



## COUNCIL FOR CHIEF PRIVACY OFFICERS



### Examining the Regulatory Landscape for Privacy Program Success

OCTOBER 10 – 11, 2018  
MONTREAL, QC

## Agenda

#### Accommodation and Meeting Location:

Hotel Omni Mont-Royal  
1050 Sherbrooke Street West  
Montreal, QC  
H3A 2R6

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Privacy regulations are constantly evolving. As technology changes and breach becomes an even more viable threat, and as organizations attempt to leverage data and personal information for business opportunities, privacy regulations are becoming more complicated and enforcement more severe. The chief privacy officer must find ways within the privacy program to balance compliance with business success – and this starts with an understanding of the current regulatory landscape.

Therefore, the objectives of this meeting are to:

**GAIN** a better understanding of how the European Union's GDPR legislation could impact organizations internationally, and what Canadian organizations need to do to prepare for and operationalize GDPR;

**EXPLORE** issues relating to the new regulations for mandatory privacy breach notification;

**INVESTIGATE** the competitive business advantage that good data ethics and compliance provides;

**CONSIDER** how various organizations are adapting to the evolving regulatory landscape; and

**DISCUSS** best practices, challenges, and successes members have had in implementing regulatory updates in their own programs.



## Wednesday, October 10, 2018

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**Meeting Location**  
**Hotel Omni Mont-Royal**  
**1050 Sherbrooke Street West**

**7:45 am**      **Registration and Continental Breakfast – [Printemps Room, 1<sup>st</sup> floor](#)**

**8:15 am**      **Introductory Remarks**  
Dianne Williams  
Acting Director, Industry Strategy and Public Policy

Dianne will provide introductions and an overview of the day.

**8:30 am**      ***How did we get here? GDPR through a European Lens***  
**Dr. Alexander Dix, Former Berlin Commissioner for Data Protection and Freedom of Information**

This session will focus on the development and implementation of GDPR from a European perspective – how it originated, how the policy evolved to its final state, how organizations are adapting to it, and the potential impacts it has on how European organizations engage with Canadian ones.

Dr. Alexander Dix has been working on data protection for nearly thirty years and is one of the grand seigneurs of German Data protection law. He has been data protection commissioner for two German federal states and is currently the vice president of the board of the European Academy for Freedom of Information and Data Protection.

**10:00 am**      **Networking Break**

**10:30 am**      ***Comparing International Jurisdictional Privacy Law***  
**Antoine Guilmain, Associate, Privacy and Information Protection Group, Fasken**  
**Karl Delwaide, Partner, Privacy and Information Protection Group, Fasken**  
**Antoine Aylwin, Partner, Fasken**

This session will provide a comparative overview of the privacy laws in Quebec and Canada, California, and the European. Using defining blocks such as scope of application, definition of personal information, consent, transfer, retention, individual rights, etc., the presenters will engage the audience to explore similarities and discrepancies between the jurisdictions and their respective privacy laws.

Antoine Guilmain is a member of the Privacy and Information Protection Group. His practice areas are personal information protection, access to information, online advertising and marketing, cybersecurity, and new technologies. As a lawyer at the Paris Bar and holder of the CIPP/e certification, he assists many clients with their compliance processes under the *General Data Protection Regulation* (GDPR). He also holds an LL.D. in information technology law from the Université de Montréal and the Université Paris 1 Panthéon-Sorbonne.

Karl Delwaide is a seasoned lawyer in the areas of public law and privacy and information protection law. He is one of the founders of the firm's national Privacy and Information Protection group. Karl advises private companies and public bodies in these areas and represents them before the Commission d'accès à l'information du Québec and other courts or tribunals, including the Federal Court.



Antoine Aylwin's practice focuses on administrative, civil, and commercial litigation. Clients seek his expertise and he represents their interests in the areas of estate and trust litigation, access to information in documents held by public bodies, protection of personal information in the public and private sectors, in cybersecurity, public and administrative law, disciplinary law, and extraordinary remedies such as injunctions and judicial review. He also assists clients with the application of the Charter of the French Language in Québec.

**12:00 pm      Networking Lunch**

**1:00 pm      *Implementing GDPR in the Face of Disruptors*  
Sylvia Kingsmill, Partner, Canadian Digital Privacy, Governance & Compliance Leader,  
KPMG Canada**

Privacy by Design (PbD) has come a long way in the last few years! Organizations can now build meaningful control frameworks based on this concept, which enables privacy engineers and operational staff to implement privacy programs with key privacy metrics. This in turn provides CPO's with a defensible position to privacy regulators as well as their customers to demonstrate accountability and good due diligence. This presentation will discuss an integrated view of PbD control frameworks and the privacy engineering needed to implement them by sharing use cases in the context of AI and other emerging technologies.

Sylvia is a Partner in the Risk Consulting practice at KPMG Canada, and the National Data Protection and Privacy Leader. She has over 15 years' experience providing strategic, privacy risk management and compliance advisory services, serving both the public and private sectors. She advises executive teams on data-driven digital strategies to support major business transformations in alignment with new regulations, policy, and governance trends. Her specialty is transforming existing corporate compliance and privacy programs in response to internal audits, regulatory findings, and exams. Sylvia is a lawyer by training and often speaks on the intersection of emerging technologies, privacy, and regulatory expectations, including breach response.

**2:00 pm      Refreshment Break**

**2:15 pm      *The Competitive Advantage of Good Data Ethics (GDPR and PIPEDA Compliance)*  
Carl Boutet, Chief Strategist, StudioRX  
David Dadoun, Senior Director, Business Intelligence and Data Governance, Data  
Protection Officer, Aldo Group**

In this fireside chat-style session, Carl and David will explore the strategic opportunities that good data ethics (and GDPR/PIPEDA compliance) can create for organizations. Presenting viewpoints from a data governance practitioner and a business strategist, they will shed light on how strategy and reality can work cohesively to provide business solutions through compliance.

Carl Boutet is an experienced retail executive with a deep understanding of the shifting business dynamics we are facing. For the past 25+ years, he has worked directly with both global and independent retailers. He has owned and operated his own retail chain with 65 locations across Canada. Today he focuses on better understanding how the combinations of good design, relevant data, and empowering technologies create better retail outcomes (e.g., understanding customer needs first and then considering the technological options to better meet them). Carl is often invited to speak at keynote events pertaining to retail strategy/innovation/data/technology and design.

David Dadoun is a BI evangelist, lecturer/guest speaker, and BI and data-warehousing consultant with expertise in functional, technical, and business analysis, data governance,



project management, and BI system architecture. He is responsible for the Aldo Group's business intelligence, data governance, and data protection programs, and often lectures on these topics at HEC Montréal.

**3:15 pm Day One Member Roundtable**

Members will have the opportunity to reflect on their own successes, challenges, learnings, and experiences within the context of the day's presentations.

**4:00 pm Day One Closing Remarks and Adjournment**

**5:30 pm Networking Reception/Dinner**

**La Medusa**  
1218 Rue Drummond  
Montreal, QC  
514-878-4499

Located in the heart of downtown Montreal for twenty years, La Medusa is known for its fine Italian gastronomy and extensive wine list served in a warm and welcoming atmosphere.

## **Thursday, October 11, 2018**

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**Meeting Location**  
**Hotel Omni Mont-Royal**  
**1050 Sherbrooke Street West**

**7:30 am Networking Breakfast – [Automne Room, 2<sup>nd</sup> floor](#)**

**8:15 am Day Two Welcoming Remarks – [Printemps Room, 1<sup>st</sup> floor](#)**

Dianne Williams  
Acting Director, Industry Strategy and Public Policy

Dianne will recap key takeaways from Day 1 and provide an overview of Day 2.

**8:30 am *Mandatory Privacy Breach Notification, Reporting, and Record Keeping in Canada***  
**Jill Paterson, Senior Policy Advisor, Innovation, Science and Economic Development**

This session will explore key aspects of the new mandatory privacy breach notification regulations which take effect on November 1, 2018. Jill will review the background, motivation, and decision-making processes that guided the regulations. The presentation will highlight factors such as jurisdictional specifications, record-keeping, and the grounds upon which further discussion is required. The session will also touch on other policy work ISED is doing, particularly the national digital and data consultations, and exploring where stakeholders are identifying issues.

Jill Paterson is a Senior Policy Analyst with the federal department of Innovation Science and Economic Development (ISED) and has led the department's work to implement a data breach reporting regime under PIPEDA. As a senior member of the ISED's privacy and data protection policy team Jill's responsibilities include advising the Government on legislative, regulatory and other policy initiatives pertaining to private sector privacy. Jill started her professional life in the private sector working for several multi-national high-technology companies, later joining the federal public service as part of the Canadian e-Business Initiative Secretariat.



**9:30 am**      ***Update from the Office of the Privacy Commissioner of Canada***  
**Brent Homan, Deputy Commissioner, Compliance Sector, OPC**

In this session, Brent will provide an update on the OPC's shift towards proactive enforcement and will outline its plans for enforcement under the Mandatory Breach Reporting Regime. He will also highlight the OPC's approach to investigating breaches through case examples of recent investigations.

Brent Homan is responsible for addressing existing privacy compliance problems through a variety of enforcement activities to ensure violations of the law are identified and that remedies are recommended. This includes complaint investigations and enforcement activities to review issues outside of complaints, such as Commissioner-initiated investigations and audits. The Compliance Sector includes two directorates: the Privacy Act Compliance Directorate (public sector) and the Personal Information Protection and Electronic Documents Act (PIPEDA) Compliance Directorate (private sector). In this role, Brent has been responsible for the oversight of investigations involving companies such as Ashley Madison, Bell, Google, and Facebook. He has also worked to increase the OPC's enforcement collaboration with international partners.

**10:30 am**      **Networking Break**

**11:00 am**      ***Perspectives Panel: The Evolving Regulatory Landscape***

In this session, members will discuss their own experiences, successes, challenges, and best practices in adapting to regulatory changes to drive optimal program success.

**Aymeric Moreau, Senior Solutions Consultant, OpenText Corp**

With a Professional Master's in legal archiving, Aymeric has spent over 15 years providing pre-sales and solution architecture in the software publishing industry. The breadth of his business expertise spans finance, insurance, public sector, life sciences, HR and aerospace. He is also a technical and functional expert in Electronic Document Processing, Electronic Document Management and Legal Archiving.

**Éloïse Gratton, Lawyer and National Co-Leader, Privacy and Data Protection Practice Group, Borden Ladner Gervais LLP**

Éloïse is a partner at Borden Ladner Gervais LLP and National Co-Leader of the Privacy and Data Protection Practice Group. She advises clients from various industrial sectors on legal, practical and ethical issues relating to information technology, e-commerce, privacy protection, consumer protection or anti-spam, subsequently providing them with strategic advice on matters of risk management and regulatory compliance. Éloïse advises clients on best business practices, conducting privacy audits or privacy impact assessments and assists them in crisis management situations (e.g., class actions, security breaches, privacy commissioners' investigations).

**Vanessa Deschênes, Chief Privacy Officer, Federation des caisses Desjardins du Quebec**

As part of her practice, Vanessa has developed an expertise in privacy law, data protection, and information technology law. She advises companies on all aspects of their compliance activities (privacy risks, security breaches, anti-spam, etc.) and assists them in the planning, approval, and implementation of their projects and operations. She holds a law degree and, an MBA, is a Canadian Certified Information Privacy Professional (CIPP/C), a Certified Information Privacy Manager, and is recognized as a leader in the privacy field with her Fellow of Information Privacy (FIP) designation.





**Waqas Rana, Vice-President and Chief Compliance Officer, The Co-operators Group Limited**

Waqas in charge of the design, implementation, and modification of the compliance plan and procedures of The Co-operators in accordance with federal, provincial, and Office of the Superintendent of Financial Institutions (OSFI) regulations. At The Co-operators, compliance encompasses the privacy function, complaint resolution and managing the ombudsman function, auditing the company's 2,500 licensed insurance representatives in about 550 offices across Canada, and ensuring the organization meets all regulations and guidelines and is looking after the best interests of its clients and their financial and medical information.

**12:00 pm**      **Networking Lunch – Automne Room, 2<sup>nd</sup> floor**

**1:00 pm**      ***Organization Spotlight: Adapting to the New Regulatory Landscape for Privacy***  
**Amanda Maltby, General Manager, Compliance and Chief Privacy Officer, Canada Post**

This session will focus on how Canada Post is adapting and implementing changes based on the new regulatory landscape, as well as some best practices it has identified that help drive privacy program success.

Amanda is an innovative and influential executive with extensive experience in public policy, business development, government relations, strategic communications, and research in the international, national, and provincial arenas. A recognized expert in privacy, data protection, and information management with practical experience in the public and private sectors, she is also a respected advisor to the marketing community. Amanda has a track-record of providing practical and innovative solutions on issues ranging from social media and emerging technologies to customer and data analytics.

**2:00 pm**      **Refreshment Break**

**2:15 pm**      ***Organization Spotlight: Adapting to the New Regulatory Landscape for Privacy***  
**Anick Fortin-Cousens, Chief Privacy Officer, IBM Canada**

In this session, Anick will explore how IBM is responding to the evolving privacy landscape both in Canada and internationally. She will share some of the challenges IBM has experienced in adapting and implementing new regulations, as well as some best practices they have identified to drive privacy program success.

Anick is the Program Director in IBM's Corporate Privacy Office, where she leads a team responsible for IBM's global privacy policies and programs and advises the business on a broad range of initiatives and products. She also serves as IBM's Privacy Officer for Canada, where she is directly responsible for helping the company meet privacy expectations and manage data risks. She has worked with public policy makers and other stakeholders across the globe for over 17 years to achieve privacy frameworks that are contemporary, practical, and support trusted information flows. She currently serves as Chair of the Centre for Information Policy Leadership's Asia Group, and on the Privacy and Data Advisory Committee of the Canadian Marketing Association.

**3:15 pm**      **Day Two Member Roundtable**

Key takeaways and learnings from the meeting will be identified and dissected. Members will have the opportunity to share and discuss best practices, challenges, and key concerns they face in the current privacy climate.

**4:00 pm**      **Day Two Closing Remarks and Adjournment**