



ARCS: 292- 30
File: HTH-2013-00278

November 19, 2013

Sent via email:

Dear

Re: Request for Access to Records
Freedom of Information and Protection of Privacy Act (FOIPPA)

I am writing further to your request received by the Ministry of Health. Your request is for:

Records relating to the health data breach call centre: The costs of staff time whether regular employees or contractors; The cost of the call centre broken down by type of expenditure, equivalent to STOBs for an in-house government budget, e.g. salaries, benefits, rent, telecommunications, etc including whether the call center is still in operation, and if it is, whether a date has been set to close it - if closed, any costs related to ceasing operations; Any other costs associated with responding to public inquiries, mail-outs, data retrieval, etc. including a description of the nature of these costs; the number of calls received, daily or weekly, related to the so-called health data breach. Date range is July 1, 2013 to [October 4, 2013].

Please find enclosed a copy of the records located in response to your request. These records are provided to you in their entirety. Your file is now closed.

These records will be published on the BC Government's Open Information website a minimum of 72 hours after it is released electronically or a minimum of five business days after it has been released by mail in hardcopy. To find out more about Open Information, please access the Open Information website at: <http://www.openinfo.gov.bc.ca/ibc/index.page>

If you have any questions regarding your request, please contact analyst name, the analyst assigned to your request, at contact number. This number can be reached toll-free by calling from Vancouver, 604-660-2421, or from elsewhere in BC, 1-800-663-7867 and asking to be transferred to contact number.

.../2

You have the right to ask the Information and Privacy Commissioner to review this decision. I have enclosed information on the review and complaint process.

Sincerely,

A handwritten signature in black ink that reads "Maxine Vanzetta". The signature is written in a cursive, flowing style.

Maxine Vanzetta, Manager
Health / Education Team
Information Access Operations

Enclosures

<p>How to Request a Review with the Office of the Information and Privacy Commissioner</p>
--

If you have any questions regarding your request please contact the analyst assigned to your file. The analyst's name and telephone number are listed in the attached letter.

Pursuant to section 52 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), you may ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act with regard to your request under FOIPPA.

Please note that you have 30 business days to file your review with the Office of the Information and Privacy Commissioner. In order to request a review please write to:

Information and Privacy Commissioner
PO Box 9038 Stn Prov Govt
4th Floor, 947 Fort Street
Victoria BC V8W 9A4
Telephone 250-387-5629 Fax 250-387-1696

If you request a review, please provide the Commissioner's Office with:

1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.