

Office of the Information
and Privacy Commissioner
for British Columbia

ANNUAL REPORT 2021-2022

oipc OFFICE OF THE
INFORMATION &
PRIVACY COMMISSIONER
FOR BRITISH COLUMBIA



WHO WE ARE

Established in 1993, the Office of the Information and Privacy Commissioner provides independent oversight and enforcement of BC's access and privacy laws, including:

- The ***Freedom of Information and Protection of Privacy Act*** (FIPPA), which applies to over 2,900 public bodies, including ministries, local governments, schools, crown corporations, hospitals, municipal police forces, and more; and
- The ***Personal Information Protection Act*** (PIPA), which applies to any private sector organization that collects, uses, and discloses the personal information of individuals in BC. PIPA also applies to any organization located within BC that collects, uses, or discloses personal information of any individual inside or outside of BC.

Michael McEvoy is BC's Information and Privacy Commissioner.

OUR CORE VALUES

- Impartiality** We are independent and impartial regulators of British Columbia's access to information and privacy laws.
- Expertise** We use our expertise to enforce and advance rights, resolve disputes, and encourage best practices.
- Dedication** We are dedicated to protecting privacy and promoting transparency.
- Respect** We respect people, organizations, public bodies, and the law.
- Innovation** We are innovators and recognized leaders in the global community.

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August 2022

The Honourable Raj Chouhan
Speaker of the Legislative Assembly
Room 207, Parliament Buildings
Victoria, BC V8V 1X4

Dear Honourable Speaker,

In accordance with s. 51 of the *Freedom of Information and Protection of Privacy Act* and s. 44 of the *Personal Information Protection Act*, I have the honour of presenting the office's Annual Report to the Legislative Assembly.

This report covers the period from April 1, 2021 to March 31, 2022.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Michael McEvoy'. The signature is fluid and cursive, with a large loop at the end.

Michael McEvoy
Information and Privacy Commissioner
and Registrar of Lobbyists for British Columbia.



COMMISSIONER'S MESSAGE

I am pleased to present the 2021-22 annual report for the Office of the Information and Privacy Commissioner for British Columbia.

Fairness, transparency, and accountability are among our democracy's most important values. Our laws should reflect these. Our provincial access and privacy laws attempt to do so, but like most laws they are, as they should be, a work in progress. And progress does not always follow a straight line.

The *Freedom of Information and Protection of Privacy Act* (FIPPA) reached the age of 30 in 2022 and, though it started off as a leading piece of legislation, it has become somewhat shopworn. The *Personal Information Protection Act* (PIPA), which governs private sector privacy, is relatively modern in comparison, having been proclaimed in 2004. But technological developments have left it on the back foot. For those reasons, this office has strongly advocated for reform of these laws, a message highlighted in this and many past reports.

In 2022, I am encouraged to say, we are making progress.

During the past reporting year, we saw the gathering of not one but two Special Committees to review both PIPA and FIPPA. The two reviews typically are staggered in sequence and occur every six years. But the September

2020 provincial election put the work of the Special Committee to Review the Personal Information Protection Act on hold; a new Special Committee was appointed in late 2020 and continued throughout 2021, culminating with the release of its final report in December 2021.

Meanwhile, the FIPPA Special Committee had its first meeting in August 2021. Many found it puzzling that their work was preceded by significant amendments to FIPPA, passed by the legislature in November 2021 after contentious public and legislative debate. The amendments strengthen privacy protections, long overdue in the public sector. They include mandatory breach notification and a requirement for all public bodies to develop privacy management programs. Other amendments to the Act, though, were far less positive. For the first time, public bodies were permitted to charge an upfront fee to those who want to access government's, and by extension, citizens' information. I am now reviewing the application of this fee to gauge its impact on transparency and accountability. Another problematic change saw records containing meta data, important information associated with the digital age, now excluded from FIPPA's purview.

Progress, as I said earlier, does not always follow a straight line.

The FIPPA Special Committee, meanwhile, carried on its important work and has now published their final report, as

has the PIPA Committee. The recommendations contained in both reflect the extensive research and consultations by the two Committees. They provide an excellent roadmap for future reform that government should seek to implement. Both reports are critical to the preservation and modernization of our privacy and access to information rights and reflect the values of fairness, transparency, and accountability supported by British Columbians.

These rights contained in our access and privacy laws continued to both guide and be affected by the COVID-19 pandemic throughout the past fiscal year. For this reason, with Federal, Provincial and Territorial Information and Privacy Commissioners, the OIPC issued a joint resolution that stressed to governments and businesses that privacy should be front and centre when they considered issuing a COVID-19 vaccine passport. In a second resolution, we underscored the importance of privacy and access to information rights during and after a pandemic.

At its heart, the laws – and their independent oversight by our office – are meant to instill a sense of trust by British Columbians in their public and private institutions when it comes to the handling of their information, personal and otherwise. That theme of public trust dominated much of our work over the past fiscal year, including a report we published with the BC and Yukon Privacy Commissioners and Ombudsman. In this joint report, we called for strengthened regulation and oversight of artificial intelligence in public sector decision-making, so the public can be confident in its use.

Public trust was also a central theme in our collaborative effort with Elections BC and BC's major political parties, in the development of a voluntary Political Campaign Activity Code of Practice. The idea of a code of practice for how political parties handle personal information followed recommendations from our office's 2019 report, *Full Disclosure: Political parties, campaign data, and voter consent*. The Code gives political parties and candidates the opportunity to publicly commit to fair campaigning principles that complement their legal obligations under the *Personal Information Protection Act* and the *Election Act*.

We also sought to understand last year how the access to information system held up under the strain of the COVID-19 pandemic. This spurred us to examine how selected public bodies, especially those in the health care sector, responded to access to information requests during the public health emergency. We found that these systems maintained relative resilience during the first year of the pandemic and that public bodies performed reasonably well. In the report, we also commented on the ongoing need for public bodies to proactively disclose records related to the pandemic.

**“FAIRNESS, TRANSPARENCY,
AND ACCOUNTABILITY ARE
AMONG OUR DEMOCRACY’S
MOST IMPORTANT VALUES.
OUR LAWS SHOULD
REFLECT THESE.”**

Of course, British Columbians do not live in an information silo. The information we share as citizens with government and private organizations flows without regard to borders. This is why cooperation between information rights regulators, both nationally and internationally, is so critical. British Columbia continues to play a significant role in this regard. We maintained our leadership role as Secretariat for the Asia Pacific Privacy Authorities (APPA); our fifth year coordinating the activities of the 19-member organization. Last fall, we hosted a three-day virtual APPA forum meeting from our office in Victoria, bringing together APPA members, regulator colleagues from around the globe, and observers from industry, government, academia, and civil society. At the centre of the discussions were issues facing regulators and societies at large, including emerging privacy questions that challenge the very precepts of citizen privacy and autonomy.

I would like to close by acknowledging the talented OIPC staff, each of whom come to their work with a remarkable sense of commitment and service. The public is extremely well served by their expertise, high ethical standards and tireless dedication to their work. I deeply appreciated their efforts over the past year.



Michael McEvoy
*Information and Privacy Commissioner
and Registrar of Lobbyists for British Columbia.*

OIPC TEAM

ALL STAFF AT THE OIPC ARE DELEGATED BY THE COMMISSIONER TO CARRY OUT THE RESPONSIBILITIES AND POWERS OF THE COMMISSIONER UNDER THE *FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT* AND THE *PERSONAL INFORMATION PROTECTION ACT*.

Commissioner

The Information and Privacy Commissioner for British Columbia, an independent Officer of the Legislature, oversees the information and privacy practices of public bodies and private organizations. The Commissioner has the legal authority to investigate programs, policies, or information systems in order to enforce compliance with BC's access and privacy laws. The Commissioner also reviews appeals of access to information responses; investigates access and privacy complaints; comments on the implications of new programs, policies, and technologies on access and privacy rights; collaborates with national and international regulators; and engages in public education and outreach activities.

Case review

Case Review Officers help individuals to file complaints relating to access and privacy, or to seek a review of an access to information request. They determine whether to open a file, identify issues, assist with forms and letters, and initiate the appropriate action. Case Review Officers are also first responders to privacy breach notifications. They assist in early resolution of complaints and grant or deny public bodies' time extension requests.

Investigation & mediation

OIPC Investigators conduct investigations and mediations on access and privacy complaints, review access to information requests, make decisions on complaint files, and process privacy breach notifications. They review any records at issue or investigate relevant facts and evidence, and work with public bodies, organizations, complainants, and applicants to reach resolutions.

A dedicated staff, committed to service

A team of 45 people worked at the Office of the Information and Privacy Commissioner in 2021-22. An additional 23 Corporate Shared Services staff provided finance, administration, HR, IT, and facilities support to our office, as well as the three other Officers of the Legislature in our building, including the Office of the Merit Commissioner, the Office of the Police Complaint Commissioner, and the Office of the Ombudsperson.

During the 2021-22 fiscal year, the OIPC integrated a number of action items recommended by the office's Diversity and Inclusion Group (DIG), including initiatives based on the Truth and Reconciliation Commission and the *Declaration on the Rights of Indigenous Peoples Act* (see the Highlights article on page 23 for more details on these efforts).

OIPC staff also take pride in and have long supported community causes. This includes the Provincial Employees Community Services Fund (PECSF), as well as other local charities. OIPC staff received three awards for the 2021 PECSF campaign: Most improved, Highest average donation, and Highest staff participation.

Adjudication

When a complaint or request for review cannot be resolved informally, the Commissioner or their delegate may conduct a formal inquiry. Adjudicators assess the evidence and arguments and issue final and legally binding decisions. Orders are subject to review by the Supreme Court of British Columbia.

Policy

Policy Analysts research and analyze current and emerging access and privacy issues, review and comment on privacy impact assessments, and consult with public bodies and private organizations. They also review and analyze proposed legislation for implications to the access and privacy rights of British Columbians, provide guidance, and make educational presentations.

Audit & systemic review

The Audit and Systemic Review (AnSR) team performs audits, systemic reviews and investigations of access and privacy compliance within public bodies and private sector organizations in relation to legislation, guidelines, and best practices. AnSR projects may be conducted jointly with other access and privacy regulators, and often comprise of high-profile, complex, sensitive investigations.

Communications

The Communications team publicizes the work of the office, including public education and outreach to inform and empower individuals to exercise their information and privacy rights. They manage the office's website, social media presence, media relations, annual report, and open data/proactive disclosure.

YEAR IN REVIEW

April 1, 2021-March 31, 2022

April 2021

- 01 First day of reporting period.
- 28 BC Information and Privacy Commissioner Michael McEvoy announces [Commissioner Speaker Series](#).



May 2021

- 03 Commissioner issues [statement](#) to mark the start of Privacy Awareness Week (May 3-7) and releases list of panelists for the Commissioner Speaker Series.



- 05 Commissioner delivers [speech](#) to the Public Sector Network on Data Governance in the Age of AI and Machine Learning.

June 2021

- 02 Commissioner and other Canadian privacy regulators issue [joint resolution](#) about privacy and access to information rights during and after a pandemic.
- 17 BC and Yukon Privacy Commissioners and Ombudsman release [report](#), *Getting Ahead of the Curve*, calling for strengthened regulation and oversight of artificial intelligence in public sector decision-making.
- 21 Commissioner delivers [speech](#) to the Select Standing Committee on Finance and Government Services.
- 22 OIPC [report](#) finds that private liquor and cannabis retailers must do more to comply with BC privacy legislation.



- 07 Commissioner is guest on the Better Business Bureau of Mainland BC's Facebook Live Chat Series discussing Privacy Awareness Week.

- 18 Commissioner participates virtually in Federal, Provincial and Territorial meeting.

- 19 Commissioner issues [statement](#) calling on government to bring InBC Investment Corp. under access to information legislation.

- 19 Commissioner and other Canadian privacy regulators issue [statement](#) about vaccine passports.

September 2021

- 22 The OIPC's 2020-21 [Annual Report](#) is published
- 28 Commissioner speaks about cannabis and privacy law on Privacy Laws & Business [podcast](#).



October 2021

- 12** OIPC [GPN Privacy Sweep](#) finds significant involvement of data protection authorities in COVID-19 solution-finding.
- 13** Commissioner delivers [speech](#) to 2021 BC Transparency and Privacy Conference.
- 18** Commissioner issues [statement](#) regarding proposed amendments to the *Freedom of Information and Protection of Privacy Act*.
- 20** Commissioner releases [letter](#) to Minister Beare re: Bill 22 - *Freedom of Information and Protection of Privacy Act* amendments.



November 2021

- 18** Commissioner delivers [speech](#) and submits annual [budget and service plans](#) to the Select Standing Committee on Finance and Government Services.
- 30 - DEC 2** The OIPC hosts the virtual 56th Asia Pacific Privacy Authorities ([APPA](#)) Forum, attended by 18 jurisdictions and guests from around the globe.



December 2021

- 06** Commissioner releases [statement](#) regarding Special Committee's recommended changes to the *Personal Information Protection Act*.
- 14** Commissioner [orders](#) Clearview AI to stop collecting, delete images of British Columbians.
- 15** OIPC issues [report](#) finding BC's access to information system remained resilient during first year of COVID-19 pandemic.



January 2022

- 24** Commissioner [presents](#) the OIPC Young Scholars Program.
- 26** Commissioner speaks on Un-Redacted, The Sask IPC [podcast](#), with Saskatchewan's Information and Privacy Commissioner regarding legislative initiatives in BC.
- 28** Commissioner releases [statement](#) for Data Privacy Day.



February 2022

- 03** Commissioner presents the general [submission](#) to the Special Committee to Review the Freedom of Information and Protection of Privacy Act.



March 2022

- 11** Commissioner delivers keynote [speech](#) to Vancouver International Privacy and Security Conference.
- 30** OIPC releases [Campaign Activity Code of Practice](#) with Elections BC to support fair campaigning and protection of personal information in BC elections.
- 31** End of reporting period.

THE ROAD TO REFORM TAKES SEVERAL TURNS

If one theme dominated the information rights landscape in this reporting period, it would be reform. We witnessed both significant amendments to the *Freedom of Information and Protection of Privacy Act* and calls for additional changes to it. This was also a year which saw the Special Committee to Review the Personal Information Protection Act call on government to make sweeping changes to the legislation regulating how private organizations handle the personal information of citizens.



BC's access to information and privacy laws have long struggled to keep pace with rapidly advancing digital technologies. During the COVID-19 pandemic, that struggle intensified when the growth of online schools, virtual shopping, remote work, digital health care, and many other areas accelerated sharply. The OIPC emphasized during legislative reviews of both FIPPA and PIPA that there is an urgent need for clear and enforceable rules that allow for technical innovation while protecting the public's rights.

"The explosion of technology also underscored an even greater expectation for accountability by public bodies and organizations - of all types and on a wide range of issues," Michael McEvoy, Information and Privacy Commissioner for BC, told an audience at the 2021 BC Transparency and Privacy Conference.

In October 2021, government introduced Bill 22, the *Freedom of Information and Protection of Privacy Amendment Act, 2021*. Commissioner McEvoy recognized the Bill as the "first set of comprehensive amendments to FIPPA in at least the last decade," stating that the amendments go "some ways to strengthen privacy protections by mandating new requirements for privacy management programs, mandatory breach notification, so-called 'snooping offences,' and privacy impact assessments."

Other elements of Bill 22 represented a step backwards, including a new application fee for information requests and the exclusion of certain record types from freedom of information requests.

"The impassioned debate around Bill 22 demonstrated that information rights in democracy matter greatly and that British Columbians care deeply about them," said Commissioner McEvoy.

In addition to Bill 22, both FIPPA and PIPA were the subject of legislative reviews in 2021/22; every six years, government is mandated to review both Acts. The Special Committee to Review the Personal Information Protection Act released its final report in December 2021 following an almost two-year review period. Commissioner McEvoy stated that he was encouraged by the work of the Committee: "They chartered a way forward to strengthen the protection of the public's personal information while fostering innovation on the part of BC business in this increasingly technology driven world." The Committee recommended safeguards such as mandatory breach notification and monetary fines, which the OIPC has long promoted. "Now it's time to put their recommendations into law," says McEvoy.

After the work of the PIPA Committee concluded, the FIPPA Special Committee's work began. In his February presentation to the Committee, the Commissioner compared the public sector legislation to a social contract between citizens and public bodies. "I attempted to underscore how important this bargain is to our democratic system of governance in British Columbia," he said. "It adds a necessary set of checks and balances that supports our democratic infrastructure."

While Bill 22 added offences provisions for snooping and evading access requests, McEvoy told the FIPPA Committee that government can do more to ensure that the OIPC has the ability to uphold access rights and to protect privacy.

The OIPC made 17 recommendations to the FIPPA Committee to help broaden access to information and modernize privacy protections, including coverage of the administrative functions of the Legislature, the right for individuals to be notified if an automated-decision system is being used to make a decision about them, and consultation on draft legislation that affects access and privacy, among many others.

McEvoy said that he remains cautiously optimistic about the progress to come. "I think it's fair to say there's a deeper appreciation among legislators, organizations, and the public about the need for reform in the public and private sectors," he said. "We need to make sure that proper oversight mechanisms are put in place, so that British Columbians can have even greater confidence in their democratic institutions." ●



DOWNLOAD: [Speech to the Special Committee to Review the Freedom of Information and Protection of Privacy Act](#)

[Statement from BC Information and Privacy Commissioner regarding Special Committee's recommended changes to the Personal Information Protection Act](#)

[Letter to Minister Beare Re: Bill 22 - Freedom of Information and Protection of Privacy Act amendments](#)

[Statement from BC Information and Privacy Commissioner regarding proposed amendments to the Freedom of Information and Protection of Privacy Act](#)

LIQUOR AND CANNABIS MEET THE WORLD OF PRIVACY PROTECTION

Report finds that private liquor and newly established cannabis retailers need to do more to address the gaps in their compliance with BC's privacy legislation.



Private sector liquor and cannabis retailers collect a significant amount of our personal information in the course of doing business. Examples include age verification by checking a driver's licence, video camera surveillance to ensure security, processing our credit and debit card to make purchases, and the collection of information for HR and payroll purposes if you are employed by one of these businesses. All of these activities are subject to BC's *Personal Information Protection Act* (PIPA) and in many cases the personal information can be very sensitive. This is particularly so when it comes to cannabis transactions.

Canada is in a minority of countries who have legalized the recreational use of cannabis. If your status as a cannabis user becomes known in those countries where it is illegal, they may deny you entry. Liquor sales and a person's pattern of consumption can also carry sensitivities and stigmas that could affect them, should a privacy breach occur.

Following media stories and enquiries about the sector's handling of personal information, the OIPC decided to conduct a compliance review of 30 private sector licensed liquor and cannabis retailers. The results released in the June report were surprising, said Michael McEvoy, Information and Privacy Commissioner for BC.

"Many retailers didn't understand that they collect personal information, despite the fact that all private licensed liquor and cannabis retailers collect often very sensitive forms of it from employees and customers who enter physical stores or make purchases online," he explained.

The report found that few private liquor and cannabis retailers maintain adequate privacy management programs or document privacy policies, despite their obligations to do so under PIPA. It also revealed that a small number of retailers were collecting biometric information from staff, customers, or both. "Unless there are exceptional circumstances to consider, BC cannabis and liquor stores are not authorized to use facial recognition technology," said Commissioner McEvoy.

The report contains 18 recommendations for retailers to address the gaps found through the investigation. Individual summaries that contain specific recommendations were also provided to the retailers involved in this review. These summaries provide links to guidance documents and other information to assist retailers in improving their privacy management programs, policies, and safeguards.

Following the release of the report, the OIPC updated the guidance document *Protecting personal information: Cannabis transactions*, to emphasize the obligations retailers have when handling personal information and offer privacy protecting tips for consumers when purchasing cannabis products. The interest in both the guidance document and the report led to an invitation for the Commissioner to participate in a podcast hosted by UK-based Privacy Laws & Business, in which he discussed the diverse privacy implications for this sector. ●



DOWNLOAD: *Compliance Report 21-02 Review of Private Liquor and Cannabis Retailers*



GUIDANCE DOCUMENT: *Protecting personal information: Cannabis transactions*



PRIVACY LAWS & BUSINESS PODCAST: *Canada leads on applying privacy law to sales of recreational cannabis: Episode 16 - Cannabis and privacy law*

GOVERNMENTS CALLED ON TO CONFRONT THE CHALLENGES OF USING ARTIFICIAL INTELLIGENCE

BC and Yukon Privacy Commissioners and Ombudsman call on governments to implement stronger regulation and oversight of artificial intelligence (AI).



From approving building permits and calculating car insurance premiums to predicting recidivism rates of offenders and determining program eligibility, more and more decisions in the public sector are being automated using AI systems. Yet the great promise of that burgeoning technology also comes with serious risks. The BC and Yukon Privacy Commissioners and Ombudsman recognized their shared responsibilities when it comes to the oversight of artificial intelligence systems in the public sector. This led to the jointly published report entitled *Getting Ahead of the Curve: Meeting the challenges to privacy and fairness arising from the use of artificial intelligence in the public sector*, which addresses challenges to fairness and protection of privacy from the use of artificial intelligence in the delivery of public services and provides a framework for governments seeking to leverage such technologies.

“Advancing AI technologies holds the promise of great benefit to society, but if those benefits are going to be realized the public will have to have confidence in its use. We need to ensure trust and transparency are built into its development,” said BC Information and Privacy Commissioner Michael McEvoy.

The report made several recommendations to assist public bodies as they incorporate AI systems into their operations or services, including the need for government to commit to guiding principles for the use of AI systems that incorporate transparency, accountability, legality, procedural fairness, and privacy protections.

“These principles should apply to all existing and new programs or activities, be included in any tendering documents by public authorities or third-party contracts or AI systems delivered by service providers, and be used to assess legacy projects so they are brought into compliance within a reasonable timeframe,” said Commissioner McEvoy.

Other concerns highlighted in the report include the challenge of explaining to the public how decisions are made if algorithms are used, a lack of notice provided to people that these systems will be used in decision-making that impacts them, and the absence of effective appeals from AI-generated decisions.

The regulators saw a gap in consistent guidance, regulation, and oversight governing the use of AI when they reviewed public sector cases and expressed hope that public bodies will carefully consider the report’s guidance in implementing AI systems.

The report also stressed the need for public bodies to notify an individual when an AI system is used to make a decision about them, and to describe how the AI system operates in a way that is understandable to the individual.

“Government must make efforts to promote capacity-building, cooperation, and public engagement on AI,” said McEvoy.

In doing so, public bodies should build subject-matter knowledge and AI expertise, and carry out public education initiatives. In addition, the regulators said that government must develop the capacity to facilitate knowledge-sharing and expertise between government and AI developers and vendors. They also recommended that public bodies establish special rules or restrictions for the use of highly sensitive information by AI. ●



DOWNLOAD: *Special Report: Getting Ahead of the Curve: Meeting the challenges to privacy and fairness arising from the use of artificial intelligence in the public sector*

COVID-19 PANDEMIC STRESS TESTS ACCESS TO INFORMATION SYSTEMS

Special Report revealed the government access to information systems held up, despite the COVID-19 pandemic and an increase in requests.



Over the past two years, the COVID-19 pandemic has created exceptional challenges for all of us. It has been no different for our public bodies undertaking their responsibilities to ensure citizen right of access to information. Health authorities and the provincial government in particular have also been under exceptional pressures, and not only by the demands and strain on the health care system. They also possess records of particular interest to the public that are relevant to government accountability during a time of crisis.

In BC, public bodies have an obligation to respond to general requests for records under BC's *Freedom of Information and Protection of Privacy Act (FIPPA)*. FIPPA establishes access rights for individuals and sets out requirements for public bodies to respond to access requests.

The OIPC looked at how select public bodies on the front lines at the onset of the pandemic fulfilled these obligations under FIPPA in *Special Report 21-03: The Impact of COVID-19 on Access to Information* published in December 2021. During their review, OIPC researchers interviewed a select group of public bodies that received a higher volume of requests during the year to give the public a sense of how the access to information system generally performed in the first year of the pandemic. These pressures presented many challenges, both for staff processing requests and for applicants awaiting a response. Obstacles included staff redeployment, a greater complexity and scope of requests, the reality of limited access to physical records when working from home, difficulty getting records reviewed by staff, and finding time to have the head of the public body, or their delegate, approve the release of documents.

The report found that despite the increase in both the volume and complexity of requests, the access to information system maintained a relative resilience during the initial COVID-19 year.

“During an emergency like the pandemic, the mechanisms for requesting information are critical,” said Commissioner McEvoy. “The systems in question, while not perfect, adjusted and adapted to deal with the demands of the pandemic and performed reasonably well.”

Data provided by the public bodies showed an increase in the number of requests in five of the six health authorities. For instance, the Provincial Health Services Authority experienced a 167% increase in the number of access requests and Northern Health saw an increase of 91%. Requests to the Ministry of Health also increased by 43%.

The challenges also sparked increased creativity and an agile approach to managing response times. Some of the solutions shared by the health authorities included shifting resources internally to assist with expanded workload and staging releases of information to help applicants get some records while continuing to process the remainder of larger requests. Health authorities noted there was an increased awareness and appreciation about the demands and requirements of FOI, which lead to an increase in educational opportunities for staff.

In the report, the OIPC highlighted the importance of proactively releasing records without an access request as a general practice, noting it builds public trust and increases greater transparency and accountability for the people of British Columbia. ●



DOWNLOAD: [Special Report: The impact of COVID-19 on access to information](#)

A MATTER OF CONSENT

Political parties sign onto Political Campaign Activity Code of Practice, jointly produced by the OIPC and Elections BC.

Whether it's at your door, through a website form, or at a political conference, the *Personal Information Protection Act* (PIPA) requires political parties, for the most part, to seek your permission before collecting, using, or sharing your personal information. The 2019 OIPC report *Full Disclosure: Political parties, campaign data, and voter consent* revealed that political parties were generally collecting too much information from potential voters, without proper consent.

This caused BC's Information and Privacy Commissioner and the Province's Chief Electoral Officer to work in tandem to address the issues to coordinate efforts to produce a Political Campaign Activity Code of Practice to help guide the work of political parties.

The OIPC and Elections BC worked with the three political parties with seats in the BC Legislature to establish a voluntary code that would give political parties and candidates the opportunity to publicly commit to fair campaigning principles. The code was signed by the parties in March 2022.

Signatories of the code commit to the following fair campaigning practices:

1. Understanding their privacy obligations.
2. Understanding their campaign finance obligations.
3. Obtaining meaningful consent from voters on the use of their personal information.
4. Collecting information directly from individuals where possible.
5. Disclosing analytical models that predict information about individuals.
6. Never misrepresenting artificial intelligence as a human being.
7. Never knowingly engaging in misleading practices.
8. Never sponsoring or publishing hateful content.
9. Never obstructing another party or candidate's campaign.
10. Applying adequate privacy protections, including that political parties understand their privacy obligations and apply adequate privacy protections.

"Chief Electoral Officer Anton Boegman and I believe the code further strengthens the rules of engagement between voters and political parties and will go some way to enhancing confidence in BC's political campaigns," says McEvoy. "The code's principles ensure a level playing field for electoral campaigns, and balance the needs of political parties to know their voters with the need for protection of their privacy." ●



DOWNLOAD: [Political Campaign Activity Code of Practice](#)
[Full Disclosure: Political parties, campaign data, and voter consent](#)

HIGHLIGHTS

OIPC joins Canadian counterparts, calls on governments to prioritize privacy and access rights during COVID-19 pandemic

Vaccine passports, May 2021

The OIPC released a joint statement on the issue of vaccine passports, reinforcing the fact that the passport could be a very useful tool to allow people to travel and gather, and could support economic recovery while protecting public health. However, the privacy guardians warned that the introduction of a vaccine passport could also encroach on civil liberties and should be taken only after careful consideration. The joint statement outlined the fundamental privacy principles that should be adhered to in the development of vaccine passports.

Improved privacy and access to information rights, June 2021

The OIPC and its counterparts from across the country issued a resolution that called on governments to use the lessons learned from the COVID-19 pandemic to improve privacy and access to information rights. The pandemic accelerated longstanding concerns about increasing surveillance by public bodies and private corporations, the timeliness of responses to access requests, and the need to modernize the access to information systems. The resolution adopted 11 access to information and privacy principles, and called on Canada's governments to show leadership by making freedom of information and protection of privacy a priority.



DOWNLOAD: <https://www.oipc.bc.ca/media/17359/2021-05-19-fpt-joint-statement-vaccine-passports.pdf>

<https://www.oipc.bc.ca/media/17360/2021-06-02-nr-fpt-news-release-on-joint-resolution.pdf>

The OIPC continues leadership role with international regulators

As the Secretariat for the Asia Pacific Privacy Authorities (APPA) forum for the past seven years, the OIPC has played a leadership role with regulators in the Asia Pacific, forming partnerships, discussing common regulatory challenges, and sharing information on emerging technologies and trends. This role was highlighted in November 2021 when the OIPC hosted the virtual 56th APPA Forum and was endorsed for an additional two-year term as Secretariat. More than 100 attendees from 18 jurisdictions attended the three-day online forum. The OIPC will continue to serve as APPA Secretariat until December 2023.



DOWNLOAD: <https://www.appaforum.org/forums/communiques/the-56th-appa-forum-hosted-by-the-office-of-the-information-and-privacy-commissioner-for-british-columbia/>

OIPC publishes guidance reminding public bodies that reasonable security measures continue to apply following FIPPA amendments

As of November 2021, the BC Government lifted the explicit prohibition in the *Freedom of Information and Protection of Privacy Act* (FIPPA) on disclosing information outside of Canada. The OIPC published guidance reminding public bodies that their obligations under section 30 to implement reasonable security measures continue to apply. The guidance emphasizes that if a public body is thinking about storing personal information in a foreign jurisdiction, they should first evaluate whether there are legal, political or other considerations that might unreasonably compromise the security of that information. As well, it would be unlikely that a public body would be able to meet its obligations when information under its control is processed or stored in a jurisdiction that does not respect the rule of law, has no privacy laws, or those laws are inadequate.



DOWNLOAD: <https://www.oipc.bc.ca/guidance-documents/3646>

Order confirms federal political parties are subject to BC's PIPA

British Columbia's *Personal Information Protection Act* (PIPA) governs the collection, use and disclosure of personal information by organizations subject to the Act. In December 2019, three British Columbia residents complained to the Commissioner that the Conservative Party of Canada, the Green Party of Canada, the Liberal Party of Canada, and the New Democratic Party of Canada had failed to comply with PIPA. The complainants alleged that these political parties refused to disclose what personal information they possessed about the complainants, how it was used, and to whom it had been disclosed. The OIPC's investigation into the complaints was put on hold in order to conduct an inquiry to determine the political parties' challenge of the Commissioner's jurisdiction. The political parties maintained that PIPA did not apply to their personal information practices since they are registered under the federal *Canada Elections Act* and subject to its rules and other federal statutes relating to collection, use and disclosure of personal information. Adjudicator David Loukidelis, QC, was delegated to decide the jurisdiction question by the Commissioner and determined that PIPA is a constitutionally valid law in respect of property, civil rights and matters of a local nature and the doctrines of federal paramountcy and interjurisdictional immunity do not oust its application to federal political parties. Three of the political parties filed petitions for judicial review of the Order and the matter will proceed in accordance with the Supreme Court of British Columbia decision once rendered.



DOWNLOAD: <https://www.oipc.bc.ca/orders/3648>

HIGHLIGHTS

Commissioner orders Clearview AI to comply with report recommendations

Following their joint investigation in 2020, privacy regulators in Canada, Quebec, and Alberta published a Report of Findings regarding Clearview AI Inc.'s facial recognition tool. The report found that Clearview contravened the *Personal Information Protection Act* (PIPA) by illegally collecting billions of photographs, using facial recognition on those images, and disclosing them to third parties. The Commissioners recommended that the company cease offering its services in Canada, cease collecting personal information in Canada, and delete personal information that has already been collected. Clearview refused to comply with the recommendations, taking the position that its activities do not breach any Canadian law and that Canadian law does not apply. The Commissioners considered and rejected Clearview's position and the provincial regulators issued binding orders for the company to comply with the recommendations. The BC PIPA order is currently under judicial review by the Supreme Court of British Columbia.



DOWNLOAD: <https://www.oipc.bc.ca/investigation-reports/3505>
<https://www.oipc.bc.ca/orders/3610>

Young Scholars Project showcases student talent

The OIPC launched the Young Scholars Project in January, on the International Day of Education, to showcase the work of exemplary students in access and privacy studies. Student papers were received through submissions from professors at post-secondary institutions. The topics included diverse areas such as data residency, consent, the right to be forgotten and social media. Selected submissions are published on the OIPC website.



DOWNLOAD: <https://www.oipc.bc.ca/news-releases/3631>
<https://www.oipc.bc.ca/news/>

OIPC releases guidance for workplace drug and alcohol searches

The OIPC introduced a guidance document to help organizations subject to BC's *Personal Information Protection Act* (PIPA) understand when – or if – they can conduct random searches of their employees and contractors for drugs and alcohol. The guide includes a list of factors employers should consider when determining whether to search employees. As these searches involve the collection of personal information, PIPA applies regardless of whether they uncover drugs or alcohol. The guide emphasizes that employers should communicate to employees any policies about searching for drugs and alcohol, and that they should enforce those policies consistently.



DOWNLOAD: <https://www.oipc.bc.ca/guidance-documents/3625>

OIPC issues updated privacy guidelines for strata corporations and agents

In British Columbia, strata corporations and property management companies acting on their behalf, are considered organizations under the *Personal Information Protection Act* (PIPA). As such, they must follow the privacy rules in PIPA when they collect, use or disclose personal information in their property management duties. Members of these volunteer boards should be aware of PIPA and their responsibilities when it comes to protecting the personal information of their fellow owners and residents. To assist strata corporations in their understanding of PIPA, the OIPC released updated privacy guidelines for strata corporations and agents. The guidelines provide a roadmap to the terminology, obligations, and situations strata corporations and agents might encounter when collecting, using or disclosing personal information.



DOWNLOAD: <https://www.oipc.bc.ca/guidance-documents/3632>

OIPC strengthens commitment to diversity, inclusion, and accessibility

The OIPC's internal Diversity and Inclusion Group (DIG) is driven by the office's commitment to developing a more inclusive workplace focused on continuous staff learning and ensuring our services to the public are equitable and accessible.

The office has implemented many of DIG's recommendations, including incorporating Indigenous Relations Behavioural Competencies into hiring practices; using gender neutral language in communications and interactions; updating the Harassment, Discrimination, and Bullying policy; and providing internal education on topics ranging from the histories of Canada and Indigenous Peoples, to building respectful and equitable workplaces, to trauma-informed dispute resolution and having difficult conversations.

The group is also responding to the calls for action from the Truth and Reconciliation Commission and to the *Declaration on the Rights of Indigenous Peoples Act* through education, hiring, and reviewing OIPC processes.

DIG has also reviewed and is preparing to respond to the requirements of the *Accessible BC Act*. In doing so, the OIPC will be joining many public bodies in creating a plan, a committee, and a feedback tool that promote accessibility.

YEAR IN NUMBERS

TABLE 1. Year in numbers summary of all FIPPA and PIPA files received in 2021-22

FILE TYPE	Received 21/22	Closed 21/22	Received 20/21	Closed 20/21
Privacy breach notification	174	179	238	236
Privacy complaints	389	315	227	232
Access complaints	479	456	386	367
Requests for review				
Requests for review of decisions to withhold information	521	481	415	463
Deemed refusal	259	265	177	163
Applications to disregard requests as frivolous or vexatious	14	16	14	15
Time extensions				
Requests by public bodies and private organizations ¹	3260	3260	4,029	4,039
Requests by applicants seeking a review ²	40	42	27	31
Time extensions reported under Commissioner's 2020 Decision	n/a	n/a	1,856	1,856
Public interest notification (s. 25)	20	20	17	17
Requests for reconsideration of OIPC decisions	75	92	65	53
Information requested/received				
Requests for information	5340	5340	5,364	5,370
Non-jurisdictional issue	23	25	14	13
No reviewable issue	110	118	78	80
Request for contact information (research)	1	1	0	0
Media inquiries	101	114	149	163
FOI requests for OIPC records	15	14	14	14
s. 60 adjudications of OIPC decisions ³	0	0	0	0
Commissioner initiated reports				
Privacy reports	n/a	2	n/a	3
Access reports	n/a	1	n/a	2
Policy				
Policy or issue consultation	339	333	380	382
Legislative reviews	22	18	14	14
Police Act IIO reports	50	50	48	48
Privacy impact assessments	76	70	97	101
Public education and outreach				
Speaking engagements	45	45	40	40
Meetings with public bodies and private organizations	22	26	24	22
Other (includes all file types except those otherwise listed)	112	104	281	279
TOTAL	11,487	11,387	13,954	14,003

1. (incl. s. 10 (FIPPA) and s. 31(PIPA)

2. (incl. s. 53 (FIPPA) and s. 47 (PIPA)

3. The OIPC publishes s. 62 decisions here: <https://www.oipc.bc.ca/rulings/adjudications/>



TABLE 2. Breakdown of access complaints received in 2021-22 (FIPPA and PIPA)

Duty required by Act	105
Time extension by public body	33
Adequate search	239
Fees	68
No notification issued	34
TOTAL	479

NOTE:

Duty required by Act: Failure to fulfill any duty required by FIPPA (other than an adequate search).

Time extension by public body: Unauthorized time extension taken by public body.

Adequate search: Failure to conduct adequate search for records.

Fees: Unauthorized or excessive fees assessed by public body.

No notification issued: Failure to notify as required under s. 25 of FIPPA

TABLE 3. Breakdown of privacy complaints received in 2021-22 (FIPPA and PIPA)

Accuracy	3
Collection	143
Use	22
Disclosure	152
Retention	13
Correction	24
Protection	31
TOTAL	388

NOTE:

Accuracy: Where personal information in the custody or control of a public body is inaccurate or incomplete.

Collection: The unauthorized collection of information.

Use: Unauthorized use by the public body or private organization.

Disclosure: Unauthorized disclosure by a public body or private organization.

Retention: Failure to retain information for the time required.

Correction: Refusal to correct or annotate information in a record.

Protection: Failure to implement reasonable security measures.

YEAR IN NUMBERS

TABLE 4. Number of FIPPA complaints and requests for review received in 2021-22 by public body

Public body	Complaints received	Requests for review received	Total
Ministry of Health	39	40	79
College of Physicians and Surgeons of BC	52	6	58
Thompson Rivers University	7	41	48
Provincial Health Services Authority	19	28	47
Island Health	17	24	41
Ministry of Children and Family Development	9	31	40
Vancouver Coastal Health	17	23	40
Fraser Health	20	19	39
ICBC	23	15	38
City of Vancouver	19	15	34
Top 10 totals	222	242	464
All other public bodies	407	411	818
TOTAL	629	653	1282

TABLE 5. Number of PIPA complaints and requests for review received in 2021-22 by sector

Sector	Complaints received	Requests for review received	Total
Services	62	26	88
Health	48	28	76
Real Estate	26	15	41
Professional science & technology	17	12	29
Retail/Trade	15	8	23
Administrative support	16	7	23
Finance/Insurance	8	7	15
Accommodation	11	0	11
Construction	6	2	8
Arts/Entertainment/Recreation	6	2	8
Top 10 totals	215	107	322
Other	24	21	45
TOTAL	239	128	367

NOTE (TABLES 6 -13):

Investigation: Files that were mediated, not substantiated, partially substantiated, and substantiated.

Declined to investigate/discontinued: Files referred back to public body, withdrawn, or files the OIPC declined to investigate (for example, those that were frivolous, vexatious, or not made in good faith).

Hearing or report: Files that proceeded to inquiry and/or a report was issued.

TABLE 6. Outcome of access complaints resolved in 2021-22, FIPPA

Type	Investigation	No investigation	Hearing or report	Total
Adequate search	84	102	5	191
Duty required by Act	40	28	0	68
Fees	38	20	9	67
Time extension by public body	31	1	0	32
s. 25 not applied	8	19	5	32
TOTAL	201	170	19	390

EXPLANATORY NOTE: “investigation” includes files that were mediated, not substantiated, partially substantiated, and substantiated. “No investigation” includes files referred back to public body, withdrawn, or files the OIPC declined to investigate. “Hearing or report” refers to files that proceeded to inquiry and/or a report was issued.

TABLE 7. Outcome of access complaints resolved in 2021-22, PIPA

Type	Investigation	No investigation	Hearing or report	Total
Adequate search	13	13	1	27
Duty required by Act	19	9	5	33
Fees	6	0	0	6
TOTAL	38	22	6	66

YEAR IN NUMBERS

TABLE 8. Outcome of privacy complaints resolved in 2021-22, FIPPA

Type	Investigation	No investigation	Hearing or report	Total
Accuracy	0	1	0	1
Collection	16	31	1	48
Correction	6	7	0	13
Disclosure	29	35	1	65
Retention	1	3	0	4
Use	1	5	1	7
Protection	7	6	0	13
TOTAL	60	88	3	151

TABLE 9. Outcome of privacy complaints resolved in 2021-22, PIPA

Type	Investigation	No investigation	Hearing or report	Total
Accuracy	0	1	0	1
Collection	20	25	4	49
Correction	7	4	0	11
Disclosure	38	32	1	71
Retention	5	3	0	8
Use	6	5	0	11
Protection	7	6	0	13
TOTAL	83	76	5	164

TABLE 10. Outcome of requests for review resolved in 2021-22, FIPPA**

Type	Mediated/ resolved	Declined to investigate/ discontinued	Hearing/ consent order/ other	Total
Deemed refusal	166	11	18	195
Deny	51	6	30	87
Notwithstanding	2	0	0	2
Partial access	190	19	82	291
Refusal to confirm or deny	9	0	1	10
Scope	5	2	0	7
Third Party	21	2	15	38
TOTAL	444	40	146	630

EXPLANATORY NOTE: “mediated/resolved” includes files that were mediated, withdrawn, referred to public body, consent order, or other decision by Commissioner.

TABLE 11. Outcome of requests for review resolved in 2021-22 PIPA**

Type	Mediated/ resolved	Declined to investigate/ discontinued	Hearing/ consent order/ other	Total
Deemed refusal	55	14	1	70
Deny access	16	6	5	27
Partial access	10	0	8	18
Scope	1	0	0	1
TOTAL	82	20	14	116

EXPLANATORY NOTE: “mediated/resolved” includes consent order, mediated, withdrawn, other decision by Commissioner.

TABLE 12. Outcome of all complaints resolved by the OIPC (FIPPA and PIPA) in 2021-22**

Investigations	No investigations	Hearing or report	Declined to investigate/ discontinued	TOTAL
143	122	8	42	315

TABLE 13. Outcome of all requests for review resolved by the OIPC (FIPPA and PIPA) in 2021-22**

Mediated/ resolved without hearing	Declined to investigate/ discontinued	Hearing or report	TOTAL
239	192	25	456

** Decline to investigate/discontinued numbers include referbacks, no reviewable issue and non-jurisdictional file types.

ADJUDICATION

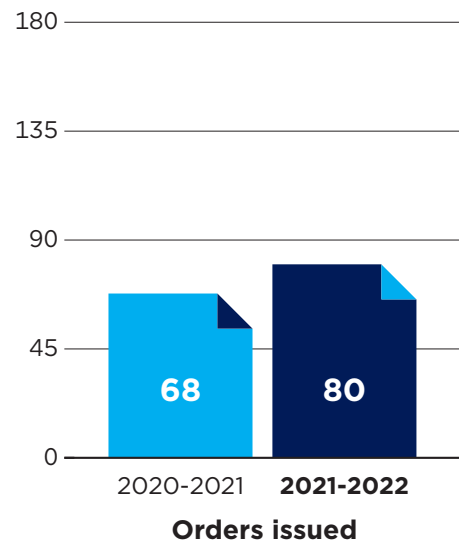
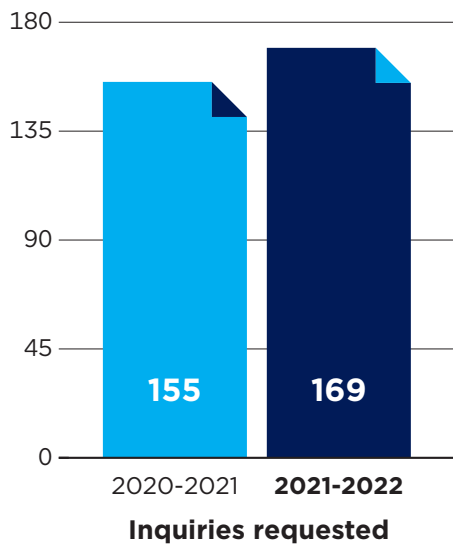
When investigation and mediation do not resolve a dispute, the Commissioner or their delegate may conduct an inquiry. At the inquiry, the adjudicator reviews evidence and arguments, decides all questions of fact and law and issues a final and binding order. Orders are subject to review by the Supreme Court of British Columbia.

To address increased demand and improve service to the public, Commissioner McEvoy requested funds in November 2021 for an additional five permanent adjudicator positions and two additional temporary FTEs during the 2022-23 budget process.

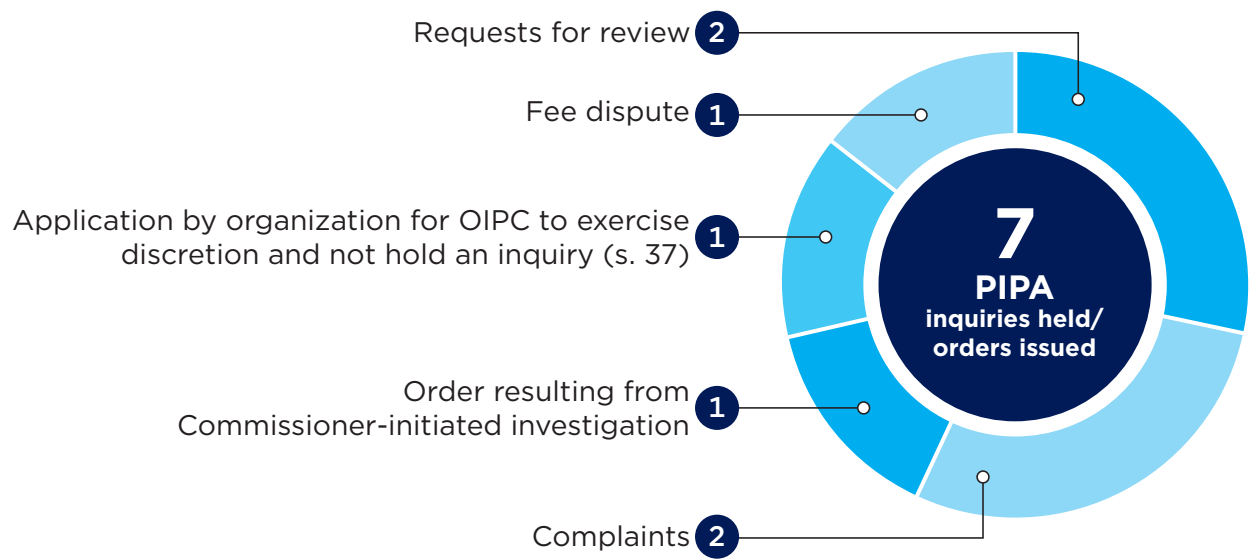
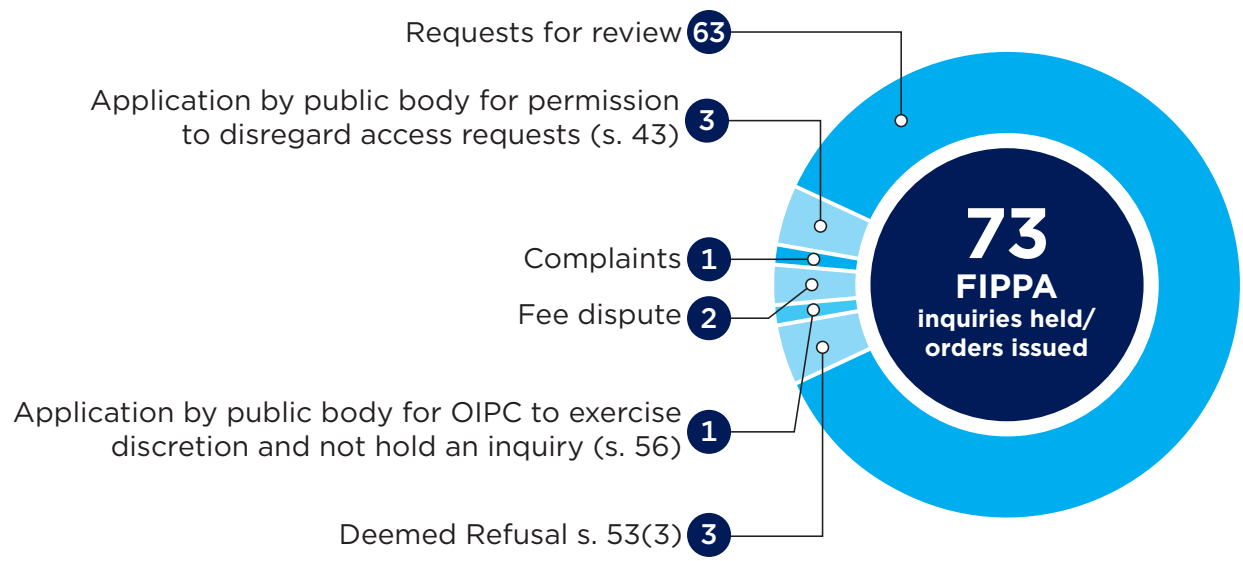
The important role of the adjudication process for the public was recognized and the request was approved; the task of filling the positions has begun and will continue over the next fiscal year.

The following orders provide a snapshot of the varied nature of the cases handled at adjudication over the past year:

- An Indigenous applicant requested BC Archives give her access to a record of her maternal grandmother's incarceration in the 1940s in a juvenile reformatory. (F21-30)
- An applicant requested BC Pavilion Corporation's stadium use agreement with the Canadian Soccer Association for the FIFA Women's World Cup Canada 2015. (F21-29)
- An applicant asked for information about short-term rentals operating in the City of Vancouver under a City business licence. (F21-65)
- Parents requested access to their son's records from the Ministry of Children and Family Development's child protection and family services files. (F21-35)
- The BC Official Opposition Caucus asked the Ministry of Finance for a copy of information binders used for the Legislative committee stage of Bill 44-2018, *Budget Measures Implementation (Employer Health Tax) Act, 2018*. (F21-58)
- A member of the Architectural Institute of British Columbia asked for access to a record of all persons who cast votes in the AIBC's 2019 council election. (F21-42)
- A journalist asked BC Lottery Corporation for the name and hometown of the winner of a Lotto 6/49 jackpot. (F21-49)



¹ The Commissioner's formal rulings are subject to judicial review by the Supreme Court of BC. The OIPC publishes orders that have been judicially reviewed here: <https://www.oipc.bc.ca/rulings/judicial-reviews/>



FINANCIAL REPORTING

Nature of operations

The Information and Privacy Commissioner is an independent Officer of the Legislature whose mandate is established under the *Freedom of Information and Protection of Privacy Act* (FIPPA) and the *Personal Information Protection Act* (PIPA).

FIPPA applies to more than 2,900 public agencies and accords access to information and protection of privacy rights to citizens. PIPA regulates the collection, use, access, disclosure and retention of personal information by more than one million private sector organizations.

The Commissioner has a broad mandate to protect the rights given to the public under FIPPA and PIPA. This includes conducting reviews of access to information requests, investigating complaints, monitoring general compliance with the Acts, and promoting freedom of information and protection of privacy principles. In addition, the Commissioner is the Registrar of Lobbyists and oversees and enforces the *Lobbyists Transparency Act*.

Funding for the operation of the Office of the Information and Privacy Commissioner is provided through a vote appropriation (Vote 6) of the Legislative Assembly. The vote provides separately for operating expenses and capital acquisitions, and all payments or recoveries are processed through the Province's Consolidated Revenue Fund.

The Office receives approval from the Legislative Assembly to spend funds through this appropriation. There are two components: operating and capital. Any unused appropriation cannot be carried forward for use in subsequent years.

The following table compares the Office's voted appropriations, total operating and capital expenses, and the total remaining unused appropriation (unaudited) for the current and previous fiscal years:

2021-22	Operating	Capital
Appropriation	\$7,589,000	\$83,000
Total operating expenses	\$7,391,242	\$0
Capital acquisitions	\$0	\$68,625
Unused appropriation	\$197,758	\$14,375

NOTE: while a capital surplus is shown \$12,091 of this was used for a new capital asset that was transferred.

2020-21	Operating	Capital
Appropriation	\$6,942,000	\$543,944
Total operating expenses	\$6,941,724	\$0
Capital acquisitions	\$0	\$27,595
Unused appropriation	\$276	\$1,405

Tangible capital assets

Tangible capital assets are recorded at historical cost less accumulated depreciation. Depreciation begins when the asset is put into use and is recorded on the straight-line method over the estimated useful life of the asset.

The following table shows the Office's capital assets (unaudited).

2021-22	Closing cost	Closing accumulated amortization	Net book value (March 31/22)
Computer hardware and software	\$753,635	(\$368,590)	\$385,045
Tenant improvements	\$0	\$0	\$0
Furniture and equipment	\$32,995	(\$25,629)	\$7,366
Total tangible capital assets	\$786,630	(\$394,219)	\$392,411

2020-21	Closing cost	Closing accumulated amortization	Net book value (March 31/21)
Computer hardware and software	\$675,601	(\$224,338)	\$451,264
Tenant improvements	\$0	\$0	\$0
Furniture and equipment	\$30,313	(\$22,387)	\$7,925
Total tangible capital assets	\$705,914	(\$246,725)	\$459,189

Public Interest Disclosure Act

British Columbia's *Public Interest Disclosure Act* (PIDA) allows BC government ministry employees, employees of independent offices, like the OIPC and ORL, and the Legislative Assembly, as well as former public servants to report specific kinds of serious wrongdoing without fear of reprisal.

PIDA requires public bodies in British Columbia to report on investigations into wrongdoing started under the Act, the number of disclosures made internally, and the number of disclosures received by the Office of the Ombudsperson.

The Office of the Information and Privacy Commissioner and the Office of the Registrar of Lobbyists have not had any investigations or disclosures under PIDA between April 1, 2021 and March 31, 2022.

OUTREACH

COMMISSIONER MCEVOY AND OIPC STAFF ARE FREQUENT SPEAKERS AND PARTICIPANTS AT EVENTS AND CONFERENCES THROUGHOUT BRITISH COLUMBIA – AND BEYOND.



Panel at the IAPP Canada Privacy Symposium 2022 in Toronto. Left to right: Commissioners Michael McEvoy (BC), Daniel Therrien (federal), Diane Poitras (Québec), Michael Harvey (Newfoundland and Labrador), Patricia Kosseim (Ontario)

Here are some of the events that featured OIPC speakers and presenters during the 2021-2022 fiscal year:

- 23rd Annual Privacy and Security Conference
- Alberta Privacy Conference
- Asia Development Bank and Future of Privacy Asia Pacific Panel
- BC Privacy Professionals
- BC Schizophrenic Society
- Better Business Bureau
- Commissioner Speaker Series
- Cowichan Valley School District privacy training
- Future of Learning Forum
- Global Privacy Assembly
- Identity North
- United Way
- University of Victoria
- Vancouver School Board

RESOURCES

Getting started

- 🔗 Access to data for health research
- 🔗 BC physician privacy toolkit
- 🔗 Guide to OIPC processes (FIPPA and PIPA)
- 🔗 Guide to PIPA for business and organizations
- 🔗 Developing a privacy policy under PIPA
- 🔗 Early notice and PIA procedures for public bodies
- 🔗 Privacy management program self assessment
- 🔗 Privacy impact assessments for the private sector

Access (General)

- 🔗 Common or integrated programs or activities
- 🔗 Guidance for conducting adequate search investigations (FIPPA)
- 🔗 How do I request records?
- 🔗 How do I request a review?
- 🔗 Instructions for written inquiries
- 🔗 PIPA and workplace drug and alcohol searches: a guide for organizations
- 🔗 Section 25: The duty to warn and disclose
- 🔗 Time extension guidelines for public bodies
- 🔗 Tip sheet: requesting records from a public body or private organization
- 🔗 Tip sheet: 10 tips for public bodies managing requests for records

Privacy (General)

- 🔗 Collecting personal information at food and drink establishments, gatherings, and events during COVID-19
- 🔗 Direct-to-consumer genetic testing and privacy
- 🔗 Disclosure of personal information of individuals in crisis
- 🔗 Employee privacy rights
- 🔗 FIPPA and online learning during the COVID-19 pandemic
- 🔗 Guide to using overt video surveillance
- 🔗 Guide for organizations collecting personal information online
- 🔗 Identity theft resources
- 🔗 Information sharing agreements
- 🔗 Instructions for Written Inquiries
- 🔗 Obtaining meaningful consent
- 🔗 Political campaign activity code of practice
- 🔗 Privacy and the BC vaccine card: FAQ
- 🔗 Privacy guidelines for strata corporations and strata agents
- 🔗 Privacy proofing your retail business
- 🔗 Privacy tips for seniors: Protect your personal information
- 🔗 Private sector landlords and tenants
- 🔗 Protecting personal information: cannabis transactions
- 🔗 Protecting personal information away from the office
- 🔗 Reasonable security measures for personal information disclosures outside Canada
- 🔗 Responding to PIPA privacy complaints
- 🔗 Securing personal information: A self-assessment for public bodies and organizations

Comprehensive privacy management

- 🔗 Accountable privacy management in BC's public sector
- 🔗 Getting accountability right with a privacy management program

Privacy breaches

- 🔗 Breach notification assessment tool
- 🔗 Key steps to responding to privacy breaches
- 🔗 Privacy breach checklist
- 🔗 Privacy breach policy template
- 🔗 Privacy breaches: tools and resources

Technology and social media

- 🔗 Guidance for the use of body-worn cameras by law enforcement authorities
- 🔗 Guidelines for online consent
- 🔗 Guidelines for social media background checks
- 🔗 Mobile devices: tips for security & privacy
- 🔗 Public sector surveillance guidelines
- 🔗 Use of personal email accounts for public business
- 🔗 Tips for public bodies and organizations setting up remote workspaces



OFFICE OF THE
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For more information about BC's access and privacy laws, visit oipc.bc.ca



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