

Info Source

Ingenium – Canada’s Museums of Science and Innovation

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Introduction to *Info Source*

Info Source describes the programs and activities, and the information holdings related to programs and activities, of government institutions subject to the [Access to Information Act](#) to facilitate the right of access. It also provides individuals, including current and former employees of the Government of Canada, 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*.

An [index of institutions](#) that are subject to the *Access to Information Act* and the *Privacy Act* is 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.

Background

The National Museum of Science and Technology (legal name), is a Crown corporation which was established with the passage of the *Museums Act* in 1990. The Corporation uses the common name of Ingenium – Canada’s Museums of Science and Innovation (“Ingenium”).

As a cultural Crown corporation, Ingenium operates at arm’s length from government with regard to operating and programming decisions, and is subject to the provisions governing Crown corporations set out in Part X of the *Financial Administration Act*. Ingenium is governed by a Board of Trustees, which is accountable to Parliament for the stewardship of the Corporation through the Minister of Canadian Heritage.

Ingenium represents a collaborative space where the past meets the future in a celebration of creativity, discovery, and human ingenuity. Telling the stories of people who innovate and test the limits, Ingenium honours individuals and communities who have shaped history — and inspire the next generation.

Under the Ingenium brand, three museums — the Canada Agriculture and Food Museum (CAFM), the Canada Aviation and Space Museum (CASM), and the Canada Science and Technology Museum (CSTM) — provide a sensory experience that immerses young and old alike in the countless ways science and technology impact our everyday lives.

The museums and collection are housed in 16 buildings across three sites in Ottawa. [Included is the Ingenium Centre](#), a state-of-the-art facility designed to protect and showcase Canada’s national science and technology collection. The Ingenium Centre is home to a Research Institute and Digital Innovation Lab, and provides public access to Ingenium’s Library and Archives.

Ingenium publishes many reports and assessments each year and makes these available to the public. To learn more, refer to our [Corporate Documents](#).

Responsibilities

The mandate of Ingenium, as defined in the [Museums Act](#), is to foster scientific and technological literacy throughout Canada by establishing, maintaining and developing a

collection of scientific and technological objects, with special but not exclusive reference to Canada, and by demonstrating the products and processes of science and technology and their economic, social and cultural relationships with society.

Ingenium is responsible for preserving and protecting Canada's scientific and technological heritage, and for promoting, celebrating and sharing knowledge about that heritage. Although a wide range of institutions within Canadian society foster scientific and technological literacy, the Corporation plays a unique role, given its responsibility to collect, record, preserve and interpret Canada's scientific and technological heritage.

Ingenium is a unique and dynamic organization and one of the key reasons for its uniqueness is the synergy between its three museums and the complementary nature of their diverse offerings, which cater to a variety of audiences. The thread that binds the three together is the representative collection of scientific and technological artefacts that have played a significant role in Canada's growth as a nation. The collection contains artefacts; pieces of trade literature; engineering drawings; almost one million images; archival materials; rare books; journals plus rare serial titles, primarily in the categories of agriculture, aviation, communications, industrial technologies, natural resources, transportation and the physical sciences, including medicine.

Ingenium achieves its mandate through the following three main business functions, described below: Exhibitions, Programs and Outreach; Heritage Preservation and Research; and, Museum and Collection Buildings. These business functions are supported by the corporate services listed under “Support Activities” and “Internal Services”.

Additional information about Ingenium’s programs and offerings is available [here](#). For more information about Ingenium’s mandate, responsibilities, and major policies, refer to our [Corporate Plan summaries](#).

Institutional Programs and Activities

Institution-Specific Content

Exhibitions, Programs and Outreach

Ingenium's mandate includes critical national outreach and knowledge-sharing components: to foster scientific and technological literacy throughout Canada, and to share a greater understanding of the role and achievements of science and technology innovation by providing greater access to the collection and the wealth of accumulated knowledge. Through research and interpretation of the unique and the extensive collection, there is increased visitor understanding of the role that science and technology continue to play in Canada's economy, culture, and productivity, while contributing to the Government's goal of increasing the number of Canadians pursuing education and careers in science and technology.

Exhibitions, Programs and Outreach includes the activities dedicated to the interpretation of the collection and the demonstration of scientific and technological processes through exhibitions, national initiatives, educational resources, skills development and outreach offerings. Farm operations activities at the Canada Agriculture and Food Museum are included in this business function.

Education Class of Record

Description: Includes records related to the registration and coordination of Ingenium school programs and seasonal camps.

Document Types: Correspondence, forms, program plans and schedules, photos and videos, meal plans, policies, guidelines, procedures, medical and security protocols, newsletters, FAQs, surveys, reports.

Record Number: ING INFO 725

- **School Programs Personal Information Bank**

Description: This bank describes information related to individuals registering for, and participating in, Ingenium school programs. Personal information may include name, contact information, preferred language, name of employer/school, participating teacher, disabilities, preferences, and the opinions and views of, and about, individuals. May include disabilities and preferred language of children participating in the visit.

Class of individuals: Teachers; School staff who book school visits; Children participating in the visit.

Purpose: The information is used to register and coordinate the visit, provide age-appropriate services/activities, provide assistance and accommodation, address feedback, problem resolution, and to ensure the safety and security of participants. Personal information is collected under the authority of s.15(i) of the *Museums Act*.

Consistent uses: Ingenium uses third party registration solutions, and limited information may therefore be shared with the applicable third parties to enable technical/administrative support. In the event of incidents or emergency response situations, personal information may be used and disclosed as described in Standard Personal Information Bank "Security Incidents and Privacy Breaches"

(PSU 939). Information may be used for statistical, planning, audit, and evaluation purposes.

Retention and disposal standards: Retained until the close of file (e.g. last day of the session, receipt of payments, end of customer followup) plus 2 years. The disposition is on hold per LAC MIDA #2015/020.

Records Disposition Authority (RDA) number: #2015/020

Related record number: ING INFO 725

Treasury Board of Canada Secretariat (TBS) Registration: *Pending TBS approval*

Bank number: INGENIUM PPU 725-SC

- **Seasonal Camps Personal Information Bank**

Description: This bank describes information related to individuals registering for, and participating in, Ingenium school programs. Personal information may include name, contact information, preferred language, name of employer/school, participating teacher, disabilities, preferences, and the opinions and views of, and about, individuals. May include disabilities and preferred language of children participating in the visit.

Class of individuals: Teachers; School staff who book school visits; Children participating in the visit.

Purpose: The information is used to register and coordinate the visit, provide age-appropriate services/activities, provide assistance and accommodation, address feedback, problem resolution, and to ensure the safety and security of participants. Personal information is collected under the authority of s.15(i) of the *Museums Act*.

Consistent uses: Ingenium uses third party registration solutions, and limited information may therefore be shared with the applicable third parties to enable technical/administrative support. In the event of incidents or emergency response situations, personal information may be used and disclosed as described in Standard Personal Information Bank “Security Incidents and Privacy Breaches” (PSU 939). Information may be used for statistical, planning, audit, and evaluation purposes.

Retention and disposal standards: Retained until the close of file (e.g. last day of the session, receipt of payments, end of customer followup) plus 2 years. The disposition is on hold per LAC MIDA #2015/020.

Records Disposition Authority (RDA) number: #2015/020

Related record number: ING INFO 725

Treasury Board of Canada Secretariat (TBS) Registration: *Pending TBS approval*

Bank number: INGENIUM PPU 725-CAMP

Exhibitions Class of Record

Description: Information on exhibitions, information collection and public opinion research.

Document Types: Reports, planning documents, designs, graphics, photos, drawings, budgets, artifact lists, agreements, promotional material, templates, schedules, surveys, statistics; and meeting and briefing documents, and correspondence relating to the proposal and planning of permanent, temporary, traveling and visiting Exhibitions.

Record Number: CSTMC STA 020

Farm Operations Class of Record

Description: Includes records related to the management of farm operations. Records may include information related to the ownership of farm animals and animal health (i.e. treatments, biosecurity, diet, feed, and reproduction), crop management including fertilizers, planting pesticides, and yields, and the dairy program.

Document Types: Plans, protocols, reports, purchase orders and requisitions, donation agreements, inventories, standards and specifications, veterinary records, correspondence, and meeting and briefing documents.

Record Number: ING INFO 375

Loans Class of Record

Description: Information on incoming and outgoing loans for exhibitions and for special events.

Document Types: Outgoing and incoming exhibition loan agreements, invoices, and correspondence.

Record Number: ING INFO 375

- **Collections Personal Information Bank**

Description: This bank describes information pertaining to the acquisition, loan, and management of collection objects in Ingenium's collection. Personal information may include: name, contact information, professional and/or educational information, employer, other biographical information including relationships to other individuals or entities (e.g. spouse, sibling, business partner, etc.), financial and insurance information, date of birth, date of death, preferred language, social insurance number (SIN), and information concerning other collection objects in the individual's possession.

Class of Individuals: Individuals who have sold, donated, or loaned, or who are considering selling, donating, or loaning, Ingenium collection objects, and other individuals with whom Ingenium may deal, in relation to collecting activities.

Purpose: This information is used to maintain complete information about collection objects collected or collectable by Ingenium, and to record the source or provenance of the object. The information is classified by objects. The information is used to acquire collection objects, assess fair market value, process transactions, and execute contracts and agreements. Information may be used to determine the value of collection objects for income tax and insurance purposes. Personal information is collected pursuant to s.15(1) of the Museums Act. The SIN is collected pursuant to the Income Tax Act and is used for income verification and reporting, and issuing related documentation.

Consistent Uses: Gifts and purchases may require certification by the Canadian

Cultural Property Export Review Board (CCPERB). In such cases, Ingenium will apply on behalf of the individual to have the collection object certified by CCPERB, for tax purposes. With consent, personal information about the source of the acquisition (e.g. name) may be published by Ingenium. Information may be shared with the Canada Revenue Agency (refer to PIB# CRA PPU 005, “Individual Returns and Payment Processing”) and the Province of Quebec (as applicable) for income verification purposes. Information may be shared with third party insurance brokers and for international indemnification programs. Information may be used for research, analysis, statistical, planning, audit, and evaluation purposes.

Retention and Disposal Standards: The retention is under review. The disposition is on hold per LAC MIDA #2015/020.

RDA Number: 2015/020

Related Record Number: ING INFO 150 (Collection Development [Acquisition and Deaccession]), ING INFO 175 (Conservation and Collection Management), ING INFO 175-0560 (Loans)

TBS Registration: 001678

Bank Number: CSTMC PPU 005

Researchers & Program and Exhibitions Collaborators Class of Record

Description: Includes records related to Ingenium’s recruitment of individual contributors to research and program/exhibition development. Records relate to the development, planning, administration, evaluation and monitoring of these partnerships.

Document types: Application forms; planning documents; guidelines and procedures; reports; budgets; correspondence; agreements and contracts; promotional material; invoices; financial administration forms; declaration of conflict-of-interest forms.

Record numbers: ING INFO 125 (Advancement and Partnership), ING INFO 300 (Curatorial), ING INFO 325 (Exhibitions)

- **Researchers & Program and Exhibition Collaborators Personal Information Bank**

Description: This bank describes personal information about individual contributors to Ingenium-led or sponsored research initiatives and program/exhibition development. Personal information may include: name, contact information, professional and/or educational information, other biographical information such as current/past employers and qualifications, letters of support and/or references, preferred language, financial and insurance information, research reports or other similar deliverables, disabilities, travel preferences, social insurance number (SIN), and views and/or opinions of, or about, the individual. May include video and audio recordings of presentations.

Class of individuals: Researchers; Students participating in fellowship or internship programs; Members of review and assessment committees; Representatives of Canadian and international government, academic or research institutions; Representatives of private sector organizations; Guest speakers and panelists.

Purpose: The personal information is used to facilitate participation in Ingenium-

led or sponsored research initiatives and program/exhibition development. Information may be used to award and manage contracts and agreements, issue financial payments, promote research contributions, provide travel arrangements, process insurance claims, and provide assistance and accommodation. Personal information is collected under the authority of ss. 15(f) and 15(h) of the *Museums Act*. The SIN is collected pursuant to the Income Tax Act and is used to issue honoraria and for income reporting.

Consistent uses: Information may be shared with external partners to enable the fulfilment of Ingenium's financial and other commitments pursuant to contracts and agreements. Information may be shared with a researcher's academic institution to enable the disbursement of funds to the researcher, by the institution. With consent, an individual's presentation may be recorded for internal and public dissemination. With consent, individual profiles or biographies may be published. In the event of incidents or emergency response situations, personal information may be used and disclosed as described in Standard Personal Information Bank "Security Incidents and Privacy Breaches" (PSU 939). Information may be used for statistical, planning, audit, and evaluation purposes.

Retention and disposal standards: Retained until the close of file plus 2 years. The disposition is on hold per LAC MIDA #2015/020.

Records Disposition Authority (RDA) number: 2015/020

Related record number: ING INFO 125 (Advancement and Partnership), ING INFO 300 (Curatorial), ING INFO 325 (Exhibitions)

Treasury Board of Canada Secretariat (TBS) Registration: *Pending TBS approval*

Bank number: INGENIUM PPU 300

Visitor Experience Class of Record

Description: Includes records related to the online and onsite activities and experiences of Ingenium visitors and participants in off-site programming delivered by Ingenium.

Document types: Policies, code of conduct, protocols, and guidelines; site plan and facilities information documents; calendars; FAQs; promotional material; photos and videos; surveys; reservation request forms; and reports.

Record number: ING INFO 875

- **Visitor Experience Personal Information Bank**

Description: This bank describes information related to individuals who purchase admissions tickets, or register for, and participate in, Ingenium programming or special events. Such activities may occur online or onsite. Personal information may include name, contact information, language, financial information, age, dietary restrictions and other preferences, disabilities, and the opinions or views of, or about, the individual.

Note: Description last updated June 2023

Class of individuals: Individual visitors and program participants

Purpose: Personal information is used to enable and manage the visitor experience, including to administer admission fees, verify eligibility for admission

discounts, provide services, assistance, and accommodation, and address feedback. Information may be used for problem resolution. Personal information is collected under the authority of s. 15(h) and 15(i) of the Museums Act.

Consistent Uses: Ingenium may disclose personal information to third parties, under contract, that host technical solutions and provide services on Ingenium's behalf, to enable the visitor experience. Information may be used to contact individuals to collect feedback about their customer experience and/or in relation to Ingenium programming. In the event of incidents or emergency response situations, personal information may be used and disclosed as described in Standard Personal Information Bank "Security Incidents and Privacy Breaches" (PSU 939). Information may be used for research, analysis, statistical, planning, audit, and evaluation purposes.

Retention and Disposal Standards: Retained until the date of actual or anticipated visitor experience (e.g. date of visit, date of event, date of activity) plus 7 years (for information resources with financial implications) or 10 years (for information resources without financial implications). Disposition is via destruction (for information resources with financial implications) and on hold for information resources without financial implications (per LAC MIDA #2015/020).

RDA Number: 2015/020

Related Record Number: ING INFO 875

Treasury Board of Canada Secretariat (TBS) Registration: *Pending TBS approval*

Bank Number: INGENIUM PPU 875

Heritage Preservation and Research

Ingenium stewards an extensive collection of scientific and technological objects emblematic of Canadian ingenuity, representing over 116,000 three-dimensional parent artifacts and more than 2.1 million library and archival materials. It is particularly rich in the areas of communication, manufacturing, natural and renewable resources, domestic and industrial technologies, scientific instrumentation, transportation, and aviation. Ingenium curates and conducts research on the collection, resulting in compelling stories of how human innovation contributed to the modern world.

Heritage Preservation and Research includes activities dedicated to developing and caring for the collection, such as cataloguing and conserving artifacts and archives, conducting historical research, and providing library and information management services.

Collections and Acquisitions Class of Record

Description: Includes records related to each science and technology collection object in Ingenium's collection and its acquisition by purchase, gift, donation or transfer. Includes records related to the identification and tracking of any ownership, copyright and permissions associated with a collection object.

Document Types: Policies and procedures, correspondence; donation forms, acquisition proposals, evaluations, appraisals, tax receipts, justifications, and worksheets; conservation assessments, reports and supplementary information such as notes from donors, drawings and manuals; deaccession management records; agenda and meeting minutes; analog and digital images; deaccession management records, including

justifications; briefing documents.

Record Number: ING INFO 150

- **Collections Personal Information Bank**

Description: This bank describes information pertaining to the acquisition, loan, and management of collection objects in Ingenium's collection. Personal information may include: name, contact information, professional and/or educational information, employer, other biographical information including relationships to other individuals or entities (e.g. spouse, sibling, business partner, etc.), financial and insurance information, date of birth, date of death, preferred language, social insurance number (SIN), and information concerning other collection objects in the individual's possession.

Class of Individuals: Individuals who have sold, donated, or loaned, or who are considering selling, donating, or loaning, Ingenium collection objects, and other individuals with whom Ingenium may deal, in relation to collecting activities.

Purpose: This information is used to maintain complete information about collection objects collected or collectable by Ingenium, and to record the source or provenance of the object. The information is classified by objects. The information is used to acquire collection objects, assess fair market value, process transactions, and execute contracts and agreements. Information may be used to determine the value of collection objects for income tax and insurance purposes. Personal information is collected pursuant to s.15(1) of the Museums Act. The SIN is collected pursuant to the Income Tax Act and is used for income verification and reporting, and issuing related documentation.

Consistent Uses: Gifts and purchases may require certification by the Canadian Cultural Property Export Review Board (CCPERB). In such cases, Ingenium will apply on behalf of the individual to have the collection object certified by CCPERB, for tax purposes. With consent, personal information about the source of the acquisition (e.g. name) may be published by Ingenium. Information may be shared with the Canada Revenue Agency (refer to PIB# CRA PPU 005, "Individual Returns and Payment Processing") and the Province of Quebec (as applicable) for income verification purposes. Information may be shared with third party insurance brokers and for international indemnification programs. Information may be used for research, analysis, statistical, planning, audit, and evaluation purposes.

Retention and Disposal Standards: The retention is under review. The disposition is on hold per LAC MIDA #2015/020.

RDA Number: 2015/020

Related Record Number: ING INFO 150 (Collection Development [Acquisition and Deaccession]), ING INFO 175 (Conservation and Collection Management), ING INFO 175-0560 (Loans)

TBS Registration: 001678

Bank Number: CSTMC PPU 005

- **Researchers & Program and Exhibition Collaborators Personal Information Bank**

Description: This bank describes personal information about individual contributors to Ingenium-led or sponsored research initiatives and program/exhibition development. Personal information may include: name, contact information, professional and/or educational information, other biographical information such as current/past employers and qualifications, letters of support and/or references, preferred language, financial and insurance information, research reports or other similar deliverables, disabilities, travel preferences, social insurance number (SIN), and views and/or opinions of, or about, the individual. May include video and audio recordings of presentations.

Class of individuals: Researchers; Students participating in fellowship or internship programs; Members of review and assessment committees; Representatives of Canadian and international government, academic or research institutions; Representatives of private sector organizations; Guest speakers and panelists.

Purpose: The personal information is used to facilitate participation in Ingenium-led or sponsored research initiatives and program/exhibition development. Information may be used to award and manage contracts and agreements, issue financial payments, promote research contributions, provide travel arrangements, process insurance claims, and provide assistance and accommodation. Personal information is collected under the authority of ss. 15(f) and 15(h) of the *Museums Act*. The SIN is collected pursuant to the Income Tax Act and is used to issue honoraria and for income reporting.

Consistent uses: Information may be shared with external partners to enable the fulfilment of Ingenium's financial and other commitments pursuant to contracts and agreements. Information may be shared with a researcher's academic institution to enable the disbursement of funds to the researcher, by the institution. With consent, an individual's presentation may be recorded for internal and public dissemination. With consent, individual profiles or biographies may be published. In the event of incidents or emergency response situations, personal information may be used and disclosed as described in Standard Personal Information Bank "Security Incidents and Privacy Breaches" (PSU 939). Information may be used for statistical, planning, audit, and evaluation purposes.

Retention and disposal standards: Retained until the close of file plus 2 years. The disposition is on hold per LAC MIDA #2015/020.

Records Disposition Authority (RDA) number: 2015/020

Related record number: ING INFO 125 (Advancement and Partnership), ING INFO 300 (Curatorial), ING INFO 3 (Exhibitions)

Treasury Board of Canada Secretariat (TBS) Registration: *Pending TBS approval*

Bank number: INGENIUM PPU 300

Conservation Class of Record

Description: Information on the conservation of artefacts, prevention of their deterioration through care and maintenance, provision of a suitable physical environment for storage, and control of correct handling and packaging procedures for their transportation.

Document Types: Policies instruments, agreements, conservation assessments, hazard

inventories, reports, worksheets, forms, meeting documents and correspondence.

Record Number: CSTMC STA 015

Museum and Collection Buildings

Museum and Collection Buildings refers to the activities to operate and care for the accommodations and physical environments that are required to house, protect and display the collection; the technical conservation and collection laboratories; the public museum facilities; and the administration space for staff.

For Museum and Collection Buildings-related Classes of Records, please refer to the [“Real Property Management Class of Record”](#) under “Internal Services”.

Other Business Activities

Key to the Corporation's ability to achieve its mandate is the extent to which it manages its resources with a view to long-term corporate sustainability. Ingenium carries out business activities focused on ensuring that it maintains its highly effective stewardship of resources and sound corporate governance.

E-commerce and Retail Sales Class of Record

Description: Includes records related to order processing, and the sales and shipment of products through Ingenium’s online or onsite boutiques.

Document types: Sales records, including receipts and invoices; online order form; inventory lists; order history; correspondence; purchasing, shipping; and return policies; assessments of new and existing product lines; insurance documents; procedures; planning documents; terms and conditions; FAQs; and statistics.

Record numbers: ING INFO 800-0790

- **E-commerce and Retail Sales Personal Information Bank**

Description: This bank describes personal information used in relation to online and onsite boutique purchases, and the order fulfillment lifecycle. Personal information may include: customer name, contact information, order details and history (product and quantity), product wish lists, financial and payment information (amount, method and credit card details), shipping information, name and contact information for gift recipients, and views and/or opinions of the individuals. Membership barcode, number, and/or name is collected, as applicable, for onsite boutique purchases in order to provide membership discounts.

Note: Description last updated July 2023.

Class of individuals: Individuals who make a purchase from Ingenium’s online or onsite boutiques. Individuals who are gifted items from purchasers.

Purpose: Personal information is used to process purchases, exchanges and/or returns at online or onsite Ingenium boutiques, answer follow-up enquiries from customers concerning their order(s), and/or resolve customer complaints. Information may also be used for credit card fraud prevention. Personal information is collected under the authority of section 15(1)(o) of the *Museums Act*.

Consistent uses: Ingenium may disclose personal information to third parties, under contract, that host technical solutions and provide services on Ingenium's behalf, to enable e-commerce and retail sales activities. Internally, information may be shared with Standard Personal Information Banks "Accounts Payable - PSU 931" and "Accounts Receivable - PSU 932", and used and disclosed as described in those banks. Information may be used for research, analysis, statistical, planning, audit, and evaluation purposes.

Retention and disposal standards:

Information resources related to the actual purchase of product(s), excluding information related to the review or rating of a product, is retained until the date of purchase, shipment, or refund, whichever is latest plus 7 years (for any information resources with financial implications) or 2 years (for any information resources without financial implications e.g. correspondence). The disposition method is destruction. The retention and disposition is under review.

Information resources related to the review or rating of a product is retained until the end of the sale of the product, manufacturing of product, or the use of e-commerce system. The retention period is two years. The disposition method is destruction. The retention and disposition is under review.

Records Disposition Authority (RDA) number: 2015/020

Related record number: ING INFO 800-0790

Treasury Board of Canada Secretariat (TBS) Registration: *Pending TBS approval*

Bank number: INGENIUM PPU 800-0790

Marketing and Promotions Class of Record

Description: Information on various activities regarding marketing, memberships, visitor programs, promotions and sponsorship.

Document Types: Forms, correspondence, reports, presentations, plans, proposals, agreements, and meeting documents.

Record Number: CSTMC STA 010

- **Memberships Personal Information Bank**

Description: This bank contains the names, addresses, telephone numbers and credit card numbers of the Corporation's members.

Class of Individuals: General public.

Purpose: The purpose of this bank is to maintain a record of members, their preferences and special interests for museum related programs and activities.

Consistent Uses: This bank is used to maintain and renew Memberships, and to seek new members.

Retention and Disposal Standards: Retained for the period of active membership, plus two years. Destroyed two years after last administrative action.

RDA Number: 2015/020

Related Record Number: ING INFO 700

TBS Registration: 003912

Bank Number: CSTMC PPU 040

- **Volunteers Personal Information Bank**

Description: This bank contains the names of Volunteers who have offered to assist with various activities or events. The addresses, telephone numbers and preferred tasks are also included.

Class of Individuals: General public.

Purpose: The purpose of this bank is to maintain a record of Volunteers, their preferences for volunteer activities or events.

Consistent Uses: This bank is used to select Volunteers for suitable placement in support of activities or events and to record their participation.

Retention and Disposal Standards: Retained for the period of active membership, plus two years. Destroyed two years after last administrative action.

RDA Number: 2015/020

Related Record Number: ING INFO 500-0925

TBS Registration: 003911

Bank Number: CSTMC PPU 035

Venue Bookings and Rentals Class of Record

Description: Includes records related to the booking and rental of facilities at Ingenium for third-party events.

Document Types: Correspondence, rates and estimates, invoices, contracts, floor plans, security protocols, budgets, schedules, promotional material, photos and videos; event programs and scenarios, menus, seating plans, press releases, procedures, guidelines, reservation request forms, vendor lists, surveys, and reports.

Record Number: ING INFO 800-0745

- **Venue Bookings and Rentals Personal Information Bank**

Description: This bank describes information related to individuals seeking to book and rent Ingenium facilities. Personal information may include name, language, contact information, language, financial and insurance information, dates and other details about personal events (e.g. marriage), dietary restrictions and other preferences, disabilities, and the opinions and views of, and about, individuals.

Note: Description last updated June 2023

Class of individuals: Individual clients and potential clients; Representatives of the renting organizations; Representatives of restaurants, catering decoration companies; Workers and contractors.

Consistent uses: The information may be shared with contracted vendors for events to ensure requested services, individual preferences and accommodations are fulfilled. Information may be used to contact

individuals to collect feedback about their customer experience or on the success of the event. In the event of incidents or emergency response situations, personal information may be used and disclosed as described in Standard Personal Information Bank “Security Incidents and Privacy Breaches” (PSU 939). Information may be used for research, analysis, statistical, planning, audit, and evaluation purposes.

Retention and disposition standards: Information resources related to venue bookings and rentals is retained until the close of file (i.e. end / last date of venue booking, receipt of payment, end of client followup) plus 7 years for information resources with financial implications or 10 years for information resources without financial implications. The disposition method is destruction. The retention and disposition is under review.

RDA Number: 2015/020

Related Record Number: ING INFO 800-0745

Treasury Board of Canada Secretariat (TBS) Registration: *Pending TBS approval*

Bank Number: INGENIUM PPU 800-0745

Internal Services

Internal Services are 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.

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](#)

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](#)

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](#)

Human Resources Management

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/or 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](#)
 - [Pay and Benefits Personal Information Bank](#)
- [Employment Equity and Diversity Class of Record](#)
 - [Employment Equity and Diversity Personal Information Bank](#)
- [Hospitality Class of Record](#)
 - [Hospitality Personal Information Bank](#)
- [Human Resources Planning Class of Record](#)
 - [Human Resources Planning Personal Information Bank](#)
- [Labour Relations Class of Record](#)
 - [Canadian Human Rights Act – Complaints Personal Information Bank](#)
 - [Discipline Personal Information Bank](#)
 - [Disclosure of Wrongdoing in the Workplace Personal Information Bank](#)
 - [Grievances Personal Information Bank](#)
 - [Harassment Personal Information Bank](#)
 - [Values and Ethics Code for the Public Service and Organizational Code\(s\) of Conduct 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](#)
 - [Vehicle, Ship, Boat and Aircraft Accidents 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 Code for the Public Service 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](#)

Information Management

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](#)
 - [Library Services Personal Information Bank](#)

Information Technology

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](#)

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](#)

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, and/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](#)

Materiel

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](#)
 - [Vehicle, Ship, Boat and Aircraft Accidents Personal Information Bank](#)

Real Property

Real Property Services involve activities undertaken to ensure 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 Personal Information Bank](#)

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](#)
 - [Governor in Council Appointments Personal Information Bank](#)
 - [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](#)
 - [Physical Access Controls 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](#)
- [Travel Class of Record](#)
 - [Travel Personal Information Bank](#)

Classes of Personal Information

Some Ingenium files summarized in the Classes of Records contain personal information which is not used in a decision-making process directly affecting the individual to whom it relates. Examples are: inquiries or unsolicited correspondence about the collections, programs and services; and information and advice given to individuals by the Corporation's employees about museums and museum objects.

These classes of personal information are kept on the relevant subject files and are not identifiable by name of the individual or other personal identifier. The personal

information contained in these classes may include an individual's name; home, business, mailing or email address; telephone number; language; and personal opinions or views of the individual but is not arranged, or intended to be retrieved by, personal identifiers. To retrieve these classes of personal information, Ingenium would need as much detail as possible about the subject matter, and the date the information would have come to the Corporation.

The retention periods for these classes of personal information are the same as those of the general subject files in which they are stored.

Manuals

- Corporate Policy Manual

Contracts and Agreements

Subject to Section 4.2.26. of the [Directive on Privacy Practices](#), Ingenium has not established any contracts, information sharing agreements or information sharing arrangements with any other federal program or public/private sector entity.

Additional Information

For general information about making a request for access to information or personal information, see [Make an access to information or personal information request](#).

To make a request for information online, access the [Access to Information and Personal Information Online Request Service](#).

To make a request for information under the *Access to Information Act* or the *Privacy Act* by mail, mail your letter or completed [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 application fee for a request under the *Access to Information Act*), to the following address:

Gillian Portt
ATIP Coordinator
1865 St Laurent Blvd
P.O. Box 9724, Station T
Ottawa, ON K1G 5A3

Telephone: 613-462-1943
Email: atip-airp@ingeniumcanada.org

In accordance with the *Access to Information Act* and the *Privacy Act*, an area on the premises will be made available to review original materials on site if that is the applicant's preference (and it is practical to do so), or if it is not practical to create copies of the material.

Please note: Each request made to Ingenium under the *Access to Information Act* must be accompanied by an application fee of \$5. For requests made online, this is paid at the time

of application via credit card. For requests made by mail, this should be paid by enclosing cheque or money order made payable to the Receiver General for Canada.

The Government of Canada encourages the release of information through requests outside of the formal request processes. To make an informal request, contact:

613-991-3044
1-866-442-4416
contact@IngeniumCanada.org

You may also wish to search [summaries of completed access to information requests](#) for which Ingenium has already provided [responses](#), as this information may be more easily obtained.

Ingenium 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.