

File#	Status	Date Reported	Category	Incident Summary	Disposition
KIS-2010-000-a	Closed	2010-03-12	Disclosure	Inappropriate disclosure of names and comments made by informants and collaterals in child protection cases.	Business practices/procedures were updated as a result of this incident
KIS-2010-000-c	Closed	2010-04-28	Disclosure	Shelter information form attached to the wrong client's file (clients had similar names) As a result that client's file was updated with the wrong address.	Business practices/procedures were updated as a result of this incident
KIS-2010-000-d	Closed	2010-04-28	Stolen	The Kamloops Infant Development Society office experienced a break in where CDs with clients files as well as employee files were stolen.	Incident reported to the police
KIS-2010-000-e	Closed	2010-03-26	Stolen	Counsellor's car was broken into and a cell phone and memory stick containing personal information of about 17 clients was stolen.	Incident reported to the police
KIS-2010-000-f	Closed	2010-04-23	Disclosure	RSBC program released personal information to the spouse of a client.	Business practices/procedures were updated as a result of this incident
KIS-2010-000-g	Closed	2010-03-25	Access	A CSW with the Ministry of Housing and Social Development used her work status, work equipment and time to act on behalf of her son to have cheques printed in her name on his behalf.	Investigation revealed that the CSW did not have inappropriate access to her son's personal information.
KIS-2010-000-j	Closed	2010-07-12	Administrative error	D&H emailed unencrypted incident report containing personal information to Ministry over unsecured internet.	Business practices/procedures were updated as a result of this incident
KIS-2010-000-k	Closed	2010-07-12	Administrative error	D&H faxed personal information to wrong schools or wrong departments.	Business practices/procedures were updated as a result of this incident
KIS-2010-000-l	Closed	2010-07-12	Administrative error	RSBC agent updated the address for a Group BP to that of another BP. As a result, invoices containing personal information of employees were sent to the wrong BP.	Incident contained and investigated.
KIS-2010-000-m	Closed	2010-07-12	Administrative error	RSBC agent accidentally emailed 3 screen shots containing business partner's personal information to contractor.	Incident contained. The recipient confirmed that they did not open the emails
KIS-2010-000-n	Closed	2010-04-21	Stolen	Thieves stole parking meters from Goldstream park which contained two weeks worth of credit card information.	Business practices/procedures were updated as a result of this incident
KIS-2010-000-o	Closed	2010-08-20	Access	A review conducted by an Independent Supervising Solicitor found that inappropriate access by corrections staff into the CORNET files related to a high-profile murder case had taken place.	Business practices/procedures were updated as a result of this incident

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KIS-2010-001	Closed	2010-04-29	Access	A forestry staff member inappropriately accessed records containing personal information stored in the CHIPS database.	The incident was contained and expectations related to privacy and confidentiality were communicated to the employee in question.
KIS-2010-004	Closed	2010-04-30	Protection	A relocating Service BC Centre employee accidentally removed government records from her workplace to her home (she thought the boxes contained her personal items).	The documents were returned and the incident contained
KIS-2010-013	Closed	2010-05-05	Disclosure	BCEP Service Provider staff member called a client's phone and provided personal information about the client to a friend of the client's who answered the phone.	The incident was contained and business practices were changed as a result of this incident.
KIS-2010-015	Closed	2010-05-06	Access	When a staff member with the Property Tax Deferral program was processing payments, the info that came up on screen was for clients that are not in their program area.	The ministry conducted a review of business practices/procedures
KIS-2010-016	Closed	2010-05-06	Cyber-attack	A government employee had his government email account inappropriately accessed by his wife.	An investigation was conducted. Training and awareness an issue.
KIS-2010-017	Closed	2010-05-07	Protection	A former employee of the Public Guardian and Trustee (PGT), in applying for a new position, may have submitted confidential client information as part of the application process.	Recommendations were made to update business practices/procedures as a result of this incident
KIS-2010-024	Closed	2010-05-11	Administrative error	In responding to an email sent to a group of email addresses, a PSSG employee accidentally included the email addresses in the "to" field instead of the "bcc" field as is normal practice.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
KIS-2010-028	Closed	2010-05-12	Administrative error	Ministry of Health Services mis-stuffed two envelopes, mailing information to the wrong individuals.	Business practices/procedures were updated as a result of this incident
KIS-2010-029	Closed	2010-05-13	Cyber-attack	An employee with Ministry of Energy, Mines and Petroleum Resources inadvertently sent his IDIR credentials to a hacker.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
KIS-2010-030	Closed	2010-05-13	Disclosure	A message containing information about two clients was left in error with what was thought to be the local First Nations band office.	Corrective action advised

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KIS-2010-032	Closed	2010-05-17	Lost	Youth probation officer left his notebook, which contained notes about his case files, at court.	An investigation was conducted. Training and awareness an issue.
KIS-2010-033	Closed	2010-05-17	Lost	PSA misplaced an employee's file.	Recommendations were made to update business practices/procedures
KIS-2010-043	Closed	2010-05-25	Disclosure	A foster parent used Facebook to converse with the biological mother of an infant in continuing care, and, during the exchange, revealed the name of the infant in care.	Name removed from Facebook. Recommendations were made to provide privacy and information security training to foster parents, with accompanying brochures or information sheets
KIS-2010-044	Closed	2010-05-19	Disclosure	An individual who was lobbying to keep the security deposit of a deceased client was given a MIS screen printout showing the amount of security deposit issued and was advised to inform the family that any funds that would be returned would be issued to the ministry.	An investigation was conducted and staff training and awareness activities were conducted.
KIS-2010-045	Closed	2010-05-25	Protection	Criminal Justice Branch in Victoria received a package from the Kamloops Crown Counsel Office, relating to a driving fatality, via Purolator that was completely open.	Business practices/procedures were updated as a result of this incident.
KIS-2010-047	Closed	2010-05-26	Disclosure	Adoption services, in attempting to verify birth mother's address, inadvertently read out adoptive family's address to birth mother.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
KIS-2010-051	Closed	2010-05-19	Administrative error	A file that was to be returned to an off-site storage records management company was delivered by Purolator to the wrong records management company.	The package was retrieved and the incident contained
KIS-2010-052	Closed	2010-05-31	Access	An employee accessed the gateway logs of an employee at Community Living BC to obtain the e-mail address of a third party and sent a personal email to the third party.	Employee deleted all copies of third party email address and signed declaration that this was done
KIS-2010-057	Closed	2010-06-01	Protection	A former employee of a contracted service provider couriered a package containing client information to the Ministry, prompting a concern that the former employee may have retained records containing personal information after his employment ended.	Recommendations were made to update business practices/procedures.

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KIS-2010-058	Closed	2010-06-02	Administrative error	A letter and invoice was sent to the wrong service provider for correction - the name, birth date and services received for the child was indicated and an illegible signature of the parent.	The letter was retrieved and the incident contained
KIS-2010-068	Closed	2010-06-09	Collection	A bidder on a timber sales contract complained that he was asked by a Ministry representative to provide his DOB and that his driver's licence number and DOB was inappropriately obtained from ICBC.	An investigation was conducted and staff training and awareness activities were conducted
KIS-2010-070	Closed	2010-06-09	Access	Employee conducted a postal code search on government computer system to identify client shelter costs for an apartment complex where she was going to be relocating.	An investigation was conducted and expectations regarding privacy were conveyed to the employee. Staff training activities were also conducted.
KIS-2010-072	Closed	2010-06-09	Administrative error	In forwarding a letter by email on a MFD to a HSD OSH Manager, an EAW did not realize that the machine had to be re-set. As a result, scans of client information were attached and also sent to the Manager.	The information was immediately returned and the incident contained
KIS-2010-078	Closed	2010-06-11	Administrative error	Third party checks (Equifax and ICBC) were conducted on a spouse of client, who was no longer a dependent of the client, and mistakenly placed on the client's file.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
KIS-2010-079	Closed	2010-06-11	Administrative error	A letter was sent to an individual that has another letter addressed to another party attached.	The information was returned and the incident contained. Recommendations were made to update business practices/procedures
KIS-2010-092	Closed	2010-06-10	Administrative error	Two letters sent out to the wrong third party insurer.	The information was returned and the incident contained
KIS-2010-098	Closed	2010-06-17	Access	Allegation that an employee at Surrey Pre-Trial Services Centre inappropriately accessed inmates information on CORNET.	As a result of this incident an audit of the employee's activities in CORNET was performed
KIS-2010-099	Closed	2010-06-16	Administrative error	HIBC sent the wrong coverage confirmation to an client (caused by selecting a client with the same first and last name but different DOB).	The information was returned and business practices/procedures were updated

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KIS-2010-101	Closed	2010-06-16	Administrative error	Correspondence sent to two recipients, who reside at the same address, with the contents and labels on the envelopes reversed.	The information was returned and business practices/procedures were updated
KIS-2010-103	Closed	2010-06-15	Administrative error	Authorization, containing personal information, was mailed to a client and a promontory preschool that the client's child had never attended.	The information was returned and business practices/procedures were updated
KIS-2010-108	Closed	2010-06-17	Access	A correctional officer may have inappropriately accessed an individual's files in CORNET.	As a result of this incident an audit of the employee's activities in CORNET was performed
KIS-2010-112	Closed	2010-06-18	Stolen	A psychiatrist working under contract for Youth Forensic Psychiatric Services had his backpack stolen which contained a copy of a police report and his own clinical notes concerning a youth.	Recommendations were made to conduct a review of business practices/procedures
KIS-2010-115	Closed	2010-06-23	Administrative error	As a result of paper work being attached to the wrong file, Child Care Subsidy mailed an authorization, containing client information, to the incorrect licensed care provider.	The information was returned and business practices/procedures were reviewed
KIS-2010-119	Closed	2010-06-23	Protection	When an EAW in Powell River started up her computer in the morning, a screen appeared that looked like it referred to details of an MCFD intake in Vanderhoof.	The incident was contained
KIS-2010-133	Closed	2010-06-30	Administrative error	A file sent to a lawyer and shared with the client had misfiled information about another client in it.	The information was returned and recommendations were made to review business practices/procedures
KIS-2010-138	Closed	2010-07-05	Lost	Two files relating to disability claims have been misplaced by BCPSA.	Efforts were made to contain the incident and retrieve the files
KIS-2010-140	Closed	2010-07-05	Disclosure	A defence lawyer obtained personal information about a client by misrepresenting himself as Crown Counsel.	Recommendations were made to conduct a review of business practices/procedures
KIS-2010-141	Closed	2010-06-29	Disclosure	An employee with Crown counsel office in Vancouver has been inappropriately accessing young offender files on the JUSTIN database.	A criminal investigation was carried out by the police

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KIS-2010-145	Closed	2010-07-06	Lost	Two file folders containing records that relate to government business, and contained names and contact information of stakeholders and advisory counsel members, were inadvertently left in the front seat pouch of a plane.	Efforts were made to contain the incident and retrieve the file folders
KIS-2010-149	Closed	2010-07-07	Administrative error	BC Mail Plus sent letters to Ministry of Housing and Social Development clients in envelopes that had a return address for the Ministry of Small Business and Revenue, Consumer Taxation Branch. As a result some MHSD client letters were returned to the wrong ministry and opened.	Business practices/procedures were updated
KIS-2010-150	Closed	2010-07-07	Administrative error	Five client files that were supposed to be delivered to Youth Forensic Psychiatric Services were mistakenly delivered by the courier to another office.	Files were retrieved and the incident was followed up with the service provider
KIS-2010-152	Closed	2010-07-08	Stolen	An electronic device was locked, as per the lock / drill list and it's HDD were packaged into box along with a box of assorted peripherals. A mix-up in couriers occurred and the when the boxes arrived at the warehouse they appeared to have been re-opened and repacked.	Information Security Branch of the Office of the Chief Information Officer was assigned as lead investigators on this incident
KIS-2010-153	Closed	2010-07-08	Administrative error	Two imprest cheques were given to the wrong person.	Incident contained. Hold put on the cheques
KIS-2010-154	Closed	2010-07-07	Access	A government employee inappropriately collected the personal information of an individual. The employee had authority to collect the individual's personal information, but should have collected it directly from the individual and should have provided notice to the individual about the purpose and authority for the collection and a contact who could answer questions about the collection.	Investigation conducted and business practices and procedures were updated as a result of this incident.
KIS-2010-155	Closed	2010-07-09	Disclosure	A website set up for committee members to access and review application packages for controlled alien species permits, and which should have been accessible only to committee members, was discovered to be accessible over the Internet.	An investigation was conducted and the incident contained.

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KIS-2010-157	Closed	2010-07-09	Access	HIBC identified through its random employee audit process that an employee had inappropriately accessed personal information without the operational need to do so.	The employee's employment relationship was terminated. Staff training and awareness activities were conducted, and business practices/procedures were updated as a result of this incident
KIS-2010-158	Closed	2010-07-12	Cyber-attack	A government user's personal home computer was compromised and the IDIR account and password gleaned and used by PHISHERS.	Information Security Branch of the Office of the Chief Information Officer was assigned as lead investigators on this incident
KIS-2010-167	Closed	2010-07-15	Stolen	Ministry service provider reported that a memory stick containing client information was stolen from an itinerant office.	Incident reported to the police and business practices/procedures were updated
KIS-2010-168	Closed	2010-07-15	Administrative error	A staff member inadvertently faxed a client letter and attachments to the Provincial Government Product Office Centre (believes she pressed the wrong pre-programmed button).	An investigation was conducted and the incident was contained. Staff training and awareness activities were conducted.
KIS-2010-170	Closed	2010-07-13	Disclosure	Client complained that his SIN number was disclosed to another client.	The ministry followed up with staff regarding expectations related to privacy and confidentiality.
KIS-2010-172	Closed	2010-07-16	Disclosure	Production data, instead of test data, was inadvertently sent outside of the secure network in an unencrypted format to HealthLinkBC employees and contractors.	An investigation was conducted and the incident was contained.
KIS-2010-173	Closed	2010-07-16	Disclosure	Information about three children in care, now living with their aunt, was released to maternal grandfather who was the previous caregiver.	An investigation and staff training and awareness activities were conducted.
KIS-2010-176	Closed	2010-07-20	Collection	Investigative Officer conducted an Equifax search on the dependent spouse of a client. After the search was completed the officer realized that the dependent spouse had not signed the application (no consent on file).	The incident was contained and the ministry followed up with the employee regarding expectations related to privacy and confidentiality.
KIS-2010-181	Closed	2010-07-22	Disclosure	An individual fleeing an abusive relationship complained that an employee released information regarding her current address from her recent Income Assistance Application to her ex spouse.	Investigation carried out and employee found to have released information inappropriately. Employee suspended

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KIS-2010-189	Closed	2010-07-26	Disclosure	A hospital physician known to bcbedline staff was provided information by staff about his mother's transfer even though he was not his mother's physician and disclosure was contrary to policy.	The ministry followed up with staff regarding expectations related to privacy and confidentiality.
KIS-2010-195	Closed	2010-07-19	Administrative error	Two letters meant for other insurance companies were sent to Pacific Blue Cross in the same envelope.	Letters returned and incident contained
KIS-2010-206	Closed	2010-07-29	Stolen	A Canada Post mailbox was broken into and a letter a client had sent to the Temporary Premium Assistance Office of RMO was opened and the documents inside were missing.	Incident reported to the police
KIS-2010-208	Closed	2010-07-29	Administrative error	Two letters were mailed out to two service providers with the wrong claim forms attached.	An investigation was conducted and the incident was contained. Business practices were updated as a result of this incident and staff training and awareness activities were conducted.
KIS-2010-211	Closed	2010-07-29	Access	A former employee accessed Cornet on a person that she was interested in dating four times to view his criminal history.	The employee was disciplined and staff training and awareness activities were conducted.
KIS-2010-212	Closed	2010-08-03	Stolen	Employee's vehicle broken into and a backpack taken which contained a notepad which included notes from recent telephone support and investigation of municipal home owner grant retro-claims.	The incident was reported to the police and the ministry followed up with staff regarding expectations related to privacy and confidentiality.
KIS-2010-213	Closed	2010-08-04	Disclosure	An ex-girlfriend of a former employee returned a cd, containing client information, to the Burns Lake office that had been left at her place by the former employee.	It was confirmed that no other client information had been disclosed to an unintended recipient
KIS-2010-217	Closed	2010-08-04	Administrative error	MCFD staff incorrectly labelled and redirected a mail package that included client personal information. The package was received by Chilliwack Community Services, a non-profit agency that provides services to MCFD, who immediately reported receipt of the package.	The package was retrieved and the incident contained
KIS-2010-220	Closed	2010-08-06	Collection	A GA used a HLTH system, which is only supposed to be used for MSP (HLTH) purposes to process a overpayment on the GARMS system for a HSD client.	Recommendations were made to conduct a review of business practices/procedures

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KIS-2010-232	Closed	2010-08-16	Disclosure	A tele-health video conference with B.C. Children's Hospital that was supposed to be a secure line was interrupted by someone dialing in while the consulting psychiatrist, client's mother, and tele-health coordinator were in discussion about the client.	The individual calling in was immediately asked to disconnect and complied immediately. Efforts were made by BC Children's Hospital to determine the cause from their end
KIS-2010-243	Closed	2010-08-17	Access	An HSD user received unwanted access to a CFD MIS screen.	Efforts were made to determine the cause of the error. Staff training and awareness activities were conducted
KIS-2010-250	Closed	2010-08-19	Disclosure	Lawyer's office received medical history that they did not request.	The records were shredded and the incident contained
KIS-2010-256	Closed	2010-08-23	Disclosure	Electronic copy of Child Tax benefit notice scanned into incorrect client file and viewed by incorrect client.	Electronic record corrected and the incident contained
KIS-2010-259	Closed	2010-08-23	Protection	Documents containing personal information were placed in recycling rather than in confidential shredding.	Staff training and awareness activities were conducted
KIS-2010-261	Closed	2010-08-24	Administrative error	Case assessment form with client's personal information mailed in error to another client.	The information was returned
KIS-2010-264	Closed	2010-08-24	Lost	Student reported missing knapsack to police, who located it and discovered copies of BCAS docs inside	The information was retrieved and the ministry followed up with staff regarding expectations related to privacy and confidentiality
KIS-2010-267	Closed	2010-08-26	Administrative error	Medical histories of patients were disclosed together with required billing info to MFIN employee.	The records were shredded and the ministry followed up with the employee regarding expectations related to privacy and confidentiality.
KIS-2010-270	Closed	2010-08-26	Disclosure	A government employee mistakenly received an award letter congratulating her on winning a competition, which contained the name of another employee and possibly that employee's ID number.	Staff training and awareness activities were conducted and business practices/procedures were updated
KIS-2010-284	Closed	2010-09-02	Collection	Information was released to a payee company without a signed authorization by the client	The incident was contained and staff training and awareness activities were conducted.

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KIS-2010-291	Closed	2010-09-08	Access	A Health Insurance BC employee, who knew she didn't have authority, accessed the personal information of two family members with her supervisor's permission.	The supervisor breached protocol and is no longer employed by HIBC.
KIS-2010-292	Closed	2010-09-03	Administrative error	A new admin person distributed to divisional staff, legal services charges and supporting documentation for the entire ministry rather than by division. The supporting detail included the names of individuals who may be the subject of legal proceedings.	Staff training and awareness activities were conducted and business practices/procedures were updated
KIS-2010-303	Closed	2010-09-10	Lost	Documentation pertaining to four active BCCS files blew out of car window that was left ajar.	The incident was reported to the police and the documents were recovered
KIS-2010-308	Closed	2010-09-10	Administrative error	An inmate mistakenly received from a sheriff another inmate's court date and committal information.	The records were retrieved. Staff training and awareness activities were conducted and business practices/procedures were updated
KIS-2010-309	Closed	2010-09-13	Collection	A document containing personal information about a candidate from a staffing competition was scanned on the MFD to the Client Transaction System in error.	The records were deleted from CTS. Staff training and awareness activities were conducted
KIS-2010-310	Closed	2010-09-14	Administrative error	A BSA forwarded in error reports containing client personal information to an incorrect Service Provider	Service provider deleted emails. The service provider followed up with the employee regarding expectations related to privacy and confidentiality
KIS-2010-311	Closed	2010-09-15	Access	Through routine audits, HIBC discovered that an HIBC employee looked at the account of a co-worker.	HIBC followed up with the employee and supervisor regarding expectations related to privacy and confidentiality
KIS-2010-327	Closed	2010-09-22	Cyber-attack	CFD employee's email account was phished and as a result several employees reported receiving email spam from this employee.	Business practices/procedures were updated
KIS-2010-332	Closed	2010-09-23	Administrative error	Client received mail which included personal information of other clients.	The information was returned and staff training and awareness activities were conducted

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KIS-2010-335	Closed	2010-09-24	Lost	Two files from storage unit "CUBE" were delivered to the Ministry of Health in error which contained some personal information.	The information was returned and business practices/procedures were updated
KIS-2010-343	Closed	2010-09-27	Disclosure	Employee attendance reports for an entire department forwarded by director to 3 managers and subsequently shared with three staff members by one of the managers. Two of the managers and the staff members should not have received the records for staff reporting to other managers and/or co-workers.	The report was deleted and recommendations were made to conduct a review of business practices/procedures
KIS-2010-346	Closed	2010-09-28	Collection	Investigative Officer conducted an Equifax check on client's information for a START referral but Equifax produced a report on a person with the same name, but different DOB and SIN number.	Incident contained. The Investigative Officer did not use the information and did not print the Equifax report
KIS-2010-347	Closed	2010-09-28	Collection	File referred to START Investigative Officer via Online application. IO conducted an Equifax check and an Equifax report came back for a person with a different name and DOB but with a SIN and address the same as the applicant.	Incident contained. The Investigative Officer did not enter the information and did not place it on the CTS
KIS-2010-348	Closed	2010-09-28	Collection	Investigative Officer conducted an Equifax check and the information received from Equifax for the applicant showed the Name and DOB did not match but the SIN did. The Equifax report for the spouse showed Name, DOB, and SIN as correctly matching the spouse's information.	Incident contained. The Investigative Officer "blacked" out the information received from Equifax, pertaining to the Applicant as it did not match the Applicant's information before filing on CTS
KIS-2010-349	Closed	2010-09-28	Protection	In cleaning up a Social Worker's desk, admin staff placed confidential information meant for the shredding bin in a garbage bag. The bag was left on the desk and placed by janitorial staff in the garbage.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality. Staff training and awareness activities were conducted
KIS-2010-357	Closed	2010-10-01	Administrative error	An employee of the Ministry of Environment has reported that he is the unintended recipient of emails that should have been addressed to another employee with a similar name in the Ministry of Public Safety and Solicitor General	Staff training and awareness activities were conducted

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KIS-2010-360	Closed	2010-10-01	Access	A PSSG employee inappropriately accessing client information within CORNET regarding one inmate.	The employee resigned prior to disciplinary action being taken. There is no evidence that employee printed or stored client information
KIS-2010-365	Closed	2010-10-04	Administrative error	An email was accidentally sent that contained a list of other email addresses that were supposed to be included in the bcc line. Most of the emails were not personal emails.	Business practices/procedures were updated
KIS-2010-367	Closed	2010-10-05	Access	An HIBC employee looked up a family member's information found within the employee's own account, and in doing so viewed another former spouses information.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
KIS-2010-380	Closed	2010-10-08	Stolen	Two back-up drives for INEO's computer system were stolen which contain client personal information.	The incident was reported to police and business practices/procedures were updated
KIS-2010-382	Closed	2010-10-08	Lost	A client file from offsite storage was requested from Iron Mountain Storage Facility who replied that the requested file was not found in the recorded box. Subsequent searches of other boxes and locations have failed to locate the file.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality. Business practices/procedures were updated. Staff training and awareness activities were conducted
KIS-2010-384	Closed	2010-10-12	Disclosure	A prosthetic supplier received a claim for a client who belongs to another supplier. The two suppliers' provider numbers only differ by one digit.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
KIS-2010-389	Closed	2010-10-14	Disclosure	Non-custodial, non-signatory, parent, with no permissions on file, requested and received funding information regarding his child.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
KIS-2010-391	Closed	2010-10-18	Administrative error	OSMV letters were sent out by BC Mail using ITA envelopes. As a result undeliverable letters were returned to ITA instead of OSMV and ITA opened the returned mail to determine where the mail needs to be redirected.	Business practices/procedures were updated
KIS-2010-394	Closed	2010-10-19	Disclosure	Former client may have been provided information related to her former spouse who is currently receiving income assistance.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.

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KIS-2010-399	Closed	2010-10-19	Administrative error	Due to a keying error, a payee was paid incorrectly for two patients that were not his. The remittance statement sent to the payee contained the patient's PHN, initials and surname.	Statement returned and records corrected. The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
KIS-2010-403	Closed	2010-10-20	Access	An employee of an Aboriginal Service provider is alleged to have used his/her access to the MCFD system to look up ex-spouses and friends.	An investigation was conducted. Training and awareness an issue.
KIS-2010-411	Closed	2010-10-21	Protection	A patient document was accidentally left in the photocopier.	Staff training and awareness activities were conducted
KIS-2010-412	Closed	2010-10-21	Administrative error	Due to an error, two people have been using the same PHN and at least one carecard was issued incorrectly together with a claims letter detailing medical procedures billed to this PHN.	An investigation was conducted and the incident was contained.
KIS-2010-421	Closed	2010-10-25	Disclosure	Employee using MFD to scan her ICT agreement to the program area manager did not log out of the "scan mod". As a result, PDF's with client information were sent to HSD Support.	The information was deleted and the incident contained
KIS-2010-422	Closed	2010-10-26	Disclosure	Unredacted documents were inadvertently disclosed by LSB to opposing counsel.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
KIS-2010-423	Closed	2010-10-26	Administrative error	An account statement belonging to a recipient enrolled in the maintenance enforcement program was sent by mail to another recipient by mistake	The ministry followed up with the employee regarding expectations related to privacy and confidentiality and staff training and awareness activities were conducted.
KIS-2010-427	Closed	2010-10-27	Administrative error	A client received other client information in error.	The letter was retrieved and business practices/procedures were updated as a result of this incident
KIS-2010-430	Closed	2010-10-28	Administrative error	A spreadsheet containing information regarding individuals affected by an environmental incident was accidentally included as an attachment to an email sent by a Ministry of Agriculture employee to his lawyer (unrelated to government business).	An investigation was conducted and the incident was contained.

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KIS-2010-433	Closed	2010-10-28	Disclosure	Service BC Office mistakenly verbally informed a client that it was holding a cheque for her sister.	Staff training and awareness activities were conducted
KIS-2010-436	Closed	2010-10-29	Administrative error	BC Mail Plus incorrectly inserted three individual's birth certificates into the wrong envelopes.	Staff training and awareness activities were conducted
KIS-2010-447	Closed	2010-11-02	Administrative error	Two clients' tax appeal decisions were placed in the wrong envelopes and a law firm received information about a client it did not represent.	Business practices/procedures were updated as a result of this incident
KIS-2010-448	Closed	2010-11-03	Disclosure	A MCFD social worker released the name of a telenurse who made a child protection report to a client who then called HIBC and asked for the telenurse by name. The telenurse is concerned about her and her family's safety.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
KIS-2010-449	Closed	2010-11-04	Collection	Assignment of Benefits form was scanned on MFD to wrong person's email	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
KIS-2010-451	Closed	2010-11-04	Administrative error	HIBC sent personal information to the Ministry of Finance when it should have been sent to the Ministry of Health Services.	The letter was returned. Business practices/procedures were updated. The ministry followed up with the employee regarding expectations related to privacy and confidentiality. Staff training and awareness activities were conducted
KIS-2010-458	Closed	2010-11-05	Access	A large number of client intake forms could not be found after a clerical support employee was assigned the task of filing and archiving them. When questioned about it, the employee quit.	An investigation was conducted. Business practices and procedures were updated and staff training and awareness activities were conducted.
KIS-2010-460	Closed	2010-11-05	Administrative error	An MCFD worker sent two emails to two directors in KIS Branch.	The incident was contained and an investigation was conducted
KIS-2010-461	Closed	2010-11-05	Disclosure	An officer complained that a second officer and a BCGEU steward disclosed information to her about a grievance against a third officer (her spouse).	Staff training and awareness activities were conducted. The ministry followed up with the employee regarding expectations related to privacy and confidentiality.

File#	Status	Date Reported	Category	Incident Summary	Disposition
PIU-2010-477	Closed	2010-11-15	Collection	PLMS staff conducted 3rd party checks on an income assistance client with invalid consent on the file.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2010-486	Closed	2010-11-17	Disclosure	Client complained that her child's school had a stack of information about her and her child that was provided by a previous social worker at MCFD. Upon investigation, most of the information was disclosed appropriately; however one piece of information was disclosed inappropriately.	The incident was contained and staff training and awareness activities were conducted.
PIU-2010-488	Closed	2010-11-17	Lost	A gust of wind blew the lid off of a tub of mail and approximately 20 items of mail blew across the parking lot and were lost.	Business practices/procedures were updated
PIU-2010-495	Closed	2010-11-19	Disclosure	MCFD prepared handouts for a conference at the Japanese Consulate about community supports for parents and inadvertently included a list of case reviews under way (it appears that the list was left in the photocopier and administrative staff didn't notice that it was photocopied as part of the handout).	Staff training and awareness activities were conducted. The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2010-522	Closed	2010-11-29	Protection	An opened envelope containing a client's personal information was found in the building's mail room which is accessible to building staff only.	Business practices/procedures were updated. Staff training and awareness activities were conducted
PIU-2010-526	Closed	2010-11-30	Administrative error	A letter from one worker was included in the submission for another worker and this was disclosed to an employer and employers' adviser.	Document retrieved. Business practices/procedures were updated. Staff training and awareness activities were conducted
PIU-2010-527	Closed	2010-11-30	Administrative error	Three SDEB applications were mailed to the wrong office in error.	Staff training and awareness activities were conducted
PIU-2010-538	Closed	2010-11-03	Disclosure	CYMH clinician, in counselling a teenage girl with limited cognitive abilities, informed her that another student has FAS, thinking it would help the girl better understand the situation.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.

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PIU-2010-539	Closed	2010-11-03	Administrative error	A client's current year premium assistance application was mistakenly sent to her mother's group administrator for group authorization.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2010-540	Closed	2010-11-03	Administrative error	Mailed wrong letter to the wrong person. Personal information such as name and address was disclosed but no other details.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2010-541	Closed	2010-12-06	Administrative error	In an e-mail to remind contracted service providers to submit client success stories, unit staff inadvertently included an attachment containing program participant personal information (names and permanent resident numbers).	An investigation was conducted and the incident was contained.
PIU-2010-550	Closed	2010-12-09	Administrative error	An EAW incorrectly faxed two different client's forms to a third client. One form contained a client's full name and DOB and the other form contained another client's full name and GA number.	Staff training and awareness activities were conducted. The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2010-560	Closed	2010-12-10	Administrative error	An email, containing sensitive and confidential information regarding a client family, was inadvertently sent via the government email system to an employee of the Liquor Distribution Branch who has a name very similar to that of the intended employee of the Ministry of Children and Family Development.	Staff training and awareness activities were conducted. The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2010-562	Closed	2010-12-10	Disclosure	Supervisor received an automated report that a MHSD employee had attempted to access her personal MCFD records as well as those of her ex-spouse. Access did not occur as the files were on restricted access status. In addition, this employee was inadvertently copied on an e-mail about her ex-spouses behaviour in an MCFD office and used this e-mail in court action against the ex-spouse.	Staff training and awareness activities were conducted. The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2010-567	Closed	2010-12-14	Lost	A Service Provider (Open Door Group) reported the possible loss of two paper client files from two separate Vancouver locations. These files likely contain intake and career planning documentation and may contain a medical report.	Business practices/procedures were updated

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PIU-2010-584	Closed	2010-12-16	Administrative error	Employee inadvertently sent out to the wrong contracted service providers emails containing program participant personal information (names and permanent resident numbers). The intention of the email was to follow-up with service providers to remind them to submit program exit forms for participants that have completed the Program.	Staff training and awareness activities were conducted
PIU-2010-585	Closed	2010-12-16	Administrative error	Client FS file was sent to client's address instead of the district office. Client no longer lives at this address and current resident brought the files into the office immediately after receiving them. Files were in a taped manila envelope and there is no indication that the resident looked at the files.	The ministry followed up with the employees and broader staff regarding expectations related to privacy and confidentiality. Business practices/procedures were updated. Staff training and awareness activities were conducted
PIU-2010-586	Closed	2010-12-17	Disclosure	While updating a client's application document, an EAW used an electronic process that is not suited to this task and in doing so inadvertently copied the new client information onto the form for an different client. The EAW then printed and gave the form to the client whose information was being updated.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2010-595	Closed	2010-12-22	Disclosure	Supervisor returned a call from an applicant residing at a treatment centre and left a message with the receptionist stating that the applicant was not eligible for assistance. Applicant is concerned that his eligibility for assistance was disclosed to the receptionist.	Staff training and awareness activities were conducted. The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2010-604	Closed	2010-12-22	Lost	An employee file for a Shop Steward who was the subject of a privacy breach investigation has been lost.	Business practices/procedures were updated
PIU-2010-605	Closed	2010-12-22	Disclosure	Personal information has been disclosed as part of an income assistance reconsideration package.	Recommendations were made to conduct a review of business practices/procedures
PIU-2010-606	Closed	2010-12-22	Disclosure	Personal information has been disclosed as part of an income assistance reconsideration package.	Recommendations were made to conduct a review of business practices/procedures as a result of this incident

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PIU-2010-607	Closed	2010-12-22	Administrative error	Adoption SW inadvertently sent an email to a client containing two MCFD attachments outlining why a young child not be placed with the client as an adoptive applicant. The attachments contains information about the child and identify a child welfare complainant and another source of information related to the file.	Business practices/procedures were updated. Staff training and awareness activities were conducted
PIU-2010-610	Closed	2010-12-28	Collection	Third party checks were done without client's consent.	An investigation was conducted and the incident was contained. Staff training and awareness activities were conducted.
PIU-2010-613	Closed	2010-12-30	Disclosure	Personal information and PID numbers of mother were disclosed to the care provider.	Recommendations were made to conduct a review of business practices/procedures
PIU-2011-001	Closed	2011-01-04	Collection	An applicant's application for income assistance was incorrectly processed under the applicant's ex-spouse's name and 3rd party checks were completed on the ex spouse who was not an applicant.	Staff training and awareness activities were conducted
PIU-2011-004	Closed	2011-01-06	Administrative error	A Support Services Agreement intended to be sent to the Victoria Office for the Ministry of Children and Family Development was sent to a different office. The document included the names of parents and a child, their address and birth dates as well as a description of some details regarding support for the family.	Staff training and awareness activities were conducted
PIU-2011-010	Closed	2011-01-08	Cyber-attack	The website of a service provider, ASPECT, was potentially phished over a two day period. The site contains sensitive personal information for approximately 2,000 individuals.	An investigation was conducted and the incident was contained. Business practices were updated as a result of this incident.
PIU-2011-012	Closed	2011-01-10	Protection	A competition binder containing resumes, offer letters, salary information, notes taken during interview, interview questions, and reference phone numbers was found in the basement of 1515 Blanshard.	Business practices/procedures were updated

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PIU-2011-013	Closed	2011-01-10	Access	A box of MCFD files being retrieved from storage at Iron Mountain became separated from other boxes and the related waybill which contained the shipping destination. When Purlator (the shipper) discovered the separated box they opened it and removed a file to try and determine the shipping address.	Business practices/procedures were updated
PIU-2011-014	Closed	2011-01-12	Disclosure	An email and a citizen's name were included in a presentation for government staff who have authority to access the information but would not normally see it.	Staff training and awareness activities were conducted
PIU-2011-017	Closed	2011-01-12	Access	An employee at the Main St. courthouse discovered a co-worker sitting at her computer accessing files in JUSTIN while she had been away from her desk. Some initial audits have confirmed that inappropriate accesses were made.	The employees' employment relationship was terminated
PIU-2011-023	Closed	2011-01-13	Disclosure	A centre had two inmates residing in the same living unit who had the same given and surnames. The wrong inmate was sent to an interview with a forensic psychologist who began the interview by confirming the inmate's name, identifying the nature of the inmate's charges, and that the client had been convicted. The inmate advised the psychologist that there must be some error and the interview was terminated.	Business practices/procedures were updated
PIU-2011-028	Closed	2011-01-17	Collection	An EAW inadvertently pulled the wrong documents out of a drawer and reviewed application documents for one client with information about another client with the same surname. The client did not take the incorrect documents away with him.	Staff training and awareness activities were conducted
PIU-2011-038	Closed	2011-01-19	Access	A GA is alleged to have accessed government records inappropriately and disclosed personal information to an inappropriate party.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-048	Closed	2011-01-20	Access	An auxiliary employee inappropriately accessed JUSTIN to retrieve the address of an individual who wanted to provide him/her a recommendation letter.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.

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PIU-2011-050	Closed	2011-01-20	Collection	A Service BC employee tried to assist an applicant applying for a Marriage Certificate by obtaining birth place information about the applicant's husband from the husband's mother. Applicant stated that she could not obtain the information herself as the mother-in-law did not like her. Husband complained that mother-in-law should not have been contacted.	Business practices/procedures were updated. Staff training and awareness activities were conducted
PIU-2011-063	Closed	2011-01-26	Administrative error	An administrative assistant updating a contact phone list for her executive officer sent the information about contacts work, blackberry, cell and home phone numbers to all members of the list when only each individual person should have received their own information to update.	Business practices/procedures were updated
PIU-2011-066	Closed	2011-01-27	Administrative error	An email, with an attachment that included personal information about a number of individuals including Personal Education Numbers of students between grade 8 and 12 and the school they attended, was sent by LSB to unintended recipients. Names, contact information, and other identifiers are NOT included.	Efforts were made to contain the incident and to recover the information
PIU-2011-068	Closed	2011-01-27	Administrative error	Twenty seniors clients received an underpayment letter containing the name of a single individual (first name, middle name and last name) in the body of the letter due to a mail merge malfunction and staff error in not checking the physical documents prior to mailing.	Business practices/procedures were updated
PIU-2011-072	Closed	2011-01-28	Administrative error	Health Insurance BC advised that due to a wrong select, a client has been using another person's PHN for the past 7 years. This other person appears to be living outside of BC.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-073	Closed	2011-01-28	Lost	E disclosure CDs of an inmate could not be located.	Recommendations were made to conduct a review of business practices/procedures
PIU-2011-085	Closed	2011-02-02	Administrative error	Health Insurance BC (HIBC) digital on-line sent out 4 claim cards, that included patient's name and personal health number, to the wrong practitioner.	An investigation was conducted and the incident was contained.

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PIU-2011-087	Closed	2011-02-03	Access	A worker conducting third party checks on a new application inadvertently selected the wrong file to conduct an Equifax report search on the file.	Staff training and awareness activities were conducted
PIU-2011-098	Closed	2011-02-09	Administrative error	Employee requested numbers or percentage of CFD staff who had taking privacy training to date instead received detailed information including name, employee #'s, course taken (which level), date of training.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-099	Closed	2011-02-09	Administrative error	A file for a foster parent, containing very personal information about the foster parent and possibly children in the foster parent's care, was sent by post to Surrounded by Cedar Child and Family Service. When it arrived the package was ripped open enough that the whole file, which is about 10 cm thick, was exposed.	Staff training and awareness activities were conducted. Business practices/procedures were updated
PIU-2011-100	Closed	2011-02-11	Disclosure	In giving evidence to an applicant to explain the denial of his application for Income Assistance as a single person, the EAW disclosed information provided by another applicant on her application stating that the applicant who was being denied was the father of her child and her boyfriend.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-101	Closed	2011-02-11	Administrative error	An email that was intended for BCGEU employees was sent (additionally) to about 15 non-BCGEU employees.	Staff training and awareness activities were conducted
PIU-2011-104	Closed	2011-02-10	Administrative error	A number of completed client forms were put in the wrong envelope and mailed to a client instead of to an HSD office.	Staff training and awareness activities were conducted. Business practices/procedures were updated
PIU-2011-106	Closed	2011-02-14	Disclosure	A client was mistakenly given a number of documents about another client including a copy of receipt for showing zero transaction for processing RTA, waiving Filing Fee; copy of the application to waive the filing fee; and a copy of a release of personal information issued by MSD.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-108	Closed	2011-02-14	Stolen	A bag containing three reviews related to critical incidents, a folder for a Leadership committee and an appointment book with telephone lists for managers and other personnel was stolen from a locked, alarmed and clubbed parked car.	Staff training and awareness activities were conducted

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PIU-2011-109	Closed	2011-02-14	Disclosure	An incomplete electronic file process resulted in an EAW A giving personal information about one client to a different client.	Staff were reminded of expectations related to privacy and confidentiality.
PIU-2011-110	Closed	2011-02-14	Protection	Confidential documents (e.g. unannounced government project, Minister's travel claims, reports, notes, correspondence, telephone numbers) were mistakenly emptied into a recycling bin instead of into a shredding bin.	Staff were reminded of expectations related to privacy and confidentiality. Business practices/procedures were updated
PIU-2011-113	Closed	2011-02-15	Administrative error	Due to a mix up of envelopes on a mail desk, a client's Release of Information form was sent to a medical supply business and two other individuals Health Goods/Services Purchase Authorization were sent to the client. Personal information on the HSD 's were Client Name, Address, GA#, PHN#, & medical supplies required.	Staff training and awareness activities were conducted
PIU-2011-115	Closed	2011-02-16	Disclosure	50 copies were made of a Foster Family Handbook that inadvertently had a request inserted into it to the RCMP for a criminal records check on a specific named client. Three of the copies were not located and one may have been handed out to a potential foster parent.	Staff training and awareness activities were conducted. Business practices/procedures were updated
PIU-2011-116	Closed	2011-02-16	Disclosure	Client was applying for a new birth certificate. Worker issued a supplier cheque to accompany the client's application to a private company that applies for birth certificates on behalf of individuals.	Staff were reminded of expectations related to privacy and confidentiality. Business practices/procedures were updated
PIU-2011-122	Closed	2011-02-18	Access	A Correctional Officer at Fraser Regional Correctional Centre was discovered to have inappropriately accessed the CORNET records of a number of individuals.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-131	Closed	2011-02-21	Access	An incident has been reported involving inappropriate access to records within CORNET.	The employee was suspended
PIU-2011-135	Closed	2011-02-22	Access	An employee in the Quesnel Tenures Office is concerned that another employee might have looked at and moved his pension statement.	Staff training and awareness activities were conducted

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PIU-2011-148	Closed	2011-02-25	Disclosure	Health Insurance BC (HIBC) added the wrong spouse onto a client's coverage, changed the gender and issued a card with the name and date of birth. The client, whose information was compromised, never had medical coverage in BC.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-149	Closed	2011-02-25	Disclosure	An employee appears to have accessed the ICBC data base and possibly MSP to provide confidential information about third parties to an ex-employee.	An investigation was conducted and the incident was contained. Expectations regarding privacy were conveyed to the employee.
PIU-2011-153	Closed	2011-03-01	Access	A contractor's office and file cabinet with 5 clients files was broken into. The files were left in the office but it is not known if any information was viewed or removed from the files.	Business practices/procedures were updated
PIU-2011-165	Closed	2011-03-07	Disclosure	A staff member emailed response to the requestor without removing personal information about a third party.	Staff training and awareness activities were conducted
PIU-2011-169	Closed	2011-03-07	Access	An employee has apparently utilized gov data for personal use/gain.	The employee resigned
PIU-2011-170	Closed	2011-03-08	Access	An employee of correction facility inappropriately accessed personal information of another staff member and offender on CORNET	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-173	Closed	2011-03-09	Administrative error	Certified copy of registration of birth certificate was mailed to the wrong MCFD's office	Business practices/procedures were updated
PIU-2011-175	Closed	2011-03-09	Access	An employee at MSU (who has access to the Student Financial Application System) allegedly modified an individual's records for financial gain.	The ministry followed up with staff regarding expectations related to privacy and confidentiality.
PIU-2011-177	Closed	2011-03-09	Administrative error	A fax with 3 signed consents was sent to a counselor's old fax number.	An investigation was conducted and the incident was contained.
PIU-2011-182	Closed	2011-03-11	Administrative error	A box with personal information that belong to MSD was delivered to MCFD.	Staff were reminded of expectations related to privacy and confidentiality. Business practices/procedures were updated
PIU-2011-187	Closed	2011-03-13	Disclosure	An Accident Investigation Report from 2002, containing personal information, was reportedly made publicly available through the Legislative Library.	An investigation was conducted and the incident was contained.

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PIU-2011-189	Closed	2011-03-15	Disclosure	Information has been received that a social worker, not involved in an investigation, gave a young boy whose family is being investigated by the ministry the name of the caller who had notified the ministry about the family.	An investigation was conducted. Corrective action measures were taken and the employee was disciplined.
PIU-2011-190	Closed	2011-03-15	Administrative error	A doctor's office in Vancouver notified Health Insurance BC that it had received a bundle of cheques from BC Mail Plus that did not belong to them. The cheques contained patient names and PHNs.	The error has been brought to the attention of the employee who has been reminded of expectations related to privacy and confidentiality.
PIU-2011-207	Closed	2011-03-21	Disclosure	An employee in the Compliance Group, Revenue Services Branch, Finance asked for a variety of process information related to a recent media article about a named student loan recipient who had negotiated a reduced payment. The information provided included the status of the loan of the named person without actually naming that person.	Staff were reminded of expectations related to privacy and confidentiality. Business practices/procedures were updated t. Staff training and awareness activities were conducted
PIU-2011-221	Closed	2011-03-23	Lost	External hard drive used for backup is missing with approximately 4 years of client notes on the file and emails (agency policy is to only use initials in emails).	Business practices/procedures were updated . Staff training and awareness activities were conducted. Further recommendations were made to conduct a review of business practices/procedures
PIU-2011-231	Closed	2011-04-01	Disclosure	Incorrect information was put on an order form for a file stored at Iron Mountain resulting in the file being incorrectly sent to the home of the client.	Business practices/procedures were updated .
PIU-2011-233	Closed	2011-04-01	Disclosure	An employee who is on leave filed a complaint alleging that her personal information has been inappropriately collected, used and disclosed by ministry staff.	Business practices/procedures were updated Staff training and awareness activities were conducted
PIU-2011-236	Closed	2011-04-04	Administrative error	Six client letters were returned opened during a project of verification of client's information.	An investigation was conducted and the information was recovered. The incident was contained. Corrective action measures were taken.
PIU-2011-237	Closed	2011-04-04	Administrative error	A fax with personal information about client and her children was received by another individual.	An investigation was conducted and the incident was contained.

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PIU-2011-244	Closed	2011-04-05	Administrative error	MSD staff scanned client documents in error to another govt agency email. Client information included: Income Assistance application form, CRA and Bank information, Identification, paystub and Record of Employment, Repayment agreement, Shelter form and Tenancy Agreement, Reconsideration Form and Medical forms and work search forms.	Business practices/procedures were updated
PIU-2011-246	Closed	2011-04-06	Disclosure	When making phone calls to set up an intake appointment with a 19 yr. old client, messages were given to the client's father indicating that the client's file may need to be abandoned if they could not reach him. Employee concerned that this may be a breach.	Staff training and awareness activities were conducted
PIU-2011-249	Closed	2011-04-07	Disclosure	Crown Counsel provided a disk containing sensitive information to an offender at NFPC in error. The disk contained materials critical to the case against the offender as well as evidence and personal information about witnesses.	Incident reported to the police
PIU-2011-257	Closed	2011-04-08	Administrative error	A MCFD file regarding a family incident was delivered to a residence instead of the MCFD office in Burnaby based on incorrect instructions from a contracted service agency.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-263	Closed	2011-04-11	Stolen	Crown Counsel in Port Coquitlam has reported that through a break and enter a day book and work schedule were stolen. They do not contain significant information about victims or witnesses.	Incident reported to the police
PIU-2011-272	Closed	2011-04-12	Administrative error	MCFD After hours sends birth alerts in the form of faxes to all hospitals in the province advising them of possible risk and asking them to notify MCFD offices when a baby is born.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-274	Closed	2011-04-13	Protection	A correctional officer at NCC found documents containing sensitive personal information on the street outside the records section of the facility.	An investigation was conducted and the information was recovered. Business practices were updated as a result of this incident.

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PIU-2011-277	Closed	2011-04-14	Disclosure	A foster parent for Northwest Inter-Nation Community and Family Services provided a referral document for a child placed in her home to BC Housing to show that she had an extra person staying in her house. The document included the child's name, her family's names, dates of birth, band information, school information, previous placements, and other related information.	Business practices/procedures were updated
PIU-2011-296	Closed	2011-04-20	Administrative error	HPAS sent a number of paper-based MSP billing files (i.e., pre-authorized payment forms including void cheques) to the Ministry of Health Services in error.	Business practices/procedures were updated
PIU-2011-299	Closed	2011-04-21	Collection	Staff member doing 3rd party checks on files obtained credit information from Equifax for a spouse where no valid consent to do so existed.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-301	Closed	2011-04-21	Administrative error	A copy of a probation file sent from the Community Corrections Office in Smithers to headquarters in Victoria did not arrive.	Business practices/procedures were updated
PIU-2011-302	Closed	2011-04-26	Protection	An employee of a former contracted service provider inappropriately retained a data stick with resumes of an unknown number of people.	The ministry followed up with service provider regarding expectations related to privacy and confidentiality. Business practices/procedures were updated
PIU-2011-305	Closed	2011-04-26	Disclosure	Correspondence sent to a client inappropriately contained criminal record checks for 6 individuals including full name, DOB, place of birth, telephone number, BCDL#.	Business practices/procedures were updated
PIU-2011-306	Closed	2011-04-28	Disclosure	A complaint has been received that the child of a MCF social worker has inappropriately accessed information about a classmate (in her mom/dad's files) and has been spreading information around the school.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-315	Closed	2011-05-02	Lost	Misplaced family file with court documents.	An investigation was conducted and efforts were undertaken to contain the incident.
PIU-2011-319	Closed	2011-05-04	Disclosure	Information was received in a generic email box from HP Advanced Solutions, which included personal staff information (on 16 people) they didn't need.	Recommendations were made to conduct a review of business practices/procedures

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PIU-2011-329	Closed	2011-05-09	Administrative error	A protection order was inadvertently sent to Iron Mountain instead of its proper destination which is the Protection Order Registry (POR) due to a speed dial error on a fax machine.	The ministry followed up with staff regarding expectations related to privacy and confidentiality. Business practices/procedures were updated
PIU-2011-335	Closed	2011-05-11	Access	A staff member with CJB has potentially made an inappropriate access of personal information within JUSTIN regarding another individual who successfully received a position which she applied for.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-336	Closed	2011-05-12	Disclosure	As part of an independent medical review of an employee, a private psychiatrist disclosed personal medical information about the employee to a different employee who was coordinating as a management referral, who in turn disclosed the findings to the original employee's manager.	Business practices/procedures were updated
PIU-2011-343	Closed	2011-05-10	Access	A Correctional Officer was discovered to have been inappropriately accessing personal information contained in CORNET records for a personal/private interest.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-349	Closed	2011-05-17	Disclosure	A complainant alleges that a MCFD Social Worker inappropriately accessed her personal information electronically and used this information to contact her directly through Facebook.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-367	Closed	2011-05-27	Disclosure	Client complained that her personal information was inappropriately disclosed to a third party.	Employee and broader staff reminded of business practices/procedures
PIU-2011-373	Closed	2011-05-31	Lost	MPSSG reported that they determined that a Corrections file is missing.	An investigation was conducted and efforts were undertaken to contain the incident.
PIU-2011-382	Closed	2011-06-03	Disclosure	An inmate at Prince George Regional Correctional Centre alleges that a Correctional Officer has accessed CORNET records containing information related to his charge history and disclosed this to at least one other inmate on the unit where the inmate was located.	The employee was suspended
PIU-2011-389	Closed	2011-06-06	Disclosure	A social worker left investigative notes at the home of a foster parent that identified the biological mother of a child adopted by the foster parent as a S13 reporter under CFCSA.	Efforts were made to recover the information

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PIU-2011-390	Closed	2011-06-06	Administrative error	Forms relating to 2 clients were inadvertently double-stuffed into an envelope and sent to third client. The form contains names of a husband and wife, address information, and disability information relating to one or both.	Business practices/procedures were updated.
PIU-2011-393	Closed	2011-06-07	Disclosure	6 pages containing personal information about 6 Gov't employees was sent to an incorrect fax (private resident), who called to report receipt	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-406	Closed	2011-06-10	Administrative error	A staff member e-mailed spreadsheets containing employee names and ID numbers to the wrong e-mail address that may not even be functional.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality. Staff training and awareness activities were conducted.
PIU-2011-412	Closed	2011-06-14	Protection	A number of boxes containing employee payroll and HR information has been reportedly stored in the home of an employee since 2001.	Employee training and awareness activities were conducted
PIU-2011-414	Closed	2011-06-15	Disclosure	Investigative Officer discovered a recent rental agreement (includes client's name, address and phone #) for a client profiled under contacts which is visible to other users.	The ministry followed up with staff regarding expectations related to privacy and confidentiality. Review of business processes/procedures conducted
PIU-2011-418	Closed	2011-06-17	Protection	Personal information about privacy investigation was stored on Share Point site	Staff reminded of business practices/procedures
PIU-2011-426	Closed	2011-06-22	Administrative error	Fax with sensitive information about inmates was faxed to a private residence.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-427	Closed	2011-06-22	Disclosure	Complainant alleges that a PO sent (via email to the complainant's Gmail account) a partially completed pre-sentence report about a different client.	The ministry followed up with the employee and broader staff regarding expectations related to privacy and confidentiality.
PIU-2011-428	Closed	2011-06-22	Disclosure	Re-hired employee with the same first and last name as another employee had access to PeopleSoft information of the other employee.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality. Staff training and awareness activities were conducted.

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PIU-2011-429	Closed	2011-06-23	Disclosure	Client's Carecard and Hydro bill were mis-profiled in contacts and may have been viewed by other users.	The ministry followed up with staff regarding expectations related to privacy and confidentiality. Review of business processes/procedures conducted
PIU-2011-430	Closed	2011-06-23	Disclosure	Client's work search activities and Employability document were mis-profiled in contacts and may have been viewed by other users.	The ministry followed up with staff regarding expectations related to privacy and confidentiality. Review of business processes/procedures conducted
PIU-2011-433	Closed	2011-06-24	Administrative error	Individual received some Telus Sourcing Solutions paper documents that contain SIN, Dental and Health group numbers for over 20 government employees.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-435	Closed	2011-06-24	Administrative error	Health Insurance BC (HIBC) reported that two documents (coverage research forms) containing Name, Birth date, address and Personal Health Number were faxed using the wrong cover sheet. Both faxes went to Doctor's offices.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-438	Closed	2011-06-27	Administrative error	A contact card containing personal contact information for the Ministry Executive Team was returned, stamped by "Student Aid", and labelled "opened in error", having been delivered and received by an unintended party.	An investigation was conducted and the incident contained. Staff training and awareness activities were conducted.
PIU-2011-454	Closed	2011-07-05	Administrative error	Email containing notes about client and her daughter sent in error to government employee with same last name.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-459	Closed	2011-07-07	Access	A correspondence package that the Mason County Prosecutor's Office in Washington sent to a BC Community Coroner was torn an exposed while in transit.	Recommendations were made to conduct a review of business practices/procedures
PIU-2011-461	Closed	2011-07-07	Disclosure	One of the PSCC EAWs left a voicemail message stating the first and last name of the client and that the call was from MSD to an incorrect number that had been provided in case notes.	Employee and broader staff reminded of business practices/procedures
PIU-2011-465	Closed	2011-07-08	Access	Inappropriate access to SLK reporting was given to employee of other ministries who could view information about courses taken by employees.	Business practices/procedures were updated .

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PIU-2011-480	Closed	2011-07-15	Access	Employee inappropriately accessed personal information of the successful candidate on the MIS and disclosed that information to the employee who ran the competition.	Disciplinary actions were taken against the employee
PIU-2011-481	Closed	2011-07-18	Collection	A photograph of a government employee was included within a government e-learning course without the consent of the employee.	An investigation was conducted in order to determine how this incident occurred
PIU-2011-489	Closed	2011-07-19	Stolen	An employee's personal vehicle was broken into and briefcase stolen, containing various files with personal contact information (statutory employees, Fire Centre employees, other agencies, his Forest Officer Badge and I.D.) and two unencrypted memory sticks containing personal info on his own job affairs, i.e. job competitions, etc.	Incident reported to the police
PIU-2011-492	Closed	2011-07-19	Disclosure	A letter to the Minister of Public Safety and Solicitor General from a citizen was misdirected from within "Cliff", and sent instead to the "FIN REV CTB" Branch, consisting of approximately 50 Government employees.	Staff training and awareness activities were conducted
PIU-2011-497	Closed	2011-07-18	Disclosure	A blue recycling container under an employees desk was used to temporarily store confidential documentation (including some possible personal information) and the bin was emptied by the cleaning staff into regular garbage.	The employee was reminded of business practices/procedures
PIU-2011-498	Closed	2011-07-21	Disclosure	A girlfriend of a youth in custody revealed highly sensitive information about the 17 year old youth's case which she should not have known. Also revealed that she has "a friend who works at the courthouse who tells me things".	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-500	Closed	2011-07-21	Disclosure	An employee received a phone call from a caller saying she was from 'court', and that her Cornet and Justin were both down, asking for details, including the status of the order and the address of a client.	The employee and broader staff were reminded of business practices/procedures
PIU-2011-505	Closed	2011-07-22	Disclosure	Caller identifying herself as a worker from the Surrey courthouse asked for the address and contact # for an offender. and was provided with the last known address. Another office received a similar call.	Staff were reminded of business practices/procedures

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PIU-2011-506	Closed	2011-07-25	Disclosure	MFD service technician entered their companies email address during servicing but did not clear it when his work was completed. When a EAW scanned three documents they were sent to the wrong address.	Business practices/procedures were updated
PIU-2011-509	Closed	2011-07-22	Administrative error	Client received a Ministry document detailing information about another family.	The ministry followed up with the employee and broader staff regarding expectations related to privacy and confidentiality.
PIU-2011-521	Closed	2011-07-28	Access	Staff member inappropriately accessed another staff member's profile within CORNET.	An investigation was conducted and staff training and awareness activities were conducted.
PIU-2011-522	Closed	2011-07-29	Lost	A complete Child Service File, containing large volumes of files pertaining to the client(s) was sent by BC Mail to MCFD Records Management but was never received.	Staff were reminded of business practices/procedures and other business practices/procedures were updated
PIU-2011-538	Closed	2011-08-04	Disclosure	A father, in helping his son (who he identified as mentally incompetent) to apply for income assistance, provided his own personal information on the application (SIN #, contact info, etc.). This information was then stored and the standard 3rd party checks were conducted on it.	An investigation was conducted and the incident was contained. Training and awareness activities were conducted.
PIU-2011-540	Closed	2011-08-04	Disclosure	Employee complaint that she received letter from PSA intended for another employee and that her personnel file has records with personal information of other employees.	Business practices/procedures were updated
PIU-2011-547	Closed	2011-08-08	Disclosure	File with complete incident reports was posted on external server.	Business practices/procedures were updated
PIU-2011-554	Closed	2011-08-10	Administrative error	A law firm contacted HIBC stating they were sent an incorrect medical record containing the patient's name, PHN, birth date and record of services paid.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-565	Closed	2011-08-12	Disclosure	Driver's License and SIN # given on the wrong person to be used for funds on claim for child support.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.

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PIU-2011-566	Closed	2011-08-12	Disclosure	Inmate's file was provided to defence counsel and then to the defendant containing personal information about another inmate as it seems that both files were somehow merged together.	An investigation was conducted and the information was recovered. Corrective measures was also taken.
PIU-2011-578	Closed	2011-08-18	Stolen	Binder with personal information was left in the car and the car was broken into.	Staff were reminded of business practices/procedures
PIU-2011-580	Closed	2011-08-18	Administrative error	Foster parents posted photos of two foster children on facebook.	An investigation was conducted and the incident was contained. Training and awareness activities were conducted.
PIU-2011-584	Closed	2011-08-18	Lost	Report from Iron Mountain indicating that 7 files (5 MCFD, 2 SG) are reported to be missing.	Staff were reminded of business practices/procedures
PIU-2011-588	Closed	2011-08-19	Disclosure	Survey was done using survey monkey.	The incident was contained and business practices/procedures were updated
PIU-2011-599	Closed	2011-08-24	Administrative error	A government employee accidentally included two attachments containing the personal information of two clients on an email sent to a third party.	An investigation was conducted and the incident contained. Staff training and awareness activities were conducted.
PIU-2011-609	Closed	2011-08-25	Disclosure	Personal information of the clients was inappropriately disclosed to the Therapist that was hired by the parents.	Business practices/procedures were updated
PIU-2011-610	Closed	2011-09-29	Administrative error	Eligible Health Goods / Services Purchase Authorization form was sent to the wrong supplier containing the client's name, address, GA # & PHN as well as the item authorized to purchase.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-618	Closed	2011-08-29	Disclosure	A parent alleged that the ministry breached her confidentiality as a reporter.	The ministry followed up with the employee and broader staff regarding expectations related to privacy and confidentiality.
PIU-2011-619	Closed	2011-08-29	Disclosure	Employee was informed about privacy breach that involved his personal information and complained about the incident.	Business practices/procedures were updated
PIU-2011-621	Closed	2011-08-30	Disclosure	Worker called client's home address and left message with the client's mother advising where she was calling from and that funding was available for the client's training.	A review of business practices/procedures was carried out

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PIU-2011-649	Closed	2011-09-12	Cyber-attack	MSD client files were on a computer infected with Trojan Root Kit.	Staff were reminded of expectations related to privacy and confidentiality. A review of business practices/procedures was carried out
PIU-2011-653	Closed	2011-09-13	Disclosure	Emergency and Evacuation plan that contained personal phone numbers of about 20 individuals was given as a sample to a working group with employees from different ministries.	Business practices/procedures were updated
PIU-2011-655	Closed	2011-09-14	Access	An individual stated that an employee of a Service Provider for MCFD inappropriately accessed his girl-friend's personal information.	Employee's employment relationship was terminated
PIU-2011-661	Closed	2011-09-15	Disclosure	An error on a Birth Certificate of an adopted child resulted in the adoptive parents receiving information about the natural parents.	Business practices/procedures were updated
PIU-2011-673	Closed	2011-09-20	Disclosure	Because of mistaken identity personal belongings of one inmate including a BCellID were given in error to another inmate.	Staff were reminded of business practices/procedures
PIU-2011-680	Closed	2011-09-21	Disclosure	A social worker disclosed to an adoptee the name of a birth mother and two siblings who did not want to be contacted.	Staff training and awareness activities were conducted
PIU-2011-681	Closed	2011-09-22	Administrative error	Names and gender of employees that attended a course were sent to Executive Directors and their assistants so they could track who had not attended.	Business practices/procedures were updated
PIU-2011-682	Closed	2011-09-23	Disclosure	Client's and his/her daughter's SIN cards were being profiled under "contacts" which are visible to all users.	Business practices/procedures were updated
PIU-2011-683	Closed	2011-09-23	Administrative error	When individual complained that he was receiving correspondence for another individual, Senior Collection Analyst asked individual to open one piece of mail to learn the name of the individual the mail was sent to in order to deal with the issue.	Business practices/procedures were updated
PIU-2011-686	Closed	2011-09-23	Access	Employee inappropriately accessed personal information of her tenant/boyfriend.	Staff training and awareness activities were conducted
PIU-2011-688	Closed	2011-09-26	Access	Staff member inappropriately accessed son's profile within CORNET.	An investigation was conducted and the employee was disciplined.

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PIU-2011-697	Closed	2011-09-28	Administrative error	A client received medical report for another client's child.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-698	Closed	2011-09-28	Administrative error	HIBC advised that some registration forms possibly containing CareCard numbers, full names, birthdates, addresses and phone numbers were recently stolen from an employee's car who works for the Pacific Immigrant Resource Society.	Business practices/procedures were updated
PIU-2011-700	Closed	2011-09-28	Access	An individual advised the ministry that after winning the bid for an item on BC Auction, he was contacted via e-mail by an unsuccessful bidder who offered to buy the item from him.	An investigation was conducted and the incident was contained.
PIU-2011-701	Closed	2011-09-29	Administrative error	HIBC advised that a Cancer Institute in Boston received a cheque as payment for a beneficiary containing two unrelated Personal Health Numbers and one surname.	The staff were reminded of expectations related to privacy and confidentiality. Business practices/procedures were updated
PIU-2011-708	Closed	2011-09-30	Administrative error	An e-mail with notification about written assignment was sent to the entire group of selected candidates so all candidates were aware who was shortlisted for the written assignment.	Efforts were made to contain the incident. Business practices/procedures were updated and staff training and awareness activities were conducted
PIU-2011-713	Closed	2011-10-03	Administrative error	An eligibility form containing personal information about 2 clients was inadvertently faxed from an MFD employee to the wrong recipient (with a similar name as the intended recipient).	Business practices/procedures were updated. Staff were reminded to be diligent when handling personal information
PIU-2011-723	Closed	2011-10-06	Disclosure	A staff member (P.O.) verbally disclosed highly sensitive client information to another P.O. who was not working with the client.	Staff training and awareness activities were conducted
PIU-2011-724	Closed	2011-10-06	Stolen	A 3rd party service provider/subcontractor, the Canadian Mental Health Association was broken into last night, and a box of 20 - 40 closed client files containing highly sensitive personal information were stolen.	Business practices/procedures were updated
PIU-2011-729	Closed	2011-10-07	Administrative error	A manager of a private liquor store reported receiving a fax containing personal information of 7 potential adoptive persons and, requesting criminal records checks.	Business practices/procedures were updated. Staff training and awareness activities were conducted

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PIU-2011-732	Closed	2011-10-11	Administrative error	Three Birth Certificates for three separate clients (all containing full birth parent information) were sent to the wrong addresses.	A review of business practices/procedures was carried out
PIU-2011-734	Closed	2011-10-12	Disclosure	Someone released information to a media outlet that contained the name of an inmate and the accusation that he had a "pen-gun" in his possession.	An investigation was conducted. Training and awareness an issue.
PIU-2011-735	Closed	2011-10-12	Lost	A competition file with personal information of 5 employees was misplaced/lost during the office move.	An investigation was conducted and efforts were undertaken to contain the incident.
PIU-2011-739	Closed	2011-10-12	Administrative error	Program area received a file from another area that included an unrelated document containing personal information.	Staff were reminded of business practices/procedures
PIU-2011-741	Closed	2011-10-13	Administrative error	An email containing the name of a person and the person's two children was sent in error to a government employee with the same first name as the intended recipient.	Business practices/procedures were updated
PIU-2011-743	Closed	2011-10-13	Administrative error	During recent overdue tax notice mail-out, due to incorrect coding, one individual received tax notices for 5 other people and another individual received tax notices for 7 other people.	Staff training and awareness activities were conducted
PIU-2011-744	Closed	2011-10-13	Disclosure	A CD, containing images of a logging truck driver, that was reproduced from a security camera was released to BCGEU.	Business practices/procedures were updated
PIU-2011-751	Closed	2011-10-06	Disclosure	A contractor posted a spreadsheet with clients' personal information on a SharePoint site that at least 14 employees had access to.	Business practices/procedures were updated
PIU-2011-755	Closed	2011-10-18	Administrative error	Two birth certificates were inserted into incorrect envelopes and, as a result, sent to the wrong clients.	Business practices/procedures were updated
PIU-2011-758	Closed	2011-10-19	Disclosure	An informant complained that her name as an informant was provided to the mother of the child in a child protection case.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-762	Closed	2011-10-20	Disclosure	During intake a client was questioned about ICBC information for another individual with similar unusual last name and the same date of birth. ICBC document was not shown to the client.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.

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PIU-2011-773	Closed	2011-10-25	Administrative error	Two authorization forms were sent to the wrong service provider.	Staff were reminded of expectations related to due diligence when dealing with personal information
PIU-2011-776	Closed	2011-10-26	Disclosure	Complainant found in the garbage in her apartment building records with a name that she thinks is that of an MCFD employee who might have changed her name.	Staff training and awareness activities were conducted
PIU-2011-781	Closed	2011-10-25	Administrative error	A wrong fax number was put on the template letter and as a result individuals providing a submission on the circumstances of their criminal records, sent that information to the wrong fax number.	Business practices/procedures were updated
PIU-2011-785	Closed	2011-10-28	Disclosure	2 employees complained that a Team Leader disclosed to them another employee's job performance and medical information.	Staff training and awareness activities were conducted
PIU-2011-786	Closed	2011-10-28	Access	An individual alleged that MSD employee disclosed confidential information to the family and friends.	Employee was subject to disciplinary action. Business practices/procedures were updated
PIU-2011-805	Closed	2011-11-02	Disclosure	Caller who identified himself as a liaison from a trusted third party asked if a client (Caller provided name and date of birth for the client) had open or closed file - which was disclosed to caller. Then asked for client's address. Employee ended call as this was an unusual request.	A review of the business practices/procedures was conducted
PIU-2011-807	Closed	2011-11-03	Disclosure	Employee accidentally called the "Client" rather than the "Caller"	Staff training and awareness activities were conducted
PIU-2011-811	Closed	2011-11-04	Administrative error	2 Legal Demand Notices were sent to the wrong individual.	Business practices/procedures were updated as a result of this incident.
PIU-2011-818	Closed	2011-11-07	Stolen	Employee laptop was stolen. When retrieved the hard drive, which contained 15 Plan of Care files (Children's and foster parents' names and contact information, discussion details, medical information, payment information, SIN #'s of children, had been removed and is missing.	Staff training and awareness activities were conducted
PIU-2011-832	Closed	2011-11-10	Access	Individual complained that the ministry inappropriately accessed his personal information from workSafe BC.	Business practices/procedures were updated

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PIU-2011-833	Closed	2011-11-10	Disclosure	Social Worker has been inappropriately sharing client information with the Grandmother of the client whose child is in the custody of the Grandmother, and whose other Child is in the Ministry's care. The Social Worker has an outside of work relationship with the grandmother.	The employee was removed from this case and reminded of business practices/procedures with regard to conflict's of interest
PIU-2011-838	Closed	2011-11-14	Administrative error	A client received 7 Child Care Authorization forms that belonged to other clients.	An investigation was conducted and the information was recovered.
PIU-2011-841	Closed	2011-11-15	Disclosure	A staff member did not verify the address and date of birth of the caller before providing the name & PHN of someone on the account.	The employee underwent disciplinary procedures
PIU-2011-844	Closed	2011-11-16	Disclosure	Father's property ownership information was accessed during third party check phase of the son's income assistance application. Breach due to Father and Son sharing same first, middle and last name.	Business practices/procedures were updated
PIU-2011-852	Closed	2011-10-17	Administrative error	A copy of the submission for one Appellant was in error included in the package that was disclosed to the wrong Appellant and Respondent.	Staff were reminded of business practices/procedures
PIU-2011-853	Closed	2011-10-17	Stolen	A Cam was stolen that contained video of employee interviews.	Incident reported to the police
PIU-2011-861	Closed	2011-11-21	Administrative error	Documentation containing parents' names and fees charged over a 3 month period was inadvertently mixed in with other documents intended for and sent to a trusted third party service provider/day care.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality. Business practices/procedures were updated
PIU-2011-868	Closed	2011-11-23	Access	A Correctional Officer at KRCC may have inappropriately accessed personal information related to a man who was attending his church.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality. Staff were reminded of business practices/procedures

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PIU-2011-886	Closed	2011-11-24	Administrative error	A "decision package" was sent to client containing a discharge document for another client including residence information, name, SIN, d.o.b. and date of discharge; and 3 documents related to a third client including name, residence admitted to, SIN, d.o.b., date of admittance, client's signature, witness, and a sensitive medical diagnosis	The ministry followed up with staff regarding expectations related to privacy and confidentiality. Staff were reminded of business practices/procedures
PIU-2011-892	Closed	2011-11-28	Protection	3 letters (2 identical) were saved under an inappropriate drive which could be accessed by the 400 employees of the agency.	Business practices/procedures were updated
PIU-2011-893	Closed	2011-11-28	Stolen	A staff members car was broken into and her day-timer (yearly), which contained client names, telephone numbers and daily appointments/places they met or will meet, was stolen.	The ministry followed up with staff regarding expectations related to privacy and confidentiality.
PIU-2011-901	Closed	2011-11-29	Disclosure	ICBC vehicle information was accessed by a Program Area, and disclosed to the Family Maintenance Enforcement Program incorrectly, resulting in a lien being inappropriately being placed on a vehicle.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-902	Closed	2011-11-30	Administrative error	Emails about two different families, which was intended for another lawyer's office with a similar email address, were sent to private email account in error. Personal information included the family name, a general update, and a copy of a court document.	An investigation was conducted and the incident was contained.
PIU-2011-908	Closed	2011-11-30	Disclosure	A Corrections Officer released CORNET information to her husband who is a Federal employee.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-909	Closed	2011-12-01	Administrative error	Inter-Jurisdictional Support Services in error faxed 2 pages to the wrong third party. The fax contained first and last names of two parties, MSD and IJSS file numbers.	Staff were reminded of business practices/procedures and a further review was conducted of those procedures
PIU-2011-910	Closed	2011-12-01	Disclosure	An ex-employee is suspected of taking client personal information off site to support a wrongful dismissal grievance that has been brought forth by the ex-employee.	An investigation was conducted and the information was recovered.

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PIU-2011-919	Closed	2011-12-05	Disclosure	A staff person potentially accessed personal information in MIS about someone they knew.	The ministry followed up with staff regarding expectations related to privacy and confidentiality. A review of the business practices/procedures was conducted
PIU-2011-932	Closed	2011-12-09	Disclosure	A Clinician during phone conversation with the Social Worker of the Delegated Aboriginal Agency inappropriately disclosed personal information about one of her clients who is the daughter of the Team Lead for the SW from the Agency.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-935	Closed	2011-12-12	Lost	A hard drive with personal information of Kamloops Immigrant Services' clients was purchased from a thrift store.	Business practices/procedures were updated
PIU-2011-942	Closed	2011-12-13	Administrative error	3 bus passes were mailed to the wrong clients.	Efforts were made to ensure this incident is not repeated
PIU-2011-953	Closed	2011-12-14	Administrative error	Campbell River North Island Transition House received "three ROI's, including other documents" by fax, originating from EAO 132 in Nanaimo.	Business practices/procedures were updated
PIU-2011-965	Closed	2011-12-16	Lost	A sign-in binder containing the first and last names of clients attending MSD programs as well as the program they attended is missing from the front counter reception desk.	Business practices/procedures were updated
PIU-2011-966	Closed	2011-12-20	Access	A Correctional Officer has apparently inappropriately accessed a former inmate's personal information within CORNET.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-968	Closed	2011-12-20	Disclosure	A Probation Officer left a detailed voice message containing the full Christmas schedule of an offender on what she thought was a Social Worker's number. The message was received by a Doctor's office instead.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
PIU-2011-979	Closed	2011-12-22	Administrative error	Two Clients bearing the same last name were issued each other's cheques in error.	Staff were reminded of business practices/procedures with regard to the protection of information

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PIU-2011-981	Closed	2011-12-23	Administrative error	A division of 40 people in the ministry of Finance inadvertently received an email from an employee of the Ministry of Attorney General containing a report to crown counsel with sensitive personal information about an accused, witnesses and other individuals who are party to the file.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
2012-0003	Closed	2012-01-03	Administrative error	A ministry employee inadvertently sent an email containing a foster parent's report to an incorrect employee. The report was also stored by the foster parent in an online cloud-based application.	The incident was contained and staff training and awareness activities were undertaken
2012-0007	Closed	2012-01-03	Administrative error	Correspondence was mailed to a client, which inadvertently contained personal information regarding another client.	The information was recovered and the incident contained. Office procedures were improved
2012-0013	Closed	2012-01-05	Administrative error	Due to an identity resolution error two clients with the same first and last names and date of birth were assigned the same personal health number.	The client accounts were corrected and information recovered. Staff training and awareness activities were undertaken
2012-0017	Closed	2012-01-05	Administrative error	An email was sent to an individual who was the successful candidate in a job competition which included the names of a number of individuals who were unsuccessful.	The incident was contained and staff training and awareness activities were undertaken.
2012-0019	Closed	2012-01-06	Administrative error	Letters intended for two clients were accidentally switched during mail out.	The incident was contained and staff training and awareness activities were undertaken.
2012-0031	Closed	2012-01-09	Disclosure	An individual who is a ministry caregiver disclosed to a youth (whom she knows in a private capacity) that the person the youth was led to believe is her father is not.	The ministry conveyed expectations regarding confidentiality to the disclosing caregiver. Counselling services were provided to the affected family.
2012-0032	Closed	2012-01-09	Administrative error	A Restraining Court Order that contained personal information about two parties was faxed in error to the records centre of a company that provides records archival services to government.	The incident was contained and the correspondence was sent on to the correct parties.
2012-0033	Closed	2012-01-09	Administrative error	Two clients received bus passes that contained the personal information relating to incorrect individuals.	The information was recovered and staff training and awareness activities were conducted.

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2012-0036	Closed	2012-01-10	Lost	A report related to a Coroner's inquiry was lost presumably during a move between offices.	A thorough search was conducted but the file was not located. Staff training and awareness activities were conducted.
2012-0038	Closed	2012-01-10	Access	A government worker used her employment to access personal information regarding her boyfriend's ex-wife and child for use in a child custody case as well as other individual's personal information.	The ministry followed up with the employee regarding expectations related to privacy and confidentiality.
2012-0045	Closed	2012-01-11	Stolen	Client files being transferred between a ministry sub-contractor and contractor were stolen while in transit.	Police recovered the stolen trailer, but the client files were not recovered. The ministry followed up with the contractor and sub-contractor regarding expectations and responsibilities respecting the immediate reporting of privacy breaches and other information incidents.