



Conseil de la radiodiffusion et des
télécommunications canadiennes

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Canadian Radio-television and
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Received
NOV 10 2005
[Signature]

4 November 2005

Mr. Trevor Shaw
A/Director General, Audit and Review
Privacy Commissioner of Canada
112 Kent Street
Place de Ville, Tower B, 3rd Floor
Ottawa, Ontario
K1A 1H3

Dear Mr. Shaw:

Re: Disclosure of personal information on CRTC website

I wish to follow up on your letter of August 25, 2005, in answer to a letter you received from Ms. Philippa Lawson, of the Canadian Internet Policy and Public Interest Clinic (CIPPIC), concerning potential privacy issues surrounding some of the Commission's electronic public processes.

Following receipt of this letter, Commission staff investigated a number of technological options to try and address Ms. Lawson's concerns. Once we had identified what we felt were reasonable alternatives, we held a meeting with her in order to discuss these, as well as other concerns and suggestions regarding best practices in publishing personal contact information on our website.

As discussed at that meeting, we have agreed to implement the following procedures:

- Ensure that all warning notices regarding the publication of personal information contained in all CRTC Public Notices, whether broadcasting or telecommunications, are standardized.
- Install a program that will protect all personal information from well-known reputable search engines, to ensure that such information can only be accessed by direct file search.
- Put in place mechanisms to prevent email harvesting of personal information posted on the CRTC website.

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Canada

We are also considering other possible improvements or amendments to our on-line forms or other on-line procedures to protect the privacy of individuals who participate in our public processes, while still respecting the principles of natural justice that are inherent to the quasi-judicial nature of our processes, and have agreed to consult Ms. Lawson with respect to those changes. We hope that the measures outlined above are satisfactory in addressing the concerns raised by CIPPIC. If you require further information or would like to discuss this matter, please do not hesitate to contact me at (819) 997-1027.

Yours sincerely,

A handwritten signature in blue ink, appearing to read "D. Rhéaume". The signature is fluid and cursive, with a long horizontal stroke at the end.

Diane Rhéaume
Secretary General

c.c. Philippa Lawson, Executive Director