



## **P10-06-MS Careless Security at Manufactured Home Park Jeopardizes Sensitive Information**

A couple interested in living at a manufactured home park filled out a tenancy application form that required personal information such as their social insurance numbers and driver's licence numbers. Five months later, a thief broke into the park office through a locked door and took the couple's completed forms, which had been left in plain sight on the manager's desk.

Concerned about the loss of their personal information as a same-sex couple who held prominent positions in the community, the couple complained to our office about the privacy breach and the manager's careless security of their records. We reminded the park management of its responsibility under section 34 of the *Personal Information Protection Act* (PIPA) to make reasonable security arrangements to prevent unauthorized access. In addition, section 7 prohibits an organization from, as a condition of supplying a product or service, requiring collection of personal information beyond what is required to provide the product or service. Landlords have no right to require prospective tenants to provide their social insurance numbers, which are intended for very limited uses, primarily related to income tax collection eligibility for certain government programs.

As a result of our investigation, park management agreed to start locking up their files overnight and to modify their forms to collect less information.