

Not Responsive

PIU Number	Inv Type	Inv Status	PIU Lead	Other Identifier	Date File Closed	Year	Quarter	Responsible Public Body(s)	Responsible Business Unit	Responsible Business Manager/Contact	Date reported	Brief Description of Incident	Discovered by	Short Description
2012-0234	Privacy Incident	Closed		IM271714	2012-03-06	2012	Q1	BCPSA	Business Performance	Shane Hoag	2012-03-06	Cleaning crew picked up paper records from the blue bins from under employees' tables at 940 Blanshard, put them in garbage bags and left them in a loading dock.	Yes	Improper disposal of papers
2012-0317	Privacy Incident	Closed	Ken McLean	IM273174	2012-04-25	2012	Q1	BCPSA	Business Performance	Alicia Looyzen	2012-03-23	Last Thursday or Friday a Telus employee disclosed TA information regarding the spouse of a government employee. The information was disclosed during a client interaction with the employee and was provided in addition to the employee's own TA information. In response, the PSA mgr contacted both the government employee that the information was released to, and also notified his spouse. Neither individual presented any concerns; however this is a violation of Telus policy.	Yes	TA info to spouse
KIS-2010-033	Privacy Incident	Closed	Elena Baranov	GRFC F10-42213	2010-06-28	2010	Q2	BCPSA	Employee Relations	Ourania Chiraglan, Korina Tait	2010-05-17	PSA has misplaced an employee's file.	Yes	Lost files
KIS-2010-067	Privacy Incident	Closed	Wendy Taylor	NA 008	2010-06-15	2010	Q2	BCPSA	Employee Relations	Ourania Chiraglan	2010-06-08	BCPSA using non-secure channels of communication that details personal information to internet email accounts (@yahoo, @microsoft, etc).	NA	NA
KIS-2010-138	Privacy Incident	Closed	Elena Baranov	IM262993	2010-08-19	2010	Q3	BCPSA	Employee Relations	Ourania Chiraglan, Dale Samsonov	2010-07-05	Two files relating to disability claims have been misplaced by BCPSA. Due to the multi-disciplinary handling of disability claims, files within DBA are handled by a number of individuals and offices within our branch. On request from Labour Relations files are sometimes loaned out to senior LR officers who are involved in disputes involving LTD or Worksafe BC issues. If a file is not where it is supposed to be when someone wants to access it, it is designated as "can't find" and a notice goes out internally to everyone involved in claims handling. If the file is not retrieved in this manner, a more rigorous search is conducted. Files are almost always retrieved in this manner. In the cases below, all avenues have been exhausted to find the files which have now been deemed "lost".	Yes	Lost files
KIS-2010-272	Privacy Incident	Closed	Jason Eamer-Gault	IM228574	2010-09-16	2010	Q3	BCPSA	Employee Relations	Ourania Chiraglan	2010-08-26	On Thursday July 30th a PSA staff member used a personal USB to take documents that she was working on at home. She has done this on previous occasions. The staff member had the USB stick in her pocket and tried on clothes at a department store. During the time she was shopping, the USB stick fell out of her pocket. The next morning the staff member noticed that the stick was missing and attempted to retrieve the stick from the store where she had been shopping. Despite a thorough search, the staff member was unable to locate the stick.	Yes	Lost memory stick

PIU Number	Inv Type	Inv Status	PIU Lead	Other Identifier	Date File Closed	Year	Quarter	Responsible Public Body(s)	Responsible Business Unit	Responsible Business Manager/Cont	Date reported	Brief Description of Incident	Pd a breach occurred?	Short Description
2010-556	Privacy Incident	Closed	Ken McLean	IM237941	2010-12-09	2010	Q4	BCPSA	Employee Relations	James Rich	2010-12-09	I accidentally sent a draft Article 13 job offer letter to the wrong person. I sent it to 22 Letter included ee's name/address, classification level and salary info would be revealing; that it was an Article 13 placement. I sent an email to the receiving manager asking that they delete the email from their system, and to confirm with me that she has deleted it. This confirmation was received from the manager.	Yes	Mail error - wrong recipient
2010-558	Privacy Incident	Closed	Ken McLean	IM237950	2011-01-04	2010	Q4	BCPSA, Worksafe BC	Employee Relations	Blaine Lewis (PSA)	2010-12-10	Worksafe BC claim appeals are conducted on behalf of the Provincial Government by authorized staff at Disability Benefits Administration (DBA). Worksafe BC provides claim disclosure on CD-ROM discs for the purpose of conducting these appeals. These discs are password protected, the password being known to anyone with applicable knowledge of the claim. This incident involves a misdirected disclosure disc, which was sent about 5 weeks ago to a Ministry office in Prince George rather than to the Disability Benefits Administration as per the release request. The error was discovered by DBA today at about 9:30AM. Worksafe BC has been advised that the disc was not received. It is possible that someone at a local ministry office could have knowledge of the claim and disclosure process which would allow them to access sensitive information contained on the disc.	Yes	Mail error - wrong recipient
2010-615	Privacy Incident	Closed	Ken McLean	IM238965	2011-03-24	2010	Q4	BCPSA	Employee Relations	Tamara Morrison	2010-12-24	Canada Post delivered an envelope to another tenant in our building which contained confidential medical information for one of our clients. The envelope was opened but the tenant realized it was delivered in error and did not remove the document from the envelope.	Yes	Mail error - wrong recipient
2011-0086	Privacy Incident	Closed	Elena Berenuev	IM241832	2011-03-04	2011	Q1	BCPSA	Employee Relations	Lora Quan	2011-02-02	This incident involves correspondence from the PSA being issued to the incorrect individual. The incident has been contained.	Yes	Mail error - wrong recipient
2011-0101	Privacy Incident	Closed	Elena Berenuev	IM242448	2011-03-04	2011	Q1	BCPSA	Employee Relations	Marisa Savagnago	2011-02-11	An email that was intended for BCCEU employees was sent (additionally) to about 15 non-BCCEU employees.	Yes	Mail error - wrong recipient
2011-0121	Privacy Incident	Closed	Elena Berenuev	IM244688	2011-03-22	2011	Q1	BCPSA	Employee Relations	Tamara Morrison	2011-03-08	A document was faxed to an incorrect number instead of a physician's fax number.	Yes	fax error - wrong recipient
2011-0218	Privacy Incident	Closed	Elena Berenuev	IM246097	2011-05-02	2011	Q1	BCPSA	Employee Relations	Serina Callahan	2011-03-24	A government employee requested a copy of her doctor's note and Page 1 of her STIP form. I sent it to her as a pdf document to her government work email address. She responded 2 days later stating that the doctor's note was someone else's note. I looked at the note and spoke with the Ccc Health Nurse who had talked to the employee about this. As the note didn't contain any medical information and the nurse said she had dealt with it left it alone. Upon my return from vacation on March 21st I had another email from the employee who was asking me "why I sent her someone else's medical note" she copied the nurse the DCM and the manager on the email and the document was still attached. To date I have not responded to this employee's email. I called my manager to let her know what was happening and to inquire about how I resolve this as I was not sure how to respond to the employee. My manager called me on March 23, 2011, and said that it was more about the personal information that may require this to be a privacy breach rather than the fact that there is no medical information on the note. The note contains a name, birth date, home address, home phone number, a family physician's name of a government employee. No medical information was on the note, it has gradual return to work dates on it.	Yes	Mail error - wrong recipient

PIU Number	Inv Type	Inv Status	PIU Lead	Other Identifier	Date File Closed	Year	Quarter	Responsible Public Body(s)	Responsible Business Unit	Responsible Business Manager/Contact	Date reported	Brief Description of Incident	Did a breach occur?	Staff Disposition
2011-0224	Privacy Incident	Closed	Elena Bersanov	IM266319	2011-04-18	2011	Q1	BCPSA	Employee Relations	Jan Scholz	2011-03-29	A letter was sent to an employee, but it was sent to the wrong address. This was a 'generic' letter. The only identifying information was the Ministry Name and the employee's name. The employee had very similar names and the mistake was not apparent. Prior correspondence was misfiled on the wrong file.	Yes	Mail error - wrong recipient
2011-0290	Privacy Incident	Closed	Elena Bersanov	IM268188	2011-05-06	2011	Q2	BCPSA	Employee Relations	John Buchanan	2011-04-20	Sent e-mail to employee's supervisor with a copy to their manager. The e-mail was copied to a manager in same Ministry, however it was the incorrect person. The content of the email identified the employee name and that he had returned from a recent absence on a specific date and that he had undergone investigation. The recipient was asked to advise the writer if the employee experienced any further difficulties in future.	Yes	Mail error - wrong recipient
2011-0233	Privacy Incident	Closed		IM266552	2011-06-14	2011	Q2	BCPSA	Employee Relations	Sheldon Staszko	2011-06-01	STO2 form data shared beyond acceptable limits. Complainant withdrew complaint. Issue closed.	NA	NA
2011-0394	Privacy Incident	Closed	Ken McLean	IM251807	2011-06-08	2011	Q2	BCPSA	Employee Relations	Joyce Jobo	2011-06-08	This incident involves an email that was inadvertently sent to a WCFO manager instead of a doctor who is involved in overseeing a leave claim by an employee. The email contained a letter which included the employee's name and DOB, and stated the employee's health staff advised that the employee is not following her treatment plan. The letter was in draft and was being sent to the doctor for review and feedback.	Yes	Mail error - wrong recipient
2011-0462	Privacy Complaint	Closed	Elena Bersanov	IM253788	2011-08-26	2011	Q3	BCPSA	Employee Relations	William Lakey	2011-07-07	Reporter is a complainant alleging that her privacy has been violated. She has currently filed a grievance which is being reviewed by a PSA investigator. Allegation is that an occupational health nurse sent performance related information to the employee's doctor and that this was inappropriate. Employee was unaware that she had performance issues, and was notified by the doctor.	NA	NA
2011-0653	Privacy Incident	Closed	Elena Bersanov	IM258555	2011-09-30	2011	Q3	BCPSA	Employee Relations	Richard Golob	2011-09-13	Emergency and Evacuation plan that contained personal phone numbers of about 20 individuals were given as a sample to the working group that had employees from different ministries.	Yes	Training materials - personal info
2011-0730	Privacy Incident	Closed	Isabelle Longacre	IM268043	2011-11-15	2011	Q4	BCPSA	Employee Relations	Katy Boudewyn	2011-10-11	WC3 file that was closed in 2005 is missing, which contains the personal information of a Client (name, home phone/address, SIN #, occupation and 3 month earnings, date and time of accident, etc.). It is my understanding that a list was generated (by ACCESS) of all files still out on retrieval, and this box was on that list.	NA	NA
2011-0912	Privacy Incident	Closed	Elena Bersanov	IM265041		2011	Q4	BCPSA	Employee Relations	Pete Schiller	2011-12-01	an e-mail with personal information of excluded employee was in error sent to the BC Government Employee Union.	Yes	Mail error - wrong recipient
2011-0980	Privacy Incident	Closed	Ken McLean	IM266680	2012-02-01	2012	Q4	BCPSA	Employee Relations	Rhonda Glus	2011-12-23	A FOI request for his file from an employee who is retiring due to LTD has led to the discovery that the employee's file has been lost. Following this discovery, the program area manager described to me a very thorough search of the PSA office, having interviewed employees who had conduct of the file, and searches of any neighbouring offices (i.e. LR) that might have received the file for some reason. All searches have been exhausted to no avail; however, the manager said she had one more lead to follow up on and at the time of entry I am expecting her call to advise me of the outcome.	NA	NA
2012-0109	Privacy Incident	Closed	Elena Bersanov	IM269281	2012-02-03	2012	Q1	BCPSA	Employee Relations	Tamara Morrison	2012-01-31	staff member for Occupational Health & Rehabilitation office e-mailed STO2 that contained confidential diagnostic information to the Early Intervention and Return to Work Specialist.	Yes	STO2 form - wrong recipient

PIU Number	Inv Type	Inv Status	PIU Lead	Other Identifier	Date File Closed	Year	Quarter	Responsible Public Body(s)	Responsible Business Unit	Responsible Business Manager/Cont	Date reported	Brief Description of Incident	Did a breach occur?	Short Description
2012-0114	Privacy Incident	Closed	Elana Beranew	IM269367	2012-02-03	2012	Q1	BCPSA	Employee Relations	Dorothy Tennant	2012-02-01	e-mail with personal information of one employee was in error sent to another government employee.	No	NA
2012-0134	Privacy Incident	Closed	Ken McNeil	IM270140	2012-02-14	2012	Q1	BCPSA	Employee Relations	Joyce Tofo	2012-02-10	The employee accidentally addressed an email containing sensitive personal information about a government employee to the wrong government recipient who has a very similar name to the party she meant to address her email to. The employee attempted to call the recipient, and also initiated a recall notice which at the time of reporting had not yet been answered.	Yes	Mail error - wrong recipient
2012-0238	Privacy Incident	Closed	Elana Beranew	IM271737	2012-03-13	2012	Q1	BCPSA	Employee Relations	Rhonda Gluns	2012-03-02	Great West Life insurance in error sent information about excluded employees who is on a long term disability to BCCEU.	Yes	GWL info to wrong recipient - External
2012-0296	Privacy Incident	Closed	Elana Beranew	IM272811	2012-03-20	2012	Q1	BCPSA	Employee Relations	Ian Scholtz	2012-03-19	Review Committee member (doctor). Then, this doctor referred information to another doctor who was also wrong committee member. Second doctor contacted your office about this incident.	Yes	Mail error - wrong recipient
2012-0556	Privacy Incident	Closed	Jeannine Longacre	IM273450	2012-06-15	2012	Q2	BCPSA	Employee Relations	Joyce Tofo	2012-06-13	Manager (PSA) contacted you to notify you that she was inadvertently sent "Part 2" of a Doctor's Certificate, instead of "Part 1", as per Ministry protocol. Part 2 contains sensitive medical information. In this case, two diagnoses of the Manager's employee (PSA).	Yes	Wrong data sent
2012-0741	Privacy Incident	Closed	Shannon Hodge	IM280700	2012-07-03	2012	Q2	BCPSA	Employee Relations	Margaret Gibbs	2012-06-29	A Union Representative who is part of the Rehabilitation Committee was sent an application (via email) on a client who is not a part of their Union	Yes	Mail error - wrong recipient
2012-0778	Rejected - no incident	Closed	Shannon Hodge	IM281244	2012-07-06	2012	Q3	BCPSA	Employee Relations	Glenda Myhal	2012-07-06	Employee B called PSA service centre to ask questions about the resignation of Employee A. The rep gave some minimal information (advised Employee B there was no info regarding this and if an employee was resigning HR needs the info for PeopleSoft). Employee B was told that the resignation was not entered into CHPS.	NA	NA
2012-0869	Privacy Incident	Closed	Shannon Hodge	IM282743	2012-07-27	2012	Q3	BCPSA	Employee Relations	Rhonda Gluns	2012-07-27	a BCGU Benefits Representative erroneously emailed medical information on an employee going through the claims review hearing process, to a government employee who is no longer employed within the Disability Benefits Administration Unit.	Yes	Mail error - wrong recipient
2012-0877	Privacy Incident	Closed	Shannon Hodge	IM282888	2012-08-01	2012	Q3	BCPSA	Employee Relations	Brenda Johnson	2012-07-30	an email containing a client's first and last name, ID number (a unique government number used for benefits purposes) and the amount owed to the LTD fund was sent to the wrong individual.	Yes	Mail error - wrong recipient
2012-1015	Privacy Incident	Closed	Elana Carlson	IM285049	2012-08-31	2012	Q3	BCPSA	Employee Relations	Dorothy Tennant	2012-08-31	Email was sent to wrong addressee. Individual who was also CC'd in the email informed sender of wrong addressee. Message was then successfully recalled after approx. half an hour. Sender doesn't believe message sent by wrong individual. The message contained another individual's name and brief medical info	Yes	Mail error - wrong recipient
2012-1065	Privacy Incident	Closed	Shannon Hodge	IM285712	2012-09-24	2012	Q3	BCPSA	Employee Relations	Nikla ayles	2012-09-11	Header on second page of letter contained old client's name and name of supervisor	Yes	Document - personal info
2012-1038	Privacy Incident	Closed	Jeannine Longacre	IM279389	2012-08-07	2012	Q2	BCPSA	Business Performance	Vicki Yeats/Shane Hoag	2012-06-11	late in the day on Friday, you were informed by two public service employees (ESCD) that the employee personal information pertaining to the Strategic Leadership Review was viewable on the SharePoint site. The employees were able to access it through the ADM button on the SP Site, upon clicking the back arrow (cancelling out), at which point the report was populated. It is unknown as to why the staff members were 'surfing' the site and inadvertently stumbled on the information of a few of the 401 Strategic Leaders listed there. The information would have been viewable since last Thursday.	Yes	Technical error - access
2012-1201	Privacy Incident	Closed	Christopher Gatecye	IM287515	2012-10-09	2012	Q4	BCPSA	Employee Relations	Deborah Connell	2012-10-04	inadvertently sent an email regarding an employee's disability status to the wrong manager	Yes	Mail error - wrong recipient

PIU Number	Inv Type	Inv Status	PIU Lead	Other Identifier	Date File	Year	Quarter	Responsible Public Body(s)	Responsible Business Unit	Responsible Business Manager/Cont	Date reported	Brief Description of Incident	Did a breach occur?	Short Description
2012-1329	Privacy Incident	Closed	Christopher Gillespie	IM289243	2012-10-25	2012	Q4	BCPSA	Employee Relations	Catherine Guy	2012-10-25	sent an email to the wrong person (a Work Safe employee) on October 10th. The email included an employee's name, employee ID number and the details of his/her return to work date.	Yes	Mail error - wrong recipient
MS-2010-320	Privacy Incident	Closed	Elena Berseny	NA 002	2010-10-22	2010	Q3	BCPSA	Service Operations	Niki Sedmak	2010-09-21	<p>A privacy breach which came to the attention of the Client Centre's attention late yesterday afternoon. In summary, the following details are provided:</p> <p>On September 15th, 2010, a former Province of BC employee contacted the Client Centre requesting TSI provide him a beneficiary confirmation letter as he was going through a change in marital status and wished to confirm his beneficiary so that he could effect a change in addition, under the same ticket, the former employee had requested a "value of life insurance" form but this request was subsequently transferred to TSI Benefits Admin to action due to the former employee no longer being a Province of BC employee and the nature of the request.</p> <p>On September 17th, 2010, Client Services conducted mail outs to Customers in support of Customer requests (various tickets).</p> <p>On September 17th, 2010, a Province of BC employee contacted the Client Centre requesting a benefit form (blank) be mailed to her.</p> <p>On September 20th, 2010, the Client Centre received notification via telephone call from the employee that she erroneously received the beneficiary information intended for former employee and subsequently destroyed it.</p> <p>Client Services Manager was advised of the privacy breach by a TSI CSA the afternoon of September 20th, 2010.</p> <p>The former employee was personally apprised of the disclosure, and the content of the disclosure (his personal beneficiary information) by a Client Services Manager, on the afternoon of September 20th, 2010.</p> <p>Client Services Manager has confirmed that this incident has been contained through the conduct of an internal investigation. His Client Services Manager confirmed this to be the only instance of this occurrence (not a system issue).</p> <p>Investigation into the cause of the privacy breach from all accounts appears to be human error caused by the Admins supporting Client Services mail outs mistakenly putting the address label of the employee on the envelope intended for former employee.</p> <p>TSI Client Services Manager has extended a verbal apology to the former employee, and apology was well received/appreciated.</p> <p>Incident was reported via a REAT ticket September 20th, 2010. Ticket remains under investigation until such time as Province confirms what action, if any, remains outstanding.</p> <p>On September 20th, 2010, Client Services resent the correct benefit form (blank) to the employee via both email and hard copy by mail at her request.</p> <p>TSI Client Services has engaged TSI Benefits Admin to ensure the former employee receives the benefit information he is seeking regarding his beneficiaries (request 1), and the "value of life insurance" form he had also requested (request 2). The latter request initially raised by one contact Centro.</p> <p>A TSI Privacy Officer was advised of the incident late afternoon September 20th, 2010.</p>	Yes	Mail error - wrong recipient

PIU Number	Inv Type	Inv Status	PIU Lead	Other Identifier	Date File	Year	Quarter	Responsible Public Body(s)	Responsible Business Unit	Responsible Business Manager/Cont	Date reported	Brief Description of Incident	Did a breach occur?	Short Description
KIS-2010-337	Privacy Incident	Closed	Karl McLaughlin	INV231991	2010-12-07	2010	Q3	BCPSA	Service Operations	Noted Schmidt	2010-09-24	On September 23, 2010, at approximately 1:40 p.m., PST, Employee A contacted the TSS Contact Centre by phone and sent to Colin Chiklis, TSS Contact Centre CSN, Employee A reports that he had been into a Service Canada Office (Edmonton, near Prince George, BC) to ask them to print out his past records of Employment (ROE's). Prior to printing of the ROE's and providing to Employee A, Service Canada duly noted (commented to Employee A) that there was an anomaly with regard to the personal information contained on one ROE. But proceeded to provide Employee A with all the copies that appeared in ROE Web. ROE in question contains employee A's BC Government employee ID number, and Employee A's Social Insurance Number. However, all other information contained in this ROE contains personal information belonging to another BC Government employee, Employee B, including Employee B's address, name and earnings information. Employee A, including Employee B's address, name and earnings information. Employee A's CSN heard Employee A's story, erroneously ticketed the incident as "Incorrect ROE" (ticket # 100923 000466) (typically a low priority incident for routine matters), and assigned it to the Case Manager inbox. On September 24, 2010, at approximately 10:55 a.m., Case Manager Barbara Piliavin pulled the ticket and quickly identified that the incident was much more than an incorrect ROE, a lower priority ticket, but indeed was a Privacy breach (a higher priority ticket). Case Manager then engaged Client Service Manager, who engaged Account General Manager seeking clarity regarding reporting the breach.	NO	NA
KIS-2010-385	Privacy Incident	Closed	Elina Bersenev	INV233472	2010-11-26	2010	Q4	BCPSA	Service Operations	Jade Stevens	2010-10-14	Account General Manager directed Client Service Manager to immediately contact the TSS Privacy Officer and ensure a HEAT ticket was raised to initiate investigation into root cause. TSS Privacy Officer, Mark Ilyate, has been advised of the incident. TELUS raised a priority ticket, HEAT ticket #6593951 which is in active status and currently under investigation by TSS payroll to determine root cause. Province will be advised of progress.	NO	NA
2011-0324	Privacy Incident	Closed	Elina Bersenev	INV249171	2011-06-30	2011	Q2	BCPSA	Service Operations	Shane Hoag	2011-05-05	All the information TSS has currently identified in CHRS (previously matches up Employee A's ROE's are tied to Employee A in CHRS, and Employee B's ROE's are tied to Employee B in CHRS, so there are no apparent discrepancies. Employee A is aware that incident is under investigation. Employee A has been requested by TSS Client Services Manager to destroy the ROE that contains Employee B's personal information to contain the breach, confirmation received by TSS that the subject, ROE has been destroyed. Employee B has not been advised of Employee B's personal information being compromised.	NO	NA
2011-0428	Privacy Incident	Closed	Elina Bersenev	INV252853	2011-06-30	2011	Q2	BCPSA	Service Operations	Shane Hoag	2011-06-22	I emailed a Paid Absence Prior to Retirement form (which includes name, address, employee number, SIN number, salary information) to the incorrect employee. I phoned the employee whom I sent the email to in error, he was unaware that he had received the incorrect form and I requested that he delete it and verbally confirmed that he did.	NO	Mail error - wrong recipient
2011-0436	Privacy Incident	Closed		INV253009	2011-07-08	2011	Q2	BCPSA	Service Operations	Shane Hoag	2011-06-24	A, a tech sent personal info from Employee B to Employee A regarding another employee.	NO	Access - wrong user
2011-0540	Privacy Incident	Closed	Elina Bersenev	INV003	2012-03-19	2011	Q3	BCPSA	Service Operations	Bao Ding	2011-08-08	Re-titled employee A with the same first and last name as employee B had access to Yes. PeopleSoft information of the employee B you entered employee number into TRIM, you were able to access records that belonged to the Ministry of Transportation. You are concerned that PSA record could also be accessed and viewed by other Ministries.	NO	NA
2011-0560	Privacy Incident	Closed	Leanne Longacre	INV262112	2011-08-15	2011	Q3	BCPSA	Service Operations	Deborah Salter	2011-08-11	Human error (TSS Pay Technician) selected the wrong name from the drop down for cc of email)	Yes	Access - wrong file of other employees with similar last name. It seems that records were misfiled and, as a result, were inappropriately disclosed to a third party.

PIU Number	Inv Type	Inv Status	PIU Lead	Other Identifier	Date File Closed	Year	Quarter	Responsible Public Body(s)	Responsible Business Unit	Responsible Manager/Cont	Date reported	Brief Description of Incident	Did a breach occur?	Short Description
2011-0561	Privacy Incident	Closed	Jeanine Longacre	M256213	2011-08-15	2011	Q3	BCPSA	Service Operations	Debora Saller	2011-08-11	Employee A's ID# was shared with employee B in an email sent by error, no other sensitive or personal information was contained in the message	Yes	Mail error - wrong recipient
2012-0432	Privacy Incident	Closed	Jeanine Longacre	M275578	2012-04-25	2012	Q2	BCPSA	Service Operations	Ian Hennem	2012-04-25	As a result of a training issue with a new employee, a Criminal Record Checks along with verification of completion and clearance were sent through to PSA/MYIR from our generic email box manually by a trainee. No personal information was viewed.	No	NA
2012-0664	Privacy Incident	Closed	Jeanine Longacre	M279559	2012-07-17	2012	Q2	BCPSA	Service Operations	Peggy Duncan	2012-06-14	An email was sent to Tejus payroll containing an attachment (confidential letter) in error, which was subsequently forwarded to a total of three Tejus employees. The email, including attachment has since been deleted by all unintended recipients. You have correspondence and incident ticket numbers you will be sharing with Peggy Duncan once she has received this email, in following up with her staff member, where the email originated.	Yes	Mail error - wrong recipient
2012-0697	Privacy Incident	Closed	Jeanine Longacre	M280070	2012-09-17	2012	Q2	BCPSA	Service Operations	Karen Garnsey	2012-06-20	Two emails were inadvertently sent earlier this afternoon, each one to 10 competition candidates, with the names of all ten visible in the "To" field.	Yes	Mail error - wrong recipient
2012-0716	Privacy Incident	Closed	Jeanine Longacre	M280379	2012-06-25	2012	Q2	BCPSA	Service Operations	Karen Garnsey	2012-06-25	Email was sent to the wrong recipient (MCFD) containing 15 names (only) of candidates in a competition	Yes	Mail error - wrong recipient
2012-1016	Privacy Incident	Closed	Sharon Hodge	M285079	2012-08-31	2012	Q3	BCPSA	Service Operations	Mario Eidelegh	2012-08-31	Working with iMANTNow software - had two tickets open and accidentally responded to the wrong one. Response was to a manager about other manager's employee. Personal information in the response includes employee's name and sensitive employment information. Message confirmed deleted by receiving manager.	Yes	Process error - wrong ticket

Not Responsive

KIS-2010-	Privacy Incident	Closed		M276923	2010-08-19	2010	Q3	BCPSA	Talent Management	Ourania Christigan	2010-06-30	Two files relating to disability claims have been misplaced by BCPSA.	Yes	Lost files
Due to the multi-disciplinary handling of disability claims, files within DBA are handled by a number of individuals and offices within our branch. On request from Labour Relations files are sometimes loaned out to senior LR officers who are involved in disputes involving LTO or Worksafe BC issues. If a file is not where it is supposed to be when someone wants to access it, it is designated as "can't find" and a notice goes out internally to everyone involved in claims handling. If the file is not retrieved in this manner, a more rigorous search is conducted. Files are almost always retrieved in this manner. In the cases below, all avenues have been exhausted to find the files which have now been deemed "lost".														

PIU Number	Inv Type	Inv Status	PIU Lead	Other Identifier	Date File Closed	Year	Quarter	Responsible Public Body(s)	Responsible Business Unit	Responsible Business Manager/Cont	Date reported	Brief Description of Incident	Did a breach occur?	Short Description
2011-0892	Privacy Incident	Closed	Jeanine Longacre	IM264660	2012-01-12	2012	Q4	BCPSA	Talent Management	Yvonne Slater	2012-11-28	3 letters (2 of which are identical and saved under different names) have been discovered as saved under the "template" file of your "1" drive last summer, containing the name, address, and rehabilitation period related details of two individuals. The letters were likely to have been "saved as" within that file, rather than in another appropriately allocated location. Your Agency, consisting of approximately 400 employees, would have had access to these letters. The letters have been removed from this folder.	Yes	misfiled information
2012-0106	Privacy Incident	Closed	Jeanine Longacre	IM269150	2012-02-28	2012	Q1	BCPSA	Talent Management	Ronda Watson/Elly Russell	2012-01-30	On Jan 29 th as part of the pre-screening process for a competition, an email was sent in error to 19 short-listed applicants containing the written assessment for the Technical Testing competition. This was brought to your attention by one of the applicants this morning, who contacted you confused as to why she had received all the information of the other applicants.	Yes	Mail error - wrong information
2012-0160	Privacy Incident	Closed	Elena Bersanov	IM270164	2012-04-05	2012	Q1	BCPSA	Talent Management	Marline Halsheff	2012-02-10	a competition package was sent from Hiring Centre to the employee who won the competition from the Learning Centre.	Yes	NA
2012-0311	Privacy Incident	Closed	Elena Bersanov	IM273048	2012-03-27	2012	Q1	BCPSA	Talent Management	Marline Halsheff	2012-03-21	a document containing personal information of 2 employees was found in the document folder of a multifunction device at the Learning Centre and employee who found document showed that document to another PSA employee and Team Lead, and Team Lead recognized the names on the document and reported that incident to you.	Yes	lost files
2012-0445	Privacy Incident	Closed	Elena Bersanov	IM275798	2012-05-01	2012	Q2	BCPSA	Talent Management	Sandy Zorn	2012-04-27	Great West Life mailed out letter contacting name, address, beneficiary and account transactional information to the employee who had the same first and last name as the intended employee.	Yes	SWL info to wrong recipient - External
2012-0688	Privacy Incident	Closed	Elena Bersanov	NA 004	2012-06-19	2012	Q2	BCPSA	Service Operations	Karen Garnsey	2012-06-19	an email was inadvertently sent to the wrong government employee (FNRQ), as a result of the wrong "select" in the automatic completion in the "To" field of Outlook. The intended recipient was the Hiring Manager for the competition (FNRQ).	Yes	Mail error - wrong recipient
2012-0483	Privacy Incident	Closed	Elena Bersanov	NA 005	2012-05-07	2012	Q2	BCPSA	Employee Relations	Joyce Tobo	2012-05-07	A PSA Occupational Health Nurse inadvertently sent an email containing a minimal amount of personal information to a LR Specialist instead of a case manager with Great West Life.	Yes	NA
2012-0463	Privacy Incident	Closed	Elena Bersanov	IM276152	2012-06-21	2012	Q2	BCPSA	Talent Management	Marline Halsheff	2012-05-02	competition package from Hiring Centre was sent to the employee from Learning Centre who was not involved in the competition and who should not have received this package.	Yes	NA
2012-0474	Privacy Incident	Closed	Jeanine Longacre	IM276306	2012-05-07	2012	Q2	BCPSA	Talent Management	Susan Bond	2012-05-03	An email that summarizes an applicant's application history which was disclosed to another applicant (current successful applicant - verbal offer just extended) who was cc'd on this email in error.	Yes	Mail error - wrong recipient
2012-0565	Privacy Incident	Closed	Elena Bersanov	IM277709	2012-06-01	2012	Q2	BCPSA	Talent Management	Marline Halsheff	2012-05-23	CHPs numbers, start dates, courses, ... was in error sent to the Global Knowledge.	Yes	Mail error - wrong recipient
2012-0726	Privacy Incident	Closed	Elena Bersanov	IM280526	2012-06-29	2012	Q2	BCPSA	Talent Management	Julie Bursenius	2012-06-26	e-mail with a summary of applicant's report that contained names of 9 applicants was in error sent to the wrong hiring manager. You contacted hiring manager and he confirmed that e-mail was deleted.	Yes	Mail error - wrong recipient
2012-0736	Privacy Incident	Closed	Jeanine Longacre	IM280640	2012-06-28	2012	Q2	BCPSA	Talent Management	Ronda Watson	2012-06-28	As you described, an email was sent in error to a government employee with a name similar to the intended recipient, (including an attachment containing email addresses only of 7 interviewers and the Registration number for the competition). The recipient, who is an Adjunct for MCRD, immediately contacted the sender to report the error and indicated that she had already double deleted the email. The recipient shows no further interest in the information contained, and no copies exist.	Yes	Mail error - wrong recipient

PIU Number	Inv Type	Inv Status	PIU Lead	Other Identifier	Date File Closed	Year	Quarter	Responsible Public Body(s)	Responsible Business Unit	Responsible Business Manager/Cont	Date reported	Brief Description of Incident	Did a breach occur?	Short Description
2012-0746	Privacy Incident	Closed	Sharon Hodge	IM200730	2012-07-12	2012	Q2	BCPSA	Talent Management	Marlene Halshoff	2012-06-29	employee of the BCPSA's Learning Centre discovered two boxes containing information that did not belong to the BCPSA's Learning Centre. The employee noticed the information did not belong to Learning Centre and you were informed. As you stated, the information is from within the public service agency and may contain EPPPs from employees within the PSA. It is unknown how many employee's information is contained in the boxes and the exact nature of the contents of the boxes is unknown.	Yes	Lost files
2012-0825	Privacy Incident	Closed	Jeanine Longacre	IM282803	2012-07-30	2012	Q3	BCPSA	Talent Management	Marlene Halshoff	2012-07-27	On Friday, July 27 th , an email containing personal information (e-learning courses) was sent by a Learning Centre employee, to an individual of Global Knowledge.	Yes	Mail error - wrong recipient
2012-0917	Privacy Incident	Closed	Ken Nelson	IM283285	2012-08-11	2012	Q3	BCPSA	Talent Management	Susan Wood	2012-08-03	Admin staff sent email containing the scores of a written test for a competition for a government position.	Yes	Mail error - wrong information
2012-0978	Privacy Incident	Closed	Eileen Carlson	IM284292	2012-08-21	2012	Q3	BCPSA	Talent Management	Lora Britton	2012-08-21	sent out a regret letter for a competition and had to provide additional info that the winning candidate was external, by mistake cc'd all instead of bcc. PI includes email addresses of 130 applicants.	Yes	Mail error - wrong recipient
2012-1056	Privacy Incident	Closed	Kurt McLean	IM285610	2012-09-11	2012	Q3	BCPSA	Talent Management	Karen Lockhart	2012-09-10	An email containing the personal information of applicants to a competition was inadvertently sent to an incorrect individual. The email was successfully recalled.	Yes	Mail error - wrong recipient
2012-1369	Privacy Incident	Closed	Jeanine Longacre	IM289895	2012-11-01	2012	Q4	BCPSA	Business Performance	Carlo Desiderio	2012-11-01	An email was sent to the wrong individual today. In responding to an email about an impacted employee (one who is currently on layoff notice), an additional recipient was accidentally included. The email contains the impacted employee's name, as well as your stated opinion that he/she was not suitable for another position within your ministry. You attempted to recall the email but were not successful; you have since sent an email to the unintended recipient requesting its return or deletion.	Yes	Mail error - wrong recipient
2012-1381	Privacy Incident	Closed	Christopher Gillespie	IM289880	2012-11-08	2012	Q4	BCPSA	Talent Management	Daren Jarvis	2012-11-02	you received an email from an employee in response to employment opportunities within your branch. The employee stated that he/she was not intending to apply for these positions. You then forwarded this email to two supervisors, one of whom was the incorrect recipient.	Yes	Mail error - wrong recipient
2012-1384	Privacy Incident	Open	Sheryl Kellow	IM290248		2012	Q4	BCPSA	Lean Office	Colleen Sparks	2012-11-06	lost blackberry on November 2 approx 8:20 am	Yes	Lost Blackberry

Not Responsive

2012-1407	Privacy Incident	Open	Jeanine Longacre	NA 007		2012	Q4	BCPSA	Service Operations	Ion Hennem	2012-11-07	On October 24 th , the BCPSA was advised that a new hire to the Province of BC reported that she could see another employee's information in ESS. Further, on November 2 nd , the employee contacted TSS to advise TSS agent of the ability to view a different employee's pay cheques and SIN #, and issues with many systems.	Yes	Access - wrong file
-----------	------------------	------	------------------	--------	--	------	----	-------	--------------------	------------	------------	---	-----	---------------------

P/U Number	Inv Type	Inv Status	P/U Lead	Other Identifier	Date File Closed	Year	Quarter	Responsible Public Body(s)	Responsible Business Unit	Responsible Business Manager/Cont	Date reported	Brief Description of Incident	Bid a breach occur?	Short Description
2012-1424	Privacy Incident	Closed	Jeanine Collier	IM290597	2012-11-09	2012	Q4	BCPSA	Talent Management	Holly Knopf	2012-11-09	correspondence regarding a new hire was sent to the wrong individual. The correspondence included an attachment listing the employee's name, pay level, and date of the auxiliary appointment and notes on his/her interview. We are currently unsure if the unintended recipient has seen the correspondence.	Yes	Mail error - wrong recipient
2012-1424	Privacy Incident	Closed	Barbara Collier	IM290597	2012-11-09	2012	Q4	BCPSA	Talent Management	Holly Knopf	2012-11-09	correspondence regarding a new hire was sent to the wrong individual. The correspondence included an attachment listing the employee's name, pay level, and date of the auxiliary appointment and notes on his/her interview. We are currently unsure if the unintended recipient has seen the correspondence.	Yes	Mail error - wrong recipient
2012-1553	Privacy Incident	Closed	Jeanine Longacre	IM292488	2012-12-19	2012	Q4	BCPSA	Talent Management	Marlene Halshoff	2012-12-06	an email (which included the employee's name and address and stated that the employee's return to work that would be ended) was inadvertently sent to a generic email for the Disability Benefits Administration Branch within PSA.	Yes	Mail error - wrong recipient
2012-1591	Privacy Incident	Closed	Shannon Hodge	IM293220	2012-12-18	2012	Q4	BCPSA	Employee Relations	Jan Scholz	2012-12-17	you received a call on Friday, December 14th informing you that a Benefits Officer at the BCGEU had received a decision letter from Great-West Life. This letter had been written to an employee but also had members of the BCGEU copied on it. The letter contains the employee's name and contact information. The letter was sent November 15 but the benefits officer did not receive it until Friday. You have confirmed that the letter has since been shredded.	Yes	Mail error - wrong recipient
2012-1592	Privacy Incident	Closed	Jeanine Longacre	IM293250	2012-12-18	2012	Q4	BCPSA	Talent Management	Susan Wood	2012-12-17	an employee in your office forwarded an email chain to another employee this morning. The email included names and hiring decisions (i.e. not being suitable for positions) of four employees. The employee who forwarded the email had it successfully recalled, but it is still possible that the message was viewed.	Yes	Mail error - wrong recipient
2012-1603	Privacy Incident	Closed	Jeanine Longacre	IM293301	2012-12-18	2012	Q4	BCPSA	Employee Relations	Margaret Gibbs	2012-12-18	an email was inadvertently sent to two unintended recipients (within Government), with an attachment containing personal information pertaining to a "CNC decision". This was as a result of an incorrect "select" from the SAL.	Yes	Mail error - wrong recipient
2012-1626	Privacy Incident	Closed	Christopher Gillespie	IM293546	2012-12-21	2012	Q4	BCPSA	Employee Relations	Jan Scholz	2012-12-21	Great West Life sent a LTD confirmation letter to BCGEU for an excluded member	Yes	SWL info to wrong recipient - External
2012-1621	Privacy Incident	Open	Jeanine Longacre	IM293548		2012	Q4	BCPSA	Talent Management	Arlene Cheveldasaw	2012-12-20	the wrong individual within government was assigned as Hiring Manager for a competition file within the BC Public Service Employment Postings website, 2 days ago. You noticed the error today. 160 internal and external applications have been submitted. It is unknown whether any submissions have been viewed, as the individual would have received an "Alert", upon which he would have had to access the system to view the applicants' submissions.	Yes	N/A
2012-1633	Privacy Incident	Closed	Jeanine Longacre	IM293757	2012-12-28	2012	Q4	BCPSA	Service Operations	Bar Wendt	2012-12-28	an email was sent in response to an employee's request for her file, which contained multiple documents. Some of the documents inadvertently included contained personal information of another employee (name, home address, d.o.b., a temporary appointment letter, and unsigned processing documents referencing security clearance for a position).	Yes	Mail error - wrong recipient