

DEVELOPMENT ENGINEERING AND INFRASTRUCTURE PLANNING PERSONAL INFORMATION BANKS

TITLE	LOCATION	LEGAL AUTHORITY	INFORMATION MAINTAINED	USES	USERS	INDIVIDUALS IDENTIFIED IN PIB	RETENTION
Call Tracking System (CTS)	Development Engineering & Infrastructure Planning	Municipal Act 2001, SO 2001 c 25	Name, address, telephone number, nature of complaint, date that call was opened, date of resolution	Produce and process tickets for municipal services inspectors and developers, statistical data, business planning	Development Engineering & Infrastructure Planning staff	Residents who have a complaint in a new development	Current + 10 years
Drainage and Grading	Development Engineering & Infrastructure Planning	Municipal Act 2001, SO 2001 c 25	Name, address, telephone number, nature of complaint	Produce and process work orders for staff and consulting engineers	Development Engineering & Infrastructure Planning staff	Residents who contact the department with a drainage or grading issue	Permanent
Permits and Service Applications	Development Engineering & Infrastructure Planning	Municipal Act 2001, SO 2001 c 25	Name, address, phone number, fax number, e-mail address (if applicable)	Process permit applications and service connection requests	Development Engineering & Infrastructure Planning staff	Applicants for permits or service connections	Current + 7 years