



# InfoSource:

## Sources of Federal Government and Employee Information

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## Info Source

# Sources of Federal Government and Employee Information

## Introduction to Info Source

Info Source: Sources of Government and Employee Information provides information about the functions, programs, activities and related information holdings of government institutions subject to the [Access to Information Act](#). The [Privacy Act](#) provides individuals and employees of the government (current and former) with relevant information to access personal information about themselves held by government institutions subject to the [Privacy Act](#) and to exercise their rights under the [Privacy Act](#).

The [Introduction to Info Source: Sources of Government and Employee Information](#) and an [index of institutions](#) subject to the Access to Information Act and the Privacy Act are available centrally.

The [Access to Information Act](#) and the [Privacy Act](#) assign overall responsibility to the President of Treasury Board (as the designated Minister) for the government-wide administration of the legislation.

## Canadian Air Transport Security Authority

### BACKGROUND

The Canadian Air Transport Security Authority (CATSA) was created in 2002 as a Crown corporation governed by a [Board of Directors](#) with expertise in aviation, transportation, security and intelligence. Operating at arms-length under the regulatory body of [Transport Canada](#), CATSA reports to [The Parliament of Canada](#) through the [Minister of Transport](#). For more information please refer to the [About us](#) section on our website.

CATSA is subject to legislation, regulations and procedures in the way that it conducts business and screening. These Acts and Regulations include: the [Canadian Air Transport Security Authority Act](#) (CATSA Act); the [Financial Administration Act](#); the [Aeronautics Act](#); the [CATSA Aerodrome Designation Regulations](#), the [Canadian Aviation Security Regulations](#), as well as the Security Screening Measures and other standard operating procedures.

### RESPONSIBILITIES

Responsibility for civil aviation security in Canada is shared among several federal government departments and agencies, as well as air carriers and airport operators. CATSA, as the civil aviation security screening authority for Canada, is regulated by Transport Canada, Canada's designated national civil aviation security authority, pursuant to the standards established by the [International Civil Aviation Organization](#).

CATSA's mission is to protect the public by securing critical elements of the air transportation system, as assigned by the [Government of Canada](#). To achieve this, CATSA is mandated to conduct security screening in the following four areas: [Pre-Board Screening](#); [Hold Baggage Screening](#); [Non-Passenger Screening](#); and [Restricted Area Identity Card](#). For additional information see [Security Screening](#).



## CATSA Functions, Programs and Activities

### 1. CATSA PROGRAMS

#### 1.1. PRE-BOARD SCREENING

Pre-Board Screening (PBS) is the most public and visible of Canadian Air Transport Security Authority's (CATSA's) mandate. At airport checkpoints across the country, security screening of passengers and their belongings are conducted by CATSA's Screening Officers. Passengers are screened before they enter the sterile area of an airport terminal. Screening Officers use a variety of screening technologies and procedures to examine passengers and their belongings, making sure that they are not carrying potentially dangerous items, such as firearms, incendiary devices and explosives. No objects or materials that are on [Transport Canada's Prohibited Items List](#) are allowed on board an aircraft to eliminate the possibility that they could be used to cause harm. Investments in new leading-edge technology and training of the Screening Officer workforce, combined with continuously improving operational procedures, ensure that CATSA's PBS remains compatible with its international partners in aviation security.

#### [Pre-Board Screening Class of Record](#)

**Description:** This class of records describes records related to the development, management, operation, delivery and evaluation of security screening of passengers and their belongings at airports. Activities include boarding pass security screening, security incident response, threat image projection training programs, as well as complaints and claim reporting related to pre-board screening, hold-baggage screening and non-passenger screening processes. Records include [Pre-Board Screening \(PBS\) checkpoint wait times](#), screening officer and equipment testing, as well as pilot projects for the implementation of PBS technologies.

**Document Types:** Aviation regulations and amendments, agreements such as Airport Screening Services Agreements, audit and evaluation reports, contracts, correspondence, claims, complaints, decision records, directives, guidelines, incident reports, memoranda of understanding, information sharing agreements, memoranda of understanding, performance monitoring, pilot project documentation, plans, policies, standard operating procedures, quality assurance, reports, research, standards, statistics, strategies, Closed Circuit Television (CCTV) footage, recorded visual images

**Record Number:** CATSA OF1-00

#### **Boarding Pass Security Screening Personal Information Bank**

**Description:** This bank describes information that is related to the verification and validation of boarding passes. As per Transport Canada regulations, the Canadian Air Transport Security Authority is responsible for verifying the validity of boarding passes used by the travelling public at Canadian airports. The personal information may include name and airport code (origin and destination), selectee indicator, air carrier, flight number, date of flight, time of scan, checkpoint, security lane, seat number and check-in sequence number.

**Note:** Information may be stored in the following internal systems / databases: [Boarding Pass Security System](#) and Service Monitoring and Recording Tool.



**Class of Individuals:** Passengers travelling at airports equipped with the Boarding Pass Security System.

**Purpose:** The personal information is used to administer the pre-board screening program and ensure no fraudulent boarding passes are used to gain access to the sterile area of airport terminals. Personal information is collected pursuant to Section 3, Part 1, and Division 7 of the Canadian Aviation Security Regulations, 2012 and Section 6 of the CATSA Act.

**Consistent Uses:** The information may be used or disclosed for the following purposes: reporting to senior management, security, statistical, and for the resolution of complaints from the travelling public. Personal information may be matched with Closed Circuit Television footage or the Service Monitoring and Recording Tool to identify individuals involved with incident claims and / or complaints; Refer to CATSA PPU 110 Passenger and Non-Passenger Complaint and Claim Reporting. Personal information may be shared with the RCMP or local law enforcement when a passenger is using a fraudulent boarding pass or a security incident has occurred; Refer to CATSA PPU 120 Aviation Security Incident Reporting. Personal information may be shared with air carriers to inform them of their passengers who have presented for Pre-Board Screening. Personal information may be disclosed to airport authorities for security purposes.

**Retention and Disposal Standards:** Routine personal information is considered transitory and is retained for 30 days, while personal information associated with specific incidents that are the subject of investigation or follow-up is retained for at least 24 months since its last administrative use.

**RDA Number:** DA 2017/007

**Related Class of Record Number:** CATSA OF1-00

**TBS Registration:** 20120170

**Bank Number:** CATSA PPU 100

### **Passenger and Non-Passenger Complaint and Claim Reporting Personal Information Bank**

**Description:** This bank describes information that is used in support of the resolution of passengers' and non-passengers' claims and complaints about the service they received during the Pre-Board Screening, Hold-Baggage Screening, or Non-Passenger Screening process. The personal information may include name, contact information, other identification numbers, physical attributes and language, gender, travel history, complaint and incident details, opinions and views, x-ray images of baggage and closed circuit television footage. Medical information may be provided with some claims or complaints.

**Note:** In addition to the requirements specified on the Treasury Board of Canada Secretariat Personal Information Request form, individuals requesting information described by this bank must provide case number or the type of incident, the location, and date of the incident. Information may be stored in the following internal systems / databases: Enhanced Per Agent Service; Service Monitoring and Recording Tool; and the Call and Incident Data Collection System.

**Class of Individuals:** General public, passengers, non-passengers, and Screening Officers.



**Purpose:** The personal information is used to resolve claims and complaints. Personal information is collected pursuant to Part 1 of the Canadian Aviation Security Regulations, 2012.

**Consistent Uses:** The information may be used or disclosed for the following purposes: reporting to senior management and statistical. Personal information may be matched with Closed Circuit Television footage or the Boarding Pass Security System to identify individuals involved with claims and complaints. Personal information may be utilized by human resources officials and managers, as required, to determine appropriate action and to support decisions regarding discipline or investigations; refer, for example, to CATSA PPU 130 Screening Personnel Decertification. Personal information may be used by CATSA personnel to investigate Screening Officer performance events; Refer to CATSA PPU 950 Learning Management. Passenger and Non-Passenger claims related to bodily injury and property damage may be disclosed to CATSA's insurance providers. Personal information may be used by CATSA personnel to investigate actual or suspected aviation security incidents; Refer to CATSA PPU 120 Aviation Security Incident Reporting.

**Retention and Disposal Standards:** Records will be retained for six years after the case is resolved.

**RDA Number:** DA 2017/007

**Related Class of Record Number:** CATSA OF1-00, CATSA OF1-01, and CATSA OF1-02

**TBS Registration:** 20120445

**Bank Number:** CATSA PPU 110

### **Aviation Security Incident Reporting Personal Information Bank**

**Description:** This bank describes information that is related to aviation security incidents. An "aviation security incident" is defined as an actual, attempted, threatened or suspected unlawful act which would result in the interference with, a breach of or malfunction in the civil aviation security system. Such incidents include but are not limited to: hijackings, attempted hijackings, explosions, the discovery of non-permitted items, explosive substances or incendiary devices and specific threats against the aerodromes or air carriers. The personal information may include name and contact information of the individuals suspected to be involved in an aviation security incident, or involved with reporting, initiating, investigating, resolving, an aviation security incident and the airport code (origin and destination), selectee indicator, air carrier, flight number, date of flight, or source of check-in and boarding pass issuance of those individuals, as well as personal information included in incident details, x-ray images of baggage and closed circuit television footage.

**Note:** In addition to the requirements specified on the Treasury Board of Canada Secretariat Personal Information Request form, individuals requesting information described by this bank must provide the location, description of, time and date of the aviation security incident. Information may be stored in the following internal systems / databases: Call and Incident Data Collection System, Enhanced Per Agent Service and Service Monitoring and Recording Tool.

**Class of Individuals:** General public, CATSA employees, Screening Officers, air carrier employees, airport employees, emergency response personnel and law enforcement personnel.



**Purpose:** The personal information is used to respond, investigate and review aviation security incidents that occur during the screening of passengers, non-passengers and baggage. Personal information is collected pursuant to Part 1 of the Canadian Aviation Security Regulations, 2012.

**Consistent Uses:** The information may be used or disclosed for the following purposes: safety and security. Inadvertent discoveries of passengers carrying large sums of money on an international/transborder flight, narcotics, illegal tobacco products or other passenger allegations of theft may be disclosed to law enforcement or Transport Canada. Personal information may be matched with Closed Circuit Television footage or Boarding Pass Security System to identify individuals involved with or in aviation security incidents or to resolve passenger or non-passenger complaints; Refer to CATSA PPU 110 Passenger and Non-Passenger Complaint and Claim Reporting Personal Information Bank. Personal information may be shared with the RCMP, local law enforcement agencies or Transport Canada for incidents suspected to be criminal offences; refer to [RCMP PPU 005 Operational Case Records](#). Personal information may be used by CATSA personnel to investigate Screening Officer performance events; Refer to CATSA PPU 950 Learning Management. CCTV footage of aviation security incidents involving the discovery of a prohibited item during the screening process may be used for training purposes.

**Retention and Disposal Standards:** Records will be retained for six years after the case is resolved.

**RDA Number:** DA 2017/007

**Related Class of Record Number:** CATSA OF1-00, CATSA OF1-01, and CATSA OF1-02

**TBS Registration:** 2012446

**Bank Number:** CATSA PPU 120

### **Threat Image Projection System Performance Program Personal Information Bank**

**Description:** This bank describes information that is related to the Threat Image Projection System (TIPS) Performance Program. TIPS is a software program designed to advance Screening Officer (SO) proficiency by providing more exposure to threats on a regular basis, and to track SO performance. The TIPS Performance Program is designed to monitor and assess Screening Officer and Screening Contractor performance, enhance security screening effectiveness, efficiency, consistency, customer satisfaction, reduce operational risks by identifying service delivery failures in a timely manner and to take timely action when quality deficiencies are identified. The personal information may include name and Learning Management System (LMS) number, password, TIPS log-in history, TIPS score, and TIPS performance metrics.

**Note:** In addition to the requirements specified on the Treasury Board of Canada Secretariat Personal Information Request form, individuals requesting information described by this bank must provide the LMS Number.

**Class of Individuals:** Screening Officers.

**Purpose:** The personal information is used to administer the TIPS Performance Program. Personal information is collected pursuant to paragraph 6(1) of the CATSA Act.

**Consistent Uses:** The information may be used or disclosed for the following purposes: safety, security, statistical, or used to validate Screening Officer credentials. Personal information may be



matched with Closed Circuit Television footage to identify individuals involved with aviation security incidents; Refer to CATSA PPU 120 Aviation Security Incident Reporting. Personal information may be shared with CATSA's Local Decision Board or National Decision Board to investigate a performance event or vary, suspend, or cancel a Screening Officer's certification; Refer to CATSA PPU 950 Learning Management or CATSA PPU 130 Screening Personnel Decertification. Personal information may be shared with the RCMP or local law enforcement agencies for incidents suspected to be criminal offences; Refer to RCMP PPU 005 Operational Case Records and CATSA PPU 120 Aviation Security Incident Reporting. Personal information may be shared with Screening Contractor personnel for performance management purposes.

**Retention and Disposal Standards:** Under development

**RDA Number:** Under development

**Related Class of Record Number:** CATSA OF1-00, CATSA OF1-01 and CATSA OF1-02

**TBS Registration:** 20140067

**Bank Number:** CATSA PPU 160

## 1.2. HOLD-BAGGAGE SCREENING

In addition to screening passengers and their carry-on baggage, Screening Officers use specialized equipment to screen passengers' checked baggage.

A vital layer of security to protect the travelling public, Canadian Air Transport Security Authority's (CATSA's) Hold-Baggage Screening (HBS) activities involve the purchase and integration of equipment into an airport's baggage handling system, equipment operation and maintenance, and management of Screening Officer training on the detection equipment. CATSA also conducts ongoing testing and evaluation of new equipment and technologies, and performance measuring and monitoring of its HBS processes and systems.

### [Hold-Baggage Screening Class of Record](#)

**Description:** This class of records includes those related to the development, management, operation, delivery and evaluation of security screening of passenger checked baggage at airports. Activities include security incident response, complaints and claim reporting related to hold-baggage as well as hold-baggage and non-passenger screening processes. Records include the development of standards / packaging requirements for travelling with checked baggage, including non-permitted and prohibited items, screening officer and equipment testing.

**Document Types:** Aviation regulations and amendments, agreements, such as Airport Screening Services Agreements, directives, information sharing agreements, Closed Circuit Television (CCTV) footage, claims, complaints, contracts, correspondence, decision records, guidelines, incident reports, memoranda of understanding, performance monitoring, pilot project documentation, plans, policies, procedures, quality assurance, reports, research, standards, statistics, and strategies.

**Record Number:** CATSA OF1-02



[Passenger and Non-Passenger Complaint and Claim Reporting Personal Information Bank](#)

[Aviation Security Incident Reporting Personal Information Bank](#)

[Threat Image Projection System Performance Program Personal Information Bank](#)

### 1.3. NON-PASSENGER SCREENING

CATSA is responsible for random screening of non-passengers accessing restricted areas of an airport's terminal building in accordance with the Canadian Aviation Security Regulations. A more stringent International Civil Aviation Organization (ICAO) standard for screening and security controls for non-passengers came into effect in July 2013. The ICAO standard requires member countries to ensure that non-passengers and items they carry are subject to screening and security controls, prior to entering restricted areas serving international air operations. CATSA increased its non-passenger screening operations at Canadian airports serving international flights when the more stringent international standard was introduced in July 2013. Non-Passenger Screening minimizes the risk of non-passengers bringing prohibited items through to restricted areas, resulting in a more secure environment for the travelling public and non-passengers working in the air terminal building. Non-passengers include but are not limited to: flight and cabin crews; airline customer service personnel; airport crews; caterers; maintenance workers; baggage handlers and other airport staff.

#### [Non-Passenger Screening Class of Record](#)

**Description:** This class of records includes those related to the development, management, operation, delivery and evaluation of security screening of non-passengers and their belongings at airports. Screening occurs at doors leading into restricted areas and at random within those zones. In addition, several checkpoints equipped with biometric technology are located at some of the largest airports.

**Document Types:** Aviation regulations and amendments, agreements, such as Airport Screening Services agreements, Closed Circuit Television (CCTV) footage, claims, complaints, contracts, correspondence, directives, emergency procedures, guidelines, incident reports, performance monitoring, pilot project documentation, plans, policies, standard operating procedures, quality assurance, reports, research, standards, statistics, and strategies.

**Record Number:** CATSA OF1-01



[Passenger and Non-Passenger Complaint and Claim Reporting Personal Information Bank](#)

[Aviation Security Incident Reporting Personal Information Bank](#)

[Threat Image Projection System Performance Program Personal Information Bank](#)

#### 1.4. RESTRICTED AREA IDENTITY CARD

The Restricted Area Identity Card (RAIC) is a security pass issued by local airport authorities to all individuals working in restricted areas at Canada's 32 major airports. To be issued a RAIC, the individual is required to have a Transportation Security Clearance from Transport Canada. The card, which must be carried and displayed at all times, stores fingerprint and iris biometric identifiers used to verify an individual's identity before entering the restricted area. The RAIC program includes the cards, the fingerprint and iris readers installed at airport terminals, and a network infrastructure that links the airports and Transport Canada to a secure central database. CATSA is responsible for developing and maintaining the RAIC enrolment system, installing and maintaining the fingerprint and iris readers at airport terminals, and the network infrastructure.

#### [Restricted Area Identity Card Class of Record](#)

**Description:** This class of records includes those related to the development, management, operation, delivery and evaluation of the Restricted Area Identity Card program. Accordingly, records may include documentation about biometric templates and the data architecture and design of the RAIC system. Note that the application process for a Restricted Area Identity Card is managed by the airport authorities and requires the applicant to have a Transportation Security Clearance from Transport Canada. CATSA does not have access to any personal or biometric information about individuals applying for or receiving a RAIC. CATSA is responsible for the delivery and evaluation of the RAIC program. The airport is the final authority that determines access to the restricted areas of the airport.

**Document Types:** Restricted Area Identity Card, agreements, contracts, correspondence, evaluations, plans, standard operating procedures and emergency procedures .

**Record Number:** CATSA OF3-03

## 2. CATSA SERVICES

Canadian Air Transport Security Authority (CATSA) provides institution-specific services that support the specific needs of the Crown Corporation. These services include air cargo screening; training and certification to ensure Screening Contractors conform to standard operating procedures and comply with regulated screening requirements.



## 2.1. AIR CARGO SCREENING

Through Ministerial Direction, CATSA has the authority to screen cargo, with a goal of keeping people secure and cargo free from tampering at every stage of the journey. CATSA accepts cargo from commercial air carriers during off-peak times at specified aerodromes and screens it according to the procedures set out in the Transport Canada regulations.

### [Air Cargo Screening Class of Record](#)

**Description:** This class of records includes those related to the delivery of air cargo security screening at select airports across Canada.

**Document Types:** Memorandum of understanding, correspondence, statistics, procedures, reports, logs, notification cards, and training materials.

**Record Number:** CATSA OF1-02-02

## 2.2. NATIONAL TRAINING AND CERTIFICATION

CATSA provides training and support to improve the efficiency and capabilities of Screening Personnel as well as Screening Officer certification. Through the National Decision Board, in accordance with the CATSA Act, CATSA has the authority to vary, suspend, or cancel a Screening Officer's certification if it determines that the officer no longer meets the criteria in respect of which they were certified.

### [Learning and Performance Class of Records](#)

**Description:** This class of records includes those related to the National Training and Certification Program which CATSA oversees to ensure conformity to standard operating procedures and screening to improve the efficiency and effectiveness of the programs without compromising the security and safety of the travelling public. Related records include information about the development and implementation of the program, design of pre-selection testing tools, the certification process, recertification and continuous professional development programs for Screening Officers across Canada.

**Document Types:** Aviation regulations and amendments, agreements, application forms, best practices, contracts, correspondence, course delivery, curriculum design and development, decision records, directives, evaluations, guidelines, memoranda of understanding, on-the-job training program, performance monitoring, plans, policies, training courses, standard operating procedures, reports, research, standards, statistics, strategies, and training.

**Record Number:** CATSA OF1-09

### **Screening Personnel Decertification Personal Information Bank**

**Description:** This bank describes information that is related to the Screening Officer decertification process. As a condition of employment, Screening Officers at Canada's airports must be certified by the CATSA. The CATSA National Decision Board has the authority to vary, suspend, or cancel a screening officer's certification if it determines that the officer no longer meets the criteria in

respect of which they were certified. The personal information may include name, contact information, CATSA certification information, Learning Management System identification number and training and certification transcript, XRT3 training progress, details surrounding the nature of the misconduct and the performance improvement measures taken, legal advice, and opinions and views of, or about, individuals' performance.

**Class of Individuals:** Screening personnel, travelling public, Screening Contractor employees and CATSA employees.

**Purpose:** The personal information is used to manage the screening personnel decertification process. Personal information is collected pursuant to section 8 of the CATSA Act.

**Consistent Uses:** The information may be used or disclosed for the following purposes: reporting to senior management and Personal information may be matched with Closed Circuit Television footage to support cases brought before the National Decision Board. Personal Information may be shared with contracted security firms officials and managers, as required, to determine appropriate action and to support decisions regarding discipline or investigations. Personal information may be shared with law enforcement agencies for incidents suspected to be criminal offences.

**Retention and Disposal Standards:** Under development

**RDA Number:** Under development

**Related Class of Record Number:** CATSA OF1-09

**TBS Registration:** 20120209

**Bank Number:** CATSA PPU 130

### **Learning Management Personal Information Bank**

**Description:** This bank contains information that is used in support of the training and certification program for Screening Officers. The personal information may include name, date of birth, gender, language, educational information, certification level, credentials, Transport Canada Security expiry date, Restricted Area Identity Card number along with effective date and expiry date, Learning Management System (LMS) identification number, performance events, assessments of a Screening Officer's ability to meet certification criteria, and signatures.

**Note:** Information may be stored in the following internal systems / databases: Learning Management System, Connexions, Threat Image Projection System, and X-Ray Tutor 3.

**Class of Individuals:** Individuals employed as Screening Officers by a Screening Contractor under contract with the Canadian Air Transport Security Administration (CATSA), Screening Contractor personnel, and CATSA personnel.

**Purpose:** The personal information is used to monitor and evaluate a Screening Officer's progress through Screening Officer Foundations to ensure they meet and maintain their certification level. Personal information is collected pursuant to section 8 of the CATSA Act.

**Consistent Uses:** The information may be used or disclosed for the following purposes: program evaluation, training and statistics. LMS numbers may be used by Screening Officers to log-in to



CATSA systems. Information may be shared with the Screening Contractor who employs the Screening Officer. Personal information may be used to investigate a performance event or vary, suspend, or cancel a Screening Officer's certification; Refer to CATSA PPU 130 Screening Personnel Decertification.

**Retention and Disposal Standards:** Under development

**RDA Number:** Under development

**Related Class of Record:** CATSA OF1-09

**TBS Registration:** 20110282

**Bank Number:** CATSA PPU 950

### Skillport Learning Management System Class of Records

**Description:** Includes records related to e-learning courses and training videos received by CATSA employees through the Skillport Learning Management System (LMS). Skillport is a cloud-based LMS provided by the American company Skillsoft. CATSA's Human Resources has used Skillport since 2014/15 as part of its training and development program for all CATSA employees. Screening Officers who are employed by Screening do not use Skillport.

**Document Types:** Annual training reports, individual learning plans, knowledge assessment criteria and results of e-learning courses, performance level descriptions of completed e-learning courses, tailored communication and marketing materials, and promotional advertisements.

**Record Number:** AF5-03-01

### **Skillport Training and Development Personal Information Bank**

**Description:** This bank describes information that is related to CATSA employees who participate in the Skillport Learning Management System. Skillport is a cloud-based Learning Management System provided by the American company Skillsoft. CATSA's Human Resources group has used Skillport since 2014/15 as part of its training and development program for all CATSA employees. The personal information may include name, contact information, course registration details, training results, personal e-learning interests, and professional e-learning interests.

**Note:** The personal information referred to in this Personal Information Bank is reflected in the standard Personal Information Bank, [Training and Development](#). The PIB has been submitted for de-registration and will not be published in forthcoming Info Source publications.

**Class of Individuals:** CATSA employees

**Purpose:** The personal information is used to support training and development programs, track usage, participation and to assign training courses. Personal information is collected pursuant to the CATSA Act and the CATSA Continuous Learning Policy.

**Consistent Uses:** The information may be used or disclosed for the following purposes: program audit and evaluation, and statistical. Skillsoft may use personal information to tailor subsequent



communications, including marketing and promotional communications, to administer and operate the Web Site and its business. Skillssoft may also share information with resellers or other third parties in order to market Skillssoft products and/or services.

**Retention and Disposal Standards:** Records will be retained for the duration of employment plus one (1) year and then are either transferred to a subsequent federal institution hiring the employee or to Library and Archives Canada as archival records.

**RDA Number:** 98/005

**Related Class of Record Number:** AF5-03-01

**TBS Registration:** 20140098

**Bank Number:** CATSA PPU 180

### 3. CATSA INTERNAL SERVICES

Internal services constitute groups of related activities and resources that are administered to support the needs of programs and other corporate obligations of an organization. These groups are management and oversight services, communications services, legal services, human resources management services, financial management services, information management services, information technology services, real property services, materiel services, acquisition services, and travel and other administrative services. Internal services include only those activities and resources that apply across an organization and not to those provided specifically to a program.

#### 3.1. ACQUISITION SERVICES

Acquisition services involve activities undertaken to acquire a good or service to fulfill a properly completed request (including a complete and accurate definition of requirements and certification that funds are available) until entering into or amending a contract.

[Procurement and Contracting Class of Record](#)

[Professional Services Contracts Personal Information Bank](#)

#### 3.2. COMMUNICATIONS SERVICES

Communications services involve activities undertaken to ensure that Government of Canada communications are effectively managed, well coordinated and responsive to the diverse information needs of the public. The communications management function ensures that the public—internal or external—receives government information, and that the views and concerns of the public are taken into account in the planning, management and evaluation of policies, programs, services and initiatives.

[Communications Class of Record](#)



[Internal Communications Personal Information Bank](#)

[Public Communications Personal Information Bank](#)

### 3.3. *FINANCIAL MANAGEMENT SERVICES*

Financial management services involve activities undertaken to ensure the prudent use of public resources, including planning, budgeting, accounting, reporting, control and oversight, analysis, decision support and advice, and financial systems.

[Financial Management Class of Record](#)

[Accounts Payable Personal Information Bank](#)

[Accounts Receivable Personal Information Bank](#)

[Acquisition Cards Personal Information Bank](#)

### 3.4. *HUMAN RESOURCES MANAGEMENT SERVICES*

Human resources management services involve activities undertaken for determining strategic direction, allocating resources among services and processes, as well as activities relating to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies and plans.

[Awards \(Pride and Recognition\) Class of Record](#)

[Recognition Program Personal Information Bank](#)

[Classification of Positions Class of Record](#)

[Staffing Personal Information Bank](#)

[Compensation and Benefits Class of Record](#)

[Attendance and Leave Personal Information Bank](#)

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[Employment Equity and Diversity Class of Record](#)

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[Hospitality Personal Information Bank](#)

[Human Resources Planning Class of Record](#)

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[Labour Relations Class of Record](#)

[Canadian Human Rights Act – Complaints Personal Information Bank](#)

[Discipline Personal Information Bank](#)

[Grievances Personal Information Bank](#)

[Harassment Personal Information Bank](#)

[Disclosure of Wrongdoing in the Workplace Personal Information Bank](#)

[Values and Ethics Code for the Public Service Personal Information Bank](#)

[Occupational Health and Safety Class of Record](#)

[Employee Assistance Personal Information Bank](#)

[Harassment Personal Information Bank](#)

[Occupational Health and Safety Personal Information Bank](#)

[Official Languages Class of Record](#)

[Official Languages Personal Information Bank](#)

[Performance Management Reviews Class of Record](#)

[Discipline Personal Information Bank](#)

[Employee Performance Management Program Personal Information Bank](#)

[Recruitment and Staffing Class of Record](#)



[Applications for Employment Personal Information Bank](#)  
[Employee Personnel Record Personal Information Bank](#)  
[Personnel Security Screening Personal Information Bank](#)  
[Staffing Personal Information Bank](#)  
[Values and Ethics Codes for the Public Sector and Organizational Code\(s\) of Conduct Personal Information Bank](#)

*Relocation Class of Record*

[Relocation Personal Information Bank](#)

*Training and Development Class of Record*

[Training and Development Personal Information Bank](#)

3.5. *INFORMATION MANAGEMENT SERVICES*

Information management services involve activities undertaken to achieve efficient and effective information management to support program and service delivery; foster informed decision making; facilitate accountability, transparency and collaboration; and preserve and ensure access to information and records for the benefit of present and future generations.

*Access to Information and Privacy Class of Record*

[Access to Information Act and Privacy Act Requests Personal Information Bank](#)

*Information Management Class of Record*

3.6. *INFORMATION TECHNOLOGY SERVICES*

Information technology services involve activities undertaken to achieve efficient and effective use of information technology to support government priorities and program delivery, to increase productivity, and to enhance services to the public.

*Information Technology Class of Record*

[Electronic Network Monitoring Logs Personal Information Bank](#)

3.7. *LEGAL SERVICES*

Legal services involve activities undertaken to enable government departments and agencies to pursue policy, program and service delivery priorities and objectives within a legally sound framework.

*Legal Services Class of Record*



### 3.8. *MANAGEMENT AND OVERSIGHT SERVICES*

Management and oversight services involve activities undertaken for determining strategic direction and allocating resources among services and processes, as well as those activities related to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies or plans.

#### *Cooperation and Liaison Class of Record*

[Lobbying Act Requirements Personal Information Bank](#)

[Outreach Activities Personal Information Bank](#)

#### *Executive Services Class of Record*

[Executive Correspondence Personal Information Bank](#)

#### *Internal Audit and Evaluation Class of Record*

[Evaluation Personal Information Bank](#)

[Internal Audit Personal Information Bank](#)

#### *Planning and Reporting Class of Record*

### 3.9. *MATERIEL SERVICES*

Materiel services involve activities undertaken to ensure that materiel can be managed by departments in a sustainable and financially responsible manner that supports the cost-effective and efficient delivery of government programs.

#### *Materiel Management Class of Record*

### 3.10. *REAL PROPERTY SERVICES*

Real property services involve activities undertaken to ensure that real property is managed in a sustainable and financially responsible manner, throughout its life cycle, to support the cost-effective and efficient delivery of government programs.

#### *Real Property Management Class of Record*

[Real Property Management Personal Information Bank](#)



### 3.11. TRAVEL AND OTHER ADMINISTRATIVE SERVICES

Travel and other administrative services include Government of Canada travel services, as well as those other internal services that do not smoothly fit with any of the internal services categories.

#### [Administrative Services Class of Record](#)

[Parking Personal Information Bank](#)

#### [Boards, Committees and Council Class of Record](#)

[Members of Boards, Committees and Councils Personal Information Bank](#)

#### [Business Continuity Planning Class of Record](#)

[Business Continuity Planning Personal Information Bank](#)

#### [Disclosure to Investigative Bodies Class of Record](#)

[Disclosure to Investigative Bodies Personal Information Bank](#)

#### [Proactive Disclosure Class of Record](#)

[Hospitality Personal Information Bank](#)

[Travel Personal Information Bank](#)

#### [Security Class of Record](#)

[Identification Cards and Access Badges Personal Information Bank](#)

[Disclosure of Wrongdoing in the Workplace Personal Information Bank](#)

[Personnel Security Screening Personal Information Bank](#)

[Security Incidents and Privacy Breaches Personal Information Bank](#)

[Security Video Surveillance and Temporary Visitor Access Control Logs and Access Badges Personal Information Bank](#)

#### [Travel Class of Record](#)

[Travel Personal Information Bank](#)

## Classes of Personal Information

In the course of conducting activities of the Canadian Air Transport Security Authority (CATSA), personal information may be accumulated which is not described in personal information banks. This might include requests for information, offers of services, general correspondence and enquiries. This information is stored as part of the general subject files, where records are not stored in a manner that



is designed to be retrieved by name of individuals or other personal identifier. This form of information is retrievable only if specifics are provided concerning the subject matter, related program activity or the approximate date on which the information would have been received by CATSA.

## Manuals

Standard Operating Procedures

Regional Operations Manual

Screening Contractor Manual

## Additional Information

The Government of Canada encourages the release of information through requests outside of the ATIP process. You may wish to consult CATSA's completed [Access to Information \(ATI\) summaries](#). To make an informal request, contact:

Canadian Air Transport Security Authority  
Access to Information and Privacy Coordinator  
99 Bank Street  
Ottawa, Ontario, K1P 6B9  
Internet: [www.catsa-acsta.gc.ca](http://www.catsa-acsta.gc.ca)

CATSA conducts Privacy Impact Assessments (PIAs) to ensure that privacy implications will be appropriately identified, assessed and resolved before a new or substantially modified program or activity involving personal information is implemented. [Summaries of completed PIAs are available](#).

Please see the [Introduction](#) to this publication for information on formal access procedures under the provisions of the *Access to Information Act* and the *Privacy Act*. The following outlines how to make a formal ATIP request.

Mail your letter or Access to Information Request Form (Access to Information Act) or Personal Information Request Form (Privacy Act), along with any necessary documents (such as consent or the \$5.00 application fee for a request under the Access to Information Act) to the following address:

Access to Information and Privacy Coordinator  
Canadian Air Transport Security Authority  
99 Bank Street  
Ottawa, Ontario  
K1P 6B9

Please note: Each request made to CATSA under the *Access to Information Act* must be accompanied by an application fee of \$5.00, cheque or money order made payable to CATSA.



## Reading Room

In accordance with the *Access to Information Act* and *Privacy Act*, an area on the premises will be made available should the applicant wish to review materials on site. The address is:

99 Bank Street  
Ottawa, Ontario

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