



# Protection of Privacy Fundamentals On-Demand Course

Self-paced online learning complemented by  
a live, 2-hour *Ask the Experts* session

Recent amendments to FIPPA in 2021 have expanded the privacy obligations of local government staff, making it crucial for all staff to understand privacy protection and its implications for their roles. Responsible management of personal information is critical to building and maintaining the trust of citizens, who are increasingly concerned about the effects of emerging technologies on their personal privacy. If you are looking for training to build a foundational understanding in this important area, sign up for the Protection of Privacy Fundamentals On-Demand Course!

Local governments in British Columbia are subject to the *Freedom of Information and Protection of Privacy Act*, (the Act or FIPPA). In addition to providing public access to government records, the Act protects personal information collected, stored and used by local government organizations to deliver services to residents. Residents expect local governments to effectively manage and protect the personal information in their custody, with failures to do so leading to serious repercussions, including negative publicity, a loss of reputation as well as financial awards.

In tandem with the [Freedom of Information Fundamentals](#) and [Records and Information Fundamentals](#) courses, this on-demand, self-paced course will help you understand the importance of protection of privacy in your organization; how the protection of privacy integrates with FOI and records management at the local government level; and your role and the roles of others in ensuring appropriate protection of the personal information in the custody or control of your organization. This self-paced online learning will be complemented by a live, 2-hour *Ask the Experts* session where participants can connect with peers and experts in the field, ask questions, and exchange best practices to expand their learning. Participants will also learn more about the [LGMA's FIPPA Toolkit](#).

**Course Format** This online course consists of two parts: 1) self-paced online learning and 2) a live, virtual *Ask the Experts* session. Learners can work their way through the first part at their own pace. There are three modules, each containing key information, hands-on learning activities, best practices, and case scenarios compiled by the FOI/Privacy/RM Committee and reviewed by leading subject matter experts to ensure a relevant and engaging learning experience.

Upon completion of the online learning, participants will be invited to attend the upcoming *Ask the Experts* session to further their understanding. The session will be held virtually in early November, and participants can submit any questions in advance.

**Course Length** Although the length of time to complete this course varies by the learning style of the individual, the self-paced online learning is expected to take you approximately three hours or less to complete. Combined with the 2-hour "Ask the Experts" session on November 3, five hours or less may be required for participants to complete the full set of the course.

**Course Certificate** To receive a certificate of completion, participants must complete all aspects of the self-paced online learning, including 3 quizzes and learning activities. Attendance at the "Ask the Experts"

session is not required to receive a certificate of completion. All registrants will have access to the course content until **December 31, 2026**.

**Cost:** \$385 + GST LGMA member; \$467.50 + GST Non-member

**Registration:** [Register online](#) by **November 30, 2026**. Registrants will receive Moodle access information within **2 weeks of registration**. Please contact [office@lgma.ca](mailto:office@lgma.ca) if you need support accessing Moodle.

**Cancellation Policy:** As this is an on-demand course, no refunds will be provided.

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## Learning Outcomes:

### Unit 1: What is "Protection of Privacy," and why is it important to local government?

By the end of this unit, you should be able to:

- Identify the legislative framework governing protection of privacy in British Columbia
- Define "personal information" as described under FIPPA
- Describe examples of records in the "custody or control" of local government

### Unit 2: Collection, Use, Disclosure, Storage and Security

By the end of this unit, you should be able to:

- Describe requirements for the collection and use of personal information
- Explain limitations on the storage, and disclosure of personal information
- Explain when personal information is **not** collected
- Describe examples of reasonable security for records including personal information
- Describe the Privacy Impact Assessment process

### Unit 3: Privacy Risks and Rewards

By the end of this unit, you should be able to:

- Discuss the roles and responsibilities for protection of privacy within your local government
  - Explain what privacy impact assessments and privacy breaches are, special requirements for the storage of sensitive personal information outside Canada, how to build a privacy management program, and the role of the Information and Privacy Commissioner
  - Review best practices that will help you and your organization comply with FIPPA effectively and efficiently
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## Course Development

The course content was created by the LGMA's former FOI/Privacy/RM Program Advisor, Peter Smith, the LGMA's current FOI/Privacy/RM Program Advisor Barbara Van Fraassen, and the FOI/RM/Privacy Advisory Committee members. Some course content was created by Learning Designer Beth Cougler Blom and the functional course design was created with *Articulate 360* and *Moodle*.