



ACCESS VAUGHAN PERSONAL INFORMATION BANKS

TITLE	LOCATION	LEGAL AUTHORITY	INFORMATION MAINTAINED	USES	USERS	INDIVIDUALS IDENTIFIED IN PIB	RETENTION
Case Tracking System (CTS)	Access Vaughan	Municipal Act, 2001, SO 2001, c25	Name, address, contact telephone number	Tracking complaints and issues to generate work order files and to forward complaints to appropriate department(s)	Access Vaughan staff, other City departments as appropriate	Callers that require action/service and a work order is created to initiate the work	Current + 7 years
Recorded Calls	Access Vaughan	Municipal Act, 2001, SO 2001, c25	Name, address, contact telephone number, complaint/concern	Quality assurance/training of Access Vaughan staff	Access Vaughan staff	Inbound callers who may be recorded	Current + 7 years