



# New Privacy Obligations for Businesses

Running a business? Did you know that the [\*Act respecting the protection of personal information in the private sector\*](#) has been amended in Quebec? Here is an overview of the main obligations which will come into force on September 22<sup>nd</sup> 2022. Will you be ready? The countdown has begun!

## Why is privacy important for your business?

Privacy is more than just legal compliance.

Here are some benefits of integrating its principles into your business:

- Improve public trust in your business, and therefore its image and reputation;
- Meet your customers' expectations and develop a competitive advantage;
- Be responsive to your employees' concerns about their personal information;
- Reduce the risks of a confidentiality incident, its consequences for people and its impacts on your business;
- Meet your legal requirements and limit the risk of non-compliance (monetary administrative penalties and penal offences);
- To be an exemplary corporate citizen.

## Overview of the main changes coming into force on September 22, 2022

In addition to complying with your current obligations with respect to the protection of personal information, as of September 22, 2022, you must among other obligations:

- Designate a person in charge of the protection of personal information

Anyone who operates a business will be responsible for protecting the personal information they hold. To do so, the person with the highest authority must ensure compliance with and implementation of the Privacy Act.

The law provides that this person will exercise the function of person in charge of the protection of personal information, though this person may delegate this function in writing, in whole or in part, to any person.

The title and contact information of the person in charge of the protection of personal information must be published on the company's website or, if it does not have a website, made accessible by any other appropriate means.

- Report confidentiality incidents involving personal information presenting a risk of serious injury.



Businesses must notify the Commission and the persons concerned of any confidentiality incident involving personal information in their possession and presenting a risk of serious injury.

Businesses will also have to keep a register of confidentiality incidents which will have to be communicated to the Commission at its request.

- Notify the Commission before using any biometric technique to verify or confirm the identity of a person. For more information on the use of biometrics, see our [guide](#).

Other obligations will gradually come into force over the next three years. For further information on new privacy obligations in Quebec, regularly consult our "[Espace évolutif PL64](#)".

### Where to begin?

- Designate a person in charge of the protection of personal information who can effectively fulfill this role. For example, this person should have the required skills and significant decision-making power.
  - Support this person with the necessary resources (human, technical and financial) to ensure the success of your compliance project.
- Take an inventory of the personal information held by your company (or on its behalf by a third party) and assess its necessity, its sensitivity and the security measures in place.
- Implement measures [to prevent or limit the consequences of a confidentiality incident involving personal information](#).
- Establish practices that will allow you to [react appropriately and quickly if such an incident occurs](#).
- If you plan to use a biometric technique (e.g. fingerprints, facial or voice recognition), be sure to know your [obligations](#) prior to its implementation.

The business section of the website will be updated in the coming months. It will contain *information* to help you *[fully]* understand and implement the legislative changes.

Check back with us regularly or follow us on [Twitter](#)!

Would you like to suggest documents and useful tools or comment on them? Contact us at the following email address: [webmestre@cai.gouv.qc.ca](mailto:webmestre@cai.gouv.qc.ca).

### [Questions?](#)

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