

# Regulatory Compliance for Canadian Government Agencies

The Information and Privacy Commissioner of Ontario province recently issued a guideline for Ontario's public institutions to help them comply with records access legislation. This guideline states that all public servants should be aware that "Records relating to government business are subject to provincial access legislation, even if created, sent, or received through instant messaging tools or personal email accounts."

## Retain at a Glance:

Retain Unified Archiving provides unified archiving of all business communication including email, social media, and mobile communication data for case assessment, search, and NetIQ eDiscovery.



This guideline directs Ontario institutions either to control the use of email, instant messaging, WhatsApp, Facebook Messenger, Google Hangouts, SMS, BlackBerry Messenger, and PIN-to-PIN communications strictly when doing business or plan for compliance by making sure those records are retained. The guideline also states that these types of communications are subject to Freedom of Information and Protection of Privacy Act (FIPPA) and Access to Information requests.

## What Does This Mean to Government Agencies in Canada?

All government agencies in Canada must provide access to information in records under the control of a government institution according to the Access to Information Act. The IPC of Ontario makes it clear that these records include not only email, but any government-related communication. To facilitate access, Canadian Government Agencies should capture and archive all email, social media, and mobile communication data to comply with

these guidelines, and be prepared for FIPPA requests. This data must be retained and readily accessible for oversight and compliance.

## Retain Unified Archiving Can Help

OpenText™ Retain Unified Archiving archives multi-platform email, social media, and mobile communication data for case assessment, search, and NetIQ eDiscovery by OpenText and can be deployed on-premises or in the cloud. The Retain Unified Archiving is accessible by end users and administrators directly through OpenText™ Retain's Web Access Archive Viewer. This enables your organization to quickly access, search, and audit archived communication data. Easily place litigation holds, print, forward, save, redact, and export your message data.

## Key Features of Retain Unified Archiving

**Multi-Platform, Mixed-Environment Unified Archiving:** Retain Unified Archiving provides simultaneous support of a mixed messaging platform environment. All messaging data, including email, social media, and mobile is archived into one unified data archive. This gives you the ability to search, publish, and perform eDiscovery from one central location.

**“We were looking for a solution that archives in accordance with current retention laws—Retain fulfills all our internal and the external compliance regulations!”**

**STEFAN VETTER**

Tax Counsellor & Partner  
Rieker - Alber - Thoni

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**Policy-Based Unified Archiving:** Retain Unified Archiving provides fully configurable policies that allow you to define the specific email, mobile, and social media communication data you want to archive.

**Social Media Archiving & Oversight:** OpenText™ Retain Social provides archiving, monitoring, and data insights. This enables organizations to perform NetIQ eDiscovery, review messages in context, and help determine the tone of all posts and pictures for Facebook, Twitter, LinkedIn, Instagram, Flickr, Pinterest, and Google+. Plus, you get archiving for all YouTube and Vimeo videos and comments.

**Mobile Communication Management:** OpenText™ Retain Mobile archives all encrypted SMS/Text messages and dedicated business phone number electronic communication data for iOS and Android, via the secure communications server. Additionally, Retain Mobile archives SMS/MMS and phone call logs for Android and BBM, PIN, SMS/MMS, and phone call logs for BlackBerry devices. This means there is no need to tether or sync the device. And archiving is done in real time. Retain Mobile is the only enterprise-ready archiving solution for iOS, Android, and BlackBerry devices. Retain Mobile also features policy-based mobile call recording and archiving.

**Built-in NetIQ eDiscovery:** Retain Unified Archiving's NetIQ eDiscovery tools allow organizations to easily place litigation holds, print, forward, save, redact, strikeout, and export message data.

**Web Access Archive Viewer:** Only Retain Unified Archiving offers an easy-to-use browser-based interface with powerful search tools that let you quickly access, search, and perform NetIQ eDiscovery on the archive.

**Offline Archive Viewer:** Users can browse and search the Retain Unified Archiving without access to the web, with the Offline Archive Viewer.

**Built-in Search and Browsing of Archived Data:** Retain Unified Archiving features a “Google like” search tool for quick and easy searches across all electronic communication data within one central archive. This removes the need to search multiple archives or vendor systems for each message type. The tool returns instant results as the user types in information and includes suggestions for searches, as the search terms are entered into the system (including subject, body, text, email address, tags, users, and other fields). The tool also supports limited regular expressions (REGEX) terms. This allows searches for terms such as social security numbers, credit card, and others. Furthermore, the search tool removes duplicate records from the search, reducing the number of hits for a specific search. Retain Unified Archiving also provides Advanced Search Feature technology to search and take action and conduct eDiscovery activities across connected datasets not held within the archive repository. The search wizard allows for the creation of exact search criteria.

## Comply with Canadian Freedom of Information Regulations

Ensure Compliance with these new guidelines and have complete oversight with Retain Unified Archiving. Get started today.

Learn more at  
[www.opentext.com](http://www.opentext.com)