



File: 292-30/CTZ-2019-94141

February 2, 2021

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 Citizens' Services. You narrowed your request on July 31, 2019 through conversation and/or email with Katie Grieve. Your request is for:

An excel spreadsheet showing all information incidents dating back to December 2012 (when we adopted case management software), including: the impacted sector and ministry; date incident was reported to the IU; summary and outcome statements including a brief description; whether notification was required; and, manner of notification. (Date Range for Record Search: From 12/01/2012 To 07/09/2019)

This is phase two of your request. Additional records are being processed and will follow under separate cover. Some information has been withheld in the enclosed records pursuant to sections 14 (Legal advice), 15 (Disclosure harmful to law enforcement), and 22 (Disclosure harmful to personal privacy) of FOIPPA. A complete copy of FOIPPA is available online at:

http://www.bclaws.ca/civix/document/id/complete/statreg/96165_00

If you have any questions regarding your request, please contact me at 778-698-4887. 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 778-698-4887.

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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 blue ink that reads "Katie Grieve". The signature is written in a cursive, flowing style.

Katie Grieve, Senior FOI Analyst
On behalf of Cindy Elbahir, Manager
Central Agency Team, Information Access Operations

Enclosures

BC Government Secure File Transfer Service

Information Access Operations Ad-Hoc User Guide

Introduction

The purpose of this document is to provide the basics skills required to use the Secure File Transfer Service (SFTS) as a temporary user (also known as ad-hoc). Your account has limited functionality and can only be used to receive files from an authorized BC Government user.

How to Log on to the Service

As a temporary user of the SFTS, you must be invited to use this service by being a recipient of a sent package from an authorized user. The first time a BC Government user has sent a package to you, you will receive a welcome email notification with a temporary password to set up your account and a link to the service.

Note that your temporary account's username is your email address. The password is a temporary one and will need to be changed upon the first login.

Home Screen

Once you are successfully logged in, you will see the Home screen with your records package in your Inbox. To download your records, simply click on the records package and then click on the Download button beside the file(s). You will be able to download the package up to five times and all packages will expire 35 days after being received.

Troubleshooting

Your temporary SFTS account has an expiration timer of 7 days, unless the account is logged into again or receives a new package. After a further 7 days after your account has been marked as expired, it will be deleted. You will need to have a new ad-hoc account created by being re-invited to the service.

Passwords expire after 90 days. If you have forgotten your password, but your account is still active, you can use the "Request a password change" link on the Login page. An email will be sent to you providing you the URL to confirm the password change.

If you encounter technical issues with the service, please call the technical support line at 250-387-7000 and select option 3. You will need to advise the representative that you are requesting assistance as an ad-hoc user of the BC Secure File Transfer Service.

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