b>Retention &amp; Disposal Period:</b>	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***

<b>Personal Information Bank Title:</b>	Human Resources Information System (PeopleSoft)
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Services of Ontario Act, 2006; Public Service Pension Act, 1990</i>
<b>Information Maintained:</b>	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
<b>Uses:</b>	To complete business transactions for employees
<b>Users:</b>	Human Resources, Finance/Payroll, Department Representatives (limited to leave plan information only)
<b>Individuals in Bank:</b>	Employees, Dependents/ Beneficiaries
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 50 EVENT = Employment terminated

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

<b>Personal Information Bank Title:</b>	Employee Files
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Services of Ontario Act, 2006; Public Service Pension Act, 1990</i>
<b>Information Maintained:</b>	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.
<b>Uses:</b>	To maintain current employee data for business-related purposes
<b>Users:</b>	Human Resources
<b>Individuals in Bank:</b>	Employees, Dependents/ Beneficiaries
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 50 EVENT = employment terminated

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

<b>Personal Information Bank Title:</b>	Legal and Investigation Files
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999; Public Service of Ontario Act, 2006</i>
<b>Information Maintained:</b>	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 OHSA and Statements of Claim
<b>Uses:</b>	To determine whether human rights violation has occurred and appropriate discipline.
<b>Users:</b>	Human Resources Investigator, Department Manager, Executive Director, Human Resources
<b>Individuals in Bank:</b>	Employees making Human Rights complaint and third parties involved in matter
<b>Retention &amp; Disposal Period:</b>	EVENT + CCY + 15 EVENT = complaint resolved or dropped

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

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



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

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

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

***Public Record***

<b>Public Record Title:</b>	Public Sector Salary Disclosure File
<b>Legal Authority to collect:</b>	<i>Public Sector Salary Disclosure Act, 1996</i>
<b>Purpose:</b>	To comply with <i>Public Sector Salary Disclosure Act</i>
<b>Information Maintained:</b>	Employees' name, title, earnings and taxable benefits.
<b>Retrievability:</b>	Information published annually on <a href="http://www.fin.gov.on.ca">www.fin.gov.on.ca</a> and in media section of <a href="http://www.OLG.ca">www.OLG.ca</a>
<b>Access Procedure:</b>	Information published annually on <a href="http://www.fin.gov.on.ca">www.fin.gov.on.ca</a> and in media section of <a href="http://www.OLG.ca">www.OLG.ca</a>
<b>Retention &amp; Disposal Period:</b>	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**

<b>Personal Information Bank Title:</b>	Gaming Management System (GMS) <b><i>GMS owned and operated by Service Provider. Data owned by OLG.</i></b>
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	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
<b>Uses:</b>	Maintenance of Player information Bonus, Rewards Eligibility
<b>Users:</b>	Customer Retention Marketing iGaming Finance Data Analytics iGaming Anti-Fraud Service Provider - IGT
<b>Individuals in Bank:</b>	iGaming Players
<b>Retention &amp; Disposal Period:</b>	EVENT + CFY + 7 EVENT = membership withdrawn or qualifying period of inactivity as per policy achieved

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

<b>Personal Information Bank Title:</b>	AFM Tracker Database
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	iGaming Player Information OLG Employees
<b>Uses:</b>	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
<b>Users:</b>	OLG iGaming Anti –Fraud Service provider - IGT
<b>Individuals In Bank:</b>	iGaming Players OLG Employees
<b>Retention &amp; Disposal Period</b>	EVENT + CCY + 15 EVENT = Last reinstatement

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

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

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

<b>Personal Information Bank Title:</b>	Case Management - Helpsi <b><i>Owned and operated by Service Provider. OLG owns the data</i></b>
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Case Management records
<b>Uses:</b>	Case Management
<b>Users:</b>	IGT Support, IGT Fraud and Security OLG Support, iGaming Support, Player Protection, CRM
<b>Individuals in Bank:</b>	iGaming Players
<b>Retention &amp; Disposal Period:</b>	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**

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



<b>Personal Information Bank Title:</b>	Case Management System Investigations (Corporate Investigations owns the investigative portion)
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Details of Investigation
<b>Uses:</b>	Investigations: 1. Lottery 2. Public Complaints 3. Employee Conduct 4. Prize Claims 5. Police Information Requests
<b>Users:</b>	Corporate Investigations
<b>Individuals in Bank:</b>	Store owners and employees, customers, prize claimants, OLG employees
<b>Retention &amp; Disposal Period:</b>	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

<b>Personal Information Bank Title:</b>	Investigation Files
<b>Legal Authority to collect:</b>	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
<b>Information Maintained:</b>	Details of Investigation
<b>Uses:</b>	Investigations: 1. Lottery 2. Public Complaints 3. Employee Conduct
<b>Users:</b>	Corporate Investigations
<b>Individuals in Bank:</b>	Store owners and employees, customers, prize claimants, OLG employees
<b>Retention &amp; Disposal Period:</b>	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

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

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

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

<b>Personal Information Bank Title:</b>	Privacy Complaints
<b>Legal Authority to collect:</b>	<i>Freedom of Information and Protection of Privacy Act, 1990</i>
<b>Information Maintained:</b>	Contact information, correspondence and notes about complaint
<b>Uses:</b>	Respond to privacy complaints
<b>Users:</b>	Information Access and Privacy Services staff
<b>Individuals in Bank:</b>	Complainants
<b>Retention &amp; Disposal Period:</b>	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**

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

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

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

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



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

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

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

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

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

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