

# Outsourcing of E-mail Services

## Privacy Impact Assessment

### Summary

This document summarizes the project and the Privacy Impact Assessment (PIA)'s recommendations as they pertain to the use, starting in December 2015, of the Outlook Office 365 application for Telefilm employee email accounts.

The new Office 365 environment is hosted in Microsoft data centres located in the Eastern United States geographic zone. It is accessible both through Telefilm Canada's network as well as from outside of the latter. E-mail accounts are accessed via a centralized single sign on process, no matter where accounts are accessed.

In this project, personal information that could potentially be used for administrative purposes is contained in employee user accounts (e.g., tracking of system access via these accounts) as well as in e-mail messages (e.g., information used for the purposes of employee management). In the context of this PIA, the project does not modify any existing programs or activities. A Threat and Risk Assessment (TRA) based on the Treasury Board of Canada Secretariat's security bulletin ITSB-105 (*Security Considerations for the Contracting of Public Cloud Computing Services*) and on our operational standards allowed us to assess the residual risk tied to the technical, physical, operational and legal safeguards of Outlook Office 365. The TRA performed as part of the PIA determined 14 potential risks, 11 of which being « very low », 1 being «low» and 2 being «average» at most. In addition to certain recommendations pertaining to, among other things, management of the continuity plan as well as the annual audit of platform-related services, this PIA allowed Telefilm Canada to determine that the planned measures in relation to the implementation of the Outlook service seeking to ensure the confidentiality, integrity and availability of the information transiting through this platform are in accordance with the *Privacy Act*.