# TTC Personal Information Banks Directory

| CODE | RECORD TITLE | DESCRIPTION | LEGAL AUTHORITY | TYPES OF PERSONAL INFORMATION | RECORD USES | | CATEGORIES OF USERS | CATEGORIES OF INDIVIDUALS IN THE BANK | RETENTION AND DISPOSITION |
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| AD-001 | Access to Information and Personal Information Protection - Access Requests | Records relating to the receipt and processing of access requests for TTC records and privacy complaints. Documents may include formal and informal requests for information, consultation documentation, correspondence, access decisions, fee estimates, third party notices, written appeal submissions to the Information and Privacy Commissioner of Ontario (IPC), IPC orders and decisions, and IPC compliance findings and recommendations. | Municipal Freedom of Information and Protection of Privacy Act R.S.O. 1990 c. M.56; | Name, address, telephone number, requests for information, documentation, correspondence, access decisions, fee estimates, third party notices, written appeal submissions to the Information and Privacy Commissioner. | Maintain a record of all requests, statistical record keeping | | Commission Services, Access & Privacy staff | Individuals submitting requests for information under MFIPPA. | 5 years after file closed upon completion of case, then destroyed. |
| AD-006 | Contact lists | Listing of contacts and/or mailing lists of individuals who are employees or have dealings with the TTC. May be a database of employee contact information to be used in case of an emergency. | City of Toronto Act, 2006, S.O. 2006, c. 11, Sched. A;  Municipal Freedom of Information and Protection of Privacy Act, R.S.O.1990, c. M.56; | Name, address, telephone number | Contact information for employees and third parties particularly in case of an emergency | | Department Heads, Supervisors and staff | TTC employees and third parties who have dealings with the TTC | After a contact list is updated the previous version is not maintained and is Destroyed.  The new contact list supersedes the previous version. Superseded - replacement of the contact list once it has been updated or revised. |
| AD-017 | Travel Arrangements | Records relating to the arrangement and conduct of visits and travel by TTC employees and formal visitors. May include visits to, or visitors from, local, provincial, national, and international locations. Documents include travel itineraries, transportation and accommodation booking arrangements, correspondence with travel agents, hotel and airfare price lists, and documentation on individual visits and tours. | City of Toronto Act, 2006, S.O. 2006, c. 11, Sched. A;  Municipal Freedom of Information and Protection of Privacy Act, R.S.O.1990, c. M.56; | Name and employee identification number, address, phone number,  travel itineraries, transportation and accommodation booking arrangements, date of birth. Spouse and children's information is kept on file if staff is arranging their flights/travel to correspond with the employee. In this case employees will disclose credit card information. | Maintain a record of travel plans and arrangements for TTC employees and formal visitors from local. Provincial,  Federal and international locations. | | Department Heads, Supervisors and staff | TTC employees and third parties who have dealings with the TTC | Current plus 2 years then destroyed |
| AD-020 | Investigations into Privacy Complains & Breaches | Records relating to formal and informal privacy complaints and breach investigations. Privacy Complaint - The Act creates a privacy protection scheme which the TTC must follow to protect an individual's right to privacy. The scheme includes rules regarding the collection, retention, use, disclosure and disposal of personal information in its custody or control. A Privacy Breach - occurs when personal information is collected, used, disclosed and or destroyed in ways that are not in accordance with the privacy provisions of the Municipal Freedom of Information and Protection (MFIPPA) of Privacy Act or the Personal Health Information Protection Act (PHIPA). Documents may include complaint correspondence, submissions to the Information Privacy Commissioner, investigation reports, briefing notes, recommendations, and interview documents. | City of Toronto Act, 2006, S.O. 2006, c. 11, Sched. A;  Municipal Freedom of Information and Protection of Privacy Act, R.S.O.1990, c. M.56;  Personal Information Protection and Electronic Documents Act (S.C. 2000, c. 5) | Name, address, telephone number, complaint correspondence, submissions to the Information and Privacy Commissioner, investigation reports, interview documents, recommendations. | Maintain a record of all complains, statistical record keeping | | Commission Services and Access & Privacy staff | Third parties and TTC employees whose personal information is held by the TTC, issuing privacy complaints against the TTC; third parties involved in privacy breach investigations, under MFIPPA, and employees with personal information held by the TTC. | Privacy Complaints and Privacy Breach investigations are kept for 15 years after file has been closed upon completion of case; subject to archival review before destruction. |
| AD-022 | Access to Information Request - Appeals | Records relating to the processing of request appeals under MFIPPA and PHIPA. Request appeal status may be tracked electronically by unique request identification number. Copies of appeals documentations are filed in paper format, arranged by their respective request number. Documents include access request forms and supporting documentation, copies of responsive records, decision letters, and Mediator’s report, Notice of inquiry, representations, IPC Order and all supporting correspondence. | City of Toronto Act, 2006, S.O. 2006, c. 11, Sched. A;  Municipal Freedom of Information and Protection of Privacy Act R.S.O. 1990 c. M.56; | Name, address, telephone number, requests for information, documentation, correspondence, access decisions, fee estimates, third party notices, written appeal submissions to the Information and Privacy Commissioner. | Maintain a record of all requests, statistical record keeping | | Commission Services and Access & Privacy staff | Individuals submitting written FOI appeals to the Information and Privacy Commissioner. | FOl appeals kept for 15 years after conclusion of the appeal process. |
| AS-006 | Employee Uniforms | Records relating to the management, evolution and inventory control of special, safety, protective, and required clothing and footwear for TTC employees. This includes information on designated uniforms for operators, supervisors, inspectors, security, cleaning staff, laborers and other unionized and non-union workers and TTC summer staff. Documents may include clothing specification sheets, order tracking reports, complaints, copies of purchase orders, copies of invoices, and correspondence. | City of Toronto Act, 2006, S.O. 2006, c. 11, Sched. A;  Municipal Freedom of Information and Protection of Privacy Act R.S.O. 1990 c. M.56; | Employee identification number, name, address. | | Document employee clothing specifications. | Department Heads, Supervisors and staff | TTC Employees | Current plus 2 years then destroyed |
| AS-010 | Property/Equipment Maintenance and Inspection Reporting  (PIB & General Class of Records) | Records relating to the ongoing and scheduled maintenance and inspections of TTC buildings, property and vehicle components such as brakes, new wheels, decals, fare box etc. May include information on building, station, escalator, elevator inspections, yearly inspection of physical security measures and janitorial services. Documents may include inspection reports including those after a patron injury, call reports for elevator stoppages, preventive maintenance reports, Technical Standards and Safety Authority (TSSA) corrective repairs, inspection test and record logbooks, maintenance logs, deficiency reports, copies of work orders, copies of contracts and supporting agreements, and correspondence. | City of Toronto Act, 2006, S.O. 2006, c. 11, Sched. A;  Municipal Freedom of Information and Protection of Privacy Act R.S.O. 1990 c. M.56; | Name, address, Phone number and details of patron's injury | | Investigate and identify any safety hazards | Inspection officers, Legal personnel | Individuals who have had an injury on TTC property | 20 years after the completion of the inspection date. |
| AS-012 | Recordings - Security Audio Recordings - Grounds | Recordings relating to security surveillance TTC locations including audio recordings of incoming calls to TTC Security. Audio tapes will be re-used within a specified time period except where a recording, documenting a particular incident, is retained for law enforcement purposes.   If the recording is downloaded to document a particular incident for law enforcement purposes, it is then retained for claims management. | City of Toronto Act, 2006,  S.O. 2006, c. 11, Sched. A;  Municipal Freedom of Information and Protection of Privacy Act R.S.O. 1990 c. M.56; | Personal information is collected if the caller identifies themselves in the conversation | | Investigate incidents. | Transit Enforcement , claims management staff | Third parties and employees who use or are on TTC property | 24 hours unless the recording is documenting a particular incident for law enforcement purposes it is then retained for claims management where it will be destroyed 3 years after case resolution. |
| AS-013 | Recordings - Security Closed Circuit Recordings | Closed- circuit television recordings made at designated locations such as surface vehicles, TTC property, etc. In each case, recording mediums (VHS tapes, DVDs, CDs, audio tapes, etc) will be re-used within a specified time period.  If the recording is downloaded to document a particular incident for law enforcement purposes, it is then retained for claims management. | City of Toronto Act, 2006, S.O. 2006, c. 11, Sched. A;  Municipal Freedom of Information and Protection of Privacy Act R.S.O. 1990 c. M.56; | Images are personal information as per the Privacy Commissioner’s order | | Investigate incidents. | Transit Enforcement,  claims management staff. | Third parties TTC and employees, who use or are on TTC property | 72 hours Streetcar and Bus Surface Vehicles then destroyed;  72 hours Subway Surface Vehicles and subway system then destroyed;  7 days Wheel Trans Vehicles then destroyed;  applies to all recording mediums used with a closed circuit system (VI-lS, CD, DVD);  If the recording documents particular incident for law enforcement purposes it is then retained for claims management where it will be destroyed 3 years after case resolution. |
| AS-015 | Security and First Aid | Records relating to the physical security of TTC buildings, properties, and facilities. Security measures are intended to guard against damage and unauthorized intrusion and to ensure personal safety. May include information on identification tags, security and alarm systems, authorized use of keys and access cards, first aid treatment as administered by transit enforcement and security services personnel and employee evacuations. Documents may include security clearance files, security logs & security user guide books | City of Toronto Act, 2006, S.O. 2006, c. 11, Sched. A;  Municipal Freedom of Information and Protection of Privacy Act R.S.O. 1990 c. M.56; | Name, address, phone number and details of patron's or employee injury | | Maintain a record of all incidents statistical record keeping | Transit Enforcement, Security Services | TTC employees, Third parties | Current plus 6 years followed by destruction |
| AS-016 | Security Investigation Records | Records relating to audio tapes and closed-circuit television recordings documenting particular incidents and retained for law enforcement purposes. Also includes all other evidence documenting an incident including notes, memo books, photos, security threat assessments reports, written request to review audio or closed –circuit recordings and requests by Toronto Police Services to remove a recording for law enforcement purposes. | City of Toronto Act, 2006, S.O. 2006, c. 11, Sched. A;  Municipal Freedom of Information and Protection of Privacy Act R.S.O. 1990 c. M.56; | Name, address, phone number, image | | Investigate incidents. | Transit Enforcement & Toronto Police | Third parties and TTC employees | 20 years after case resolved. Recordings retained for law enforcement purposes. File closed at termination of investigation |
| AS-017 | Wheel Trans Customer Files | Records relating to information of Wheel Trans customers. Documents include customer applications, approvals and rejections, audits, medical history, etc. | City of Toronto Act, 2006, S.O. 2006, c. 11, Sched. A;  Municipal Freedom of Information and Protection of Privacy Act R.S.O. 1990 c. M.56;  Personal Health Information Protection Act, 2004, S.O. 2004, c. 3, Sched. A; | Name, address, phone number, and details of medical history | | Customer applications, approvals and rejections | Department Head, Supervisors and staff | Third parties, Wheel Trans Customers | 3 years after termination of service then destroyed |
| CO-004 | Inquiries, Complaints and Commendations | Includes records regarding general inquiries, suggestions, complaints and commendations regarding TTC service or operations including complaints and commendations regarding operators, collectors, fare or service. Also includes inquiries from councilors, concerns about the services provided by the TTC and responses to these inquiries. | City of Toronto Act, 2006, S.O. 2006, c. 11, Sched. A;  Municipal Freedom of Information and Protection of Privacy Act R.S.O. 1990 c. M.56; | Records relating to the exchange of communication regarding TTC service between TTC customers, elected officials and TTC staff. Names, address, contact information of the complaint / requestor | | To document and investigate complaints and commendations from the public | Department Heads, Supervisors and staff | Third parties, councilors | Current plus 2 years then destroyed |
| CO-013 | TTC Support Person Assistance Card Program | Records relating to applications for the TTC’s Support Person Assistance Card Program | City of Toronto Act, 2006, S.O. 2006, c. 11, Sched. A;  Municipal Freedom of Information and Protection of Privacy Act R.S.O. 1990 c. M.56;  Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11; | Names, address, contact information of the applicant / requestor, photos, medical information | | Customer applications for the Support Person Assistance Card Program | Department Heads, Supervisors and staff | TTC customers | Current plus six years then destroyed |
| FM-003 | Accounts Payable  (PIB & General Class of Records) | Records relating to the processing of payments made by TTC to external suppliers of goods and services. May include information on advance payments of expenses. Source documents initiating payments include vendor invoices, receipts such as returns of fare media, payment certificates, cheque requisitions, and miscellaneous transaction data. May also include accounts payable control reports and payment vouchers and ticket sales payables to tenant carriers. May include information on the administration and receipt of refunds and credits/credit notes received from vendors for return of materials/products. | Income Tax Act (Canada), R.S.C. 1985, c.1 s.230;  Electronic Commerce Act, 2000, S.O. 2000, c.17 s.12;  Municipal Freedom of Information and Protection of Privacy Act R.S.O. 1990 c. M.56; | Names, address and banking information, phone number | | Maintain record of payments, expenses paid by TTC to Third parties. | Finance Staff  Accounts Payable | Third parties | Current plus 7 years then destroyed |
| FM-005 | Attendance and Scheduling (OARS) | Records relating to the attendance and scheduling for TTC employees. These records document an employee’s hours of work, overtime hours, lieu time, vacation time, statutory holidays, sick leave and other related correspondence. The media format for these records is paper and electronic. These reports are kept as part of the official record collection in Pay Period Processing (FM-021). Documents may include vacation requests, attendance registers, shift schedules, notes for extended leave, time sheets, crew cards and all supporting correspondence. | Employment Standards Act, S.O. 2000, c.41;  Municipal Freedom of Information and Protection of Privacy Act R.S.O. 1990 c. M.56; | Information on leave of absence, hours of work, overtime, lieu time, statutory holidays and sick leave credits for individual TTC staff persons, vacation requests, attendance registers, shift schedules, notes of extended, names and employee identification number | | Document employee attendance | Department Heads, Supervisors and staff | TTC employees | Current plus 3 years then destroyed |
| FM-013 | Fares and Transit | Records relating to the management and disbursement of TTC and regional carriers’ fares and passes. Includes records relating to fares, prepaid regional bus tickets, and any passes such as Metro pass, student, seniors, weekly, visitor, park and ride, etc. and passes issued to special groups using TTC transit. Includes charter applications, reconciliations, working papers and related documentation. | City of Toronto Act, 2006, S.O. 2006, c. 11, Sched. A;  Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 ;  Municipal Freedom of Information and Protection of Privacy Act R.S.O. 1990 c. M.56; | Name, address, phone number, license plate number, banking information | | To verify identity third party identify and to manage fare related programs | Finance staff | Third parties | Current plus 7 years then destroyed |
| FM-020 | Payroll Benefits (Employee) | Records relating to the management of employee benefits plans which provide full or partial financial coverage of various benefits to TTC employees and/or their relatives. Records include completed benefit enrolment forms. Benefits coverage may include health and dental plans, tuition coverage for courses, group life insurance, long term disability coverage, and accidental death and dismemberment plans, sick benefits from the Sick Benefit Association. May include information relating to insurance or benefits carriers' policies and directives, deducting benefits coverage from the TTC payroll, and types of benefits coverage. Documents may include copies of insurance or benefits carriers' policies, managerial directives and reports, benefits coverage notifications, benefits coverage statistical reports, and all supporting correspondence. Human Resources is responsible for determining eligibility for benefits, determining what benefits are provided to TTC employees, administering the Sick Benefit plan, etc.Human Resources is responsible for determining eligibility for benefits, determining what benefits are provided to TTC employees, administering the Sick Benefit plan, etc. | Municipal Freedom of Information and Protection of Privacy Act R.S.O. 1990 c. M.56;  Personal Health Information Protection Act, 2004, S.O. 2004, c. 3, Sched. A; | Name, address, phone number, Date of Birth, employee identification number and medical information | | Calculate and administer TTC payroll; administer employee benefits and pensions.  NOTE: The TTC makes arrangements with external organizations or carriers to insure and administer benefits coverage. The TTC funds the plan and/or deducts benefit premiums off individual employees' pay, but the TTC does not directly adjudicate these benefits. | Payroll & Human Resources staff, third party insurance providers | TTC Employees | 7 year upon termination of employment or cessation of benefits whichever is longer, then destroyed |
| FM-021 | Pay Period Processing | Records relating to the administration and processing of employee salary and expense payments during regularly-scheduled pay periods for union and non-union employees. May include information relating to payroll generation, overriding deductions, year-end payroll reporting, and payroll variance reporting. Documents may include payroll registers, time sheets, job tickets, employee expense reports, time cards, original and amended T4 statements, payroll adjustment and variance reports, unclaimed wages and all supporting correspondence. | Employment Insurance Act (Canada), 1996, c. 23, s. 87;  Employment Standards Act, S.O. 2000, c.41, s. 15(5) ;  Municipal Freedom of Information and Protection of Privacy Act R.S.O. 1990 c. M.56; | Employee number, name, gross pay, net pay, deductions, details of hours worked and hours paid, information relating to payroll generation, overriding deductions, year-end payroll reporting, payroll variance reporting, payroll registers, time sheets | | Provide Payroll information for Canada Customs and Revenue Agency and Audit requirements | Pension, payroll and employee benefits staff, audit, human resources staff | TTC employees | Current plus seven then destroyed |
| FM-022 | Pension Plan Investment and Administration | Records relating to the administration of the TTC’s pension plan as administered by the Pension Fund Society. Includes accounting, actuarial, banking, payroll records, annual information returns, solvency funding financial statements, retirement compensation agreement/supplemental pension plan correspondence and contributions from employers, tax reconciliation, survivorship/guarantee register, membership register | Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.) s. 230. (4) (b);  Limitations Act, S.O. 2002, c. 24, Sched. B;  City of Toronto Act, 2006, Regulation (Financial Activities) O. Reg. 610/06;  Municipal Freedom of Information and Protection of Privacy Act R.S.O. 1990 c. M.56;  Personal Information Protection and Electronic Documents Act (S.C. 2000, c. 5) | Employee name, age, sex, employment history, earnings, contributions, marital status, names of beneficiaries, address, banking arrangements, personal correspondence, calculation of pension amounts, health | | Calculate benefits payable and maintain all correspondence and records pertaining to each individual employees / pensioner | Pension Fund Society Staff. | TTC Employees and TTC Retired employees | 7 years after file closed upon termination of the last surviving beneficiary of the pension policy |
| FM-024 | Pension Plan Beneficiaries and Entitlements | Records relating to plan beneficiaries including those that are currently employed plan members, retired members, terminated members who have an entitlement under the plan, their current or former spouses’ ― and in the event of death, their beneficiaries, dependents and estates. May include pension enrolment forms, records such as individual plan beneficiaries and payment of pension entitlement such as pension statements, election/option statements, waiver forms, correspondence related to inquiries or complaints, court documents related to spousal relationship breakdowns, payment/transfer information, forms for plan enrolment, beneficiary designation, proof of age, address changes, spousal declaration, and congratulation letters.  Registration documents include information on conditions for membership, benefits and rights, requirements for entitlement, methods of calculating contributions, benefits, interest and administration costs, and treatment of surplus. | Pension Benefits Standards Act, 1985 (c. 32 (2nd Supp.) ;  Pension Benefits Act, R.S.O. 1990, c. P.8  Personal Information Protection and Electronic Documents Act (S.C. 2000, c. 5)  Financial Services Commission of Ontario (FSCO) Policy A300-200; | Employee name, beneficiary name, age, sex, employment history, earnings, contributions, marital status, names of beneficiaries, address, banking arrangements, legal agreements, personal correspondence, calculation of pension amounts, health | | Record and track beneficiaries and their entitlements and maintain all correspondence and records pertaining to each individual employees / pensioners under the Plan | Pension Fund Society staff, payroll and employees benefits staff | Employed plan members, retired members, terminated members who have entitlement under the plan, their current or former spouses and in the event of a death their beneficiaries, dependents and estates | 7 years after file closed upon termination of the last surviving beneficiary of the pension policy then destroyed. |
| FM-025 | Personal Expense Claims | Records relating to TTC employees’ claims for reimbursement for financial expenses. Personal expenses may be incurred in the course of normal business operations, including travel, attending conferences, and vehicle use. Documents may include receipts, invoices, expense claims statements, and correspondence. | Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.) s. 230. (4) (b); | Employee name and employee identification number, address, phone number, credit card number | | To track employee expenses for re-imbursement and audit purposes | All TTC staff and Board members travelling on TTC business | TTC employees, and TTC Board members | Current plus 7 years then destroyed |
| FM-032 | Employee Payroll Files | Records relating to individual employees' pay history profiles. Includes information on rates of pay, hours of work, reported absences, garnishments, pay rate changes, and both elected and mandatory payroll deductions for each employee. Documents include completed payroll notification forms concerning newly hired staff, completed benefit enrolment forms, completed federal record of employment forms, tax credit return statements, previous pay adjustment sheets, performance pay transition sheets, copies of court orders, and all supporting correspondence. | Employment Insurance Act (Canada), 1996, c. 23, s. 87 (3);  Employment Standards Act, S.O. 2000, c.41, s. 15(5);  Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.) s. 230. (4) (b); | Employee name and employee identification number, address, phone number, salary information | | Calculate and administer TTC employee payroll; administer employee benefits and pensions | Pension Society Staff, Payroll and Employee Benefits staff | TTC employees | Termination of employment or termination of benefits, whichever is longer, then destroyed |
| HR-001 | Applications and Resumes - Unsolicited | Records relating to the receipt and processing of unsolicited resumes and applications for employment opportunities that are either not presently existent and/or not advertised. Documents may include resumes, completed application forms, and related correspondence. | Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56 s. 30. - Dispose of personal information under the control of the institution accordance with the regulations. | Records relating to the receipt and processing of unsolicited resumes and applications for employment opportunities that are either not presently existent and / or not advertised, resumes, completed application forms | | Determine suitability for employment | Human Resources, Department, Heads, Supervisors and staff. | Members of the public applying for employment | One year followed by destruction |
| HR-002 | Application File - Employee Special Constable Status | Records relating to the application process which occurs every five years to Toronto Police to renew their status as a special constable. Records may include application for hire or renewal, personal history forms, police checks, police waiver forms, recommendation letters, driver’s license copy and related correspondence. | Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56 s. 30.  Employment Standards Act, S.O. 2000, c. 41, s. 15; | Employee number and name, application form, education, work history, attendance and leave records, performance evaluations, police checks, disciplinary actions, WSIB records | | Document work history | Human Resources and Transit Enforcement and Security Services | Special Constables | 7 years after file closed upon termination of employment then destroyed |
| HR-005 | Employee Alcohol and Drug Test Results and Documentation | Positive alcohol and drug test results and related investigation documentation and forms including alcohol test forms, employer’s copy of the controlled substances test chain of custody and control form and consent forms. All unannounced test results and schedules. Documentation of refusals to take required alcohol and/or drug tests. Annual summary reports of drug and alcohol test results.  Negative drug test results which includes dilute negative and cancelled certification, reasonable cause and post-incident alcohol and drug test results and related investigation documentation and forms including alcohol test forms, employer’s copy of the controlled substances test chain of custody and control form and consent forms. | Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56; | Name, address, phone number of employee, alcohol and drug testing results, control and consent forms | | Manage TTC's obligations regarding drug use and testing in accordance with the TTC’s Fitness for Duty Policy. | Human Resources | TTC employees | Current plus 5 years then destroyed |
| HR-006 | Employee History Data | Records relating to TTC employees' work history. May also include information on retirements, layoffs, and resignations. Documents may include resumes, offer letters, successful job call results, previous employment reference checks, criminal record checks, photocopies of degrees and diplomas, educational transcripts, letters of discipline, employee contact information sheets, performance appraisals, accident/incident reports, copies of employment letters, return to work notifications, absence history reports, promotions, commendations, complaints, training records and personal contact information sheets. | Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56 s. 30.  Employment Standards Act, S.O. 2000, c. 41, s. 15; | Employee number and name, application form, benefit options, education, work history, attendance and leave records, performance evaluations, police checks, disciplinary actions, WSIB records | | Document work history | Human Resources, Department, Heads, Supervisors and staff. | TTC employees | 7 years after file closed upon termination of employment. |
| HR-007 | Employee Intelligence Files | TTC employees who could be potentially involved in criminal activity. Records relating to CPIC (Canadian Police Information Reports, general occurrence and arrest reports and Toronto Police memo book entry. | Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56; | Name, address, phone number, previous arrest reports and other police reports | | Track employees who could be involved in possible criminal activities | Human Resources, Transit Enforcement and Security Services, Toronto Police | TTC Employees | Current plus 7 years then destroyed. |
| HR-008 | Employee Medical Data | Records relating to the medical status, conditions, and recovery of individual TTC employees. This includes situations concerning the sustainment of physical injuries and the development of medical conditions causing disability or impairment, both work and non-work related. May include information relating to clarification of medical conditions, mental health status, determination of whether and/or when an employee should return to work, and confirmation of job duties the employee is and is not capable of performing. Documents may include doctors' notes and referrals, copies of resumes and training certificates, medical progress notes, and all supporting correspondence. | Occupational Health and Safety Act, R.S.O. 1990, c. O.1, s. 26;  Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56;  Personal Health Information Protection Act, 2004, S.O. 2004, c. 3, Sched. A; | Information about an employee's medical conditions (e.g. injuries sustained, whether he /she can return to regular work duties, etc.) | | Assist with employee medical issues as they relate to employment | Human Resources and designated medical staff | TTC Employees | T=File closed upon termination of employment.. |
| HR-011 | Grievances and Arbitrations | Records relating to complaints received from TTC unionized employees concerning workplace and personal treatment, benefits, discipline, promotions, and any other issues as defined in the collective agreement. Includes information on addressing and resolving the grievances, such as mediation and formal adjudication hearings involving arbitrators. Documents may include completed grievance forms, copies of meeting minutes, adjudication hearing schedules, arbitration notices, minutes of settlements, memorandum of settlement and all supporting correspondence. | Labor relations Act, 1995, c. 1, s.48;  Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56; | Name of grievers, grievance forms (containing personal information about the employee, including his /her complaints), replies, investigation materials, attendance reports, resignations | | Respond to employee grievances | Human Resources staff, Labor Relations staff, Human Rights staff (files not necessarily shared between users) | TTC employees with grievances | 21 years after file closed upon resolution or settlement of case, then destroyed |
| HR-012 | Human Rights Complaints and Investigations | Records relating to receiving, investigating and resolving complaints from TTC employees and TTC customers concerning workplace discrimination, harassment or violence as set out in the TTC’s Respect and Dignity Policy and/or TTC’s Workplace Violence Policy.  May include information on both informal and formal complaints, as well as advice and consultation on human rights-related subject matters such as policy development, communication tools and training. Documents may include statements of complaint and completed complaint forms, investigation reports and recommendations, witness interview notes, copies of policies, research, and all supporting documentation and correspondence regarding the exploration and resolution of complaints and consultations. | Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56 s.17;  City of Toronto Act, 2006, S.O. 2006, c. 11, Sched. A;  Occupational Health and Safety Act, RSO 1990, C. O.1;  Human Rights Code R.S.O. 1990, c. H.19; | Documents contain medical and personnel information, third party personal information, performance appraisals, and completed complaint forms, witness interview notes, correspondence regarding resolution of complaint, investigation reports. | | Track the investigation and resolution of Human Rights complaints | Human Rights Department staff, Labor relations staff and management staff create these files (these files are not necessarily shared between users) | TTC employees and third parties with complaints of being discriminated against and / or harassed. TTC employees and third parties involved in a complaint regarding workplace discrimination, harassment or violence as a complaint, respondent, witness or responsible manager | 10 years upon resolution of investigation, subject to Archival Review |
| HR-016 | Occupational Health and Safety  (PIB & General Class of Records) | Records relating to the TTC’s responsibility to  provide its employees with a safe and healthy  workplace through assessment of occupational  hygiene, ergonomics, and safety issues. Records may also include correspondence regarding concerns, employee surveys, research materials, data collection, analytical results, and reports, Health and Safety committees’ records, workplace inspection reports, provincial workplace safety boards’ records, safety audit reports, safety statistic reports, first aid , program records, WHIMIS records, material safety data sheets (MSDS). | Occupational Health and Safety Act, RSO 1990, C. O.1, s.9, s.26;  Workplace Safety & Insurance Act 1997, Regulation, (First Aid Requirements) R.R.O. 1990, Reg. 1101 s.5; | Inspection reports, documents on handling, storage, use of disposal agents, records regarding the circumstances of an accident, witness statements, location, nature of injury, date, time, nature of first aid treatment given. | | Response to occupational health and safety issues | Safety, Human Resources, management staff, Members of the Joint Health and Safety Committee | TTC Employees | Current plus 16 years then Destroyed, Subject to Archival Review |
| HR-018 | Staff Competition and Recruitment | Records relating to the recruitment of staff for existing or future jobs and appointments within the TTC. This includes permanent, seasonal, and contract job postings. May include information on applicant screening and testing, conducting interviews, and acceptance and rejection of candidates. Documents may include completed request for employment forms, job postings, solicited resumes and employment applications, job skills test sheets, interview questions and sheets, scoring matrices, competition lists, reference checks, background for awarding positions such as health service notices and all supporting correspondence. | Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56; | Individuals' submitted resumes and /or job applications, containing information on employment history, education, address. | | Document job competition history | Human Resources staff, Department, Heads, Supervisors and staff. | TTC employees and members of the general public | 6 years after file closed upon closing of competition then destroyed. |
| HR-020 | Training, Certification - Record of | Records relating to the registration of employee training, certification and qualifications for equipment operation, hazardous material handling and emergency procedures, technical and machine training. Documents may include: pre-requisite certification; registration application forms; copies of certificates; test and result information; driver abstracts, commercial vehicle operator records (CVOR), registration billing information; employee sign off sheets indicating that employees have received training; instruction sheets; copies of hazardous material data sheets; informational materials, reports; and all other related documentation and correspondence. | Occupational Health and Safety Act, R.S.O. 1990, c. O.1;  Transportation of Dangerous Goods Regulation (Canada) SOR/2012-245 (Amendment 11) Part 6 – Training s. 6.1 to s. 6.8;  Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56; | Pre-requisite certification; registration application form; copies of certificates; test and result information; registration billing information; employee sign off sheets indicating that employees have received training | | Maintained record of participant (employee) training on technical hard skills | Human resources staff, Department, Heads, Supervisors and staff. | TTC Employees | 21 years after file closed upon termination of employment then destroyed |
| HR-021 | Training Program Safety and Technical  (PIB & General Class of Records) | Records relating to the administration and development of technical training programs and skills development opportunity offered to employees. Includes information on training programs such as: equipment operation, handling of hazardous material, transportation of dangerous goods, training programs on safety, security and accident prevention on the work site. Documents may include source files, owner sign off sheets, instruction sheets; authorized instructors competency certificate or declaration; detailed session plan and program change logs, teaching aid package; test questions and answers; required fees; material price list and contact names; employee sign off sheets template, used to indicating that employees have received training; copies of hazardous material data sheets; informational materials, reports; and all supporting correspondence. | Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56; | Program owner sign off sheet, instruction sheets; authorized instructors competency certificate or declaration; detailed session plan and program change logs, teaching aid package; test questions and answers required | | Technical and hard skills training; collect information about a worker’s successful completion of an approved training program for the purpose of maintaining a record of workers who have successfully completed approved training programs | Human Resources staff, Department, Heads, Supervisors and staff. | TTC Employees | 21 years after the last revision of the training program (S+ 21 years) |
| HR-022 | Workers’ Compensation & Disability Management | Records relating to tracking and monitoring of all individual TTC employees' claims for financial and/or medical compensation as a result of personal injuries, illness, or other medical conditions preventing employees from fulfilling regular job duties. This includes workers' compensation and long term disability claims. Documents may include injury report forms, copies of long term disability and workers' compensation claims that have been submitted, disability recurrence continuity reports, completed summary claims information cards, and all supporting correspondence. | Workplace Safety and Insurance Act, 1997, Regulation (First Aid Requirements) R.R.O. 1990, Reg. 1101 s. 5;  Personal Health Information Protection Act, 2004, S.O. 2004, c. 3, Sched. A; | Copies of injury report forms, copies of LTD and WSIB claims submitted, name & employee identification number, address, medical information | | Manage TTC's obligations regarding disability management | Human Resources staff | TTC Employees who have become ill or become injured | 7 years after file closed upon termination of employment then destroyed |
| IM-001 | Backup Data | Records relating to data stored by Information Technology Services as annual network backups, annual and monthly GroupWise backups, and unique or one-time backups, e.g. when a server is de-commissioned. This series includes the backed up data as well as the associated backup metadata. Backup data is created primarily for long-term system recovery requirements, such as loss or damage to computer hardware. In certain circumstances backup/recovery data is used to recover individual data files or forensically for investigations. Unique or one-time backups may be created by ITS for various reasons, e.g., to mitigate against the risk of unsuccessful data migration or unanticipated failure of a new production system. Backup data and media are organized or classified by the backup application.  NOTE: Daily, weekly and monthly | Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56; | Name, employee id's, address, client ID's health status, financial status, employment history | | For restoration purposes in case of data loss | IT staff and business unit staff | TTC employees and clients /customers of TTC services | Current plus one year then destroyed |
| LL-001 | Accident, Occurrence and Incident Reports | Records relating to the TTC’s reporting of accidents or incidents that have occurred on TTC properties and that may involve members of the public, staff, and buildings and structures. Accident reporting concerns events such as vandalism, arson, vehicle accidents, and personal injuries that have occurred. Incident reporting concerns events that had the potential to be accidents, but were not accidents, and are used for tracking hazardous trends. May also include detailed investigative reports for individual accidents or incidents, which document synopses of events, probable causes, and recommendations for improvement. Documents may include completed accident and incident report forms, detailed investigative full and summary reports, 24 hour reports, on-call summaries and all supporting correspondence. | City of Toronto Act, 2006, R.S.O. 2006, c. 11, Sched. A;  Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56; | Name, address, phone number, employee identification number, medical reports, police reports, accident and incident reports | | TTC employees or third parties who have become ill or become injured | Service Delivery, Operations and Legal Staff | TTC Employees, third parties | Current plus 7 years then destroyed |
| LL-002 | Legal & Claims | Records relating to the administration of, and consultation for, legal matters and litigation affecting or initiated by employees or other parties. This may include information on legal opinions and decisions, litigation fees, legal challenges and issues, by-law enforcement court cases, personal injury, and judicial decisions. Documents may include subpoenas, copies of contracts and legislation, copies of property plans, legal exhibits such as photographs, legal research documentation, and supporting correspondence. | City of Toronto Act, 2006, S.O. 2006, c. 11, Sched. A;  Limitations Act, S.O 2002, c.24, s.4  Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56; | Name, address, phone number, medical reports, OHIP number, medical information, doctor’s reports, photos and supporting documentation | | Settle liability claims for bodily injury | Legal staff, enforcement staff, insurance companies, adjusters, administrative staff of departments | TTC employees, third parties, persons alleging injury as a result of negligence or fault on the part of the TTC | 15 years after file closed upon resolution of case then destroyed  21 years after file closed upon resolution or settlement of case, then destroyed on matter involving infant with no Litigation Guardian |
| LL-003 | Complaint Investigations Involving Transit Enforcement Personnel | Records relating to the investigation of complaints related to the performance of Transit Enforcement Officers and TTC Special Constables. Records may include letters of complaint, statements, investigation reports, summary reports, evidence, photos, video recordings and all supporting correspondence. | City of Toronto Act, 2006, R.S.O. 2006, c. 11, Sched. A;  Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56; | Name, address, phone number, photos, evidence, video recordings | | Maintain a record of all complaints | Legal staff, enforcement staff, security staff, Human Resources Staff | TTC employees, third parties | Current plus 7 years then destroyed |
| LL-007 | Employee Investigation Files | Records relating to TTC employees who are under investigation or have been charged with an offence. Typically used in a legal proceeding. | City of Toronto Act, 2006, R.S.O. 2006, c. 11, Sched. A;  Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56; | Name, address, phone number, police reports, evidence | | Settle claims | Legal staff, Transit Enforcement and Security Services, Human Resources | TTC employees | 7 years after case settled or closed then destroyed |
| LL-012 | Provincial Offences Ticket Books (POT books) | Records include copies of by-law tickets for offences occurring on TTC properties such as smoking, loitering, vandalism, refusal to pay, failure to comply with posted notices, etc. The information is primarily used as a statistical database. | City of Toronto Act, 2006, R.S.O. 2006, c. 11, Sched. A;  Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56; | Name, address, phone number | | Maintain a record of all provincial offences, tickets /notices for statistical purposes | Transit Enforcement | Third parties | Current plus 3 years then destroyed |
| WO-003 | Log Sheets | Records relating to the use of log sheets for recording data about services performed by TTC departments and staff. Log sheets record information about time spent, location,  employee name(s), and type(s) of services performed. | City of Toronto Act, 2006, R.S.O. 2006, c. 11, Sched. A;  Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56; | Name, address, phone number, employee identification number | | To track services performed by TTC personnel | Department Head, Supervisors and staff | TTC employees | 2 years upon last entry in Log Sheet, then destroyed |
| WO-015 | Waybills, Run, Crew Guides, Transfer Distribution Sheets | A waybill is an Operator’s individual schedule that they pick up at the beginning of their shift, along with the fare box and transfers. It is a personal log kept by all TTC operators which serves as a tally-sheet and provides details of the day’s events. Also included is the run guides that validates the times taken to reach each destination. Transfer Distribution report is to show the number of transfers allocated to all runs for each route for a given period. The Summary of Transfer reports the total number of transfers allocated to each route without listing all the runs.  Crew Guide outlines the details of the work involved in the operation of a route identifying the crews that Operators/Collectors work.  These documents are required in the event of a legal claim against the TTC. | City of Toronto Act, 2006, R.S.O. 2006, c. 11, Sched. A;  Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56; | Name, address, phone number, employee identification number | | Maintain a records of monies collected and route times. Also may be used in case of a potential litigation to verify facts that occurred during the course of the route | Service Delivery, Operations and Legal Staff | TTC employees | Current plus 3 years then destroyed |