



OFFICE OF THE
INFORMATION &
PRIVACY COMMISSIONER
FOR BRITISH COLUMBIA

Overview: Annual Report & Service Plan 2024/2025

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 63 people worked at the OIPC in 2024/25. OIPC staff take pride in, and have long supported, community causes. They were recognized for their contributions to the 2024 PECSF campaign receiving two awards for highest employee participation and for highest average employee donation.

FEATURES



Check out the Features section starting on page 16, which includes articles on major reports and events from 2024/2025, including a report on Vancouver Coastal Health Authority's FOI system, and how deceptive design patterns are targeting children.

“ A robust and well-functioning access to information system builds trust between public bodies and the people they service.

It is our single strongest defence in the face of a bombardment of misinformation and growing mistrust of institutions.

Likewise, in uncertain times, public bodies and businesses can build trust by taking a privacy-first approach.”



FROM THE COMMISSIONER

I am pleased to present the Annual Report and Service Plan of the Office of the Information and Privacy Commissioner for British Columbia for the fiscal year 2024/25.

When I was appointed to this role in May 2024, I was honoured to join this office and to serve as part of this province's robust and enviable framework of independent oversight. That appreciation for the transparency and accountability that oversight provides has only deepened over the period covered in this report.

During this time, we saw rising economic uncertainty, global alignment shifts, and increasing polarization in society, along with the continued expansion of artificial intelligence (AI) technologies.

These are developments that jolt us out of complacency. They demand responses. They require us to stand firm in defence of our shared values and fundamental rights to ensure our democracy remains strong and resilient. They call on us to find ways to not only survive these challenges, but to thrive in the face of them.

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

YEAR IN REVIEW



PRIVACY BREACH REPORTS

FIPPA: 215

PIPA: 200

COMPLAINTS

Privacy complaints : 521

Access complaints : 490

REQUESTS FOR REVIEW

Decisions to withhold information: 902

Deemed refusal: 353

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: 116

EDUCATION & OUTREACH

Speaking engagements: 50

Media requests: 73

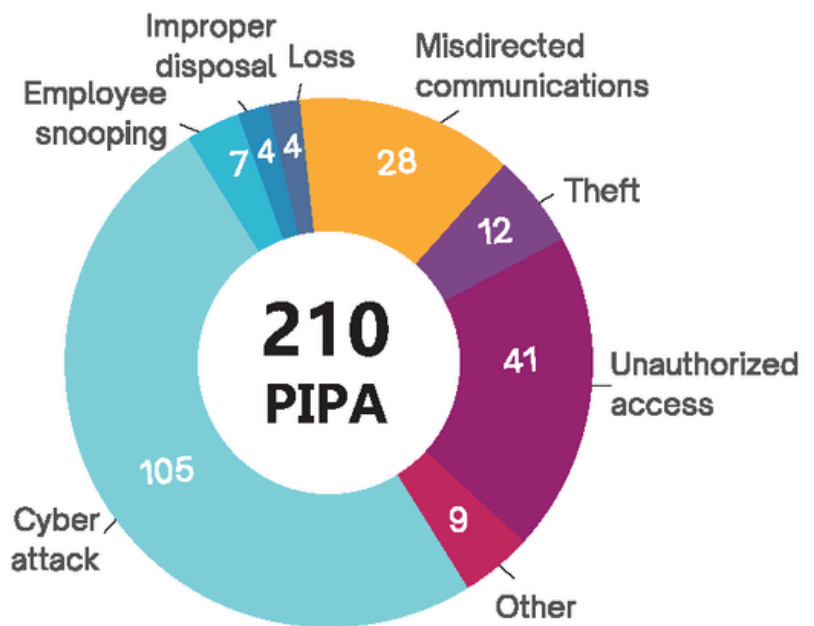
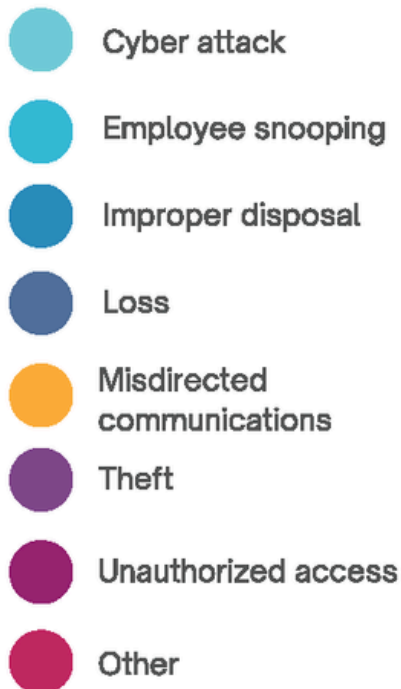
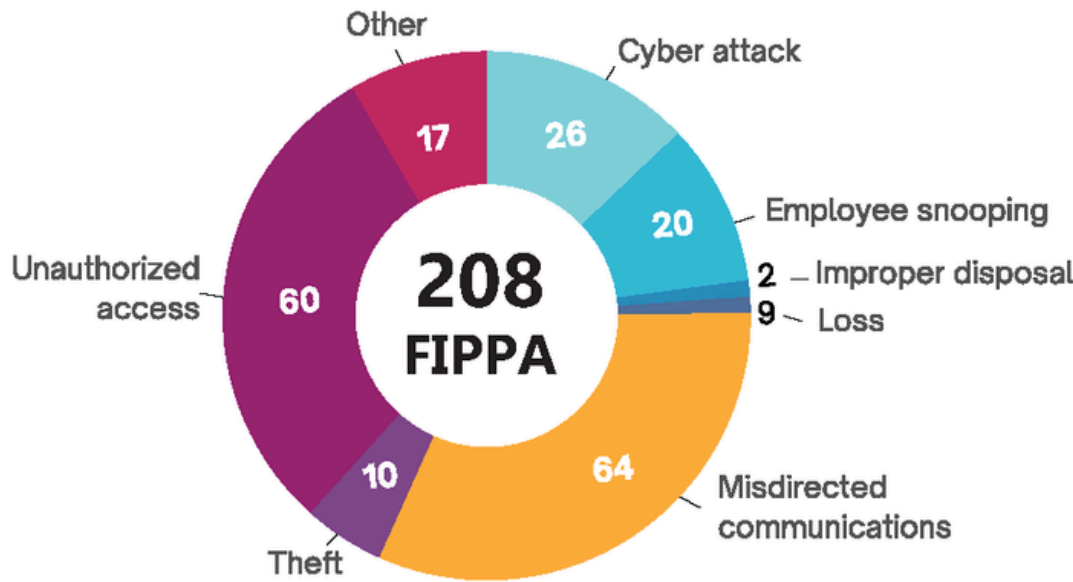
Policy or issue consultations: 150

Privacy Impact Assessments received: 55

Legislative reviews: 20

YEAR IN REVIEW

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



SERVICE PLAN



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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 46 - 55 of the report.