

Personal Information Banks (PIBs) Listing 2025

Name of PIB Record	Description of PIB Record	Media Format (Master Copy)	Location and/or Repository
Mailing & Contact Lists (0100-55)	Records relating to collecting and using the respective information resources necessary to ensure the accurate receipt, transmission, and processing of correspondence and any other related documentation (typically transmitted either by postal or electronic mail). This concerns not the communiques themselves, but rather the information necessary to ensure that such information is received and/or sent in a timely fashion by or to the correct individual(s). Recipients of such communications may include both internal team members and external persons. Documents may include contact lists, mailing lists, and mailing labels.	Electronic	<ul style="list-style-type: none">• Potentially all business units
Appointments (0140-12)	Records relating to being involved in appointing Appeals Commission team members, and persons external to the Government, as members of task forces, commissions, boards, and other bodies, often for a set term. Concerns the process involved in selecting and interviewing potential candidates, ranking candidates, and making recommendations for appointment and/or reappointment. May include information on appointment responsibilities, fee rates, and compensation payable. Documents may include resumes, interview notes, orders in council, briefing notes, copies of action requests, fee schedules, and all supporting correspondence.	Electronic	<ul style="list-style-type: none">• Potentially all business units
Expense Claims (0360-25)	Records relating to the process of reimbursing Appeals Commission team members and contractors for routine expenses they may have incurred with regard to travel, hospitality, relocation, and entertainment purposes. May include information on travel and expenditure authorizations. Documents may include expense claims, invoices, and all supporting correspondence.	Electronic	<ul style="list-style-type: none">• Secretariat
Delegated Authority (0400-10)	Records relating to assigning authority and responsibility for executing specified tasks, producing related deliverables, and assuming associated levels of risk to Appeals Commission team members. This includes delegation of authority and/or decision-making for banking & financial management payment, purchasing, staffing, and classification changes. Documents may include signature authorization forms and all supporting correspondence.	Electronic	<ul style="list-style-type: none">• Potentially all business units
Associations Membership (0430-10)	Records relating to attaining, maintaining, and cancelling individual and corporate memberships in various government and external professional and/or educational associations. This may include such entities as clubs, federations, foundations, leagues, orders, and societies. Documents may include renewal notices, membership requirements statements, and all supporting correspondence.	Varies across business units <ul style="list-style-type: none">• Electronic• Paper	<ul style="list-style-type: none">• Potentially all business units
Events Involvement & Coordination (0430-55)	Records relating to sponsoring, attending, and/or participating in both externally-provided and internally-hosted events and activities. May include conferences & seminars, symposia, exhibits, fairs, ceremonies, tours, celebrations, and awards recognition events. May include information on attendee registration, travel arrangements, arranging for publicity materials, confirming participant attendance, and venue booking & catering arrangements. Documents may include travel itineraries, copies of sponsorship agreements & promotional materials, agendas, photographs, notices, and all supporting correspondence.	Varies across business units <ul style="list-style-type: none">• Electronic• Paper	<ul style="list-style-type: none">• Potentially all business units

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Job Positions Recruitment (0540-75)	Records relating to sourcing, screening, and selecting persons for posted job positions within the Appeals Commission. May include information on designing and using appropriate interview questions, scoring of individual applicants, grid tools used to rank applicants as per their suitability, relocation allowances, lists of persons to consider if a job position is posted, selecting interview selection panel members, reference and security checking, use of recruitment search firms, and notification to unsuccessful candidates. Documents may include applications, resumes, job descriptions, job posting & staffing request forms, job advertisements, eligibility lists, criminal record check consent forms, interview notes, and all supporting correspondence.	Electronic	<ul style="list-style-type: none">Executive
Team Member Attraction & Retention Planning (0560-80)	Records relating to determining and executing appropriate strategies for attracting qualified persons to work at the Appeals Commission and to induce them to stay. May include information on work conditions, potential for promotion, salary scale and raises, rewards & recognition, team member transfer & reassignment, promotions, secondments, developmental assignments, overall recruitment planning, and personnel coaching.	Electronic	<ul style="list-style-type: none">Potentially all business units
Succession Planning (0560-85)	Records relating to identifying and preparing suitable external persons and/or existing team members to replace key team members in their respective job roles & duties. Succession planning is necessary to ensure ongoing success in the event of new team members replacing existing team members. May include information on job rotation, working conditions, potential for promotions, salary scales & associated potential for salary raises, rewards & recognition, team member transfers & reassignments, promotions, secondments, personnel coaching, mentoring, workforce adjustment, training requirements, overall recruitment planning, and creating and administering provisions to replace unexpected loss of key team members. Documents may include discussion papers, leadership development & succession planning applications, candidate resumes, and all supporting correspondence.	Electronic	<ul style="list-style-type: none">Potentially all business units
Attendance & Leave Reporting (0580-10)	Records relating to receiving and processing reported times and hours of work by Appeals Commission team members. May include information about the start and end times and/or duration of work tasks, detailed breakdown of work tasks accomplished within a specified time frame, and invoicing requirements. May be used for payroll, client billing, and project tracking purposes. Documents may include timesheets and all supporting correspondence.	Electronic	<ul style="list-style-type: none">Team members use the 1GX application (used across the GoA)
Harassment & Discrimination (0580-65)	Records relating to assessing complaints received from Appeals Commission team members concerning prejudicial treatment accorded them by other Appeals Commission team members, organizational protocol & culture, and/or specific job requirements. This includes all Appeals Commission team members, including non-unionized and contractual persons. May include information on sexual harassment; discrimination on account of gender, race, religion, appearance, and sexual orientation; and supposedly unfair promotions, demotions, and hiring practices. Documents may include completed complaint forms, minutes of settlements, and all supporting correspondence.	Electronic (shared drives)	<ul style="list-style-type: none">Executive

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Team Members' Code of Conduct (0580-75)	Records relating to discussing, investigating, and resolving issues with team members concerning the expected code of conduct, which is a set of internal rules outlining the responsibilities and/or proper practices team members must comply with. This includes such issues as conflicts of interest, acceptance of gifts, furthering of private interests, and choices made in private investments. May include information on steps to follow to determine whether a violation of code of conduct has occurred, and if so, the recommendations and/or remedies that should be proposed and/or imposed. Documentation may include investigation reports and all supporting correspondence.	Electronic (shared drives)	<ul style="list-style-type: none"> Executive
Team Members' Duty to Accommodate (0580-77)	Records relating to receiving, processing, and approving or rejecting requests for either new jobs, or modifications of current jobs, from Appeals Commission team members who are unable to perform the job duties they are currently expected to fulfill. Inability to perform required job duties may be on account of physical problems, mental trauma, revised job skills requirements, or any other pertinent reason. New jobs may be found both within the Appeals Commission and within other Government of Alberta corporate entities.	Electronic (shared drives)	<ul style="list-style-type: none"> Executive
Team Members' Grievances (0580-80)	Records relating to assessing formal grievance complaints received from individual and/or multiple (i.e., group) Appeals Commission unionized team members concerning workplace and personal treatment, benefits, discipline, promotions, and any other issues as defined in the collective agreement. Includes information on addressing and resolving the grievances, such as mediation and formal adjudication hearings involving arbitrators. Documents may include completed grievance forms, copies of meeting minutes, adjudication hearing schedules, arbitration notices, minutes of settlements, and all supporting correspondence.	Electronic (shared drives)	<ul style="list-style-type: none"> Executive
Team Members' Personal Information (0580-82)	Records relating to receiving, verifying, maintaining, and updating specific kinds of personal information about individual team members (i.e., these records do not form part of any other collection of records, such as grievances, team members' work history, etc.). This may include current pay rates, address and other personal contact information, next of kin contact information, and any other key reference details.	Electronic	<ul style="list-style-type: none"> Potentially all business units
Team Members' Work History (0580-85)	Records relating to monitoring and assessing persons during their period of employment at the Appeals Commission. May include information about hiring or seconding, evaluating, and terminating team members; employment changes; team member supervision & career development; training needs; investigating alleged misconduct; relocating team members; exit interviews; performance management & disciplinary reviews; and alternate work arrangements & employee exchanges. Documents may include team members' performance & development plans, resumes, long-term disability and return to work forms and letters, and all supporting correspondence.	Electronic	<ul style="list-style-type: none"> Executive
Worker Compensation Claims (0580-90)	Records relating to receiving, monitoring, and processing individual team members' formal claims for workplace compensation, which concerns compensation medical care and leave allowances provided to team members injured in the course of employment, and relinquishment of the respective team member's right to sue the Appeals Commission. May include information on disability allowances, reimbursement or payment of medical expenses, benefits payable to team member's dependents, weekly payments in lieu of wages, and investigation and adjudication of compensation claims.	Electronic	<ul style="list-style-type: none"> Executive

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External Persons' Personal Information (0640-28)	Records relating to receiving, verifying, maintaining, and updating specific kinds of personal information about persons who are not Government of Alberta employees or contractors. Personal information about external persons may be required if those persons serve on Government committees, panels, and other collaborative initiatives (i.e., these records do not form part of any other collection of records). This may include information relating to address and other personal contact information, confidentiality agreements, direct bank deposit completed forms, void cheques, and any other pertinent documentation.	Electronic	<ul style="list-style-type: none"> Potentially all business units
Tasks & Duties Allocation (0640-76)	Records relating to gathering information that is used as reference with regards to monitoring & tracking what tasks and responsibilities are being performed, by whom, by when, and any other pertinent data that is relevant to ensuring successful execution and/or completion of the relevant work-related issue. This may include information relating to who monitors phones, tracking when certain individuals are expected to travel for business-related reasons, and the steps involved in ensuring that specified documentation is successfully completed and processed. Documents may include memoranda, lists, and all supporting correspondence.	Electronic	<ul style="list-style-type: none"> Potentially all business units
User Access (0690-90)	Records relating to determining requirements and imposing rules and protocol concerning user access to application and network systems. This includes information on team member and contractor applications for system access, restricting computer usage to designated persons, and identification requests. Documents may include user applications for network/system use and all supporting correspondence.	Electronic	<ul style="list-style-type: none"> IT Support
FOIP Requests for Information (0700-35)	Records relating to formal requests to access records containing personal information and/or Appeals Commission information, provided legislative provisions allow requested information to be released. Includes information relating to receiving, processing, administering, and closing the requests; complaints received and processed; and third-party consents for release of information. Documents may include approval sheets, copies of requested records, release packages, and all supporting correspondence.	Electronic & Paper	<ul style="list-style-type: none"> Legal
FOIP Requests Tracking (0700-40)	Records relating to tracking the receipt, processing, and closure of formal requests for access to Appeals Commission records. Tracking FOIP requests is performed in order to calculate time allowed to process requests for information, to calculate whether extra time may be allotted to process a request, to determine whether all fees have been paid, and to determine like-related issues concerning processing requests. May include information about the response to the request, tracking numbers, request types, request sources, request received dates, request summaries, and response due dates.	Electronic	<ul style="list-style-type: none"> Legal
Privacy Incidents (0700-68)	Records relating to investigating incidents concerning breach of protection of personal information resources. Complaints may be initiated by members of the general public or by Government of Alberta staff. May include information about privacy investigations by the Information & Privacy Commissioner's Office. Documents may include privacy incident reports, memoranda, and all supporting correspondence.	Electronic	<ul style="list-style-type: none"> Legal

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Oaths (0750-58)	Records relating to preparing and processing oaths, which call upon a person to commit to the binding nature of a specific and agreed-upon promise or statement of fact. Oaths may be administered when providing testimony and before taking office, in order to ensure a person's commitment to such issues as public service. Documents may include signed oaths and all supporting correspondence.	Electronic	<ul style="list-style-type: none"> Potentially all business units
Ombudsman Complaints (0750-65)	<p>Records relating to complaints that are received and processed by the Ombudsman's Office, whose role is to ensure that all Government of Alberta entities practice legally fair actions in accordance with an entity's protocol and policies and which also functions as the last avenue of appeal for a complainant. Includes information on the nature of a complaint, requests for documentation, complaints dismissal, formal investigations, and any recommendations for changes and/or actions to be undertaken. Documents may include complaint letters, early resolution complaint letters, responses to questions, and all supporting correspondence.</p> <p>NOTE: These complaints are typically about a worker or employer being unhappy with an Appeals Commission decision or action, including Tribunal hearings.</p>	Electronic	<ul style="list-style-type: none"> Legal
Requests for Using Equipment & Supplies (0800-70)	Records relating to internally requesting access to and/or use of furniture, computers, technical equipment such as cellphones, and any other equipment or devices that may be necessary for work-related purposes. Documents may include request forms and all supporting correspondence.	Electronic	<ul style="list-style-type: none"> Potentially all business units
Parking Allocation (0870-50)	Records relating to deciding upon and issuing usage of individual vehicle parking stalls to various authorized Appeals Commission team members. Includes information on waiting lists and priority requirements with regard to parking. Documents may include parking request forms, payment authorization forms, change order forms, and all supporting correspondence.	Electronic	<ul style="list-style-type: none"> Facilities
Telecommunications & Wireless Devices (0870-85)	Records relating to establishing, monitoring, and changing as necessary telecommunications network linkages within the Appeals Commission. Includes information on issuing phone numbers to respective work station telephones, issuing wireless telecommunications devices, establishing new phone numbers, and transferring existing ones among various locations. Documents may include phone number transfer requests, phone set-up requests, wireless device requests, and all supporting correspondence & agreements.	Electronic	<ul style="list-style-type: none"> Facilities
Ergonomic Assessments (0880-25)	Records relating to analyzing and implementing designs and/or changes to optimize human well-being and overall performance through workplace enhancements. This includes providing the necessary furnishings, tools, equipment, and overall surroundings required. May include information on aesthetics, ease of use, safety, and general comfort.	Electronic	<ul style="list-style-type: none"> Facilities
Advisory Services – Workers (1000-15)	Records relating to identifying all issues that must be addressed in order to properly consult with, and provide guidance to, workers with regard to Workers Compensation Board (WCB) claims and making appeals. Includes information on pre-assignment reviews, whether formal appeals should proceed or not, and creating submissions on behalf of a worker. Documents may include doctor and other medical reports, submission and consent forms, and all supporting correspondence.	Electronic	<ul style="list-style-type: none"> Advisor Office

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Adjudicator Appointments (1200-10)	Records relating to recommending candidates to be appointed as Adjudicators in the Appeals Commission's Tribunal hearings. Adjudicators are responsible for assessing all evidence submitted and making judgments as regards all appeals submitted. May include information on executing recruitment plans, posting Adjudicator positions, shortlisting applicants, making recommendations as to which applicants should be assessed, holding interviews, and recommending particular applicants to be offered Adjudicator positions. Documents may include interview questions, screening exercises, candidate lists, and all supporting correspondence.	Electronic	<ul style="list-style-type: none">• Executive
Appeals Hearings (1200-15)	Records relating to holding meetings, both in-person and via information technology, to allow workers and employers to appeal decisions that the Alberta Workers Compensation Board has made as concerns matters such as compensation payments, cost relief, acceptance of claims, assessment of premiums, and how companies have been categorized. May include information on ascertaining witness statements, holding appeals hearings, dismissing appeals when no steps have been taken by applicants, approving time extensions for appeals, and making decisions on appeals after considering all evidence presented. Documents may include appeals document packages, written decision statements, recordings of appeals hearings, and all supporting correspondence.	Electronic	<ul style="list-style-type: none">• Tribunal Appeals
Appeals Intake Tracking (1200-20)	Records relating to tracking all appeals regarding Alberta Workers Compensation Board decisions as regards their status. This is intended to summarize all steps taken for each appeal as appeals have timelines, and the appeals officers must know when certain tasks were performed and when certain information was received and/or clarified. May include information on deficient applications, all appeals that have been fully processed, all correspondence that has been distributed, and all appeals document packages that have been distributed to all respective parties. Documents may include spreadsheet tracking and all supporting correspondence.	Electronic	<ul style="list-style-type: none">• Tribunal Appeals
Appeals Receipt and Processing (1200-25)	Records relating to receiving and processing appeals regarding Alberta Workers Compensation Board decisions from employers and workers in advance of actual appeal hearings. May include information on assigning individual appeals to specific appeals officers, communicating with the respective appellant and the appellant's respondent and/or representatives, scheduling hearing dates, collecting all necessary information, and creating and distributing appeals document packages. Documents may include notices of appeal, submissions from all parties, Workers Compensation Board claims, and all supporting correspondence.	Electronic	<ul style="list-style-type: none">• Tribunal Appeals

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Appeals Reconsideration Requests (1200-30)	<p>Records relating to processing formal complaints from workers or employers who are not satisfied with Appeals Commission decisions and want them to be revisited and amended. There are limited grounds for asking for reconsiderations of Appeal Commission decisions: either a definitively proven error in the decision made and/or new and acceptable evidence that has emerged since the appeal hearing that justifies holding a meeting to determine if the complainant should have a new hearing or not. Documents may include written decision statements, appeals hearings recordings, and all supporting correspondence.</p> <p>NOTE: If it is ruled that a worker or employer deserves a reconsideration request, then that will result in the launch of a completely new and separate appeals hearing.</p>	Electronic	<ul style="list-style-type: none">• Tribunal Appeals
Medical Panel Examinations (1200-65)	Records relating to conducting medical examinations of individual referred workers. These examinations are intended to be impartial and include several physicians in each examination so that multiple opinions can be used to arrive at a consensus. May include information on scheduling dates and times when medical examinations will occur, distribution of relevant medical information to respective doctors, conducting the medical examinations, and producing and disseminating a final report containing the findings and recommendations. Documents may include final medical reports and all supporting correspondence.	Electronic	<ul style="list-style-type: none">• Medical Panels
Medical Planning & Preparation (1200-70)	Records relating to receiving requests for and establishing a medical panel referral; this happens when an individual worker is recommended, by either the Appeals Commission or the Workers Compensation Board (WCB), for a medical examination conducted by an impartial medical testing body. This is done to resolve any conflicts of opinion concerning a worker's medical condition to relation to a WCB claim/appeal. May include information on retrieving and receiving all necessary worker information from other parties, review of a worker's claim file, deciding on which physicians' specialties are required for an individual case, and deciding which physicians' services will be used. Documents may include acknowledgment letters, request-to-participate letters, medical panel confirmation letters, and all supporting correspondence.	Electronic	<ul style="list-style-type: none">• Medical Panels
Physicians Tracking (1200-80)	Records relating to collecting information on physicians whose services may be used when conducting medical examinations of workers as part of medical panel referrals. May include information on the names, specialties, contact information, and assistants of each physician, as well as whether a physician would consider chairing a medical review. Documents may include physicians roster lists, lists of physicians who do not wish to participate in medical panels, and all supporting correspondence.	Electronic	<ul style="list-style-type: none">• Medical Panels
Authorizations and Consents (1700-30)	Records relating to processing completed authorization and/or consent forms intended to provide the Appeals Commission with access to information resources held by other organizations. Without this information, the Appeals Commission cannot suitably assist or represent respective individuals or parties. Includes information on requesting access to a worker's or employer's Workers Compensation Board (WCB) file held by the Alberta WCB and medical information held by physicians. Documents may include signed consent forms, informal representation forms, medical release consent forms, and all supporting correspondence.	Electronic	<ul style="list-style-type: none">• Potentially all business units