



OFFICE OF THE
INFORMATION &
PRIVACY COMMISSIONER
FOR BRITISH COLUMBIA



Overview: Annual Report & Service Plan 2023-2024

OUR CORE VALUES

Impartiality

We are independent and impartial regulators of BC'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.

THE OIPC

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

The Information and Privacy Commissioner is also designated as the Registrar of Lobbyists for BC.

FIPPA

The *Freedom of Information and Protection of Privacy Act* applies to over 2,900 public bodies, including ministries, local governments, schools, crown corporations, hospitals, municipal police forces, and more.

PIPA

The *Personal Information Protection Act* applies to any private sector organization, including businesses, charities, non-profits, and political parties) that collects, uses, or discloses personal information of any individual inside or outside of BC.

OUR TEAM

A team of 60 people worked at the OIPC in 2023-24. Staff take pride in and have long supported community causes, including the Provincial Employees Community Services Fund. OIPC staff received four awards for the 2023 PECSF campaign including highest participation and highest average employee donation.

FEATURES



Check out the Features section starting on page 14, which includes articles on major reports and events from 2023-24, including a report on Canadian Tire retailers' use of facial recognition technology and FIPPA and PIPA's milestone anniversaries.

“

Ultimately, in a world where data knows no boundaries, cooperative regulation is the only way digital technology, and its consequences, can be regulated in the public interest.

”



FROM THE COMMISSIONER

Our democratic form of government consists of more than just an election every four years. Woven into our system of governance are checks, balances and guardrails that ensure governments act with restraint and are accountable throughout their tenure. Our court system ensures laws are interpreted independently of those who make them. And in some jurisdictions, legislative assemblies, as opposed to governments, have appointed officers to watch over governments in accord with a legal framework.

It has been my great privilege to serve as one of those officers during the past six years.

Three goals have driven my term as Commissioner.

Whether it be a privacy breach, a request to review a public body's decision to deny access to information, a complaint, or a simple question, minimizing the time to resolve any matter is fundamentally important. I was especially concerned about the delays associated with our adjudication function; the formal step sometimes needed to finally settle a case by order. We had too many cases and too few adjudicators to handle them. I was grateful to the Select Standing Committee on Finance and Government Services who agreed to recommend strengthening the adjudication division – it has resulted in a significant reduction of case backlog.

(see page 6 of the report for the full Commissioner's Message)

YEAR IN REVIEW



OFFICE OF THE
INFORMATION &
PRIVACY COMMISSIONER
FOR BRITISH COLUMBIA



PRIVACY BREACH REPORTS

FIPPA: 213

PIPA: 198

COMPLAINTS

Privacy complaints : 361

Access complaints : 417

REQUESTS FOR REVIEW

Decisions to withhold
information: 668

Deemed refusal: 264

ADJUDICATION

When investigation and mediation do not resolve a dispute, the Commissioner or their delegate may conduct an inquiry, where the adjudicator reviews written evidence and arguments, decides all questions of fact and law, and issues a final and binding order.

Orders issued: 124

EDUCATION & OUTREACH

Speaking engagements: 83

Media requests: 85

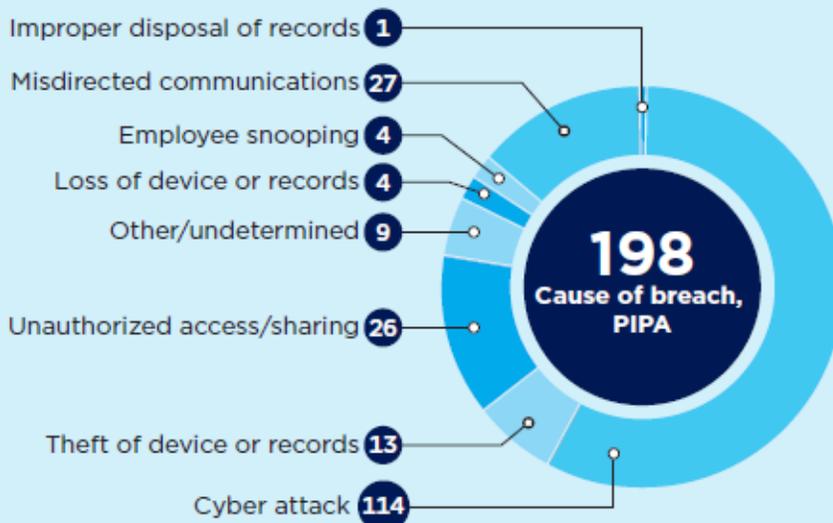
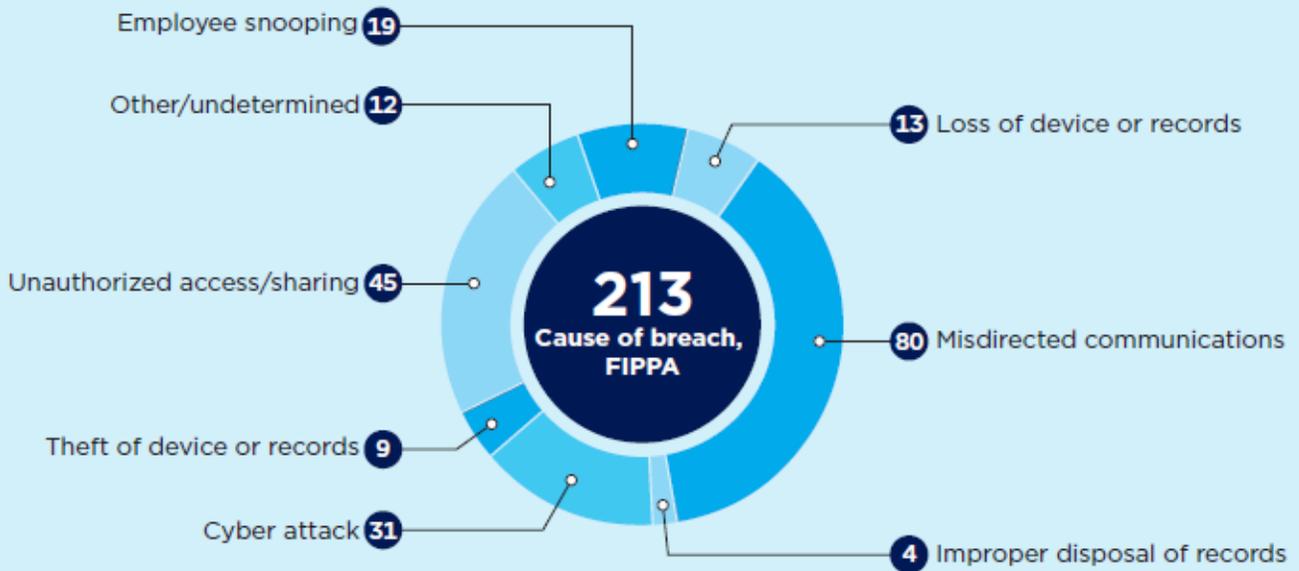
Policy or issue consultations: 252

Privacy Impact Assessments received: 46

Legislative reviews: 18

YEAR IN REVIEW

OIPC documents the cause of breaches when breach incidents are reported to the Commissioner's office. Public bodies and organizations can focus training and security measures based on the causes of their breaches.



SERVICE PLAN

oipc

OFFICE OF THE
INFORMATION &
PRIVACY COMMISSIONER
FOR BRITISH COLUMBIA



Service Plan Goal 1

Uphold privacy rights and monitor protection of personal information



Service Plan Goal 2

Promote and advocate for an open, accountable, and transparent public sector



Service Plan Goal 3

Promote information and privacy rights and obligations to public bodies, organizations, and individuals



Service Plan Goal 4

Enhance the quality and capacity of the OIPC's people, systems, processes, and culture

SERVICE PLAN



Check out the OIPC's Goals, Strategies, and Performance Measures on pages 38 - 47 of the report.