

Dear Mr. Rotenberg;

Thank you for your kind invitation to take part in the symposium on Street View, Privacy and the Security of Wireless Networks. This is an issue of significant interest to my Office and I am very sorry that I am unable to be in Washington to participate.

The Google WiFi incident demonstrated – around the globe – how the failure to consider privacy issues at the development stage of new technologies can have dramatic consequences for privacy rights.

As you know, my Office was among the international data protection authorities that launched investigations. We concluded that Google had contravened Canadian privacy law when it inappropriately collected personal information such as complete e-mails, usernames and passwords, and the names of people suffering from certain medical conditions from unsecured wireless networks in neighbourhoods across Canada.

We recommended that Google:

1. Ensure it has a governance model in place to comply with privacy laws;
2. Enhance privacy training to foster compliance amongst all employees;
3. Designate an individual or individuals responsible for privacy issues and complying with the organization's privacy obligations; and
4. Delete the Canadian payload data, to the extent that the company does not have any outstanding obligations under Canadian and American laws preventing it from doing so.

Here is a link to our Preliminary letter of Finding [http://www.priv.gc.ca/media/nr-c/2010/let\\_101019\\_e.cfm](http://www.priv.gc.ca/media/nr-c/2010/let_101019_e.cfm).

Google provided us with a response earlier this year and we sought clarification on certain issues and subsequently received responses to all of our questions. We are currently finalizing our investigation conclusions and expect to be in a position to make those conclusions public in the coming weeks.

Your symposium is a very helpful next step. The WiFi incident has highlighted the increasingly complex issues that regulators are confronting, and events such as this one are a valuable opportunity to share lessons learned.

I wish you and the other participants a very successful symposium and look forward hearing about the ideas that emerge from your discussions.

Regards,

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