Appendix A: Checklist and Confirmation Page for a Twitter Account

Name of Twitter account:

Ministry and Program Area:

Ministry Twitter Administrator:

Email: Phone:

Twitter Go-Live Date:

Please check the appropriate answers to the following questions:

Purpose
Does the program area require a Twitter account that will potentially collect personal information
(in relation to a program or activity of the Ministry) because it is necessary to:

◆ Provide a forum for citizen engagement and/or discussion;	
◆ Hear users' thoughts and/or opinions on a subject;	Yes No
◆ Facilitate discussion between users;	◯ ◯
◆ Notify users of further opportunities for discussion; or,	
◆ Provide users with updates on the progress of the matter under discussion?	

Please provide a description of the original purpose and any proposed consistent/secondary purpose(s).

Collection and Notification   Yes   No
Has a "Collection Notice" (as per Appendix B) been posted somewhere on the profile or a link to one
been provided?   ◯   ◯

Will all tweets directed at the government via @mentions be monitored by the Ministry's Twitter
monitor?   ◯   ◯

Name of Monitor:

	Yes	No
Will direct messages that fall outside of the scope of the Ministry's twitter or that share third party information (such as pictures of individuals other than the commenter submitting them) be deleted by the monitor and the group reminded of good privacy practices?	◯	◯
Do users need only to identify themselves with their Twitter handle?	◯	◯

Use and Disclosure

	Yes	No
Will the Ministry only use and/or disclose personal information submitted by users for the same purpose for which it was collected or in a way that is consistent with the original purpose of the collection as identified above (except as required by law)?	◯	◯
Will the Ministry only disclose personal information about individuals that has been authorized for disclosure by FOIPPA under section 33.1(1)(b) or 33.1(1)(q)?	◯	◯
Will the program only retweet individuals' tweets if they are on topic @mentions?	◯	◯

Records Management

	Yes	No
Has a records retention and disposition schedule been created?	◯	◯

I understand the information and analysis in this PIA is limited to the interaction between Twitter and the requirements set out in the FOIPPA. It is the responsibility of our program area to review Twitter's Terms of Use. We have reviewed and complied with all obligations created by other legislation and policy including, but not limited to, Legal Services Branch review of, and Risk Management Branch approvals for, indemnities created by Twitter's Terms of Use.   ◯ ◯

If you have answered "No" to any of the above questions a separate PIA will need to be completed before your Twitter account can be launched.

Signatures:

Program Manager (name)	Signature	Date

Knowledge and Information Services	Signature	Date

Knowledge and Information Services' comments:

Appendix B: Collection Notice

The personal information you post may be collected by the Ministry of _____ under s. 26(c) of the *Freedom of Information and Protection of Privacy Act* for the purposes of engaging and consulting with the public. Please be aware that any information collected may be stored and/or accessed outside of Canada on servers not belonging to the government.

 To protect your own privacy and the privacy of others, please do not include any personal information including phone numbers and email addresses in the body of your comment. Please do not share personal information about others, including pictures.

If you have any questions about the collection of your personal information, please contact __(business title, name, telephone number, email address)___.

Appendix C: Definitions

@Mentions: A "mention" or "@mention" is when one Twitter user adds another user's handle (@user) into the body of the tweet, effectively directing that tweet to that user's attention. These tweets show up in a separate feed labelled "@mentions". Any user can @mention any other user.

Background: The background is the picture, or pattern that back-drops a user's profile for when they are looking at their feed, or for when others are looking at their profile.

Direct Messages: A direct message is a private message between users. It cannot be seen by others and does not show up in the feed. Direct messages can only be sent to people that the user follows.

Feed: The feed is a constantly-moving roll of tweets published by the people the user follows.

Following: Users "follow" other users in order to have their tweets automatically populate their feed.

Handle: A Twitter handle is their username, preceded by the @ symbol.

Hashtags: A hashtag (#) denotes a word or a phrase (with no spaces) that allows tweets to be easily searched or aggregated. An example of this is during the Stanley Cup finals, the hashtag #StanleyCup would follow or precede someone's comments on the game, the series or something else similarly related.

List of followed: This list is of those users whose tweets make up the feed.

List of followers: This list is of those whose feeds your tweets appear in.

Profile picture: Each user has a picture that appears beside each of their tweets. For those that do not upload a picture, there is a default picture provided by Twitter.

Retweet: A retweet is a tweet that someone else has chosen to post themselves. It is normally accredited to the original tweet-er. A retweet appears as a "RT" followed by the handle of the original tweeter. Modified retweets ("MRT" or "MT") are when the original tweet is altered slightly in order to accommodate additional comments, or the added characters required to denote a retweet.

Tweet: A tweet is a post or a status on Twitter. It is limited to 140 characters in length.

Twit-pic: A twit-pic is a picture that has been uploaded and attached to a tweet.