

## 2. Integrity and Security

2010-11 COMMITMENT	STATUS	OUTCOME
<p>1. Ensure that operators adhere to regulatory requirements and provide a secure environment.</p>	✓	<p><i>Complete</i></p> <ul style="list-style-type: none"> <li>• NSGC, along with the Alcohol and Gaming Division of Service Nova Scotia and Municipal Relations and Atlantic Lottery, coordinated the development of amended regulatory retailer operating procedures and additional technical standards to ensure Atlantic Lottery and ticket lottery retailers remained compliant with amendments to the updated ticket lottery regulations introduced in October 2009.</li> <li>• NSGC reported 206 incidents related to Section 24(1)(e) of the <i>Gaming Control Act</i>, all of which were resolved through prescribed procedures.</li> <li>• NSGC corresponded regularly with Atlantic Lottery on regulatory matters and assisted in the development of a retailer regulatory compliance training DVD.</li> <li>• There were 52 customer complaint and retailer win reports that were reviewed by NSGC in 2010-11.</li> </ul>
<p>2. Adhere to and ensure full compliance of operators with Freedom of Information and Protection of Privacy (FOIPOP) guidelines established by the province of Nova Scotia.</p>	✓	<p><i>Complete</i></p> <ul style="list-style-type: none"> <li>• NSGC responded to all Freedom of Information and Protection of Privacy (FOIPOP) requests, and wherever legislation allowed, information was released to the requestor. <ul style="list-style-type: none"> <li>– Seven FOIPOP requests were received by NSGC and there were five Nova Scotia-related requests received by Atlantic Lottery.</li> <li>– In addition, NSGC provided regular updates to stakeholders and members of the public and responded to routine information requests.</li> </ul> </li> <li>• In 2010-11, NSGC responded to 116 inquiries made through nsgc.ca.</li> </ul>