Category: Human Resources Policy No.: HRS-15-2024 Revisions: February 7, 2024	middlesex centre in the centre of it all	Pages: 8 Date Prepared: Feb 7, 2024 Report No.: CPS-06-2024

Electronic Monitoring Policy

Purpose

Middlesex Centre values trust, discretion, and transparency and believes employees deserve to know when and how their work is being monitored. This policy is to be used in addition to other Middlesex Centre policies, including but not limited to the Acceptable Use of Technology Policy, the Video Surveillance Policy and the Cell Phone & Mobile Device Policy. It is intended to establish guidelines for company practices and procedures related to electronic monitoring of employees.

Electronic monitoring is an essential part of ensuring compliance with Municipal policies, maintaining a respectful workplace environment, and ensuring ITS assets that are owned and managed by the Municipality are used safely and appropriately. By monitoring Municipal assets, the Municipality is protecting its employees from liability and/or performance challenges caused by the improper or unauthorized use of the systems made available to facilitate the business of the Municipality.

Scope

This Policy applies to all employees of the Municipality of Middlesex Centre including Paid-on-Call Firefighters. Aspects of the policy also apply to the Municipality's Information Technology Services provider, Middlesex County ITS.

This policy also applies to consultants, contractors, volunteers and any other individual who may use the Municipality's electronic resources.

Definitions

"Authorized Individuals" and/or "Authorized Person(s)" means any Middlesex Centre employee, consultant, contractor or other individual who has been approved by their respective department director with respect to specific actions under the Electronic Monitoring Policy.

"Automated Vehicle Location (AVL) & GPS" is a device that makes use of the Global Positioning System (GPS) to enable a business or agency to remotely track the location of its vehicle fleet by using the Internet.

"Bring Your Own Device (BYOD)" is any Mobile Device(s) which is owned and maintained by the Authorized Person and used for business purposes. May also be referred to as Personally Owned Mobile Devices.

"Corporate Information" is any and all information in the control and custody of Middlesex Centre.

"Corporate Issued Mobile Device(s)" are any Mobile Devices which are owned and issued by the Municipality of Middlesex Centre for use by the Authorized Person for business purposes.

"Corporate Network" means a network (either wired or wireless) capable of accessing Corporate Information.

"Dash Camera" is a video camera mounted on the dashboard of a vehicle and used to continuously record activity through the vehicle's windshield.

"Electronic Monitoring" refers to employee monitoring that is done electronically, such as using technological, electronic, or digital means to track, observe, or monitor someone's actions.

"Fingerprint Scanner/Punch Clock" is a scanner used to identify an individual by their fingerprint for security purposes. After a sample is taken, access to a computer or other system is granted if the fingerprint matches the stored sample.

"Information Systems" refers to computer hardware, software, data, security, user accounts, and the means in which they are interconnected.

"ITS" means Information Technology Services.

"Middlesex County ITS" means the department at Middlesex County responsible for procurement, maintenance and support of Information Systems.

"Mobile Device(s)" defines any cell phone, tablet, personal digital assistant or any other related mobile device that can access the Internet. For the purpose of this policy, laptops are not considered mobile devices.

"Mobile Device Management (MDM)" is a means of deploying, securing, monitoring, integrating and managing Mobile Devices. The intent of MDM is to optimize the functionality and security of mobile devices within the organization, while simultaneously protecting the corporate network and end-user.

"Monitoring Tool" is an application installed on a workstation, server, mobile device, or laptop which collects logs for the purposes of troubleshooting, data protection, or monitoring as defined under the Electronic Monitoring Policy.

"**Motion Activated Cameras"** is a typical security camera that uses motion activation to turn on. When the camera is armed, rather than recording continuous video footage the camera is triggered by a motion sensor. Motion sensors use PIR detection (passive infrared motion sensor technology).

"(The) Municipality" means the Municipality of Middlesex Centre.

"Personal Information" is any factual or subjective information about an identifiable individual.

"Server" is a computer (either virtual or physical) which typically performs a dedicated function, centrally located on a network.

"Weather Monitoring Cameras" serve as weather stations. These monitors can measure wind speed, wind direction, outdoor and indoor temperatures, outdoor and indoor humidity, barometric pressure, rainfall, and UV or solar radiation.

"Workstation" is a desktop computer used by one or more individuals for the purposes of conducting day-to-day business or providing a service.

Roles & Responsibilities

All members of Council, staff and Middlesex County ITS are responsible for safeguarding private and/or confidential data collected through electronic monitoring should it fall under their control whether intentionally or unintentionally.

The CAO and Manager of Human Resources are responsible for ensuring any electronic logged data requested as it relates to employee disciplinary action is tracked and that data confidentiality is maintained.

Policy

Middlesex Centre and its ITS provider, Middlesex County ITS, use a variety of methods for logging information generated by its employees, contractors, and visitors. This information may be used for responding to public inquiries and complaints, auditing compliance, analytics, data/systems security and integrity, troubleshooting, and in certain circumstances, disciplinary action.

Requests for access to any information logged under the data collection section of this policy as it relates to employee disciplinary action shall be directed to the CAO and Middlesex Centre Human Resources.

Use of this information as it relates to employee disciplinary action must be approved by the CAO.

Any request for information collected under this policy shall be logged in Appendix A for future review. Logs shall include the requester's name, the nature of the request (with confidential information redacted), all approvals obtained, the type of data obtained, and the method, date and time in which it was delivered to the requester. These logs will be maintained by the Manager of Human Resources.

Appropriate controls are in place regarding any data collected under this policy to ensure that it is only accessible by authorized individuals.

Middlesex County ITS staff may, through the course of approved regular support activities, come across information regarding staff activities defined under this policy (both real-time and historical). In these circumstances, this data may only be used for the purposes of troubleshooting and supporting day-to-day activities of the organization.

1. Privacy and Confidentiality

Middlesex Centre's monitoring is aimed at collecting information related to its business. However, some information collected by electronic monitoring may be considered personal information. When personal information is under Middlesex Centre control, it is the responsibility of the municipality to protect it.

All information collected through electronic monitoring will be securely stored and protected. If any personal information is collected, its use and disclosure will be limited to achieve the stated purpose of its collection. Middlesex Centre will adhere to all privacy and confidentiality legislation that applies to the collection, use, and disclosure of personal information obtained by electronic monitoring, including but not limited to the Employment Standards Act and the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

1.1 Retention of Employee Records

The retention of employee records will be done in accordance with the timelines set out in municipal records retention by-law.

2. Data Collection

The following chart identifies the type of technology, what information and how it is collected, the circumstances of collection, and its intended purpose.

Members of Council and staff should be aware of the data that is collected in the workplace and bring any questions about the data collected to the CAO or Clerk (for members of Council) or their supervisor (for staff).

Technology	How Collected	Circumstance	Purpose
Access Key Fobs	A sensor creates a record of entry times as well as which entrance was used each time an authorized user scans their access key fob	All members of Council and staff who access a site using a keycard or key fob	Building security

Technology	How Collected	Circumstance	Purpose
Security Systems	Keypads are used to control a security alarm at a given site. The arming and dis-arming of the system is logged and is tied to a user ID number.	Assigned staff only	Building security
Location Tracking – Vehicles (AVL & GPS)	Use of onboard or portable GPS system as well as Automated Vehicle Location (AVL), and software including but not limited to Viasys	All Municipally owned vehicles	Confirm location of vehicles, confirm compliance with operational plans, review compliance with speed limits. May be used for live snowplow location updates for residents. Employee safety
Mobile Device Management – Corporate Issued Mobile Devices	Applications installed on device, device physical location, IP address, online status	Continuous	Email and device security, troubleshooting and device diagnostics. Employee safety
Mobile Device Management – BYO Devices	Applications installed on device, IP address, online status	Continuous	Email security, troubleshooting and diagnostics. Employee safety
Networked Computers	Logging including login/logoff times, websites and services accessed, inbound and outbound email activity, application installation and usage, IP address	Any workstation or laptop which connects to Middlesex Centre networks, both wired and wireless, including VPN connections to Middlesex Centre networks	Network and systems security, troubleshooting and diagnostics, performance management of staff
Security Cameras	Cameras record video footage where in use at a site or facility	Continuous	Building and property security, staff and public safety, police requests
Telephones	Inbound and outbound call logs including time of call, duration, call origin and destination	All Middlesex Centre provided desk and conference phones, including software-based telephones	Troubleshooting, diagnostics and reporting

Technology	How Collected	Circumstance	Purpose
Motion Activated Cameras	Cameras that are activated by motion of vehicles, pedestrians, cyclists, or other means	Used based on direction from CAO or director and on a case-by-case basis where repeat instances have occurred	Used to prevent undesirable activities within the municipal road allowance
Dayforce Fingerprint Scanner/Punch Clock	Fingerprint scanner/punch clock activated by staff starting or ending their shift	Staff working at the Denfield or Delaware operations centres, Ilderton Arena, and Komoka Wellness Centre use the fingerprint scanner/punch clock at the start and end of their shift	Tracks start and end times of employee shifts using employee fingerprints
Weather Monitoring Cameras	Take still photos of roadway conditions, may capture municipal vehicles and vehicles of the travelling public	Used by transportation staff to monitor roadway conditions during the winter and enviro depots in the summer	Primarily used for roadway monitoring, also used to monitor the EnviroDepots to minimize theft and undesirable activity and act as a deterrent
Dash Camera	Via dash camera activated by user for winter maintenance and legislated patrol	Used every time a vehicle undertakes winter maintenance activities as well as legislated patrol	Provides photographic and video evidence of roadway conditions

3. Complaint Process

Employees are encouraged to direct any questions or concerns pertaining to this policy to their immediate supervisor, department director, or the CAO.

Please Note: A complaint can only be made to the Ministry of Labour, Immigration, Training and Skills Development, or be investigated by an Employment Standards Officer, where there is an alleged contravention of the employer's obligation to provide a copy of the written policy within the required timeframe to its employees or to assignment employees who are assigned to perform work for it. For further clarity, a complaint alleging any other contravention of the policy on electronic monitoring of employees cannot be made to, or be investigated by, an Employment Standards Officer.

4. Policy Acknowledgement

This policy will be provided to employees within 30 calendar days of:

- the policy being prepared, or
- the policy being changed (if an existing policy is changed).

This policy will also be provided to any new employees within 30 calendar days of the new employee being hired.

Every employee will review and acknowledge this policy and have an opportunity to ask any questions regarding the content herein.

Policy Review

This policy will be reviewed once every four (4) years, or as necessary.

Appendix A: Policy Tracking Log

Date & Time	Requester Name	Nature of Request	Type of Data & Method	Signature(s) of Approvers