General

Aboubekr, M., A.B. Aubert, S. Bourdeau & S. Rivard, *Vers l'administration gouvernementale électronique: analyse du succès d'un projet*, CIRANO, 2003.

Accenture, *eGovernment Leadership–Realizing the Vision*, April 2002, p. 86.

Capaldo, G., L. Iandoli, M. Raffa & G. Zollo, The evaluation of innovation capabilities in small software firms: a methodological approach, Small Business Economics, 21, 2003, pp. 343-354.

Centre de recherche informatique de Montréal (CRIM), Le CRIM: au service de la PME du Québec (Supplement to the brief paper presented on January 16, 2005 to the Quebec Minister of Finance, as part of the 2004-2005 pre-budget consultations), February 16, 2004.

Centre francophone d'informatisation des organisations (CEFRIO), NetGouv 2003, Survey of Quebec citizens, companies and self-employed workers, 2003.

Chadwick, A. & C. May, Interaction between States and Citizens in the Age of the internet: 'e-government' in the United States, Britain, and the European Union, Governance, 16 (2), 2003, pp. 271-300.

Charest, J., J'ai choisi le Québec, Éditions Pierre Tisseyre, 1998.

Economist (The), The new geography of the IT industry, July 17, 2003.

Entreprises BigKnowledge inc., Livre blanc: E-formation et e-gouvernement, February 2004.

Fletcher, Patricia, FirstGov: the portal to the US Federal Government, Center for Technology in Government, January 2002.

Ipsos-Reid, The Face of the Web, January 2004.

L'État du monde, Annuaire économique géopolitique mondial, 2004, Éditions la Découverte, Éditions du Boréal, Montreal.

Massit-Folléa, Françoise & Richard Delmas (editors.), La gouvernance d'Internet, Lavoisier, 2002.

Paquet, G., E-gouvernement, gouvernementalité, et État commutateur, RI/IR, 2000, 55 (4), pp. 746-769.

Rabeau, Y, Le cyber-gouvernement: un modèle d'efficience, Policy Options Politiques, March 2002, pp. 19-24.

Seifert, J.W. & R.E. Petersen, The Promise of All Things E? Expectations and Implications of Electronic Government, Perspectives on Global Development and Technology, Vol. 1 (2), 2002. pp. 193-212.

Socitm Services Ltd and I&DeA, Local e-government now: a worldwide view, September 2002.

Taylor, S. A., American Tax Systems as examples of Successful e-government, BILETA Conference: Controlling Information in the Online Environment, London, April 2003.

United Nations (Division for Public Economics and Public Administration), Benchmarking E-government: A global perspective (Assessing the progress of the UN Member States), 2001.

United Nations Commission on International Trade Law portal, http://www.uncitral.org

United Nations, World Public Sector Report 2003: E-Government at the Crossroads, Department of Economic and Social Affairs, New York, October 2003.

ACADYS portal, http://www.acadys.fr/

arrondissement.com portal, http://www.arrondissement.com

Bonjour Québec portal, http://www.bonjourquebec.com

Canadian Council for Public-Private Partnerships (CCPPP) portal, http://www.pppcouncil.ca

CANARIE portal, http://www.canarie.ca

Carrefour d'accès au droit portal, http://www.educaloi.qc.ca

Center for Public Policy at Brown University portal, http://www.brown.edu/Departments/Taubman_Center/

Centre de recherche informatique de Montréal (CRIM) portal, http://www.crim.ca

Centre francophone d'informatisation des organisations (CEFRIO) portal, http://www.cefrio.qc.ca

City of Bromont portal, http://www.bromont.net

Commission scolaire de la Beauce-Etchemin portal, http://www.csbe.qc.ca

Communautique portal, http://www.communautique.qc.ca

Guide des droits sur Internet portal, http://www.droitsurinternet.net

Journal de Québec newspaper portal, http://www.journaldequebec.com

L'Encyclopédie de l'Agora portal, http://www.agora.qc.ca

Le Soleil newspaper portal, http://lesoleil.cyberpresse.ca

Réseau québecois de télésanté élargi portal, http://www.rqte.qc.ca

Sainte-Brigitte-de-Laval municipal portal, http://www.ste-brigitte-de-laval.com

United Nations Educational, Scientific and Cultural Organization portal, http://www.unesco.org

World Forum on Community Networking portal, http://www.globalcn.org

World Summit on the Information Society portal, http://www.itu.int/wsis

E-Democracy

Birell, S., T. Clerk & J. Allen, *Report to Finance and Administrative Committee (Markham internet voting)*, December 22, 2002.

Institut Emile Vandervelde, *Le vote informatisé*, January 8, 2001, Belgium (http://www.ps.be/index.cfm?R_ID=1015&Content_ID=6440025[on-line], April 2004).

Kakabadse, A., N.K. Kakabadse & A. Kouzmin, Reinventing the Democratic Governance Project through Information Technology? A Growing Agenda for Debate, Public Administration Review, January/February 2003, Vol. 63, No 1.

Pescatore, J. & C. Baum, Online Voting Can't be Trusted on Standard PCs, Research Note, Gartner Research, March 4, 2004.

Phil Noble & Associates, E-Democracy around the World, A Survey for the Bertelsmann Foundation, Summer 2001.

Welsh, B., Election Systems & Software, Internet Voting-Executive Summary, May 2002.

Privacy and Security

Canadian Healthcare Technology Magazine, 2002, http://www.canhealth.com

Centre de recherche en droit public de l'Université de Montréal (CRDP), Les modifications à apporter aux cadres administratifs et juridiques afin de favoriser le développement de l'administration électronique dans le respect de la vie privée (prepared for the Secrétariat du Conseil de trésor), Université de Montréal (Faculty of Law), December 2003.

Centre francophone d'informatisation des organisations (CEFRIO), Pour une nouvelle culture de la protection des renseignements personnels basée sur le meilleur intérêt des citoyens du Québec (paper presented to the Commission de la culture du Québec on the general consultation about the document entitled: Une réforme de l'accès à l'information: le choix de la transparence), September 2003.

Damgard, I.B, Payment systems and credential mechanisms with provable security against abuse by individuals, in S. Goldwasser, editor, Advances in Cryptology-CRYPTO '88, Volume 403 of Lecture Notes in Computer Science, pages 328–335. Springer-Verlag, 1988.

McDonagh, M., E-government in Australia: the challenge to privacy of personal information, International Journal of Law and Information Technologies, 10 (3), 2002, pp. 327-169.

Organization for Economic Co-operation and Development (OECD), OECD Guidelines for the Security of Information Systems and Networks: Towards a Culture of Security, 2002.

Organization for Economic Co-operation and Development (OECD), Privacy Online: OECD Guidance on Policy and Practice, 2003.

Trudel, P., Améliorer la protection de la vie privée dans l'administration électronique: pistes afin d'ajuster le droit aux réalités de l'État en réseau, Centre de recherche en droit public de l'Université de Montréal, Faculty of Law, 2003.

a) Commission d'accès à l'information (Note: Most of these documents are available on the CAI Web site, www.cai.gouv.qc.ca)

Commission d'accès à l'information, 2002 *five-year report. Une réforme de l'accès à l'information: le choix de la transparence*, November 2002.

Commission d'accès à l'information, 2002 *five-year report. Une réforme de l'accès à l'information: le choix de la transparence, supplemental document presented by the Commission d'accès à l'information during the public consultations by the Parliamentary Committee*, October 30, 2003.

Commission d'accès à l'information, *Annual management report 2002-2003*, 2003.

Commission d'accès à l'information, *Avis de la Commission d'accès à l'information sur le projet d'authentification sur le projet d'authentification des citoyens et des entreprises dans le cadre du gouvernement électronique pour le Secrétariat du Conseil du trésor*, File 04 0051, January 2004.

Commission d'accès à l'information, *Avis de pertinence sur la solution intérimaire de l'infrastructure à clés publiques gouvernementale du Secrétariat du conseil du trésor*, File 01 11 07, August 2001.

Commission d'accès à l'information, brief from the Commission d'accès à l'information concerning the draft bill on the Québec Health Card Act presented to the Commission des affaires sociales, February 8, 2002.

Commission d'accès à l'information, *Document complémentaire de la Commission d'accès à l'information sur la consultation publique de la Commission parlementaire (2002 five-year report. Une réforme de l'accès à l'information: le choix de la transparence)*, October 30, 2003.

Commission d'accès à l'information, *Évaluation du programme des cliniques médicales virtuelles du système d'information du réseau intégré de Laval*, File 01 15 47, January 2004.

Commission d'accès à l'information, *Évaluation du programme des cliniques médicales virtuelles du système d'information du réseau intégré de Laval*, File 02 15 47, January 2004.

Commission d'accès à l'information, *Guide en matière de protection des renseignements personnels dans le développement des systèmes d'information: À l'intention des ministères et organismes publics*, Version 1.0, December 2002.

Commission d'accès à l'information, *La biométrie au Québec: Les enjeux*, analysis documents prepared by Max Chassé, July 2002.

b) Privacy-Enhancing Technologies

Borking, J. & C. Raab, Laws, PETs and Other Technologies for Privacy Protection, *The Journal of Information, Law and Technology*, Vol. 1, 2001.

Brands, S., *Invited Comments for the EU Expert Workshop on Privacy-Enhancing Technologies*, Brussels (July 4, 2003), Version 2, August 23, 2003.

Brands, S., *Rethinking Public Key Infrastructures and Digital Certificates*, MIT Press, 2000.

Brands, S., Secure Access Management: Trends, Drivers, and Solutions, *Information Security Technical Report*, Vol. 7 (3), 2002, pp. 81-94.

Brands, S., *Why PKI is a poor solution for cross-domain access control*, May 2002.

Brickell, E., P. Gemmell & D. Kravitz, Trustee-based tracing extensions to anonymous cash and the making of anonymous change, in *Proceedings of the 6th Annual Symposium on Discrete Algorithms*, pages 457-466, 1995.

Chaum, D., Achieving electronic privacy, a cryptographic invention known as a blind signature permits numbers to service as electronic cash or to replace conventional identification, *Scientific American*, August 1992, pp. 96-101.

Chaum, D., I.B. Damgård & J. Van de Graaf, <u>Multiparty computations ensuring privacy of each party's input and correctness of the result</u>, in Carl Pomerance, editor, *Advances in Cryptology–CRYPTO '87*, Vol. 293 of *Lecture Notes in Computer Science*, pp. 87-119, Springer-Verlag, 1988.

Chaum, D. & J.-H. Evertse, <u>A secure and privacy-protecting protocol for transmitting personal information between organizations</u>, in A..M. Odlyzko, editor, *Advances in Cryptology–CRYPTO '86*, Vol. 263 of *Lecture Notes in Computer Science*, pp. 118-168, Springer-Verlag, 1987.

Chaum, D., A. Fiat & M. Naor, <u>Untraceable electronic cash</u> , in S. Goldwasser, editor, *Advances in Cryptology–CRYPTO '88*, Vol. 403 of *Lecture Notes in Computer Science*, pp. 319-327, Springer-Verlag, 1988.

Chen, L., <u>Access with pseudonyms</u>, in Ed Dawson and Jovan Golic, editors, *Cryptography: Policy and Algorithms*, Vol. 1029 of *Lecture Notes in Computer Science*, pp. 232-243, Springer-Verlag, 1995.

Clarke, R., *Conventional Public Key Infrastructure: An artefact Ill-fitted to the needs of the information society*, prepared for submission to the 'IS in the Information Society' Track of the <u>Euro. Conf. in Inf. Syst. (ECIS 2001)</u>, Bled, Slovenia, version November 13, 2000 (http://www.anu.edu.au/people/Roger.Clarke/II/PKIMisFit.html).

Cramer, R.J.F. & T.P. Pedersen, <u>Improved privacy in wallets with observers</u>, in Tor Helleseth, editor, *Advances in Cryptology–EUROCRYPT '93*, Vol. 765 of *Lecture Notes in Computer Science*, pp. 329-343, Springer-Verlag, 1994.

Feige, U., F. Amos & S. Adi, <u>Zero knowledge proofs of identity</u>, *Journal of Cryptology*, 1(2):77–94, 1988.

Fiat, A. & A. Shamir, <u>How to prove yourself: Practical solutions to identification and signature problems</u>, in A.M. Odlyzko, editor, *Advances in Cryptology–CRYPTO '86*, Vol. 263 of *Lecture Notes in Computer Science*, pp. 186-194, Springer-Verlag, 1987.

Goldreich, O., S. Micali & A. Wigderson, Proofs that yield nothing but their validity or all languages in NP have zero-knowledge proof systems, *Journal of the ACM*, 38(1):691-729, 1991.

Guillou, L.C. & J.-J. Quisquater, <u>A practical zero-knowledge protocol fitted to security microprocessors minimizing both transmission and memory</u>, in C.G. Günther, editor, *Advances in Cryptology–EUROCRYPT '88*, Vol. 330 of *Lecture Notes in Computer Science*, pp. 123-128, Springer-Verlag, 1988.

Juels, A., M. Luby, & R. Ostrovsky, <u>Security of blind digital signatures</u>, in Burton S. Kaliski Jr., editor, *Advances in Cryptology–CRYPTO '97*, Vol. 1294 of *Lecture Notes in Computer Science*, pp. 150-164, Springer-Verlag, 1997.

Mazieres, D. & M.F. Kaashoek, <u>The Design, Implementation and Operation of an Email Pseudonym Server</u>, in the Proceedings of the 5th ACM Conference on Computer and Communications Security (CCS 1998), November 1998.

Pointcheval, D. & J. Stern, <u>Provably secure blind signature schemes</u>, in Kwangjo Kim and Tsutomu Matsumoto, editors, *Advances in Cryptology–ASIACRYPT '96*, Vol. 1163 of *Lecture Notes in Computer Science*, pp. 252-265, Springer-Verlag, 1996.

Radicchio, *PKI and the protection of data and privacy*, white paper WP-LEG-003, Version 1.0, 2000, <u>www.radic-chio.org</u>

Radu, C., R. Govaerts & J. Vandewalle, <u>A restrictive blind signature scheme with applications to electronic cash</u>, in P. Horster, editor, *Proceedings of the IFIP TC6/TC11 international conference on communications and multimedia security II*, pp. 196-207, Chapman and Hall, 1996.

Sander, T. & A. Ta-Shma, <u>Flow control: A new approach for anonymity control in electronic cash systems</u>, in *Financial Cryptography '99*, Springer-Verlag, February 1999.

Senicar, V., B. Jerman-Blazic & T. Klobucar, <u>Privacy-Enhancing Technologies – Approaches and Development</u>, *Computer Standards & Interfaces*, 25, 2003, pp. 147-158.

Stubblebine, S. & P. Syverson, <u>Authentic Attributes with Fine-Grained Anonymity Protection</u>, in Proceedings of Financial Cryptography (FC 2000), 2001, pp. 276-294.

Syverson, P., D. Goldschlag & M. Reed, <u>Anonymous connections and onion routing</u>, in *Symposium on Security and Privacy*, IEEE, 1997.

CAFE project portal: <u>http://www.semper.org/sirene/projects/cafe/</u>

CYBERVOTE project portal: <u>http://www.eucybervote.org/main.html</u>

FIDIS project portal: <u>http://csrc.lse.ac.uk/research/fidis.html</u>

PAMPAS project portal: <u>http://www.pampas.eu.org</u>

PISA project portal: <u>http://www.pet-pisa.nl/pisa_org/pisa/index.html</u>

RAPID project portal: <u>http://www.ra-pid.org</u>

SEMPER project portal: <u>http://www.semper.org/</u>

Accessibility

Comité d'adaptation de la main-d'œuvre (CAMO) pour personnes handicapées, *Bill 155, An Act amending the Act to secure the handicapped in the exercise of their rights and other legislative provisions, paper from the Comité d'adaptation de la main-d'œuvre pour personnes handicapées*, 2003, available at <u>www.camo.qc.ca/camo/proloi155.htm</u> [on-line], February 2004.

Comité d'adaptation de la main-d'œuvre pour personnes handicapées portal http://www.camo.qc.ca

D'Amour, J.-M., *Rapport synthèse sur l'évaluation sur l'accessibilité des sites Web québécois et canadiens francophones*, 2003, available at www.accessibiliteweb.org [on-line], February 2004.

Treviranus, J., *Expanding the Digital Media in More Human Directions*, 2000, quoted in Comité d'adaptation de la main-d'œuvre (CAMO) pour personnes handicapées, *Bill 155, An Act amending the Act to secure the handicapped in the exercise of their rights and other legislative provisions, paper from the Comité d'adaptation de la main-d'œuvre pour personnes handicapées*, 2003, available at www.camo.qc.ca/camo/proloi155.htm [on-line], February 2004.

Public/Private Partnerships (PPPs)

Bertelsmann Foundation, Clifford Chance Pünder and Initiative D21, *Public Private Partnership and E-Government, a publication within the series "PPP in Practice"*, August 2003.

Centre francophone d'informatisation des organisations (CEFRIO), *Partenariat public-privé: Du choc à la conciliation des cultures*, 2002.

Montreal Economic Institute, Economic Notes, Des services publics plus efficaces grâce au partenariat public-privé, September 2003.

Secrétariat du Conseil du trésor, *Recueil des politiques de gestion*, Concernant les orientations du Conseil du Trésor sur l'évaluation de l'option du partenariat d'affaires public privé pour réaliser des projets majeurs d'investissement, C.T. 1999534, February 25, 2003, Vol. 10, Chapter 1, Topic 2.

Free Software

Chartier, Philippe, Vive le logiciel libre!, Science Québec, May 2002.

Economist (The), Hackers Rule, February 18, 1999.

El Zaïm, A. & R. Gérin-Lajoie, Vers un réseau d'expertise en standards ouverts et en logiciels libres et ouverts, Version 2.0, February 13, 2004.

GNU Operating System - Free Software Foundation portal, http://www.gnu.org

http://www.unesco.org/webworld/portal_freesoft/index.shtml

Linux portal, http://www.linux.org

MILLE project portal, http://www.mille.ca

Open Source project portal, http://www.opensource.org

UNESCO free software portal.

Government of Québec (Note: For department and agency addresses, see the appended summary sheets)

Ministère des Relations avec les citoyens et de l'immigration, *Cadre de diffusion de l'information gouvernementale sur Internet*, http://www.webmaestro.gouv.qc.ca/ress/cadre/Cadre/cadre.htm

Ministère des Relations avec les citoyens et de l'immigration (Direction du soutien en accès à l'information et en protection des renseignements personnels), *Modèle de pratiques de protection des renseignements personnels dans le contexte du développement des systèmes d'information par les organismes publics*, Version 1.0, Publications du Québec, 2004.

Secrétariat du Conseil du trésor (Sous-secrétariat à l'inforoute gouvernementale et aux ressources information-nelles), *Authentification des citoyens et des entreprises dans le cadre du gouvernement électronique: orientations et stratégie*, Version 1.0e, February 2004.

Secrétariat du Conseil du trésor (Sous-secrétariat à l'inforoute gouvernementale et aux ressources information-nelles), *Guide relatif à la catégorisation des documents technologiques en matière de sécurité¸* Version 1.1, June 2003.

Secrétariat du Conseil du trésor (Sous-secrétariat à l'inforoute gouvernementale et aux ressources information-nelles), *Directive sur la sécurité de l'information numérique et des échanges électroniques dans l'administration gouvernemen-tale*, November 23, 1999.

Secrétariat du Conseil du trésor, *Cadre de gestion des ressources informationnelles 2002*.

Secrétariat du Conseil du trésor, *Gestion de la sécurité de l'information, Première partie: Code de bonne pratique pour la gestion de la sécurité de l'information*, BS 7799-1, 1999.

Secrétariat du Conseil du trésor, *Le français dans les technologies de l'information: Conventions et pratique en usage au Québec*, 1997, http://www.tresor.gouv.qc.ca/frantech.htm

Secrétariat du Conseil du trésor, *Mémoire du Comité stratégique des ressources informationnelles dans le cadre de la consultation générale à l'égard du document intitulé: Une réforme à l'accès à l'information: le choix de la transparence*, presented to the Commission de la culture, September 2003.

Secrétariat du Conseil du trésor, *Modèle d'accompagnement des changements technologiques pour la fonction publique québécoise*, 2001, http://www.tresor.gouv.qc.ca/resource/acrobat/projets/develop.pdf

Secrétariat du Conseil du trésor, *Politique d'utilisation du français dans les technologies de l'information*, Cabinet, November 25, 1992, No. 92-262, http://www.tresor.gouv.qc.ca/doc/polifran.htm

Secrétariat du Conseil du trésor, *Recueil des politiques de gestion, Concernant les orientations du Conseil du Trésor sur l'évaluation de l'option du partenariat d'affaires public privé pour réaliser des projets majeurs d'investissement*, C.T. 1999534, February 25, 2003, Vol. 10, Chapter 1, Topic 2, p. 12, http://www.tresor.gouv.qc.ca/marche/acrobat/199534.pdf

Government of Quebec portal, http://www.gouv.qc.ca

Government of Canada

Government On-Line Advisory Panel, *Connecting with Canadians: Pursuing Service Transformation*, December 2003.

Office of the Auditor General of Canada, *Report of the Auditor General of Canada to the House of Commons*, November 2003.

Statistics Canada, *High Speed on the Information Highway: Broadband in Canada*, Connectedness series, September 2003.

Treasury Board of Canada Secretariat, Privacy Impact Assessment Guidelines: A Framework to Manage Privacy Risks, August 31, 2002.

Treasury Board of Canada Secretariat, Privacy Impact Assessment Policy, May 2, 2002.

Common Look and Feel (CLF) Web site (Treasury Board of Canada Secretariat), http://www.cio-dpi.gc.ca/clf-nsi/index_e.asp

Government of Canada portal, http://www.canada.gc.ca

Government On-Line Advisory Panel portal, http://www.ged-gol.gc.ca/pnl-grp/index_e.asp

Government's *Consulting Canadians* portal, http://www.consultation-des-canadiens.gc.ca

Government of Alberta

Government portal, http://www.albertasupernet.ca/

SuperNet program portal, http://www.albertasupernet.ca/

Government of New Brunswick

Communications New Brunswick, *Pre-budget consultation/Online initiative now available* (04/02/17), http://www.gnb.ca/cnb/news/fin/2004e0186fn.htm [on-line], site consulted April 23, 2004.

Morissette, Paul, *La corporation services Nouveau-Brunswick (SNB) et la Loi portant sur services Nouveau-Brunswick*, Department of Justice, August 19, 2003.

Service New Brunswick, Annual report 2003, http://www.snb.ca/f/4000/4004f.asp

Service New Brunswick portal, http://www.snb.ca

Government of Ontario

Information and Privacy Commissioner (Ontario), *Concerns and recommendations regarding government public key infrastructures for Citizens*, December 2002.

Information and Privacy Office, *Privacy Impact Assessment: A user's guide*, June 2001.

Government's general portal, http://www.gov.on.ca

Government of British Columbia

Ministry of Health Services health guide portal, http://www.bchealthguide.org

Ministry of Management Services portal, http://www.gov.bc.ca/bvprd/bc/channel.do?action=ministry&channelID=-8389&navId=NAV_ID_-8389&levelFlag=1

Government of the French Republic

Agence pour le développement de l'administration électronique, http://www.adae.gouv.fr Discussion forum on societal issues (Prime minister), http://www.forum.gouv.fr

Cabinet du premier ministre (France), *Administration ELEctronique 2004-2007, Projet ADELE: pour vous simplifier la vie*, press kit, (http://www.adae.gouv.fr [on-line], site consulted March 21, 2004).

French administration (public service) portal (service-public), http://www.service-public.fr

ADELE project portal, http://www.adae.gouv.fr/adele/

Government of the United Kingdom

E-Envoy, UK *online – Annual Report 2000*, 2000 , http://www.e-envoy.gov.uk

National Audit Office, *Better public services through e-government: Report by the comptroller and Auditor General*, HC 704-1, Session 2001-2002, April 2002, (http://www.noa.gov.uk).

Government of the United Kingdom portal (Directgov), http://www.direct.gov.uk

e-Envoy portal, http://www.e-envoy.gov.uk

Government of the United States

Federal government general portal, http://www.Firstgov.gov

Federal government's Online Learning Center portal, http://www.golearn.gov

Federal government's recreational activities portal, http://www.recreation.gov

Federal laws portal, http://www.regulations.gov

Federal Technical Data Solution portal, http://www.fedteds.gov

Past Performance Information Retrieval System portal, www.PPIRS.gov

President's E-Government initiative portal, http://www.whitehouse.gov/omb/egov/

USA Freedom Corps (volunteers) portal, http://www.usafreedomcorps.gov

Government of Australia

Office of the Federal Privacy Commissioner (Australia), *Consultation paper: Privacy issues in the use of public key infrastructure for individuals and possible guidelines for handling privacy issues in the use of PKI for individuals by Commonwealth agencies*, June 2001.

Government general portal, http://www.australia.gov.au/

Health Insurance Commission portal, http://www.hic.gov.au/

Information Management Office portal, http://www.agimo.gov.au

Office of the Federal Privacy Commission portal, http://www.privacy.gov.au

Government of the Netherlands

Dutch Data Protection Authority portal, http://www.cbpweb.nl/

European Union

European Union portal, http://www.europa.eu.int

DG Information Society portal, http://www.europa.eu.int/information_society/index_en.htm

DG Information Society portal for eGovernment Good Practice Framework, http://www.europa.eu.int/information_society/programmes/egov_rd/gpf/index_en.htm

Laws

Québec

An Act to establish a legal framework for information technology, 2001, R.S.Q., Chapter C-1.1 A.

Charter of Human Rights and Freedoms (Civil Code).

Cooperatives Act, 2004, R.S.Q., Chapter C-67.2 A.

Public Administration Act, 2004, R.S.Q., Chapter A-6.01 A.

Others

Government of Ontario, *Ontarians with Disabilities Act, 2001,* Chapter 32, Statutes of Ontario, 2001.

The Netherlands, *Personal Data Protection Act*, Upper House of the Dutch Parliament, 1999-2000 session, Nr. 92.