

Who are we?

Have you ever wondered what makes trading and settlement possible in Canada? It's Fundserv—the online ecosystem that ensures every fund transaction is processed timely, accurately and securely. We're an online hub that electronically connects manufacturers, distributors, and intermediaries, enabling them to buy, sell, and transfer investment funds.

Our Culture & Values

Fundserv is guided by our four core values: Collaboration, Adaptability, Integrity, and Respect. Because above all else, Fundserv CAIRs:

- Collaboration
- Adaptability
- Integrity
- Respect

Benefits & Perks

Fundserv provides a comprehensive benefits plan that includes the following:

- Health care spending account
- RRSP with employer match
- Annual performance pay
- Wellness reimbursements
- Employee discount program
- Charitable donation matching
- Flexible hours & remote work options

To better support our employees during Covid-19, we've expanded our benefits:

- Work from home stipend
- Virtual social events including escape rooms, online trivia & games
- Corporate-wide mental health days
- Wellness account for gym memberships, exercise/sports equipment, mental health apps, and more

Location:

Downtown Toronto

Reports to: Chief Operating Officer

Department: COO Office

Fundserv is an equal opportunity employer. We welcome and encourage applications from individuals with disabilities. Accommodations are available on request – please let us know how we can meet your needs.

The Opportunity

Fundserv is embarking on a multi-year, multi-million dollar technology transformation program that focuses on currency, resiliency, security and agility. This ambitious transformation will completely redesign every façade of Fundserv's platform. We follow the Agile methodology principles, the collaborative practices of DevSecOps and will be leveraging the latest technologies and tools, such as a hyper-converged infrastructure, software-defined network, cloud, containers and APIs, enabling Fundserv to serve the industry better, and adapt to this ever-changing technology and investment landscape.

The Privacy Analyst, with guidance from legal counsel, acts as the subject matter expert and go-to person for the business on privacy regulations and their application to Fundserv. Works closely with business stakeholders including both projects and BAU, to enhance and operationalize privacy compliance programs in support of Fundserv's business strategies and objectives by embedding privacy requirements by design into processes and products to ensure their continuous compliance with privacy regulations, including writing privacy business requirements. Supports company-wide plans helping to ensure that employees know and understand how to manage personal information and the privacy-related obligations and risks that affect their roles.

The Privacy Analyst leads with influence and has a continuous improvement mindset and providing advice to project and line of business stakeholders, including management. They collaborate with information security, risk & compliance and legal to enhance the privacy program. The Privacy Analyst will also respond to member inquiries and questionnaires on Fundserv's Privacy program.

The Privacy Analyst will need to understand data management, data analytics, global privacy trends, the impact of technology on privacy compliance, and provide solid advice and customer support.

In this role, you will:

Develop, Implement and Manage Privacy Program:

- Work collaboratively with Legal, to understand regulatory requirements as they apply to Fundserv, explain the requirements and provide guidance and advice in a consulting role for privacy compliance within the organization and aid business teams and management on the interpretation of privacy laws, government and internal policies, and industry standards;
- Working with Risk and Internal Audit to help the businesses understand their privacy risks and design effective controls for implementation by the business to manage those risks. Provide advice and guidance and assistance as necessary on operational implementation and compliance with the Fundserv's privacy program, including responding to requests from clients and partners
- Build the Fundserv privacy program and infrastructure that defines, develops, maintains, and implements policies and processes to enable consistent, effective privacy-compliant practices that minimize risk, balance operational imperatives, and ensure the confidentiality of personal information (including health and financial information) across our global business processes
- Create, implement and promote activities to champion information privacy awareness within Fundserv and develop and implement standard methodologies
- Maintain current knowledge of applicable Canadian, US, EU, and international privacy laws
- Draft and maintain documentation (e.g., policies and procedures) in support of the corporate Privacy Program
- Monitor advancements in information privacy technologies to ensure organizational awareness, adaptation, and compliance with applicable privacy legislation

Privacy Compliance:

- Coordinate and lead the establishment and ongoing maintenance of the privacy impact assessments (PIA) and related assessment exercises (e.g., data mapping) for all material business processes, products and services
- Participate in vendor risk management processes by explaining to the businesses the privacy requirements as they pertain to vendors of different risk levels and help the business negotiate vendor agreement on the requirements
- Participate in CSAE 3000 (SOC 2) for internal controls and governance processes as they pertain to privacy requirements and how they can be best incorporated into the CSAE 3000 report and audit
- Consult on response to RFP and client questions on privacy compliance
- Maintain and monitor the process for receiving, documenting, tracking, investigating, and acting on all privacy related complaints and breaches in coordination with other similar functions and, when necessary, external legal counsel
- Work with various stakeholders to address privacy, data protection and compliance questions and concerns relating to the client relations (e.g., RFP questions, audit checklists, and agreements)

Why YOU are the person we're looking for

Education & Experience

- Bachelor's degree in Business, Legal, Information Systems or related field
- Professional Privacy Certification (Certified Information Privacy Professional (CIPP) or equivalent)
- Seven (7) to ten (10) years of relevant experience

Technical Skills & Knowledge

- Advanced knowledge of relevant privacy laws, regulations and standards in Canada, the US, and the EU
- Experience in executing privacy / compliance programs, risk management, analysis and operational improvement using the principals of change management and project management
- Demonstrated organization, facilitation, communication, and presentation skills
- Demonstrated experience and skills in collaboration, teamwork, and problem solving
- Understanding of IT and data management systems to assess security systems in place to protect personal information

Soft Skills

- Exceptional organizational and time management skills
- Strong communication skills both verbal and written

If this sounds like you, apply today at hr@fundserv.com.