



**POLICIES & PRIORITIES COMMITTEE MEETING AGENDA
CARSTAIRS MUNICIPAL OFFICE
TUESDAY, MAY 19, 2026, 1:00 P.M.**

Page

1. CALL TO ORDER

2. ADDED ITEMS

3. ADOPTION OF AGENDA

- a) Adoption of Agenda of May 19, 2026
Motion: To adopt the agenda of May 19, 2026

4. ADOPTION OF MINUTES

- 3 - 9 a) Adoption of Minutes of April 21, 2026 (addendum 4.a)
Motion: To adopt the minutes of April 21, 2026



5. UNFINISHED BUSINESS

- a) Budget Update

6. BYLAW & POLICIES

- 10 - 13 a) Policy No. 12-014-26 Access to Information and Privacy Administration Policy-Amended (addendum 6.a)



- 14 - 16 b) Policy No. 12-026-26 Tax Information Disclosure Policy-Amended (addendum 6.b)



- 17 - 20 c) Policy No. 12-028-26 Records Retention and Disposition Policy-Amended (addendum 6.c)



- 21 - 24 d) Policy No. 12-043-26 Security Classification System Policy (addendum 6.d)



- 25 - 28 e) Policy No. 12-044-26 Privacy Complaints and Requests Handling Policy (addendum 6.e)



7. NEW BUSINESS

8. REPORTS

a) DEVELOPMENT

29 - 30

- i) Permit Listing - Year to Date (addendum 8.a.i)



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- ii) Compliance Listing - Year to Date (addendum 8.a.ii)



b) CITY WIDE MONTHLY REPORTS

32

- i) Fire Reports-April (addendum 8.b.i)



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- ii) Bylaw Reports (addendum 8.b.ii)



c) EMERGENCY SERVICES

34

- i) Carstairs Emergency Management Agency (CEMA) Report-May (addendum 8.c.i)



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- ii) Emergency Services Report-May (addendum 8.c.ii)



9. CORRESPONDENCE

36

- a) Letter-Mandalay Link Resident (addendum 9.a)



10. CLOSED MEETING

Section 197 of the Municipal Government Act requires that Council and Council Committees conduct their meetings in public unless the matter to be discussed falls under one of the exceptions to disclosure outlined in Division 2 of Part 1 of the Access to Information Act (ATIA), including but not limited to matters related to business interests, personal privacy, individual or public safety, confidential evaluations or law enforcement. (Sections 19 to 34).

11. GENERAL DISCUSSION

12. NEXT MEETING

June 16, 2026

13. ADJOURNMENT

**MINUTES OF THE POLICIES & PRIORITIES COMMITTEE MEETING
TUESDAY, APRIL 21, 2026, 1:00 P.M.
CARSTAIRS MUNICIPAL OFFICE**

IN ATTENDANCE: Mayor Allan, Councillors Ball, Fricke, Selanders, Tolley, Roberts & Wilcox; Director of Corporate Services Shannon Allison; Director of Emergency Services Rob McKay; Manager of Legislative Services Jessica Pryde; Director of Planning & Development & Deputy CAO Kirk Williscroft; CAO Rick Blair; & Executive Assistant Kayleigh Van Es

ABSENT: Nil

CALL TO ORDER: Mayor Allan called the Policies & Priorities Committee meeting of Tuesday, April 21, 2026, to order at 1:00 p.m.

ADDED ITEMS:

- 1. RCMP Acting Detachment Commander-Shane O'Neill to Delegations 5.a**
- 2. Section 19 Closed agenda item to Closed Meeting 12.a**

ADOPTION OF AGENDA: Motion by Councillor Wilcox to adopt the Policies & Priorities Committee meeting agenda of April 21, 2026, as amended.

CARRIED

ADOPTION OF MINUTES: Motion by Councillor Fricke to adopt the Policies & Priorities minutes of March 17, 2026, as presented.

CARRIED

DELEGATIONS:

- 1. RCMP Acting Detachment Commander-Shane O'Neill**

S. O'Neill addressed the Committee and introduced himself, noting he will be leaving his current role and transitioning responsibilities to the incoming Detachment Commander. He advised that discussions had taken place with the RCMP Detachment in Didsbury regarding opportunities to maintain a community policing presence.

He explained that a Community Police Officer position would require a \$240,000 commitment over three years under an enhanced policing model; however, the position cannot be filled until 2029. Didsbury has also expressed interest in obtaining a general duty member, which could potentially be filled immediately, subject to approval by the Detachment Commander. Didsbury could then partner with Carstairs and share the position between the two municipalities.

CAO R. Blair advised that due to tight timelines, Administration wished to gauge Council's interest, as the enhanced position would no longer be available. A general duty member may provide a suitable interim solution.

Councillor Wilcox inquired how often the RCMP is called to the schools. S. O'Neill did not have a confirmed answer but estimated 3-4 calls per week between school in Carstairs and Didsbury. He noted that the goal would be to retain the enhanced position so Constable Walkey could continue focusing on youth both in and out of school.

Councillor Tolley asked if the school has requested to continue this presence in the school. It was answered that yes, the schools find it valuable and wish to continue the engagement.

Councillor Ball asked whether the proposal involved one dedicated officer or duties shared among officers. S. O'Neill confirmed it would be one dedicated position.

The CAO added that Administration is seeking ways to replace the position that was lost and explore how it may be accommodated.

Councillor Selanders asked whether the loss of the enhanced position would reduce police presence. S. O'Neill confirmed that it would, though efforts are being made to maintain community contact through other means.

CAO R. Blair thanked S. O'Neill for his efforts in securing valuable support through Constable Walkey's presence in the schools.

Councillor Fricke asked for an approximate cost of sharing the officer with Didsbury. S. O'Neill advised that figures are approximate and may be subject to inflation. He reiterated that Carstairs' share would be approximately 35% if the Town remained under the Provincial Police Service Agreement (PPSA) while Didsbury remained under the MPSA. A dedicated School Resource Officer would not be available until 2029.

CAO R. Blair noted that Carstairs would need to negotiate separately with Didsbury and, following the next census, the Town may be one year away from entering an MPSA, with an estimated two-year implementation timeline.

Councillor Fricke asked whether pursuing this option would impact Carstairs' future policing requests. S. O'Neill advised it would not and confirmed the current focus is on frontline positions.

Councillor Tolley requested clarification on the previous model, noting the role was not exclusively school-based but was an enhanced community position. He suggested that any future model should provide guidelines to ensure the member is not stationed exclusively in schools, but instead serves both communities, including facilities such as seniors' residences.

CAO R. Blair stated that Administration is exploring transition options for the Town's future policing model and detachment needs, while maintaining enhanced community policing services where possible.

Mayor Allan thanked S. O'Neill for his work and wished him success in his future endeavours.

Motion by Councillor Ball to accept the Delegation from RCMP Acting Detachment Commander S. O'Neill as information.

CARRIED

2. Tread Smart Carstairs Business License Denial-Appeal-Jesse Metcalfe

J. Metcalfe presented to the Committee with updated information, including a letter of support from the Carstairs Chamber of Commerce. He advised that he is not seeking to operate a full-time business from his home, as he works away for half the year. He stated the business would also provide an opportunity to teach his children the value of perseverance and responsibility.

J. Metcalfe acknowledged concerns regarding traffic and advised that vehicle volume would be minimal, estimating only a few vehicles per day at most. Proposed operating hours would be between 8:00 a.m. and 6:00 p.m. on a scheduled basis, with no additional on-street parking required. He confirmed that no hazardous materials would be stored on site. He noted that he is a certified automotive and heavy-duty mechanic and is currently employed. He added that if demand justified it in the future, he would consider opening a commercial shop

location. He also noted that several neighbors had expressed support and that the business had raised approximately \$700 towards the Carstairs Elementary School Outdoor Classroom project before operations ceased due to licensing issues.

Councillor Tolley asked whether the proposed hours of operation could be adjusted if concerns arose. J. Metcalfe confirmed they could be flexible. Councillor Tolley also inquired whether the garage door would remain mostly closed during operations, to which J. Metcalfe responded yes. He added that he did not wish to create a nuisance and would consider quieter compressors to reduce noise levels, noting that any equipment used would remain within permitted decibel limits and that the compressor would not run continuously.

Councillor Tolley asked about tire storage. J. Metcalfe advised he may store approximately 20 tires. Councillor Tolley also asked whether there would be deliveries, and J. Metcalfe confirmed there would be no heavy deliveries.

Councillor Wilcox thanked J. Metcalfe for attending and for the thoughtful presentation. She asked how many customers would be served per day. J. Metcalfe advised that at present it would be no more than four vehicles per day and reiterated that he was not seeking to run a full-time operation.

Councillor Ball asked what timeframe would be needed to determine whether a brick-and-mortar business would be viable. J. Metcalfe stated it would depend on business demand but that he would like to assess busy and slow periods over approximately two years and could not see operating longer than that from home. Councillor Ball also asked the ages of his children, and J. Metcalfe advised they are 23 and 19 and currently attending post-secondary education.

Councillor Selanders thanked J. Metcalfe for attending and asked about the noise associated with tire changes, noting concerns regarding the use of tools. J. Metcalfe responded that he had switched from air tools to electric tools, which are quieter. He added that any louder noises would be intermittent and of short duration, with the air compressor being the loudest equipment used.

Councillor Fricke thanked J. Metcalfe for the level of preparation and information provided, noting his passion and perseverance for entrepreneurship. She noted that her primary concern was that automotive repair businesses are not permitted within R1 zoning and asked whether the Town had received similar applications previously. CAO R. Blair advised there were no known automotive business approvals within R1 zoning.

Mayor Allan thanked J. Metcalfe for his time and presentation. Council will deliberate, and Administration will contact him with the decision.

Motion by Councillor Roberts to accept the Tread Smart Carstairs Business License Denial-Appeal Delegation from J. Metcalfe as information.

CARRIED

3. Carstairs Mechanic Inc. Business License Denial-Appeal-Bradley Norris

B. Norris and his wife, Jackie Norris, presented to the Committee regarding the business license denial appeal for Carstairs Mechanic Inc. J. Norris spoke on behalf of B. Norris for much of the presentation. She advised that the business has been operating for approximately five years. She stated that concerns were raised regarding noise, storage, and property maintenance once the license denial was received. She noted that no complaints had been received during the previous five years of operation. She explained that the license application was submitted to

formalize the business within the community. She added that they have attempted to secure a commercial location for a shop, but none are currently available. She expressed that approval would provide an opportunity to continue serving the community. She further stated that they respect their neighbors and are fortunate to have positive relationships with them. J. Norris advised that B. Norris is a journeyman Heavy Duty mechanic and wishes to continue applying his skill set locally.

Councillor Wilcox thanked the delegation for attending and asked how many customers are served and how many days per week the business operates. B. Norris advised that he typically serves two to three customers per week and outsources additional work to contractors in the surrounding area. He added that he had attempted to obtain a service truck; however, because the business license has not been approved, insurance coverage could not be obtained.

Councillor Wilcox also asked whether there had been any issues related to fluids or storage during the past five years. B. Norris advised there had not. He stated that his long-term intention is to operate an in-town business with a service truck. He further noted that many properties within Town limits do not accommodate semi-trucks, and no heavy equipment would be stored in the residential area.

Councillor Tolley asked whether heavy-duty equipment would be serviced on the property. B. Norris advised that it would not, and that heavy-duty work would instead be completed through service truck jobs off site.

Councillor Ball asked about proposed hours of operation. B. Norris advised that any work conducted on the property would occur between 5:00 a.m. and 8:00 p.m. He added that, if insurance were approved, more work could be completed off site through the service truck.

Councillor Fricke commended the applicants for their entrepreneurial efforts. She noted that her current concern related to the R1 zoning district and asked whether the garage was attached. B. Norris confirmed that it was. She also asked about parking availability for personal and customer vehicles. B. Norris advised that only one customer vehicle would be on site at a time, with no parking on the street, and that all vehicles would be accommodated on the three-car driveway.

Councillor Ball asked what type of vehicle would be used as a service truck. B. Norris advised it would be a Ford F-550, noting that similar vehicles are already present in the neighbourhood.

Mayor Allan thanked B. Norris and J. Norris for attending and advised that Council would discuss the matter and have Administration return with a decision.

Motion by Councillor Wilcox to accept the Carstairs Mechanic Inc. Business License Denial-Appeal Delegation from B. Norris as information.

CARRIED

UNFINISHED BUSINESS: 1. Mill Rate 2026 Discussion

S. Allison spoke to assessment values and options regarding the 2026 mill rate. There have been 11 data corrections, 9 resident-requested assessment corrections and 9 Town-identified adjustments, as well as 2 formal assessment appeals. She noted that the mill rate cannot be finalized until all assessment values are confirmed.

Councillor Tolley asked for a balance sheet outlining current reserves.

Councillor Selanders requested an update on assessed values for linear properties. S. Allison advised she was unable to provide an update at this time.

Councillor Fricke asked for a ballpark number of assessed residential properties. S. Allison responded that there are approximately 2,300 assessed homes. Councillor Fricke noted that this would indicate only approximately 0.01% of residents have formally appealed their assessments.

Councillor Selanders inquired how many discussions have been held with the assessor. S. Allison indicated she would confirm this information with the assessor.

Motion by Councillor Tolley to accept the Mill Rate 2026 Discussion as information.

CARRIED

BYLAW & POLICIES:

1. Declaration of Interest Policy

CAO R. Blair spoke to the Policy to gauge Committee input on where to go with the Policy. He advised that questions and proposed changes should be compiled for review. The policy will be brought back on an ongoing basis for further consideration and discussion, and Council was encouraged to forward any amendments to Administration as they are identified.

Councillor Fricke commented that she had already submitted proposed changes and requested that the policy be converted into a bylaw.

Motion by Councillor Wilcox to accept Declaration of Interest Policy as information.

CARRIED

NEW BUSINESS:

Nil

REPORTS:

1. Development Reports

The Committee reviewed the Development Reports. To date, 65 permits have been issued, including 27 new home buildings and 19 compliance certificates.

Councillor Fricke provided positive feedback to Planning & Development staff member K. Ranson for assistance with permits.

- a. Permit listing
- b. Compliance listing

Motion by Councillor Wilcox to accept Permit and Compliance Listing as information.

CARRIED

- c. Relaxation & Variances

CAO R. Blair notified the Committee that Planning & Development have not issued any variances under Land Use Bylaw 2060. Councillor Selanders raised questions regarding a couple of properties, and it was clarified that those properties were not governed by the current bylaw. She also inquired about deck compliance and setback requirements.

Motion by Councillor Fricke to accept Relaxation & Variance report as information.

CARRIED

2. City-Wide Monthly Reports

The Committee reviewed the following City-Wide Monthly reports.

- a. Fire Reports
- b. Bylaw Reports

Motion by Councillor Roberts to accept City-Wide Monthly Reports as information.

CARRIED

3. Emergency Services

The Committee reviewed the following Emergency Services reports.

a. Emergency Services Report

Councillor Fricke inquired whether the Carstairs Fire Department provides complimentary CO2 checks. R. McKay confirmed that they do.

b. Carstairs Emergency Management Agency (CEMA) Report

Motion by Councillor Selanders to accept Emergency Services Reports as information.

CARRIED

4. Quarterly Facility Utilization Reports

The committee reviewed the following Facility Utilization Reports

a. Carstairs Memorial Arena

Councillor Tolley inquired about the total ice time available. CAO R. Blair responded that it depends on usable/bookable time, but he would obtain a more precise answer for Council. Councillor Tolley also asked how other user groups would be allocated ice time. CAO R. Blair advised that a formal letter should be submitted to Administration.

b. Carstairs Community Hall

Councillor Fricke inquired when the Campground will be opening, as well as the Golf Course, and whether the Sani-dump is available for use out of season. CAO R. Blair responded that the campground is currently closed, including the Sani-dump, and will not reopen until weather conditions permit. He further advised that the Golf Course is scheduled to open on April 29, with the restaurant opening on April 23.

Motion by Councillor Wilcox to accept Quarterly Facility Utilization Reports as information.

CARRIED

CORRESPONDENCE: Nil

GENERAL DISCUSSION: Nil

CLOSED MEETING: **1. Disclosure Harmful to Business Interests of a Third Party-Section 19**
Section 197 of the Municipal Government Act requires that Council and Council Committees conduct their meetings in public unless the matter to be discussed falls under one of the exceptions to disclosure outlined in Division 2 of Part 1 of the Access to Information Act (ATIA), including, but not limited to, matters related to business interests, personal privacy, individual or public safety, confidential evaluations, or law enforcement. (Sections 19 to 34).

Motion by Councillor Wilcox that Council close the meeting to the public to discuss Disclosure Harmful to Business Interests of a Third Party, as per Section 19, of the ATIA, at 2:20 p.m.

CARRIED

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Motion by Councillor Ball to come out of the closed meeting session at 3:09 p.m.

CARRIED

Consensus from the Committee was to direct Administration to move forward with the proposed memorandum of understanding discussed in Closed Session.

NEXT MEETING: Tuesday, May 19, 2026

ADJOURNMENT: Motion by Councillor Tolley to adjourn the Policies & Priorities Committee meeting of Tuesday, April 21, 2026, at 3:10 p.m.

CARRIED

Dean Allan, Mayor

Rick Blair, CAO



Town of Carstairs

Policy: **Access to Information and Privacy
Administration-Amended
Policy No. 12-014-26**

Date: **Month XX, 202X**

Adopted by: **Council**

Purpose:

The purpose of this policy is to support and implement the Town of Carstairs' Privacy Management Program ensuring that the Town meets its statutory obligations respecting access to information and the protection of personal information under Alberta's Protection of Privacy Act (POPA) and the Access to Information Act (ATIA), and by establishing clear expectations for the Town employees, elected officials, and contractors regarding the confidentiality, collection, use, disclosure, retention, and safeguarding of information.

The Town of Carstairs is committed to protecting the privacy of individuals whose personal information is in its custody or control and ensuring transparency and accountability through lawful access to records.

Legislative Authority:

This Policy is enacted under the authority of the Protection of Privacy Act, Statutes of Alberta, 2024, c. P-28.5, and the Access to Information Act, Statutes of Alberta, 2024, c. A-1.4. This Policy is intended to support compliance with the provisions governing the collection, use, disclosure, and protection of personal information under POPA, as well as the right of access to records, the duty to assist applicants, and the application of exceptions under ATIA.

This Policy also supports the Town's general authority and responsibilities under the Municipal Government Act (MGA), Revised Statutes of Alberta, 2000, c. M-26.

This Policy is intended to support and operationalize the Town of Carstairs Access to Information and Privacy Head and Fees Bylaw, Bylaw No. 2069. In the event of any conflict, the provisions of the Bylaw shall prevail.

Scope:

This Policy applies to all Town of Carstairs employees, Members of Council, contractors, consultants, service providers, and volunteers who collect, access, use, disclose, or manage information on behalf of the Town.

The Policy applies to all records and information in the custody or control of the Town of Carstairs, regardless of format. This includes but is not limited to paper records, electronic files, emails, databases, text messages, photographs, audio and video recordings, and any other recorded information created or received in the course of Town business.

Definitions:

"Access Request" means a request for records made under the Access to Information Act.

"Access to Information Act" or **"ATIA"** is the Alberta legislation that provides the public with a right of access to records in the custody or control of public bodies, subject to limited and specific exceptions.

"Chief Administrative Officer" or **"CAO"** means the individual appointed by Council as the Chief Administrative Officer for the Town of Carstairs under section 205 of the MGA.

“Confidential information” means information that is restricted from disclosure by law, contract, or this Policy, including personal information and records subject to mandatory or discretionary exceptions under ATIA.

“Custody or control” has the same meaning as under section 4 of ATIA, including records held by Town employees, contractors, or service providers on behalf of the Town.

“Municipal Government Act” or **“MGA”** means the Alberta legislation, Revised Statutes of Alberta, 2000, c. M-26, that governs the incorporation, governance, powers, and administration of municipalities and municipal authorities in Alberta.

“Office of the Information and Privacy Commissioner” or **“OIPC”** is an independent Officer of the Legislature of Alberta responsible for overseeing compliance with access to information and privacy requirements.

“Personal information” has the same meaning as defined in section 1 of the Protection of Privacy Act, including information about an identifiable individual.

“Privacy breach” means the unauthorized collection, use, disclosure, access to, or destruction of personal information.

“Privacy Management Program” is the program required under section 25 of the Protection of Privacy Act and is a structured set of policies, procedures, and controls implemented by a public body to ensure ongoing compliance with personal information protection obligations.

“Privacy Officer” is the person designated by the Town of Carstairs to support accountability under the Privacy Management Program required by section 25 of the Protection of Privacy Act (POPA), including training, compliance, and monitoring.

“Protection of Privacy Act” or **“POPA”** is legislation that governs how public bodies collect, use, disclose, and protect personal information.

“Record” has the same meaning as defined in section 1 of the Access to Information Act and includes recorded information in any form.

Roles and Responsibilities:

Council

Council is responsible for supporting compliance with POPA and ATIA and ensuring appropriate governance oversight for privacy and access matters.

Chief Administrative Officer (CAO)

The CAO is responsible for ensuring the implementation and enforcement of this Policy, designating a Privacy Officer, and authorizing the release of records where required under legislation or policy.

Privacy Officer

The designated Privacy Officer is responsible for coordinating access requests under ATIA, ensuring compliance with POPA requirements. All access requests under ATIA must be submitted in accordance with Town procedures and coordinated by the Privacy Officer or designate. The Privacy Officer will also provide advice to staff on privacy and access obligations and manage privacy breaches and reporting obligations.

Directors and Managers

Directors and Managers are responsible for ensuring compliance with POPA, ATIA, this Policy, and the Town’s Privacy Management Program within their respective areas, including overseeing proper handling, safeguarding, and reporting of personal and confidential information and promptly escalating privacy issues or breaches to the Privacy Officer or CAO.

Employees and Authorized Users

All employees elected officials, contractors, and service providers acting on behalf of the Town of Carstairs and authorized users are responsible for protecting personal and confidential information, accessing information only as required to perform assigned duties, and complying with this Policy and all related procedures.

Guidelines:

a. Confidentiality and Information

All information—obtained by an employee or authorized user in the course of their employment by the Town of Carstairs is deemed to be confidential and must be handled in accordance with POPA, ATIA, and this Policy.

Information shall not be disclosed to any individual or organization outside the Town of Carstairs unless:

- i. The disclosure is authorized by legislation;
- ii. The disclosure is required to fulfill the Town's mandate; or
- iii. Approval has been granted by the CAO or designate.

b. Internal Sharing of Information

Personal or confidential information may be shared internally only where reasonably necessary for the performance of an employee's duties and on a need-to-know basis, consistent with section 12 of POPA.

c. Reports and Records

All reports prepared by Town employees during the course of the employee's employment are considered to be property of the Town of Carstairs.

Reports prepared by Town employees are considered to be confidential unless released to the public pursuant to ATIA, by resolution of the Mayor and Council or by authorization of the Chief Administrative Officer or designate.

d. Protection and Safeguards

The Town of Carstairs shall make reasonable security arrangements to protect personal information against unauthorized access, use, disclosure, or destruction, in accordance with section 10(1) of POPA.

Employees must comply with administrative, technical, and physical safeguards established by the Town of Carstairs.

e. Records Retention and Disposal

Records shall be retained and disposed of in accordance with the Town of Carstairs' approved records retention and disposition schedules and applicable legislation.

f. Privacy Breaches

Any suspected or actual privacy breach must be reported immediately to the CAO or Privacy Officer.

The Town of Carstairs will investigate and respond to breaches in accordance with POPA, including notification requirements where applicable.

g. Duty to Assist

The Town of Carstairs shall make every reasonable effort to assist applicants with access requests openly, accurately, and completely, without unreasonable delay, in accordance with the Access to Information Act.

h. Fees

Fees for access requests shall be assessed, calculated, and collected in accordance with the Town of Carstairs ~~Rates and Fees~~~~Access to Information and Privacy~~ Bylaw and the Access to Information Act and its regulations.

Compliance Note:

Failure ~~for Town of Carstairs employees~~ to comply with this Policy, POPA, or ATIA may result in disciplinary actions, up to and including termination of employment and may expose the individual and the Town of Carstairs to legal and regulatory consequences.

~~For members of Council, non-compliance may expose the individual and the Town to legal and regulatory consequences.~~

Nothing in the Policy limits the rights of individuals under POPA or ATIA, nor does it limit the authority of the Office of the Information Privacy Commissioner of Alberta.

End of Policy

/Carstairs0X/XX

Signatures:

M_____/25 Policy No. 12-028-2X adopted at Council on Month XX, 202X

Mayor, Dean Allan

CAO, Rick Blair



Town of Carstairs

Policy: Tax Information Disclosure Policy-Amended
Policy No. 12-026-26

Date: XXX XX, 202X

Adopted by: Council

Purpose:

The purpose of this Policy is to support the Town of Carstairs' Privacy Management Program by establishing a clear and consistent process for the disclosure of municipal tax information in compliance with the Protection of Privacy Act (POPA) and the Access to Information Act (ATIA).

Legislative Authority:

This Policy is enacted under the authority of the Protection of Privacy Act, Statutes of Alberta, 2024, c. P-28.5, and the Access to Information Act, Statutes of Alberta, 2024, c. A-1.4. This Policy is intended to support compliance with the provisions governing the collection, use, disclosure, and protection of personal information under POPA, as well as the right of access to records, the duty to assist applicants, and the application of exceptions under ATIA.

This Policy also supports the Town's general authority and responsibilities under the Municipal Government Act (MGA), Revised Statutes of Alberta, 2000, c. M-26.

This Policy is intended to operate in conjunction with applicable Town of Carstairs bylaws, including the Rates and Fees Bylaw ~~and any Access to Information and Privacy Bylaw No. 2069~~. In the event of a conflict, the provisions of the applicable bylaw or legislation shall prevail.

Scope

This Policy applies to all Town of Carstairs employees, contractors, and authorized users who respond to requests for tax information relating to properties within the Town of Carstairs. It applies to all tax related records in the custody or control of the Town, regardless of format.

Definitions:

"Access Request" means a request for records made under the Access to Information Act.

"Access to Information Act" or **"ATIA"** is the Alberta legislation that provides the public with a right of access to records in the custody or control of public bodies, subject to limited and specific exceptions.

"Assessed Value" means the assessed value of a property as determined for municipal taxation purposes under the Municipal Government Act.

"Chief Administrative Officer" or **"CAO"** means the individual appointed by Council as the Chief Administrative Officer for the Town of Carstairs under section 205 of the MGA.

"Municipal Government Act" or **"MGA"** means the Alberta legislation, ~~Chapter M-26, Revised Statutes of Alberta~~ 2000, c. M-26, that governs the incorporation, governance, powers, and administration of municipalities and municipal authorities in Alberta.

"Personal Information" has the same meaning as defined in section 1 of the Protection of Privacy Act, including information about an identifiable individual.

"Privacy Management Program" is the program required under section 25 of the Protection of Privacy Act and is a structured set of policies, procedures, and controls implemented by a public body to ensure ongoing compliance with personal information protection obligations.

“**Privacy Officer**” is the person designated by the Town of Carstairs to support accountability under the Privacy Management Program required by section 25 of the Protection of Privacy Act (POPA), including training, compliance, and monitoring.

“**Protection of Privacy Act**” or “**POPA**” is legislation that governs how public bodies collect, use, disclose, and protect personal information.

“**Tax Certificate**” means an official Town issued certificate providing tax related information for a specific property, issued in accordance with Town procedures and applicable fees.

“**Tax Information**” includes assessed property value, tax levy amounts, payment status, arrears, and other information contained in tax records.

Roles and Responsibilities:

Council

Council is responsible for providing governance oversight and policy direction respecting the disclosure of tax information, including supporting compliance with POPA, ATIA, and the Town’s Privacy Management Program.

Chief Administrative Officer (CAO)

The CAO is responsible for ensuring that this Policy is implemented and that tax information is disclosed in compliance with POPA and ATIA.

Privacy Officer

The designated Privacy Officer is responsible for advising on the appropriate release of tax information, determining when disclosure may occur informally or must proceed through a tax certificate or access request, and ensuring that personal information is protected in accordance with legislation.

Directors and Managers

Directors and Managers are responsible for ensuring that tax information within their areas of responsibility is handled and disclosed in accordance with this Policy, applicable legislation, and guidance from the Privacy Officer.

Employees and Authorized Users

All employees, contractors, and service providers acting on behalf of the Town of Carstairs who are responsible for taxation and finance functions are responsible for complying with this Policy and for releasing only the information authorized under this Policy and applicable legislation.

Guidelines:

~~a. Informal Disclosure of Assessed Value~~

~~When a request is received from an external party for tax information relating to a property within the Town of Carstairs, the assessed value of the property may be disclosed without charge, at the discretion of the Town, as it is not, on its own, considered personal information when disclosed without additional identifying details.~~

b.a. Disclosure Through Tax Certificate

Any request for tax information beyond assessed value, including tax levy amounts or payment status, shall only be fulfilled through the issuance of a tax certificate or, where applicable, through a formal access request under ATIA. The applicable fee for a tax certificate shall be charged in accordance with the current Town of Carstairs Rates and Fees Bylaw No. 1094, Schedule “B,” and must be paid prior to the release of the information.

e.b. Disclosure of Tax Levy and Payment Status

Tax levy information, payment status, arrears, or other detailed tax information shall only be disclosed when a tax certificate has been issued or where disclosure is otherwise authorized by law. Such information constitutes personal information under POPA where it relates to an identifiable individual and must not be disclosed outside of these authorized circumstances.

d.c. Access Requests Under ATIA

Where a request seeks access to tax records beyond what may be released informally or by tax certificate under this Policy, the request shall be processed as a formal access request under the Access to Information Act.

Compliance Note:

Failure for Town of Carstairs employees to comply with this Policy, POPA, or ATIA may result in disciplinary action up to and including termination of employment. Unauthorized disclosure of tax or personal information may also result in legal or regulatory consequences for both the individual and the Town of Carstairs.

For members of Council, non-compliance may expose the individual and the Town to legal and regulatory consequences.

Nothing in this Policy limits the rights of applicants under POPA or ATIA, the Access to Information Act or the rights of individuals under the Protection of Privacy Act, nor does it limit the authority of the Office of the Information and Privacy Commissioner of Alberta.

End of Policy:
/CarstairsXX/XX

Signatures
M____/26 Policy No. 12-026-26 was adopted by Council on XXX XX, 20XX

Mayor, Dean Allan

CAO, Rick Blair



Town of Carstairs

Policy: **Records Retention and Disposition-Amended
Policy No. 12-028-26**

Date: **Month XX, 202X**

Adopted by: **Council**

Purpose:

The purpose of this Policy is to support the Town of Carstairs' Privacy Management Program by ensuring that records of the Town of Carstairs are created, managed, retained, and disposed of in a consistent and systematic manner in accordance with organizational, legislative, operational, and historical requirements. This Policy supports compliance with the Protection of Privacy Act (POPA) and the Access to Information Act (ATIA) by ensuring that records are retained for appropriate periods and disposed of securely and lawfully.

Legislative Authority:

This Policy is enacted under the authority of the Protection of Privacy Act, Statutes of Alberta, 2024, c. P-28.5, and the Access to Information Act, Statutes of Alberta, 2024, c. A-1.4. This Policy is intended to support compliance with the provisions governing the collection, use, disclosure, and protection of personal information under POPA, as well as the right of access to records, the duty to assist applicants, and the application of exceptions under ATIA.

This Policy also supports the Town's general authority and responsibilities under the Municipal Government Act (MGA), Revised Statutes of Alberta, 2000, c. M-26.

This Policy is intended to support and operationalize the Town of Carstairs Records Retention and Disposition Bylaw, Bylaw No. 2070. In the event of any conflict, the provisions of the Bylaw shall prevail.

Scope:

This Policy applies to all records created, received, or maintained by the Town of Carstairs, regardless of format or storage medium, including paper records, electronic records, emails, databases, text messages, photographs, audio and video recordings, and records held by third parties on behalf of the Town.

Definitions:

“**Access to Information Act**” or “**ATIA**” is the Alberta legislation that provides the public with a right of access to records in the custody or control of public bodies, subject to limited and specific exceptions.

“**Chief Administrative Officer**” or “**CAO**” means the individual appointed by Council as the Chief Administrative Officer for the Town of Carstairs under section 205 of the MGA.

“**Council**” means the Council of the Town of Carstairs in the Province of Alberta

“**Custody or control**” has the same meaning as under section 4 of ATIA, including records held by Town employees, contractors, or service providers on behalf of the Town.

“**Municipal Government Act**” or “**MGA**” means the Alberta legislation, [Chapter M-26, Revised Statutes of Alberta 2000, c. M-26](#), that governs the incorporation, governance, powers, and administration of municipalities and municipal authorities in Alberta.

“**Personal information**” has the same meaning as defined in section 1 of the Protection of Privacy Act, including information about an identifiable individual.

“**Privacy Officer**” is the person designated by the Town of Carstairs to support accountability under the Privacy Management Program required by section 25 of the Protection of Privacy Act (POPA), including training, compliance, and monitoring.

“**Privacy Management Program**” is the program required under section 25 of the Protection of Privacy Act and is a structured set of policies, procedures, and controls implemented by a public body to ensure ongoing compliance with personal information protection obligations.

“**Protection of Privacy Act**” or “**POPA**” is legislation that governs how public bodies collect, use, disclose, and protect personal information.

“**Record**” has the same meaning as defined in section 1 of the Access to Information Act and includes recorded information in any form.

“**Records hold**” means a requirement to suspend the destruction or disposition of records due to an access request, investigation, audit, litigation, or other legal or regulatory matter.

“**Retention schedule**” means an approved schedule that identifies how long records must be retained and the authorized method of disposition.

Roles and Responsibilities:

Council

Council is responsible for providing governance oversight and policy direction for the Town's records management practices, including supporting compliance with applicable legislation and the Town's Privacy Management Program.

Chief Administrative Officer (CAO)

The Chief Administrative Officer is responsible for overall accountability for the Town's records management, privacy, and access to information obligations. This includes ensuring that appropriate policies, procedures, and resources are in place, and designating a Privacy Officer to administer POPA and ATIA requirements.

The CAO retains authority for approving exceptional disclosures, resolving matters not contemplated by this Policy, and ensuring corrective actions where systemic noncompliance is identified.

Privacy Officer

The Privacy Officer is responsible for overseeing compliance with the Protection of Privacy Act and the Access to Information Act as they relate to records retention, access, and disposition. This includes providing guidance to staff, ensuring proper handling and secure destruction of records containing personal information, and acting as the primary point of contact for privacy-related matters.

Directors and Managers

Directors and Managers are responsible for ensuring that records within their departments are created, maintained, retained, and disposed of in accordance with this Policy, approved retention schedules, and guidance issued by the Privacy Officer. Directors are also responsible for ensuring staff compliance within their areas of responsibility.

Employees and Authorized Users

All employees, elected officials, contractors, and service providers acting on behalf of the Town of Carstairs are responsible for creating, managing, retaining, and disposing of records in accordance with this Policy, the Records Retention and Disposition Bylaw, approved retention schedules, and any related procedures. Employees shall not destroy, alter, remove, or conceal records except as authorized.

Guidelines:

a. Ownership and Custody of Records

All records created or received by employees of the Town of Carstairs, or by individuals or organizations contracted to the Town, in the course of Town business are the property of the Town.

All records are under the custody or control of the Town of Carstairs, and the Town has the authority to manage records throughout their lifecycle including creation, their use, disclosure, retention, storage, and disposition.

The Town of Carstairs retains custody or control of all records unless explicitly stated otherwise in a contract or agreement approved by the Town otherwise.

b. Protection of Personal Information

Personal information must be protected in accordance with the Protection of Privacy Act. The Town of Carstairs shall make reasonable administrative, technical, and physical safeguards to protect personal information against unauthorized access, use, disclosure, or destruction, as required under section 10(1) of POPA.

Personal information shall be collected directly from the individual where practical, used authorized purposes and disclosed only as permitted under POPA or other applicable legislation.

c. Records and Retention Review

All bylaws, financial records, minutes, policies and electronic records shall be reviewed and retained in accordance with Schedule A, titled "Retention and Scheduling of Municipal Records", as published by Alberta Municipal Affairs, which shall be reviewed periodically to ensure ongoing legislative and operational compliance.

A record shall be maintained of all records destroyed, including the date of destruction, description of records, and authority for destruction.

d. Suspension of Disposition

No record may be destroyed, altered, or disposed of if it is subject to a records hold under the Records Retention and Disposition Bylaw, including where the record is required for an access request under ATIA, a privacy complaint or investigation, litigation, audit, or statutory investigation.

e. Confidentiality and Disclosure

All Town of Carstairs employees shall refrain from discussing confidential or personal information except where required to perform ~~of~~ their duties or where disclosure is authorized by law.

Directors must verify the identity and authority of any individual requesting employment-related information prior to disclosure.

Disclosure of employee information shall not occur without the individual's consent unless authorized under POPA or another applicable Act or Regulation.

Employment references for former employees shall be provided only for one year after the termination of their employment with the Town of Carstairs.

If circumstances not contemplated by this policy arise, the release of information must be approved by the Chief Administrative Officer or designate.

Compliance Note:

Failure for Town of Carstairs employees to comply with this Policy, POPA, ATIA, or related Town procedures may result in disciplinary action up to and including termination of employment. Improper retention, destruction, or disclosure of records may also expose the individual and the Town to legal or regulatory consequences.

For members of Council, non-compliance may expose the individual and the Town to legal and regulatory consequences.

Nothing in this Policy limits the rights of individuals under POPA or ATIA, the Access to Information Act or the Protection of Privacy Act, nor does it limit the authority of the Office of the Information and Privacy Commissioner of Alberta.

End of Policy

/Carstairs0X/XX

Signatures:

M_____/25 Policy No. 12-028-2X adopted at Council on XXXX XX, 202X

Mayor, Dean Allan

CAO, Rick Blair



Town of Carstairs

Policy: **Security Classification System
12-043-26**

Date: **Month XX, XXXX**

Adopted by: **Council**

Purpose:

The purpose of this Policy is to establish a standardized security classification framework for Town information to ensure protection against unauthorized access, use, disclosure, modification, or destruction.

This Policy supports the Town's Privacy Management Program, as required under section 25 of the Protection of Privacy Act (POPA), and contributes to the Town's duty to manage and protect records under the Access to Information Act (ATIA).

Legislative Authority:

This Policy is enacted under the authority of the Protection of Privacy Act, Statutes of Alberta, 2024, c. P-28.5. This Act requires public bodies to protect personal information through reasonable administrative, technical, and physical safeguards and to establish a Privacy Management Program pursuant to section 25.

This Policy also supports the Town's obligations under the Access to Information Act, Statutes of Alberta, 2024, c. A-1.4, with respect to the management and protection of records in the custody or control of public bodies.

This Policy further supports the Town's authority under the Municipal Government Act (MGA), Revised Statutes of Alberta, 2000, c. M-26.

Scope:

This Policy applies to all Town of Carstairs employees, Members of Council, contractors, consultants, service providers, and volunteers who collect, access, use, disclose, or manage information on behalf of the Town.

The Policy applies to all records and information in the custody or control of the Town of Carstairs, regardless of format. This includes but is not limited to paper records, electronic files, emails, databases, text messages, photographs, audio and video recordings, and any other recorded information created or received in the course of Town business.

Definitions

"Access to Information Act" or **"ATIA"** is the Alberta legislation that provides the public with a right of access to records in the custody or control of public bodies, subject to limited and specific exceptions.

"Chief Administrative Officer" or **"CAO"** means the individual appointed by Council as the Chief Administrative Officer for the Town of Carstairs under section 205 of the MGA.

"Municipal Government Act" or **"MGA"** means the Alberta legislation, Revised Statutes of Alberta 2000, c. M-26, that governs the incorporation, governance, powers, and administration of municipalities and municipal authorities in Alberta.

"Office of the Information and Privacy Commissioner" or **"OIPC"** is an independent Officer of the Legislature of Alberta responsible for overseeing compliance with access to information and privacy requirements.

"Personal information" has the same meaning as defined in section 1 of the Protection of Privacy Act, including information about an identifiable individual.

“Privacy Management Program” is the program required under section 25 of the Protection of Privacy Act and is a structured set of policies, procedures, and controls implemented by a public body to ensure ongoing compliance with personal information protection obligations.

“Privacy Officer” is the person designated by the Town of Carstairs to support accountability under the Privacy Management Program required by section 25 of the Protection of Privacy Act (POPA), including training, compliance, and monitoring.

“Protection of Privacy Act” or **“POPA”** is legislation that governs how public bodies collect, use, disclose, and protect personal information.

“Record” has the same meaning as defined in section 1 of the Access to Information Act and includes recorded information in any form.

“Security Classification System” is the framework used by the Town of Carstairs to classify information based on sensitivity and risk, and to apply appropriate safeguards.

Roles and Responsibilities

Council

Council members are responsible for complying with this Policy when creating, receiving, or handling Town of Carstairs information in the course of their official duties.

Chief Administrative Officer (CAO)

The CAO is responsible for ensuring organizational compliance with POPA and ATIA, and for supporting the effective implementation of the Town of Carstairs' Privacy Management Program.

Privacy Officer

The Privacy Officer supports the Town of Carstairs' Privacy Management Program required under section 25 of the Protection of Privacy Act by providing coordination, guidance, and advice on privacy compliance. The Privacy Officer supports the development and maintenance of privacy-related policies and procedures, promotes privacy awareness and training, and acts as a liaison with the Office of the Information and Privacy Commissioner of Alberta as required.

Directors and Managers

Directors and Managers are responsible for ensuring that staff understand and correctly apply security classifications, and that access to Confidential and Restricted information within their areas of responsibility is limited to individuals with a legitimate business need.

Employees and Authorized Users

All employees elected officials, contractors, and service providers acting on behalf of the Town of Carstairs are responsible for applying appropriate security classifications, accessing information only as required to perform their duties, protecting information in accordance with this Policy, and promptly reporting any suspected or actual privacy or security incidents.

Guidelines:

a. Security Classification Levels

Information is classified based on sensitivity. Classification determines access controls, storage requirements, transmission methods, and disposal methods.

The Town of Carstairs uses the following classification levels:

i. Public

Public Information includes records and information approved for public release with minimal risk if disclosed. This includes information such as published bylaws and policies, Council agendas, approved minutes, public notices, and information published on the Town's website.

ii. Internal

Internal information includes records intended for internal Town of Carstairs use where unauthorized disclosure could result in minor operational, financial, or reputational impact. Examples include internal emails, draft reports, administrative working documents, routine internal correspondence, and internal guidelines that are not intended for public distribution.

iii. Confidential

Confidential information includes sensitive information where unauthorized access, use, or disclosure could result in privacy impacts, legal risk, or harm to individuals or the Town. This includes personal information, employment records, financial records, tax and assessment information, investigative records, contracts prior to execution, and information subject to access-to-information exceptions.

iv. **Restricted**

Restricted information includes highly sensitive information requiring the highest level of protection, where unauthorized disclosure could result in serious harm, significant privacy breaches, or major legal, financial, or safety risks. Examples include security plans, law-enforcement related information, system access credentials, encryption keys, legal advice subject to solicitor-client privilege, and highly sensitive personal or investigative information.

b. **Classification and Handling Requirements**

All Town of Carstairs information must be assigned a security classification at the time it is created or received. The classification must reflect the sensitivity of the information, the potential risk of harm if it were disclosed without authorization, and applicable legislative requirements. Where information could reasonably fit more than one classification level, the highest applicable classification shall be applied.

Information must be handled, stored, transmitted, and disposed of in a manner consistent with its security classification and the safeguard obligations set out in section 10(1) of the Protection of Privacy Act.

i. **Letterhead, Correspondence, and Templates**

Standard letterhead, correspondence, and templates must be designed and used in a manner that supports appropriate information handling. When correspondence contains Confidential or Restricted information, the classification must be clearly indicated and shared only with authorized recipients. Personal information must only be included where it is necessary, authorized, and appropriate for the stated purpose.

Where appropriate, templates may include handling language or visual indicators to reinforce classification expectations.

ii. **Emails and Electronic Communications**

Emails and electronic communications must be classified based on their content and any attachments. Staff must exercise care when including personal, Confidential, or Restricted information in electronic communications. Such information must only be sent to authorized recipients and protected using reasonable safeguards, which may include secure file transfer or other approved technical measures.

Any suspected misclassification, unauthorized disclosure, or loss of information must be reported immediately in accordance with the Town of Carstairs' incident and breach management practices.

c. **Access Control**

Access to information classified as Confidential or Restricted must be limited to individuals who require such access to perform their job duties. Access must be role based, approved by appropriate authority, and reviewed on a regular basis. Access rights must be promptly updated or revoked when roles change or when an individual ceases to act on behalf of the Town. Unauthorized access to personal information may constitute a breach under the Protection of Privacy Act.

d. **Staff Training and Awareness**

The Town of Carstairs shall provide mandatory privacy and information protection training as part of its Privacy Management Program. Training will be delivered under the direction of the Privacy Officer and will occur upon onboarding, periodically thereafter, and following material legislative or policy changes. Training will address security classification, information handling expectations, obligations under POPA and ATIA, and incident and breach reporting requirements.

e. **Review, Assessment, and Updates**

This Policy is a living document and will be reviewed at least every two years, or sooner if legislative, operational, or risk conditions change. Reviews will ensure continued alignment with legislative requirements, OIPC guidance, and the Town's Privacy Management Program.

Compliance Note:

Failure for Town of Carstairs employees to comply with this Policy, POPA, ATIA, or related Town procedures may result in disciplinary action up to and including termination of employment.

For members of Council, non-compliance may expose the individual and the Town to legal and regulatory consequences.

Nothing in this Policy limits the rights of individuals under POPA or ATIA, nor does it limit the authority of the Office of the Information and Privacy Commissioner of Alberta.

End of Policy

/Carstairs____/XX

Signatures:

M____/XX Policy No. 12-043-26 adopted at Council on Month XX, XXXX

Mayor, Dean Allan

CAO, Rick Blair



Town of Carstairs

Policy: Privacy Complaints and Requests Handling Policy
No. 12-044-26

Date: Month XX, 2026

Adopted by: Council

Purpose:

The purpose of this Policy is to establish a clear and consistent framework for the receipt, management, and resolution of privacy complaints and access-related requests involving records and personal information in the custody or under the control of the Town of Carstairs. This Policy also establishes the Town's approach to requests for the correction of personal information under section 7 of the Protection of Privacy Act.

This Policy supports the Town's obligations under the Protection of Privacy Act (POPA) and the Access to Information Act (ATIA) and forms part of the Town's Privacy Management Program.

Legislative Authority:

This Policy is enacted under the authority of the Protection of Privacy Act, Statutes of Alberta, 2024, c. P-28.5, including section 25, which requires public bodies to establish and maintain a Privacy Management Program that includes processes for handling complaints.

This Policy is also enacted under the authority of the Access to Information Act, Statutes of Alberta, 2024, c. A-1.4, which governs access to records in the custody or control of public bodies and provides mechanisms for complaints and reviews.

This Policy further supports the Town's general authority and responsibilities under the Municipal Government Act, Revised Statutes of Alberta, 2000, c. M-26.

Scope:

This Policy applies to all employees of the Town of Carstairs, Members of Council, contractors, consultants, service providers, volunteers, and any other individuals authorized to manage records or personal information on behalf of the Town.

This Policy applies to privacy complaints respecting the collection, use, disclosure, retention, or protection of personal information under the Protection of Privacy Act, as well as requests for access to records and related complaints or concerns under the Access to Information Act.

This Policy does not replace or limit formal complaint or review mechanisms available through the Office of the Information and Privacy Commissioner of Alberta.

This Policy applies to requests for the correction of personal information under section 7 of the Protection of Privacy Act, including requests to correct factual information or to add a statement of disagreement where correction is not permitted.

Definitions:

"Access Request" means a request for records made under the Access to Information Act.

"Access to Information Act" or **"ATIA"** is the Alberta legislation that provides the public with a right of access to records in the custody or control of public bodies, subject to limited and specific exceptions.

"Chief Administrative Officer" or **"CAO"** means the individual appointed by Council as the Chief Administrative Officer for the Town of Carstairs under section 205 of the MGA.

“Complaint” means an expression of concern or dissatisfaction regarding the Town’s handling of personal information under the Protection of Privacy Act or the Town’s response to an access request under the Access to Information Act.

“Correction Request” means a written request made by an individual under section 7 of the Protection of Privacy Act to correct personal information or to annotate or link a record where correction is not made.

“Custody or control” has the same meaning as under section 4 of ATIA, including records held by Town employees, contractors, or service providers on behalf of the Town.

“Municipal Government Act” or “MGA” means the Alberta legislation, Revised Statutes of Alberta 2000, c. M-26, that governs the incorporation, governance, powers, and administration of municipalities and municipal authorities in Alberta.

“Office of the Information and Privacy Commissioner” or “OIPC” is an independent Officer of the Legislature of Alberta responsible for overseeing compliance with access to information and privacy requirements.

“Personal information” has the same meaning as defined in section 1 of the Protection of Privacy Act, including information about an identifiable individual.

“Privacy Management Program” is the program required under section 25 of the Protection of Privacy Act and is a structured set of policies, procedures, and controls implemented by a public body to ensure ongoing compliance with personal information protection obligations.

“Privacy Officer” is the person designated by the Town of Carstairs to support accountability under the Privacy Management Program required by section 25 of the Protection of Privacy Act (POPA), including training, compliance, and monitoring.

“Protection of Privacy Act” or “POPA” is legislation that governs how public bodies collect, use, disclose, and protect personal information.

“Record” has the same meaning as defined in section 1 of the Access to Information Act and includes recorded information in any form.

Roles and Responsibilities:

Council

Council is responsible for providing governance oversight and supporting compliance with POPA and ATIA by ensuring appropriate policies, resources, and accountability mechanisms are in place.

Chief Administrative Officer (CAO)

The CAO is responsible for ensuring the implementation and enforcement of this Policy and for supporting the fair and timely resolution of complaints and access-related matters.

The CAO shall be informed of significant or sensitive complaints and may authorize actions or responses where required.

Privacy Officer

The Privacy Officer is responsible for coordinating the receipt, assessment, investigation, and resolution of privacy complaints and access requests. The Privacy Officer shall manage access requests under the Access to Information Act, receive and assess privacy complaints under the Protection of Privacy Act, provide advice to staff and applicants regarding rights and processes, maintain records of complaints and requests, and coordinate responses to any reviews, investigations, or inquiries initiated by the Office of the Information and Privacy Commissioner of Alberta.

Directors and Managers

Directors and Managers are responsible for cooperating with the Privacy Officer in the investigation and resolution of complaints and requests within their areas and for implementing corrective measures where required.

Employees and Authorized Users

All employees, elected officials, contractors, and service providers acting on behalf of the Town of Carstairs are responsible for assisting with complaints and access requests as required, preserving relevant records, and complying with this Policy and applicable legislation.

Guidelines:

a. **Receipt of Complaints and Requests**

Privacy complaints and access requests shall be directed to the Privacy Officer or designate in accordance with Town procedures.

Where concerns are raised informally, reasonable efforts shall be made to address issues at an early stage where appropriate.

b. **Processing Access Requests**

Access requests shall be processed in accordance with ATIA, including the duty to assist applicants openly, accurately, and completely, without unreasonable delay.

c. **Handling Privacy Complaints**

Privacy complaints respecting the handling of personal information shall be assessed by the Privacy Officer to determine their nature, scope, and appropriate resolution.

The Town shall make reasonable efforts to resolve complaints informally and promptly, where appropriate.

d. **Investigations and Responses**

Where a complaint warrants investigation, the Privacy Officer shall gather relevant information, consult with affected departments, and prepare a response outlining findings and any corrective actions.

e. **Escalation and Further Review**

Individuals retain the right to make a complaint or request a review by the Office of the Information and Privacy Commissioner of Alberta (OIPC) in accordance with POPA or ATIA.

The Town shall cooperate fully with any investigation or review initiated by the OIPC.

f. **Documentation and Retention**

All complaints, access requests, and related correspondence shall be documented and retained in accordance with the Town's Records Retention and Disposition Bylaw No. 2070 and approved records retention and disposition schedules.

g. **Requests for Correction of Personal Information**

Individuals have the right to request correction of their personal information under section 7 of the Protection of Privacy Act. A request for correction applies to factual personal information, not opinions.

The Privacy Officer shall assess whether the requested correction is supported by appropriate evidence and whether the information is factual or opinion-based. Where correction is made, the Town shall correct the personal information in all relevant records and systems and annotate the date of correction.

Where a requested correction is refused or cannot be made, including where the information constitutes an opinion or where sufficient proof is not provided, the Town shall annotate or link the record with a statement reflecting the individual's position, in accordance with POPA.

The Town shall provide written notice of its decision respecting a correction request within 30 business days of receiving the request.

Where the personal information was originally collected or created by another public body, the request may be transferred in accordance with section 8 of POPA, and the individual shall be notified of the transfer.

Where required by POPA, the Town shall notify other public bodies or third parties that received the personal information of any correction, annotation, or linkage.

Compliance Note:

Failure for Town of Carstairs employees to comply with this Policy, POPA, or ATIA may result in disciplinary action, up to and including termination of employment, and may expose the individual and the Town of Carstairs to legal or regulatory consequences.

For members of Council, non-compliance may expose the individual and the Town to legal and regulatory consequences.

Nothing in the Policy limits the rights of individuals under POPA or ATIA, nor does it limit the authority of the Office of the Information Privacy Commissioner of Alberta.

End of Policy:
/CarstairsXX/XX

Signatures:
Policy No. 12-044-26 was adopted by Council on Month XX, 2026

Mayor, Dean Allan

CAO, Rick Blair

2026 Building Permits

Roll #	Owner/Contractor	Subdivision	Civic	Description	Cost	Date	Closed
28200	Sarai Danby		901 Highway 2A	Vertical Farming Sea Cans	\$79,000.00	Jan 2/2026	
18033	David A. Byrne	West Highlands	665 West Highland Cres.	Basement Development	\$30,000.00	Jan 6/2026	March 17/2026
12193	Firefly Solar	Stonebridge Glen	14 Skara Brae Close	Rooftop Solar Panels	\$19,530.00	Jan 7/2026	April 21/2026
25804	McKee Homes	Mandalay Estates	650 Mandalay Link	Single Family Dwelling w/ Developed Basement (no Deck)	\$370,000.00	Jan 7/2026	
25805	McKee Homes	Mandalay Estates	648 Mandalay Link	Single Family Dwelling w/ Developed Basement (no Deck)	\$390,000.00	Jan 8/2026	
18062	Peak 2 Crete	West Highlands	703 West Highland Link	Basement Development	\$10,000.00	Jan 8/2026	
24517	McKee Homes	Kitstone Commons	500 Finley Point	Single Family Dwelling w/Deck (Show Home)	\$600,000.00	Jan 9/2026	
	401 Peak 2 Crete		663 11 Ave	SFD Demolition	\$20,000.00	Jan 9/2026	May 11/2026
25822	Marygold Homes	Mandalay Estates	614 Mandalay Link	Single Family Dwelling w/Deck	\$450,000.00	Jan 12/2026	
25821	Marygold Homes	Mandalay Estates	616 Mandalay Link	Single Family Dwelling w/Deck	\$450,000.00	Jan 12/2026	
18006	Alan Minasian	West Highlands	616 West Highland Cres.	Basement Development	\$40,000.00	Jan 15/2026	
25816	Marygold Homes	Mandalay Estates	626 Mandalay Link	Single Family Dwelling w/Deck	\$450,000.00	Jan 15/2026	
	117 Ark Renewable Energy		1322 Osler St.	Rooftop Solar Panels	\$16,821.00	Jan 20/2026	
26099	Oystryk & Team Architechture Ltd.	Mandalay Estates	829 Mandalay Blvd.	Tenant Improvements to Commercial Building	\$1,200,000.00	Jan 22/2026	
21005	Clarity Built	Lackner Estates	11 Lackner Road	Single Family Dwelling w/ Deck & Developed Basement	\$480,000.00	Jan 23/2026	
	64 Ark Renewable Energy		1215 Centre St.	Rooftop Solar Panels	\$19,977.50	Jan 26/2026	April 23/2026
13020	Firefly Solar	Carstairs Links	837 Beckner Cres.	Rooftop Solar Panels	\$19,144.98	Jan 27/2026	
12040.1	Evaline Carm	Stone Garden Villas	28 Stonegarden Cres.	Enclosed Deck & Dining Room Window	\$26,000.00	Jan 27/2026	
					\$5,070,473.48		7 New Homes
12158	Firefly Solar	Stonebridge Glen	780 Stonehaven Dr.	Rooftop Solar Panels	\$51,198.00	Feb 3/2026	Feb 24/2026
25825	Marygold Homes	Mandalay Estates	608 Mandalay Link	Single Family Dwelling w/Deck	\$500,000.00	Feb 10/2026	
	958 KCB Design Build Remodel	Carriage Lane	318 Carriage Lane Drive	Interior Renovations	\$60,000.00	Feb 11/2026	
1436	Robert Young	Carriage Lane	504 500 Carriage Lane Place	Hot Tub	\$7,000.00	Feb 12/2026	Feb 24/2026
25866	McKee Homes	Mandalay Estates	643 Mandalay Blvd.	Single Family Dwelling w/ Deck & Developed Basement	\$380,000.00	Feb 13/2026	
20085	Simply Renewable	Scarlett ranch	1469 Ranch Road	Rooftop Solar Panels	\$27,000.00	Feb 13/2026	March 10/2026
20232	Dan Somerville	Scarlett ranch	1421 Scarlett Ranch Blvd.	Basement Development	\$20,000.00	Feb 23/2026	
20235	Rick Van Rassel	Scarlett ranch	1427 Scarlett Ranch Blvd.	Additional Entry Door in Attached Garage	\$1,800.00	Feb 25/2026	April 10/2026
18111	Derek Alyward	West Highlands	631 West Highland Cres.	Basement Development	\$40,000.00	Feb 27/2026	
1099	Stephen Hao	Parkview Estates	1184 Milt Ford Lane	Exisiting Deck Cover (Pergola)	\$3,000.00	Feb 27/2026	April 24/2026
					\$1,089,998.00		2 New Homes
20084	Kristen Ewtushik	Scarlett Ranch	1467 Ranch Road	Existing Deck Stairs	\$800.00	March 2/2027	
25806	McKee Homes	Mandalay Estates	646 Mandalay Link	Single Family Dwelling w/ Deck & Developed Basement	\$540,000.00	March 2/2027	
20086	Simply Renewable	Scarlett Ranch	1471 Ranch Road	Rooftop Solar Panels	\$16,000.00	March 3/2026	March 11/2026
	358 Ken Virgoe		403 10 Ave	Commercial Renovation	\$22,500.00	March 4/2026	April 8/2026
	221 Cindy MacPherson		21 Pearson Place	Existing Deck	\$7,000.00	March 5/2026	March 16/2026
	61 Kevin Williamson		1203 Centre Street	Interior Renovations	\$100,000.00	March 9/2026	
110215	Desirae Clifford		15 Village Green	Deck and Stairs	\$500.00	March 9/2026	
25854	McKee Homes	Mandalay Estates	642 Mandalay Blvd.	Single Family Dwelling	\$450,000.00	March 18/2026	
11306	Mainstream Developments	Havenfields	61 Mackenzie Way	Completion of SFD w/Deck	\$175,000.00	March 18,2026	
25912	Umbrella Construction	Mandalay Estates	804 Mandalay Blvd.	Basement Development	\$50,000.00	March 18/2026	April 16/2026
25865	Landstone Homes	Mandalay Estates	641 Mandalay Blvd.	Single Family Dwelling w/Deck	\$350,000.00	March 20/2026	
25867	Landstone Homes	Mandalay Estates	645 Mandalay Blvd.	Single Family Dwelling w/Deck	\$350,000.00	March 20/2026	
11126	Kevin Crowley Rourke	Havenfields	5 Bondar Gate	Additon of Bathroom in Basement	\$10,000.00	March 20/2026	
25832	Marygold Homes	Mandalay Estates	627 Mandalay Link	Single Family Dwelling w/Deck	\$450,000.00	March 20/2026	
25861	Marygold Homes	Mandalay Estates	628 Mandalay Blvd.	Single Family Dwelling w/Deck	\$450,000.00	March 20/2026	
25833	Marygold Homes	Mandalay Estates	629 Mandalay Link	Single Family Dwelling w/Deck	\$450,000.00	March 20/2026	
25860	Marygold Homes	Mandalay Estates	630 Mandalay Blvd.	Single Family Dwelling w/Deck	\$450,000.00	March 20/2026	

937 Justin Thomson	Carriage Lane	313 Carriage Lane Drive	Exitng Deck & Stairs	\$5,000.00	March 23/2026	April 13/2026
21009 John Lawrence	Lackner Estates	6 Lackner Place	SFD w/Deck and Secondary Basement Suite	\$720,000.00	March 24/2026	
20276 Mark LeDrew	Scarlett Ranch	1440 Scarlett Ranch Blvd.	Basement Development	\$30,000.00	March 24/2026	
24514 Janssen Homes Ltd.	Kitstone Commons	506 Finley Point	Single Family Dwelling w/Deck & Developed Basement	\$500,000.00	March 25/2026	
11358 Robert Pittman (Country Stone Landscaping)	Havenfields	5 McClung Gate	Deck and Stairs	\$12,000.00	March 26/2026	
20994 Musa Akram	Lackner Estates	1368 Lackner Blvd.	Secondary Basement Suite	\$51,000.00	March 27/2026	
401 Peak 2 Crete		663 11 Ave	Single Family Dwelling w/Deck & Developed Basement	\$600,000.00	March 27/2026	
24513 McKee Homes	Kitstone Commons	508 Finley Point	Single Family Dwelling w/Deck & Developed Basement	\$590,000.00	March 30/2026	
24112 Janssen Homes Ltd.	Kitstone Commons	504 Kitstone Gate	Single Family Dwelling w/Deck	\$350,000.00	March 31/2026	
				\$5,879,800.00		13 New Homes
12187 Kevin Spooner	Stonebridge Glen	17 Skara Brae Close	Hot Tub	\$20,000.00	April 7/2026	
25871 Marygold Homes	Mandalay Estates	653 Mandalay Blvd	Single Family Dwelling w/deck	\$450,000.00	April 7/2026	
25815 Marygold Homes	Mandalay Estates	628 Mandalay Link	Single Family Dwelling w/deck	\$450,000.00	April 7/2026	
18531 Vitali and Cristin Sukhetsy	Clover	800 803 Clover Way	Basement Development	\$10,000.00	April 8/2026	
25923 Gurinder Sandhu	Mandalay Estates	817 Mandalay Link	Single Family Dwelling w/Deck	\$250,000.00	April 9/2026	
25924 Gurinder Sandhu	Mandalay Estates	819 Mandalay Link	Single Family Dwelling w/Deck	\$370,000.00	April 9/2026	
25427 Gurinder Sandhu	Mandalay Estates	731 Mandalay Ave.	Single Family Dwelling w/Deck & Developed Basement	\$280,000.00	April 9/2026	
968 Bradley Norris	Carriage Lane	120 Carriage Lane Road	Hot Tub w/Deck and Gazebo	\$10,000.00	April 13/2026	
20283 Christy Dingman	Scarlett Ranch	1402 Scarlett Ranch Lane	Existing Deck Additon and Stairs	\$10,000.00	April 13/2026	May 5/2026
20118 Lumi Renewables	Scarlett Ranch	1457 Aldrich Pl.	Rooftop Solar Panels	\$32,655.00	April 14/2026	April 21/2026
18116 National Fence & Deck	West Highlands	641 West Highland Cres.	Deck	\$40,000.00	April 14/2026	
20270 Benjamin Lucas	Scarlett Ranch	1352 Scarlett Ranch Blvd.	Basement Development	\$12,000.00	April 16/2026	
20055 Jeffrey Callaghan	Scarlett ranch	736 Ranch Cres.	Hot Tub	\$12,000.00	April 16/2026	
930 Adrian Skoretz	Carriage Lane	308 Carriage Lane Drive	Existing Deck Stairs	\$1,000.00	April 17/2026	
187 Select Sunrooms		1218 Grey Street	Deck & Sunroom	\$10,000.00	April 17/2026	
1112 Jayson Preston	Scotsdale Estates	1105 Castledyke Court	Gazebo - Modified Grain Bin	\$2,500.00	April 17/2026	
104 Jennifer Millett		125 13 Ave	Replace Basement Windows	\$8,619.86	April 21/2026	
24515 McKee Homes	Kitstone Commons	504 Finley Point	Single Family Dwelling w/Deck & Developed Basement	\$475,000.00	April 24/2026	
416 Terrance & Laura Gardiner		624 12 Ave	Enclosing Existing Deck	\$18,900.00	April 24/2026	
20244 Simply Renewable	Scarlett Ranch	1345 Scarlett Ranch Blvd.	Rooftop Solar Panels	\$15,000.00	April 27/2026	
887 Elite Builders	Meadow Park	190 Meadowlark Lane	Addition (Replacing Existing Sunroom)	\$25,000.00	April 28/2026	
20260 Shelly Schulte	Scarlett Ranch	1372 Scarlett Ranch Blvd.	Deck Extension w Lower Deck Build & Hot Tub	\$7,000.00	April 28/2026	
				\$3,359,674.86		6 New Homes
18035 Peak 2 Crete	West Highlands	669 West Highland Cres.	Basement Development	\$46,000.00	May 1/2026	
185 Joshua Skena		1226 Grey Street	Detached Garage	\$35,000.00	May 5/2026	
15266 Alfred Hansen	Carriage Lane	746 Carriage Lane Dr.	Existing Deck Stairs	\$1,000.00	May 5/2026	
1488 Kallie & Aaron Beaton	Carriage Lane	1037 Carriage Lane Dr.	Deck Extension	\$2,500.00	May 6/2026	
25441 MKS Homes	Mandalay Estates	703 Mandalay Ave.	Single Family Dwelling w/Deck	\$394,000.00	May 6/2026	
1099 Thomas Hanson	Parkview Estates	1184 Milt Ford Lane	Detached Garage	\$25,000.00	May 8/2026	
20992 Abby Marsh	Lackner Estates	1364 Lackner Blvd.	Demo and Rebuild Rear Deck w Extension & Extension to Front Deck	\$37,800.00	May 8/2026	
25827 McKee Homes	Mandalay Estates	604 Mandalay Link	Single Family Dwelling w Developed Basement	\$385,000.00	May 8/2026	
24537 McKee Homes	Kitstone Commons	580 Kitstone Common	Showhome - Single Family Dwelling	\$490,000.00	May 8/2026	
357 Yakuri Judo Academy		1224 Gough Road	Interior Renovations	\$35,000.00	May 11/2026	
11342 Vanessa Nivens	Havenfields	11 Havenfield Drive	Detached Garage	\$24,000.00	May 11/2026	
20977 James Lemieux & Kimberly Presser	Lackner Estates	1334 Lackner Blvd.	Existing Deck Renovation	\$1,000.00	May 12/2026	
						22 New Homes

Town of Carstairs Compliance Listing 2026

Compliance #	Civic Address	Land Use	Received Date	Approval Date
001-2026	1203 Centre Street	R-1	January 6/2026	January 7/2026
002-2026	1368 Lackner Blvd.	R-1	November 27/2025	January 12/2026
003-2026	721 Mandalay Avenue	R-1	January 8/2026	January 12/2026
004-2026	723 Mandalay Avenue	R-1	January 8/2026	January 12/2026
005-2026	403 10th Avenue	C-1	February 9/2026	February 10/2026
006-2026	500 504 Carriage Lane Pl.	R-1	February 11/2026	February 25/2026
007-2026	703 Mandalay Link	R-1	March 11/2026	March 12/2026
008-2026	712 Mandalay Ave.	R-1	March 16/2026	March 17/2026
009-2026	708 Mandalay Ave.	R-1	March 17/2026	March 18/2026
010-2026	21 Pearson Place	R-1	March 18/2026	March 19/2026
011-2026	1352 Scarlett Ranch Blvd.	R-1	March 18/2026	March 20/2026
012-2026	724 Mandalay Ave.	R-1	March 19/2026	March 20/2026
013-2026	763 Stonehaven Drive	R-1	March 19/2026	March 23/2026
014-2026	1350 Scarlett Ranch Blvd.	R-1	March 9/2026	March 26/2026
015-2026	706 Mandalay Ave.	R-1	April 2/2026	April 9/2026
016-2026	710 Mandalay Ave.	R-1	April 2/2026	April 9/2026
017-2026	62 MacKenzie Way	R-1N	March 20/2026	April 9/2026
018-2026	1469 Aldrich Place	R-1	April 10/2026	April 13/2026
019-2026	313 Carriage Lane Drive	R-1	March 19/2026	April 14/2026
020-2026	826 Mandalay Link	R-3	April 22/2026	April 23/2026
021-2026	9 McClung Gate	R-1	April 28/2026	April 30/2026
022-2026	308 Carriage Lane Dr.	R-1	April 15/2026	May 4/2026
023-2026	1402 Scarlett Ranch Lane	R-1	April 9/2026	May 7/2026
024-2026	725 Mandalay Ave.	R-1	May 5/2026	May 7/2026
025-2026	1184 Milt Ford Lane	R-1	Feb 25/2026	May 8/2026
026-2026	1111 Gleneagles Drive	R1S	May 7/2026	May 8/2026
027-2026	Unit 2 42 Stromsay Gate	R-3	May 7/2026	May 11/2026
028-2026	Unit 14 1200 Milt Ford Lane	R-3	May 8/2026	May 11/2026
029-2026	1467 Ranch Rd.	R-1		May 11/2026

Fire Department Report 2026

Total Fire Calls 2023	296
Total Fire Calls 2024	318
Total Fire Calls 2025	387
Total Fire Calls 2026	118

April/26

Fire Call-EMS	62	Fire Call-EMS	20
Fire Call-Fire	10	Fire Call-Fire	2
Fire Training	9	Fire Training	0
Fire Calls-Alarms	15	Fire Calls-Alarms	2
Fire Calls-Outside Fire	3	Fire Calls-Outside Fire	2
Fire Calls-MVC	17	Fire Calls-MVC	6
Fire Calls-Mutual Aid	1	Fire Calls-Mutual Aid	1
Fire Hall Hours	13	Fire Hall Hours	5
Fire Call-DG Hazmat	1	Fire Call-DG Hazmat	0
Fire Investigation	0	Fire Investigation	0
Fire Calls-Public Assist	0	Fire Calls-Public Assist	0
Fire Calls-Utilities	3	Fire Calls-Utilities	2

YTD Total	134	Month Total	40
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Emergency Services File Report 2026

CPO Citation Totals YTD	30	CPO Citation Totals Month	8
CPO Warning Totals YTD	4	CPO Warning Total Month	2

Apr-26

Animal Files	20	Animal Files	4
Bylaw Files	26	Bylaw Files	3
Incidents	6	Incidents	2
Traffic Enforcement	31	Traffic Enforcement	11

YTD Total	83	Month Total	20
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Town of Carstairs
Box 370, 1450 Gough Road
Carstairs, AB T0M 0N0
(403) 337-2362
emergencymanagement@carstairs.ca

CARSTAIRS EMERGENCY MANAGEMENT AGENCY REPORT

- BYLAW REVIEWED & COMMUNICATION PLAN REVIEWED
- CEMP PLAN UPDATED – WAITING TO GET ACCESS TO PRINT/DOWNLOAD
- NEXT PROJECTS – RE ENTRY PLAN AND MITAGATION STRATEGIES
- TABLE AT FIRE DEPARTMENT OPEN HOUSE – MAY 31
- TABLE TOP EXERCISE – OCTOBER 8TH



Town of Carstairs Emergency Services

Box 370, 1450 Gough Road
Carstairs, AB T0M 0N0
(403) 337-2362
robm@carstairs.ca

Protective Services

- Traffic stops
- School visits
- Monthly Lodge visit
- Weed letters being sent out
- All about me program – Kindergarten – May 13th
- Addressing review completed

Fire Safety Codes

- 76 inspections YTD
- New construction site inspections – 73

Health and Safety

- Inspections – Monthly
 - Facility
 - Fire Extinguishers
 - Emergency Lighting
 - AEDS
 - First Aid Kits/Eye Wash Stations
- H&S Manual review – ongoing monthly
- Muster points reviewed
- Annual life safety facility inspections completed



To the Mayor and Town Council / Public Works Department,

First, I would like to extend my sincere thanks to the Town office and the public works team for the incredible work you do. From the beautifully maintained parks to the community events that make Carstairs such a wonderful place to live, your efforts to keep our town vibrant and welcoming do not go unnoticed. We truly appreciate the dedication you show to the residents here.

I am writing to you today as a concerned resident regarding the current traffic conditions on Mandalay Link.

As you are aware, the mandated speed limit for our residential streets is 40 km/h. Unfortunately, this limit is frequently ignored by both visitors and, regrettably, some of our own residents. Mandalay Link is a family-oriented street where many young children live and play. While we do our best as parents to teach road safety, the high speeds we are witnessing create a significant and preventable risk to their well-being.

To help mitigate this risk and remind drivers of their responsibility, I am formally requesting the installation of official speed limit signage at two key locations:

Entry Point: A sign placed a short distance after the turn into Mandalay Link to set the tone immediately as drivers enter the residential zone.

Mid-Way/End Point: An additional sign further down the road to act as a secondary reminder for those who may have accelerated.

Visible signage is a simple but highly effective psychological tool to curb "speed creep." Our goal is not to penalize our neighbors, but to ensure that everyone returns home safely at the end of the day—especially our youngest residents.

Thank you for taking the time to consider this request. We love our community and want to work alongside the Town to keep Mandalay Link a safe environment for all.

I look forward to hearing your thoughts on how we can move forward with this safety improvement.

Best regards,

A black rectangular redaction box covering the signature of the sender.