



Access & Privacy Rules

The Basics

Access & Privacy Basics

In this course you will learn:

1. When access & privacy rules apply;
2. What the basic access & privacy rules are;
3. How to properly protect personal information; and
4. What to do if you think a privacy breach has occurred.

1. When do access & privacy rules apply?



When do access rules apply?

- All records are “foi-able”
- “records” include emails, texts, pins, photographs



When do privacy rules apply?

- Privacy rules apply to all collection, use & disclosure of personal information



2. Basic access & privacy rules



What are the basic access to information rules?

Anyone can apply

\$5 fee for general information

\$0 for personal information

30 days to respond

What are the basic access to information rules?

Full disclosure unless exemption applies

15 limited & specific exemptions

Duty to sever

Access coordinator processes the request

Duty to Assist

- Every reasonable effort to assist
 - Respond without delay
 - Openly
 - Accurately
 - Completely



Access rules for staff

- Keep good records, always file centrally
- Follow records retention schedules
- Respond promptly and thoroughly to any search request



What are the basic privacy rules?

No collection unless authorized

No use unless authorized

No disclosure unless authorized

Keep personal information secure

Privacy rules for staff

- Know the privacy rules that apply to your work
- Use privacy impact assessments
- Keep personal information secure



3. How to Protect Personal Information





How to Protect Personal Information

- Physical security
- Technical security
- Administrative security



4. Privacy Breaches



What is a privacy breach?

1. Must involve personal information
2. Must be an unauthorized activity
 - collection
 - use
 - access
 - disclosure
 - destruction



Examples of privacy breaches

- Stolen laptop or portable storage device with personal information stored on it
- Mis-sent fax or email
- System hack
- Insecure disposal of personal information (e.g. competition files in non-secure garbage)
- Unauthorized viewing of database records (e.g. looking up your co-worker's birthday)



Harder to spot breaches

1. Your daughter sat in your office while you completed a few performance evaluations
2. You left out those performance files over night so you can get back to work in the morning
3. You post work party pictures on Facebook

What to do if a privacy breach occurs

Step 1 – Contain the breach

Step 2 – Call the Chief Privacy Officer

Step 3 – Assist in the investigation as requested

Questions?

