

SECTION: Administration		POLICY #: ADM-021
Date Approved: April 6, 2021		Electronic Signature Policy
Revision Date:	Review Date:	
Authority:		

1.0 PURPOSE

To establish guidelines for the acceptance and use of electronic signatures by the Town of Hanover in order to provide a consistent and streamlined approach to managing document approvals through an electronic signature process.

2.0 SCOPE

This policy applies to all municipal departments. All electronic submissions are subject to the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA).

3.0 DEFINITIONS

Certificate means a certificate or digital signature certificate. This is a unique, digitally signed document which authoritatively identifies the identity of an individual or organization.

Digital Signature – see Electronic Signature

Electronic Document means a document created by municipal employees in digital form, including, but not limited to minutes, by-laws, agreements, contracts, letters, etc.

Electronic Signature means symbols or other data in digital form included with an electronic submission as verification of the sender's intent to sign. Electronic signatures include, but are not limited to, a typed name at the end of an email, a typed name on an electronic form or document, an image of a handwritten signature on an electronic submission, a personal identification number (PIN), clicking "Agree" or "Disagree", a handwritten but digitally captured signature made on a touch device, such as a tablet or smartphone and a digital signature captured through a digital signature certificate.

Electronic Submission means a document submitted electronically, including but not limited to, email, web form, fax or external device (i.e., CD, hard drive, USB Flash Drive).

Town means The Corporation of the Town of Hanover.

4.0 APPLICATION

4.1 No person shall be compelled or required to transact using electronic signatures. If a traditional (wet) signature is requested, the Town shall consent.

4.2 The Town may permit and accept the use of digital signatures at its discretion.

- 4.3 A Department Head may, at their discretion, accept the electronic submission of documents bearing electronic signatures.
- 4.4 The manner in which electronic submissions bearing electronic signatures are received must be reliable for the purpose of identifying the person and will be accepted or declined at the discretion of the responsible Department Head.
- 4.5 No person, through the transmission of an electronic submission bearing an electronic signature, will represent themselves in a way that is false or misleading. Where it is believed that a misrepresentation has occurred, the submission will not be processed.
- 4.6 No acknowledgement or confirmation of receipt from the Town is required in conjunction with an electronic submission. It is the sole responsibility of the person transmitting an electronic submission to ensure the submission has been received.
- 4.7 The Town may require a digital signature certificate that is valid at the time the electronic document is digitally signed for any documents at the Town's sole discretion. The Town shall require a digital signature certificate for all agreements that are signed electronically. When required for use, the certificate must be readable by any person or entity who is entitled to have access to the digital signature certificate.
- 4.8 Any document signed electronically and containing personal information protected under *The Municipal Freedom of Information and Protection of Privacy Act* shall require a digital signature certificate and one other form of encryption or password protection that prevents access and modifications to the document.
- 4.9 Persons who falsify electronic records or electronic signatures are subject to disciplinary action up to and including termination of employment. Any suspect or fraudulent activities are to be reported immediately to a manager or supervisor within the individual's department.
- 4.10 This policy does not limit the Town's right to conduct a municipal transaction on paper or in non-electronic form, nor affect the Town's right or obligation to permit or require documents to be provided or made available on paper when permitted.
- 4.11 The final version of a document requiring the Town seal will be deemed to have been sealed if the document is signed in accordance with this policy.
- 4.12 Any documents signed under this policy will be managed in accordance with the Town's Records Retention Policy.

5.0 INTERNAL GOVERNANCE

The Clerk or designate will undertake a review of this Policy at least every four years.