

**INFORMATION AND
PRIVACY OFFICE**

1050 KANEFF TOWER
4700 KEELE ST
TORONTO ON
CANADA
M3J 1P3

T 416 736 2100
EXT 20359
F 416 736 5094
Email: info.privacy@yorku.ca
<http://ipo.info.yorku.ca/>

Memo

To: University Community

From: Carolyn Heald, Director, Records & Information Management and
Coordinator, Information & Privacy Office

Date: January, 2015

Subject: Concur Privacy Review

The following summarizes the methodology used to ensure that Concur is a secure, privacy-protective system, in compliance with the University's FIPPA obligations.

The move to a third-party, cloud-based service could only be undertaken if privacy concerns were adequately addressed. With input from the Information and Privacy Office (IPO) and University Information Technology (UIT), a risk-based assessment was made of the vendor and its product using the University's draft "Procedure for Using Third-Party Information Technology Services." The draft procedure also guided contract negotiations which were conducted in consultation with York's legal counsel. Accordingly, contract negotiations sought to ensure the following conditions were in place:

- York University retains ownership of all records and information.
- The service provider will use the records and information for York University's purposes and for no other purpose.
- The records and information are held "in trust" for York University.
- No information will be disclosed without the consent of York University.
- The service provider will not sub-contract to another service provider without the consent of York University.
- The service provider will ensure that it acts in such a way as to assist York University meet its obligations under FIPPA and other statutes as necessary.
- The service provider will be transparent about the location of York University records and information.
- The service provider will resist, to the extent lawful, any orders to disclose information without consent, will give notice to York University of any orders and give York University opportunity to dispute the order.
- The service provider will implement appropriate security measures to protect information (such as compliance with ISO 27002 or another security standard).



- The service provider will allow York University to audit its security measures and information handling practices.
- The service provider will work cooperatively with York University in the event of a privacy or security breach.
- York University will not accept any limitations of liability of the service provider related to privacy and security.
- The service provider will return or permanently destroy/delete the records and information upon request of York University, and will not retain any records and information.
- The service provider will permit York University to terminate the agreement for any reason and have the information returned immediately to York University in a readable format.

In addition to the negotiated terms, Concur's Security and Privacy Overview (version 1.30) was explicitly written into the contract as Appendix D.