

Ontario Lottery and Gaming Corporation
Directory of Records

2020

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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

Executive Committee and Senior Leadership Teams

General 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

Business Design and Customer Experience

General Records

Customer Insights and Analytics Status Reports
Marketing, Reputation Tracking and Performance Reports

Corporate Affairs

Description: Corporate Affairs develops and implements strategies to manage relationships with its stakeholders in order to promote and protect its reputation as an effective government agency that is accountable to the Province of Ontario and that serves the best interests of its people.

General Records

Communications Plans
Public Business Plan
Memorandum of Understanding
Issues Management and Communications Protocols
Community Benefit Summaries
Salary Disclosure (annual)
Corporate Affairs Email Record (EDRM)
Employee Newsletters
Fact Sheets
FLS – Policy and Translation Protocol
 Reports to Government
 Complaint Responses
Issue Notes
Key Messages & Questions and Answers
Backgrounders
Media Contact Reports
Media Metrics Reports
Ministerial Statutory Approval 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
[API]Planning and Strategy Records
Corporate Sponsorship Records
Campaign Records
Digital Marketing and Social Media Records
Event Speaking Notes
Municipal Relations Activities Records
Municipal Payments Records
Community Recognition Program Event 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 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 or campaign or promotion

Enterprise Strategy and Analytics

General Records

Lottery Data Analytics

Team Meeting Agendas

Contracts/SOWS

Policies and Procedures

Project documents

Market Research Presentations

Executive Committee/Board of Directors Presentations

Finance

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

Common Records

Identipass Records
Jackpot Withheld Logs
Payroll Data
Prize Centre Cheque Registers
Prize Redemption Records (NRS)

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
Capital Asset Transfers/ Disposals
Committee Agendas, Minutes and Meeting Materials
Corporate Travel Related Reports
Corporate Fleet Related Reports
Customer (Ad Hoc) Invoices
Financial Analyses
Financial Reports and Related Records
Letters/Memos of Direction
Mail Services and Courier Information
Policy Documentation and Related Analysis
Policy and Procedures
Process Documentation
Procurement Records (competitive and non-competitive)
Project Files & Testing Documentation
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 reservations, publishing of travel expenses to OLG.ca as part of public disclosure
Users:	Finance, Corporate Communications, Public
Individuals in Bank:	Executives, Appointees, and Top 5 Claimants and Employees
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:	Ancillary Services
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:	407 Transponder 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:	407 bill reconciliations
Users:	Ancillary Services and Information Technology Services staff
Individuals in Bank:	Employees with OLG-issued 407 transponders
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = Asset sold, lost, returned to lessor or disposed of

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

Personal Information Bank Title:	iTrak Incident Management System
Legal Authority to collect:	Ontario Lottery and Gaming Corporation Act, 1999
Information Maintained:	Incident reports (Including: Alarms, Threats, Power failures and other reportable information) Daily activity logs of security personnel (Including: Patrol function, vendor escorts, and daily duties)
Uses:	To record and track security activities and occurrences.
Users:	Corporate Security Services
Individuals in Bank:	Employees and visitors related to an incident or call of service.
Retention & Disposal Period:	Event = CCY + 7

Personal Information Bank Title:	Emergency Medical Services Database
Legal Authority to collect:	Ontario Lottery and Gaming Corporation Act, 1999
Information Maintained:	Records such as Emergency Medical Responder (EMR) call reports; medical incident security reports; medical incident statements; patient confidential AED (ECG) medical data. Records relating to the program administration of the Emergency Medical Responder (EMR) services.
Uses:	Documentation of emergency medical treatment provided by specially trained Emergency Medical Responder (EMR) staff to guests. Documentation of medical equipment checklists; correspondence with the contracted medical staff.
Users:	Corporate Security Services
Individuals in Bank:	Includes employees and guests Security Employees
Retention & Disposal Period:	CCY + 30. Event = last EMR treatment of an individual patient CCY + 7

Personal Information Bank Title:	Avigilon Control Center
Legal Authority to collect:	Ontario Lottery and Gaming Corporation Act, 1999
Information Maintained:	Video recordings relating to routine activities within OLG space.
Uses:	Constant recording of activities within the Corporate setting including entry and exit points, sensitive areas, and exterior views.
Users:	Corporate Security Services
Individuals in Bank:	Any individual that attends a Corporate Location
Retention & Disposal Period:	AGCO standards dictate retention. Additionally, certain areas of sensitivity may have extended retention periods as requested through the BU.

Governance, Legal and Compliance

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

AODA records and reports
 Case Management System - Investigations
 Contracts
 Correspondence
 Freedom of Information and Protection of Privacy Act Requests
 Forensic Audit Reports
 Investigation Files
 Legal Opinions
 Litigation Files/Reports
 Privacy Impact Assessments
 Privacy Complaints
 Prize Claims Investigative Files
 Purchase Orders and Related Records
 Procurement Related Reports
 Regulatory Audit Reports
 Regulatory Compliance records for business OLG Conducts and manages
 Regulatory Compliance Policies, Procedures and training materials
 Regulatory Compliance Reports
 Records of Regulatory Actions
 Compliance Monitoring Records and Issues documentation

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. Significant Investigations 4. Prize Claims (and positive FRO matches) 5. Police Information Requests
Users:	Corporate Investigations
Individuals in Bank:	Store owners and employees, customers, prize claimants, OLG employees, AGCO/OPP
Retention & Disposal Period:	Depending upon type of investigation: Police Information Requests: CCY+15 Significant Investigations EVENT +CFY+5+5 Inactive, total of 10 EVENT = Investigation completed Lottery: EVENT+CFY+7 EVENT = Investigation completed Prize Claims: EVENT+CFY+7 EVENT = Investigation completed or claimant decision made not to pursue/verified Public Complaints: EVENT+CCY+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. Significant Investigations 4. Prize Claims
Users:	Corporate Investigations
Individuals in Bank:	Store owners and employees, customers, prize claimants, OLG employees, AGCO/OPP
Retention & Disposal Period:	Depending upon type of investigation: Significant Investigations: EVENT +CFY+7 EVENT = Investigation completed Lottery: EVENT+CFY+7 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:	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
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

Horse Racing

Description: OLG's Horse Racing division supports the industry by administering funding for purses and operational costs as set out in the Funding Agreement. The Horse racing team provides support that puts a focus on horse racing to grow the customer base and ensure the industry has a strong future in Ontario.

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 & Business Analysis

Public Records

Amended and Restated Funding Agreement for Live Horse Racing
 Exhibit 9.2(H)(I) Articles and By-Laws of Ontario Racing
 Exhibit 9.2(H)(II) OR Membership Agreement
 Exhibit 9.2(H)(III) ORM Management 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 + CCY + 20 EVENT = Acquisition of annuity

Operations

Channel Management

General Records

Administrative Records
OSC - Cancelled and Adjusted Tickets
Compliance Master Salesforce List
Customer Relationship Management System Records
DC Capacity Reports
Distribution Center Inbound/Outbound tracking
OSC- Emergency/Point of Contact Quick Reference Guide
OSC - ID 25 Results
Internal Communications
Instant Ticket Destruction Records
Inventory Tracking Reports
ITMIR Records (Ticket Transaction Data)
Legacy Retailer System Records
Lottery Customer Relationship Management
Lottery Draw Recordings
Lottery Draw Operations Records
Lottery Marketing Records
Lottery Planning Records
Lottery Risk Management Records
Lottery Retailer Records for Promotions, Assets and Events
Lottery Sales Reports
Lottery Product Inventory Records and Instant Ticket Inventory Transaction Records
Master File of Active Accounts
Meeting Minutes
OSC - Mystery Shop Results
OSC - OLG Support Centre Quality Performance/Training Records
Policies, Processes and Procedures
Performance Management Reports
Prize Centre Major Win Prize Claim Files
Prize Centre Records of Correspondence
Records of Correspondence
Regulatory Compliance Records
OSC - OLG Support Centre Reference Database
OSC - Retailer Agreement
OSC - Retailer Compliance Review Results Retailer Insider Identification System
OSC - Retailer Identification Monitoring Results
Strategy Records
Training and Reference Materials

Manuals

Admin Handbook
Distribution Operations Manual

- OSC - GMS User Guide
- OSC - HelpSi User Guide
- OSC - ICE Bar 9.0 Manual
- OSC - IGT/OLG Operations Playbook
- Imaging Payment Procedures
- Lottery Draws Procedure Manual
- Lottery Online Gaming – Draws Audit Procedure Manual
- Lottery System Manuals
- OSC - Neustar & PJIRA User Guide
- OSC - OLG Support Centre Reference Guide
- OLG Support Centre Training Manuals
- OSC - OnePay & DGE User Guide
- OSC – Dynamics User Guide
- Prize Approval System Procedure Manual
- Prize Centre Application
- Prize Centre Procedure Manual
- Production Analyst Manual
- Promotions Procedure Manual
- RAMS Manual Cheque Register Procedure Manual
- OSC - Retailer Policy Manual
- Sales Force Procedure Manual
- Sports Operations Manual
- OSC – Lottery Terminal Training Guide
- OSC – Casino Sports Lottery Terminal Training Guide
- OSC - iGaming Player Support Playbooks

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 + CCY + 10 EVENT Inquiry or Complaint concluded

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, Corporate Investigations
Individuals in Bank:	Prize Claimants
Retention & Disposal Period:	EVENT + CFY + 7 EVENT= Verification completed.

Personal Information Bank Title:	Lottery Retailer Files
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Retailer application forms, Lottery Retailer Agreement form, pre-authorized payment forms, AGCO retailer suspension notifications, permission to release forms, insolvency records
Uses:	Maintain contractual records for all lottery retailers
Users:	OLG Support Centre Retail Support
Individuals in Bank:	Lottery retailers
Retention & Disposal Period:	EVENT + CCY + 5 EVENT = agreement with Lottery Retailer expired or terminated

Personal Information Bank Title:	Insider Identification Records
Legal Authority to collect:	<i>Ontario Lottery and Gaming Corporation Act, 1999</i>
Information Maintained:	Information related to OLG retailers, including first name, last name, birthdate or minor designation.
Uses:	Add names for new retail locations/ownership changes. Check names during verification process. Expire names for employees who are no longer with the retail organization
Users:	OLG staff who set up retail accounts as well as staff from the OSC who provide technical support.
Individuals in Bank:	Lottery Retailers and their employees
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = qualification as an Insider ceases

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 = Termination 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 Corporate Investigations
Individuals in Bank:	Claimants redeeming prize claims \$10,000 or more
Retention & Disposal Period:	EVENT + CCY +7 EVENT = Verification completed

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 Corporate Investigations
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, , Corporate Investigations
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
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
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
Retention and Disposal Period:	To be determined.

Digital Operations-Customer Standards and iGaming

General Records

Administrative records
 Meeting Minutes
 Contract Management records
 Investigative records

Manuals

Anti-Fraud Playbook
 Assurance Playbook
 Product Management Playbook
 Operations Playbook
 Player Support Playbook
 Release Management Playbook
 Research Playbook
 Marketing: Retention and CRM Playbook
 Marketing: Acquisition
 Marketing: Customer Experience

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 (Share Point)
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 complete or claimant decision made not to pursue

Personal Information Bank Title:	Case Management <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 = Inquiry or complaint concluded

Product Management

General Records

Advertising Records

Administrative Records
Business Development Records
Creative Services Records
Internal Communications
Instant Ticket Destruction Records
Lottery Administrative Reports
Lottery Business Continuity Plans
Lottery Customer Relationship Management
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 and Instant Ticket Inventory Transaction Records
Marketing Records
Market Research Records
Master File of Active Accounts
Meeting Minutes
Mystery Shop Results
Policies, Processes and Procedures
Performance Management Reports
Project Management Files
Program Management Records
Promotions and Sponsorship Records
Research
Records of Correspondence
Regulatory Compliance Records
Reference Database Materials
Retailer Compliance Review Results Retailer
Retailer Identification Monitoring Results
Sports Lottery Games Operations and Development Records
Strategy Records
Third Party Vendor – Monthly Blitz Report
Ticket Security Game File (for each game)
Training and Reference Materials
Vendor Management Records
Vendor Meeting Minutes

Manuals

- Admin Handbook
- Casino Sports Manual
- Distribution Operations Manual
- Imaging Payment Procedures
- Instant Passive Game Coordinator User Manual
- Instant Game Removal User Manual Lottery Control Activity Matrix (in effect June 30, 2017)
- Lottery Instant Ticket Production Procedure Manual
- Lottery Instant Ticket Security Procedure Manual
- Lottery Online Gaming – Draws Audit Procedure Manual
- Lottery System Manuals
- Production Analyst Manual
- Promotions Procedure Manual
- Sports Operations Manual
- Turbo Tables User Manual

Personal Information Banks

Personal Information Bank Title:	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 = Subscription ended.

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:	iGaming Marketing Approvals
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, campaigns and promotional related materials (i.e. T&Cs)
Uses:	Public accountability
Users:	Customer Retention Marketing Acquisition 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

Charitable Gaming

Description: Maintain collaborative relationships with Service Providers that balances between OLGs conduct and manage obligations and enabling service providers to grow and operate their businesses; Optimize the management of transferred risk, financial performance and operating responsibilities through Service Provider relationships and Operating Agreements.

- Maintain collaborative relationships and manage agreements with OCGA and participating municipalities

General Records

Meeting Agendas & Minutes
OLG Charitable Gaming Policies
Briefing Notes
Correspondence
Project files
Test Plans, Approvals
Marketing/Public Relations Records
Issue/Risk Management Reports
Rules and Regulations
Financial Records
AGCO Records
Compliance Reports
Facility Records
Marketing Content and Usage Guidelines
Game Guides
Process Maps
cGaming Library of Games

Manuals

cGaming Conversion Requirements

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

Delivery Optimization

General Records

Advertising Records
Administrative Records
Business Development Records
Compliance Master Salesforce List
Creative Services Records
Customer Relationship Management System Records
Emergency/Point of Contact Quick Reference Guide
(COGNOS)
ID 25 Results
Internal Communications
Lottery Administrative Reports
Lottery Business Continuity Plans
Lottery Customer Relationship Management
Lottery Draw Recordings
Lottery Draw Operations Records
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 and Instant Ticket Inventory Transaction Records
Market Research Records
Master File of Active Accounts
Meeting Minutes
Mystery Shop Results
Policies, Processes and Procedures
Performance Management Reports
Project Management Files
Program Management Records
Promotions and Sponsorship Records
Records of Correspondence
Regulatory Compliance Records
Reference Database Materials
Retailer Agreement
Retailer Compliance Review Results Retailer
Retailer Identification Monitoring Results
Sports Lottery Games Operations and Development Records
Strategy Records
Third Party Vendor – Monthly Blitz Report
Ticket Security Game File (for each game)
Training and Reference Materials
Vendor Management Records
Vendor Meeting Minutes

Manuals

- Admin Handbook
- Casino Sports Manual
- Distribution Operations Manual
- Imaging Payment Procedures
- Instant Passive Game Coordinator User Manual
- Instant Game Removal User 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
- Production Analyst Manual
- Promotions Procedure Manual
- RAMS Manual Cheque Register Procedure Manual
- Retailer Policy Manual
- Sales Force Procedure Manual
- Sr. OSC Data Analyst Handbook
- Sr. OSC Systems Consultant Handbook
- Sports Operations Manual
- Team Lead Handbook
- Terminal Messaging System Manual
- Turbo Tables User 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

Land Based Gaming

Description: This area oversees the service providers. The service providers may have ownership of the records, with the exception of the customer data.

General Records

Access Control System and Database Advertising
Audit reports
AGCO Proposals
Briefing notes
Business Continuity Plans
Business Planning and Operational Reports
Contracts
Contract Amendments and Waivers
Contract Lifecycle Management System
Contract oversight records
Correspondence
Project Files
Facility Maintenance Files
Field Services Operations Projects
Field Services Refresh Projects
Field Services Decommissioning Projects
Product Development Monthly Operating Reports
Gaming Site Drawings
Governance Meeting Records
Governance Charters
Issue Management records

Performance Management Reports

Policies, Processes and Procedures
Security Incident Notification Database
Surveillance t Records

Manuals

Common Area Maintenance (CAM) and Capital Renewal Manual
Facility Design Standards Manual
Facility Maintenance Standards Manual
Gaming Control Activity Matrix
Gaming Facilities Manuals – Design Criteria
Patron Information Repository Manual
Procedural Manuals
Table Games – Rules of Play

Personal Information Banks

Land Based Gaming 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 + 10 EVENT = Inquiry or complaint concluded

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

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) (To be decommissioned in March 2020)
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:	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 (to be decommissioned Mar 2020)
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:	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:	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:	Surveillance Reports & Video
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

People and Culture

General Records

Labour Relations Files
 Grievance and Arbitration Files
 Payroll for Employees and Board of Directors
 Collective Agreements

Public Records

Public Sector Salary Disclosure

Personal Information Banks

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:	Human Resources Information System
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 + CFY + 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/A 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. May also include records related to employee leaves and absenteeism.
Uses:	Claims administration
Users:	Human Resources
Individuals in Bank:	Employees using short term/long term disability benefits
Retention & Disposal Period:	EVT + CFY + 50 EVENT = Superceded, cancelled or employee terminated

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

Risk and Audit

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
 Business Continuity Plans
 Crisis Manager Quick Reference Guide
 Risk Assessments
 Insurance Applications
 Insurance Records
 Insurance Policies
 Pandemic Contingency Plans
 Policy and Procedures
 Process Documentation

Personal Information Bank

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 Business Resilience
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

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
 System Change Records

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
Users:	Information Technology Services staff
Individuals in Bank:	Employees with OLG-issued cell phones
Retention & Disposal Period:	EVENT + CFY + 7 EVENT = Asset sold, lost, returned to lessor or disposed of