

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000606	23-Mar-20	A Complainant alleged that their personal information was disclosed by a Ministry Employee without authorization. The personal information involved included details about alleged potential investigation.	False	False	False	False	Social	Children and Family Development
2019-001640	9-Aug-19	As reported, a premium assistance letter addressed to Client A was received by HIBC with Client B's income and signature. The personal information involved includes Client A's initial, last name and social insurance number. Upon review, it was determined that Client A and Client B have the same last name and address. It is likely the error occurred due to the incorrect client completing the premium assistance letter. The premium assistance letter was returned to HIBC.	True	False	False	False	Health	Health
2020-000671	2-Apr-20	As reported on April 2, 2020, a foster parent sent an email to 6 intended recipients and 2 unintended recipients in error. The personal information disclosed includes two children's first names, the children's parents first name, age of the children, indicates they are members of a nation, identifies the children as being fostered, indicates how long they have been fostered, identifies their age and discusses details related to inappropriate interactions with other children. Confirmation has been received that the unintended recipients have double-deleted the email. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002565	6-Dec-19	As reported on December 6, 2019, a Ministry employee profiled Client A's information to Client B's account in error. The personal information disclosed includes Client A's first and last name, and date of birth. Confirmation has been received that Client A's information has been removed from Client B's account. Containment has been achieved.	False	False	False	False	Social	Children and Family Development

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2019-001439	16-Jul-19	On July 9, 2019, Client A's Intent to Rent (ITR) form was inadvertently attached to Client B's form and then profiled to Client B's account by a Ministry employee. The form contained the personal information of Client A including their name, date of birth (DOB), address, and their landlord's name.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002703	23-Dec-19	12-126: 3 Non Photo BCSC were returned to HIBC opened and marked "RTN to sender. no longer living at this address". The letters contained the clients'; name, address, DOB, Gender and PHN. The cards were all marked as undelivered and 1 of 3 address was invalidated in RAPID. The remaining 2 address' were not invalidated as they have since been updated.	False	False	False	False	Health	Health
2019-001941	19-Sep-19	During a call with a client's father, a Ministry employee noticed the client there was not proper consent on file. The father was given consent by the client; however, the consent is not considered valid as one section of the consent form was not completed properly. It appears the father had only called in once before and provided information to the Ministry, and the employee discussed the client's available options for services.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002215	25-Oct-19	As reported on October 25, 2019, a Ministry employee sent a client's monthly report to an unintended recipient in error. The personal information disclosed includes the client's first and last name, address, and Ministry information. Confirmation has been received that the unintended recipient has returned the client's monthly report to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000468	4-Mar-20	Correspondence was sent to a facility addressed to a doctor, who appears to be set up as the facility administrator. The doctor has no affiliation with the site and should not have been set up as a facility administrator. An investigation is underway.	False	False	False	False	Health	Health



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2019-002445	22-Nov-19	Four clearance letters were emailed to an applicant in error. The personal information involved includes four first and last names, year of birth and clearance letter results. It was confirmed by the applicant that the email was double-deleted. As such, containment has been achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002369	14-Nov-19	As reported, access to a confidential folder on the LAN was provided to approximately 20 employees in error. The folder was intended for use by management only and personal information contained in the folder includes staff discipline tracking, attendance information, information regarding deaths, females in custody, investigations, and personnel files.	False	False	False	False	Justice	Attorney General
2019-002456	25-Nov-19	A letter intended for Applicant A was emailed to Applicant B in error. The letter contained Applicant's name and year of birth, and included a link for payment.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001515	25-Jul-19	07-135: An HIBC customer service representative (CSR) working on a Premium Assistance application discovered that a Group Administrator (GA) had made an error via Medical Services Plan (MSP) Direct. The GA had erroneously re-added the ex-spouse and their child to a client's account despite a letter indicating they were no longer together. Consequently, correspondence from HIBC which included the child's BC Services Card (BCSC) was incorrectly sent to the client, and an Employee Record Card (ERC) was sent to the group, however the ex-spouse indicated any personal information on it would have been provided to the group in the past. The personal information of the ex-spouse and their child that was disclosed in the BCSC and the ERC included their names, dates of birth (DOBs), and Personal Health Numbers (PHNs).	True	False	True	False	Health	Health

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2019-002453	22-Nov-19	As reported, it was discovered that information was provided to a caller requesting information on a client file without valid consent on file. The personal information disclosed includes priority status for billing, information regarding medical equipment and rental increase. It was determined the consent form is invalid due to signing as a witness. The consent on file has been invalidated. Notes have been added to the client file advising that valid consent needs to be obtained before providing further information. As such, containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002145	16-Oct-19	10-57: Client called to complain that she was receiving two bills. During call, CSR realized that a wrong select was done by a government agent (GA). GA selected a person with the same name but a different date of birth. Bad address has been applied to the wrong person selected.	False	False	False	False	Health	Health
2019-001855	6-Sep-19	It was discovered that a news article published in the Vancouver Sun on September 5, 2019 references a report that appears to not have had severing applied. The report is not thought to contain any confidential business information but it would contain personal information such as employee names. At this time, it is not known if the release of the report without severing was intentional or accidental.	True	False	False	False	Justice	Attorney General

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2019-001670	14-Aug-19	08-35: An Employment Record Card (ERC) was returned to HIBC from a group with a letter attached that it had been sent to them in error. The ERC contained the personal information of a client including their name, Personal Health Number (PHN), account number, and date of birth (DOB). A copy of the ERC was entered in the regular workflow for processing. The client's address was not invalidated as the ERC was sent to the wrong group and not the client.	False	False	False	False	Health	Health
2020-000613	24-Mar-20	Client A's service request was attached to Client B's account in error. The personal information disclosed includes: Client A's name, case number and income information. Containment efforts are underway; specifically, a request to have the accounts corrected will be submitted.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000214	29-Jan-20	01-128: A BC Services Card update letter was mailed to the incorrect address. The personal information involved includes Client A's name and MSP account number. It was determined the error occurred due to a customer service representative failing to update the client account address when requested by the client, resulting in the letter being mailed to the client's old address. There is no contact information available for recipients at the old address to pursue containment. The client account has since been updated with the correct address.	False	False	False	False	Health	Health
2019-002680	19-Dec-19	An email was sent to two intended and one unintended recipient in error. The personal information involved includes the last name of 31 families, indicates they are available for adoption and the city in which their Ministry file is open.	False	False	False	False	Social	Children and Family Development

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2019-001471	22-Jul-19	07-120: A Non-Photo BC Services Card was returned to HIBC opened and marked "incorrect address". The address was not invalidated in RAPID as the client was not the account holder. The card was marked undelivered in RAPID. The personal information disclosed included the client's first and last names, address, date of birth, gender and personal health number. The BC Services Card was returned to HIBC by the recipient, and another BC Services card will not be sent until the client contacts HIBC to confirm their correct address. Containment was achieved.	False	False	False	False	Health	Health
2019-002715	30-Dec-19	A government-issued laptop was reported as missing. A service request was in place for the return of the laptop, but it was not known exactly where it was at the time. The laptop was believed to be with AppleCare, where it was sent to be fixed. The laptop likely contained no personal or confidential information, and it was password protected with a password that was not easily guessable.	False	False	False	False	Financial	Government Communications and Public Engagement
2019-002384	15-Nov-19	11-65: As reported, a HIBC customer service representative inadvertently added Client A's address to Client B's account. Subsequently, Client B's BC Services Card Statement of Declaration was mailed to Client A. The personal information involved includes Client B's first and last name and MSP account number. Client A mailed back the document intended for Client B and the client account has been corrected. Containment was achieved.	False	False	False	False	Health	Health
2019-001839	5-Sep-19	As reported on September 5, 2019, an employee clicked on a link that potentially may be a phishing scam. The employee confirmed that as soon as they clicked on the link and determined it was suspicious they immediately disconnected their workstation from the network. The employee has confirmed that their workstation contains extensive client personal information.	False	False	False	False	Financial	Finance

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2019-002386	15-Nov-19	A criminal record check clearance letter intended for Daycare A was mailed to Daycare B in error. Daycare B is no longer located at that mailing address and their contact information is not available. The personal information involved included: An applicant's full name, year of birth, and a statement that their criminal record check results came back as clear.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000392	24-Feb-20	As reported on February 24, 2020, an inmate accessed an employee computer for 45 seconds. The personal information potentially disclosed was: inmate names, dates of birth, charges, and warrant information. Upon further investigation, an audit log was conducted and confirmation has been received that no information was accessed by the inmate while they used the computer. Confirmation has been received that no information was accessed by the inmate. As such, containment activities are not warranted.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000488	6-Mar-20	Client A's (child's) birth certificate and application form have gone missing. They were being sent from a Service BC Office to the Vital Statistics Agency, and it is unknown when they were lost. The personal information involved includes: Client A's full name, date of birth, place of birth, registration date, registration number, gender, date issued, parents' names and address, mother's maiden name and given name, father's surname and birthplace, as well as photocopies of the birth certificate and the certificate itself.	False	False	False	False	Health	Health
2019-002673	19-Dec-19	As reported, an email was sent to an unintended recipient in error. The personal information involved includes a client's first and last name, the first name of two children and a summary of reasons for being denied as a foster parent under the Ministry.	False	False	False	False	Social	Children and Family Development

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2020-000074	13-Jan-20	Student A reported that a letter had been uploaded to their student dashboard containing the personal information of Student B in it. The personal information of Student B included: their full name and application number.	False	False	False	False	Education	Advanced Education, Skills and Training
2019-002276	1-Nov-19	As reported on November 1, 2019, it was noticed by an employee in BC Mail Plus that a package of 14 exams, created by Organization A, was provided to Canada Post without postage. The personal information included student first and last names and their student IDs. The package was located by Canada Post and returned to BC Mail Plus. As such, containment has been achieved.	False	False	False	False	Service	Citizens' Services
2019-001555	30-Jul-19	As reported on July 30, 2019, a Ministry employee was attempting to do a contact merge on Client A's account when they discovered Client B's information profiled to it in error. The personal information involved includes Client B's first and last name, social insurance number, address, driver's license number, and personal health number. Confirmation has been received that Client B's information has been unprofiled from Client A's account, and all accounts have since been corrected. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002258	31-Oct-19	As reported on October 31, 2019, a Ministry employee emailed a final approval letter to an applicant and cc'd an unintended recipient in error. The information disclosed in the email is regarding the confirmation of the applicant's license. Confirmation has been received that the unintended recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Justice	Attorney General
2020-000003	2-Jan-20	It was discovered that a laptop used by Community Living BC (CLBC) was stolen. It is confirmed the device was locked, password-protected and encrypted at the time it was stolen.	False	False	False	False	Social	Social Development and Poverty Reduction

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2019-002214	25-Oct-19	As reported October 25, 2019, it was discovered that Employee A had accessed and disclosed Employee B's personal information to them. It is unknown at this time if Employee A had accessed Employee B's information for a work purpose, as well as, the extent of information they accessed. The personal information disclosed includes Employee B's age.	False	False	False	False	Social	Children and Family Development
2020-000389	24-Feb-20	A government issued cell phone was lost.	False	False	False	False	Social	Children and Family Development
2019-002284	4-Nov-19	As reported on November 4, 2019, an Employee uploaded a photo on Facebook containing client information. The personal information within the photo included a document and sticky notes containing: client first and last names, addresses, and occupations. Upon further information, it was determined that this incident originated from the Court Services branch, and it is therefore outside of the IU's jurisdiction. However, given that all legible information was within the public domain, and all personal information was illegible, this incident will not be referred to Court Services as no privacy incident has occurred.	False	False	False	False	Justice	Attorney General
2019-002209	25-Oct-19	As reported, the Complainant alleges that a Ministry employee inappropriately disclosed their information without their consent. The extent of personal information disclosed is unknown at this time. An investigation is underway.	False	False	False	False	Social	Children and Family Development
2020-000328	13-Feb-20	As reported on February 13, 2020, an Offer of Regrets letter for an applicant was sent to the wrong Hiring Manager and another employee involved in a separate job competition process, in error. The personal information involved includes: the applicant's full name, address, annual salary they were to receive, and the position they had applied for. Confirmation has been received that the unintended recipients have double-deleted the email. Containment has been achieved.	False	False	False	False	Service	BC Public Service Agency

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2019-002158	17-Oct-19	As reported on October 17, 2019, a Ministry employee sent an email containing a client's information to an unintended recipient in error. The personal information disclosed in the email includes the client's first and last name, financial information, and housing information. Upon further investigation, it has been determined that the financial and housing information contained in the email is publicly available through BC Assessment, therefore, the sensitivity of the information contained in the email is low. Although numerous attempts were made, the Ministry employee was unable to confirm double-deletion of the email from the unintended recipient. Containment has not been achieved.	False	False	False	False	Financial	Finance
2020-000627	25-Mar-20	As reported on March 25, 2020, BC Mail Plus sent client cheques intended for Supplier A to Supplier B in error. The personal information disclosed includes the client's names, addresses, case numbers, types of assistance they receive, and cheque amount. Confirmation has been received that Supplier B has returned the cheques to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001537	29-Jul-19	A Ministry employee lost their government identification (ID) in a taxi. The ID contained the employee's name, photo, and Ministry they work for, which is business contact and not personal information. Additionally, the ID did not possess any building access capabilities. A good Samaritan found the ID in the taxi and has indicated that they will be returning it to the employee soon.	False	False	False	False	Social	Children and Family Development
2019-002097	9-Oct-19	10-31: Upon verifying account information it became evident that an unknown child had been added to an account holder's account. The unknown child belongs to an ex-spouse who was only recently removed from the account holder's account.	False	False	False	False	Health	Health



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2019-002616	12-Dec-19	An automated email containing a client's first and last name was sent to an unintended recipient in error. The error occurred when Employee A did not update their "watchers" in e-approvals after Employee B left to a new position. While Employee B did not open the document in e-approvals, the client's first and last name was in the document name listed in the email. Employee B confirmed they double deleted the email and Employee A removed Employee B from their "watchers" list in e-approvals.	False	False	False	False	Service	Citizens' Services
2019-002566	6-Dec-19	As reported on December 6, 2019, a Contractor sent an email containing Client A's information to Client B in error. The personal information disclosed includes Client A's first and last name, address, phone number, financial support information, and social insurance number. Containment activities are underway, specifically, the Contractor will be contacting Client B and requesting they double-delete the email.	False	False	False	False	Social	Children and Family Development
2020-000633	26-Mar-20	It was discovered Client A's Persons with Disabilities (PWD) application was profiled to Client B's file in error. The personal information involved includes Client A's full name, date of birth, personal health number, social insurance number and sensitive medical information. Attempts were made to contact Client B to confirm they did not receive Client A's information, however, no response was received. It was confirmed Client B has no fixed address and notes did not indicate documents had been provided to Client B in person. As such, there is no evidence to suggest Client A's information was disclosed to Client B.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001984	25-Sep-19	As reported on September 25, 2019, it was discovered that a document intended for Client A's MySelfServe was added to a message on Client B's account. The personal information disclosed includes Client A's first and last name, date of birth, previous last name and social insurance number. Client B contacted the Ministry to notify of the error after receiving email notifications and confirmed their account had been closed two years ago. Confirmation has been received that Client A's information has been removed from Client B's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

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2019-002501	28-Nov-19	A government-issued cellphone was lost. The cellphone was locked, password protected with a password that is not easily guessable, and the password was not written on or near the device.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000125	20-Jan-20	An employee was completing a media alert to executive directors within MCFD regarding a high risk case that they were involved in. The email was then accidentally sent to an unintended recipient who is also a government employee. The email contained family information including the family name, MCFD's history of involvement from a child welfare perspective and a summary of the evenings events.	False	False	False	False	Social	Children and Family Development
2020-000194	28-Jan-20	As reported, a government contractor sent an email to a general inbox and inadvertently cc'd a government employee. The personal information involved includes 290 inmate first initials and last names, inmate numbers and account balances.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002548	5-Dec-19	As reported on December 5, 2019, Employee A emailed Client A's letter to Client B and Client C in error. The personal information disclosed included Client A's full name and address. Containment activities were attempted; specifically, it was confirmed by Client B that the email was double-deleted. Client C was requested to confirm double-deletion of the misdirected email. However, to date they have not responded. The program area will continue to track a confirmation of double-deletion.	False	False	False	False	Justice	Public Safety and Solicitor General

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2019-002324	7-Nov-19	An employee attended a committee meeting via conference call, in which a proposal to cabinet was being discussed. Within 30 seconds to 1 minute, the Employee noticed they had inadvertently turned on the "Facebook Live" function on their mobile phone during the meeting. The exact length, content, and potential number of views for the video is unknown as the Employee immediately deleted the video from Facebook. Confirmation has been received the information has been successfully deleted from Facebook and the IU confirmed that Facebook does not retain deleted Facebook live videos. As such, containment is considered to be achieved.	False	False	False	False	Service	Citizens' Services
2020-000174	24-Jan-20	As reported on January 24, 2020, Client A called a Ministry contact centre to receive assistance on filling out a declaration. The agent assumed that Client A was filling out the declaration for themselves, and asked all of the required security questions, which Client A answered correctly, but Client A was actually filling it out on behalf of his wife (Client B). Upon further investigation, it has been determined that no personal information of Client B's was provided to Client A during the call. Confirmation has been received that no information was mailed out and no information was profiled to the wrong account. As such, containment activities are not warranted.	False	False	False	False	Service	Citizens' Services
2019-002185	22-Oct-19	A report was accidentally emailed to the incorrect government employee. The report was an excel file that contained employee IDIR's and basic information regarding their account transfer (email/home drive) to another Ministry. The report was for the past 5 years of data for employee transfers.	False	False	False	False	Service	Citizens' Services
2019-001509	25-Jul-19	It was reported that when processing driver license requests on behalf of ICBC and a client requests that their new license be delivered to a different address than the address reflected on the license, Service BC employees are to ask "why" the client wants the license sent to another address. As such, concerns were raised as to whether ICBC was authorized to collect this information.	False	False	False	False	Service	Citizens' Services

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2020-000571	17-Mar-20	As reported on March 17, 2020, Client A's information was profiled to Client B's account in error. This led to Client B receiving a denial letter for Client A in November 2019. The information disclosed includes Client A's disability diagnosis, case number, and request number. Confirmation has been received that Client A's information has been removed from Client B's account. Due to the passage of time, containment activities regarding the letter will not be pursued as the information is low in sensitivity, and no harms have or are likely to be accrued from this disclosure.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002118	11-Oct-19	A birth certificate was sent to the incorrect client by mail. The client who received the birth certificate proactively reported the incident to the Ministry. The personal information involved included: the name, date of birth, place of birth and registration number for the incorrect client.	False	False	False	False	Health	Health
2020-000589	19-Mar-20	A client attended a local office requesting Employee A act as a reference for them. It was confirmed Employee A no longer works at that office location, however, they work at another location. The client provided their name, phone number and email address and consented to their personal information being provided to Employee A. An email was then sent to Employee A containing the client's contact information. As the client consented to their personal information being disclosed to Employee A, it is likely authorized. Out of an abundance of caution, Employee A double deleted the email to ensure the information would not be used for any other purpose.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002241	30-Oct-19	As reported on October 30, 2019, the Complainant alleges that a Ministry employee inappropriately disclosed their information without their consent. The personal information disclosed includes the Complainant's involvement with the Ministry.	False	False	False	False	Social	Children and Family Development

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2019-002478	27-Nov-19	Three USB drives cannot be found. Two of the three USB drives contained no information and the third USB drive would have contained sensitive information.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000296	10-Feb-20	It was discovered a message with an incorrect cancellation letter attached was sent to a client via My Family Services. The personal information disclosed includes Client A's name, address and two children's names.	False	False	False	False	Social	Children and Family Development
2020-000434	2-Mar-20	Ministry Contractors working for the Environmental Assessment Office (EAO) were found to have posted EAO data on GitHub in error. The data posted is meta data that relates to comments received from the public regarding Environmental Assessment Projects in BC. The comments themselves are not visible within the meta data, however, names of individuals in addition to descriptions of the comments are visible in certain cases. Commenters have the ability to choose whether or not their names are published. As such not all names in the file posted would be of concern. The file was immediately deleted from the main BC government repository on GitHub and it has also been removed from the contractors public fork of the repository.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy
2019-002034	1-Oct-19	A Sub-Contractor's Employee (Employee A) sent an email containing a Client's (Client A's) information to another Client (Client B) in error. The email was intended for an Employee (Employee B), who shares the same first name as Client B. The personal information involved included: Client A's first and last name, mailing address, and an attached letter advising that their Ministry file would be closed in 10 days if they do not make contact.	False	False	False	False	Social	Social Development and Poverty Reduction

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2019-002393	18-Nov-19	As reported on November 18, 2019, a monthly nutritional supplement form was generated in ICM and sent to Client A; however, through the profiling process the wrong case number was selected, which resulted in Client A's information being profiled to Client B's file in error. All of the information on the form Client A received was correct, except the case number. Personal information disclosed on the form includes Client A's first and last name, date of birth, PHN, and address. The profiled information was removed from the incorrect account. Client A has indicated that they have destroyed the form they received. As such, containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001495	24-Jul-19	Client A shares the same first and last name as Client B, and when Client B submitted two service requests for his account they were put on Client A's account in error. Client A and Client B are father and son. The personal information involved included Client B's first and last name (same as Client A's), address, and the indication that he had requested crisis grants.	False	False	False	False	Service	Citizens' Services
2019-001833	4-Sep-19	As reported, documents intended for Client A's file was profiled to Client B's file in error. Subsequently, the documents were then mailed to Client B. The personal information involved includes Client A's first and last name, address, social insurance number and signature. Client B proactively contacted the Ministry to notify of the error. The documents were unprofiled from the incorrect client file and returned to the Ministry. Containment was achieved.	True	False	False	True	Social	Social Development and Poverty Reduction

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2019-001824	4-Sep-19	It was reported that on August 30, 2019, all phone calls from Fraser Regional Correctional Centre were displayed as coming from Employee A. Employee A was shown as the caller on the caller ID display and also on any missed call automatically generated emails. Because of this, Employee A was receiving responses from other employees and members of the public who had received these notifications. There was no personal or confidential information involved in these emails or calls. Employee A is a professional bound by the Standards of Conduct, and they have a good understanding of privacy and have confirmed double-deletion of these misdirected emails and voicemails. The IT department has looked into this incident and corrected the system error which resulted in the incorrect call display.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002608	12-Dec-19	Despite extensive searches, a government-issued laptop cannot be located. It is unknown if the laptop was secure when last used, and encryption and last access date and time has yet to be confirmed.	False	False	False	False	Social	Children and Family Development
2019-002260	31-Oct-19	10-123: As reported on October 31, 2019, Practitioner A submitted a claim with Practitioner B's number on the claim form. This led to a refusal intended for Practitioner A to be sent to Practitioner B in error. The personal information disclosed includes a patient's first and last name, personal health number, fee item, and amount billed. Containment has not been achieved as the document contains information required by Practitioner B.	False	False	False	False	Health	Health
2019-001804	29-Aug-19	As reported, an email was sent to a Ministry employee and Client A was cc'd in error. The personal information involved includes Client B's first and last name, a partner's first name, the first name of three children, phone number and address.	False	False	False	False	Social	Children and Family Development
2019-002275	1-Nov-19	As reported, a contracted employee sent an email to the incorrect client in error. The personal information disclosed includes a client's first and last name, address, email address, employment goals and employment services they will access. The unintended recipient confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001570	31-Jul-19	It was discovered that a receipt book kept in the correctional facility entrance control area had gone missing. The receipt book detailed and recorded purchases made by the general public from the correctional facility (e.g. fire wood). The personal information disclosed in the receipt book included the first and last names of individuals who have made purchases, the purchase date, purchase amount, and method of payment.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002085	8-Oct-19	As reported on October 8, 2019, five government issued laptops cannot be located. It was confirmed the devices were locked and IDIR credentials were not stored on or near the device when they were lost. Two of the laptops have not been recovered, however, the remaining laptops have been found. OCIO Security confirmed that all five laptops were encrypted. As such, further containment measures are not warranted for the two missing laptops.	False	False	False	False	Transportation	Transportation and Infrastructure
2019-002050	3-Oct-19	a Contractor sent an email with Client A's information to their intended recipient. However, the email contained an attachment that should not have been included. At this time, the extent of personal and/or confidential information is unknown.	False	False	False	False	Not a Ministry	Other
2019-002620	13-Dec-19	As reported, monthly reports submitted by clients from 2018 were shredded in error rather than off-sited as per policy. Personal information on the forms includes client's full names, SIN, signatures, telephone numbers and details regarding incoming reporting. In most cases, an electronic copy of the report should also be recorded on the client's file in ICM.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000444	2-Mar-20	Individual A was mailed Client B's tax form in error. The personal information disclosed included: Client B's name, social insurance number, and social assistance amount.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002593	10-Dec-19	A office and filing cabinet were broken into. Confirmation has been received that no personal or confidential information would have been stored inside the filing cabinet.	False	False	False	False	Justice	Public Safety and Solicitor General



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002417	20-Nov-19	11-86: It was discovered that an incorrect dependent had been added to an account. An investigation is underway.	True	False	True	False	Health	Health
2019-002455	25-Nov-19	11-108: Please be advised a BCSC was found in a store. The Manager of the store knows the client and will keep the BCSC until she receives further instructions from HIBC.	True	False	True	False	Health	Health
2019-002263	1-Nov-19	During a recent inventory count, it was discovered that seven laptops had gone missing. It is believed that the laptops went missing two years ago during the change of government. It was unknown what personal or sensitive information was stored on the laptops.	False	False	False	False	Financial	Finance
2020-000634	26-Mar-20	A government issued cellphone was lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone will be initiated through 7-7000 (option 4).	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-002416	20-Nov-19	On November 19, 2019, an email containing personal information was sent to an unintended recipient in error. The personal information included a complainant's name and details relating to an upcoming meeting. The unintended recipient is internal to government and shares the same name as the intended recipient.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000079	14-Jan-20	As reported on January 14, 2020, a Ministry employee profiled Client A's information to Client B's account in error. The personal information disclosed includes Client A's full name, date of birth, address, and BCID number. Confirmation has been received that Client A's information has been removed from Client B's account. Containment has been achieved.	False	False	False	False	Service	Citizens' Services
2020-000615	24-Mar-20	An email with information regarding Client A was sent to Client B in error. The personal information involved included: Client A's name and prenatal/birth records. As the external organization is not within core government, this incident is outside of PCT's jurisdiction and has been rejected.	False	False	False	False	Not a Ministry	Other
2019-001980	25-Sep-19	As reported, it was discovered CRA data had been pulled for Client A and Client B without authorization due to no identification being on the client file. The personal information involved includes Client A and Client B's first and last name, income information for 2017 and 2018, social insurance number and indicates if they are on social assistance. Each client provided the Ministry with appropriate identification. As such, CRA consent has since been obtained and the CRA data is authorized to be pulled.	False	False	False	False	Social	Children and Family Development
2020-000300	11-Feb-20	As reported on February 11, 2020, an email containing two photos of an unknown person was sent by what appears to be Employee A's personal email address to Employee B. Upon further investigation, it has been determined that the email address that sent the email does not belong to Employee A. As such, it cannot be determined if the photos contained in the email are client's of the Ministry. Confirmation has been received that Employee B has double-deleted the email. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2020-000631	26-Mar-20	A client contacted the ministry and advised they received an email from the Ministry. The employee reviewed the client's file and there was no indication that the client was contacted by email. The employee also confirmed that the program area does not communicate by email, therefore it is thought to be a phishing email.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000163	23-Jan-20	As reported, a government issued cellphone was stolen. The phone was locked, password protected with a strong password, and the password was not written on or near the device when the phone was stolen. A remote wipe of the phone will be initiated through a call to 7-7000 Option 4. A police report will also be filed.	False	False	False	False	Financial	Government Communications and Public Engagement
2019-002208	25-Oct-19	As reported on October 25, 2019, it was discovered that a service provider had submitted a request to set up EFT payments for a client without the client's consent. This led to the funds the client receives from the Ministry to be sent to the service provider. The personal information disclosed includes the client's first and last name, address, and banking information. Containment activities are underway, specifically, the client's EFT form will be removed from the service provider's account.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001881	11-Sep-19	As reported, a payment letter was sent to a third party that contained the wrong PHN.	False	False	False	False	Health	Health
2019-002672	19-Dec-19	As reported directly to the Investigations Unit, the Complainant alleges that the Ministry of Children and Family Development produced a document that contains false information and presented it in court to the judge. The document pertained to the Complainant's mother gaining custody of the Complainant's daughter. The personal information involved includes details about the custody agreement, and contains the Complainant's signature, although she alleges that she never signed any court documents.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002530	4-Dec-19	It was reported that a University employee discovered that her work email account had been forwarding all email received to an unknown gmail account. It was not certain how this had occurred or what the reason for it was. The incident appears to have started in October 2018 and has persisted for over a year. As such all emails sent between that timeframe are likely impacted. The type of information the employee receives includes student information including; names, address changes, academic status and exceptions and billing information such as amounts owing.	False	False	False	False	Not a Ministry	Broader Public Sector
2020-000012	3-Jan-20	Client A contacted the Ministry to advise that they received an envelope addressed to them containing a letter intended for Client B. The personal information involved includes Client B's first and last name, case number, SR number and indicates they have received a community volunteer supplement. Client A confirmed they will return the letter to a local office.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000431	28-Feb-20	On February 28, 2020, it was discovered that a note on a client's Service Request (SR) included personal information, which is against direction provided in the Standard Operating Procedures (SOPs). Personal information disclosed in the note includes the Client's child's SIN and PHN. It is Ministry practice that this information be captured in the Client's Activities, not in the SR Notes section.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000043	8-Jan-20	On January 7, 2020, Client A's report was emailed to Client B in error. The personal information included Client A's name, address, phone number, and a details relating to their complaint against a new development that is alleged to be destroying a natural habitat. Containment efforts are underway; specifically, Client B will be contacted and asked to confirm double-deletion of the email containing Client A's report.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001609	7-Aug-19	As reported, a government employee took a bag containing four printed FOI packages home for review. The following evening, the employee could not locate the bag and presumed it was misplaced at a location the employee stopped at on their way home. Two of the packages contain consultation documents that include scheduling details between government employees. The other two packages include emails from citizens addressing their concerns with local issues which include the first and last name and email addresses of 21 citizens. The employee retraced their steps and conducted a thorough search; however, the bag could not be located.	True	False	False	False	Transportation	Transportation and Infrastructure
2020-000597	20-Mar-20	As reported on March 20, 2020, it was discovered that a FOI package was uploaded to the Open Information website and provided to an applicant that contained un-severed information. The information disclosed includes a third party's name, and information regarding their Ministry involvement. Containment activities are underway, specifically, the FOI package will be removed from the Open Information website.	False	False	False	False	Service	Citizens' Services
2019-001389	10-Jul-19	A client's parent called in to the Ministry to make a request on the client's behalf on July 10, 2019. However, the consent on file for the parent was invalid as it had been witnessed by them instead of a third-party. An employee then discovered that the client's parent was disclosed personal information on 7 separate occasions dating back to May 15, 2019 despite the consent on file being invalid. Due to a lack of notes on the client's file, it was not possible to determine the actual number of breaches or their contents.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002106	10-Oct-19	It was discovered that some home share providers contracted by Community Living BC (CLBC) are using personal email addresses, such as Gmail and Hotmail, to discuss clients. The use of these email addresses are not FOIPPA-compliant as the servers are located in the U.S. In addition, many home share providers conduct client business on their personal computers, which are unlikely to be encrypted.	False	False	False	False	Not a Ministry	Broader Public Sector
2019-002712	30-Dec-19	A health insurance claim was received from a US health care provider for a BC citizen. The personal information involved included a client's full name, personal health number, address, and the medical services completed and their associated costs that were incurred. The Ministry will be forwarding this insurance claim to Health Insurance BC to further action.	False	False	False	False	Service	Citizens' Services
2019-002494	28-Nov-19	11-137: As reported on November 28, 2019, a BC Services Card for Client A was mailed to an incorrect address. The personal information disclosed was Client A's name, address, birth date, PHN and sex. Containment has been achieved as the letter and BCSC were returned to HIBC, opened and marked "RTS".	False	False	False	False	Health	Health
2019-001801	29-Aug-19	As reported, it was discovered that on August 26, 2019 Client A's personal information was profiled to Client B's file in ICM in error. Personal information disclosed includes Client A's banking information; specifically, a banking profile containing the client's full name and address, as well as 12-pages of bank statements, which also included the client's account number and abbreviated last name. The banking information has been removed from Client B's file; as such, containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000226	30-Jan-20	As reported, Client A could not locate their certificate within an envelope mailed to them. The envelope did not appear to be tampered with. The personal information included: Client A's name, date of birth, place of birth and registration number. Containment activities were attempted; specifically, Client A was advised to look for the certificate within the envelope as it may have been stuck to the side. The client no longer had the envelope. The certificate has been cancelled in the system.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002286	4-Nov-19	As reported on November 4, 2019, a Ministry employee mistakenly informed Service Provider A of an allegation regarding Service Provider B. The error was caused by Service Provider A's information being profiled to Service Provider B's account in error. The personal information involved includes Service Provider A's first and last name. Service Provider A and Service Provider work for the same organization. As the disclosure was verbal, containment activities were limited. Additionally, the incorrectly profiled information was removed. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-001952	20-Sep-19	As reported on September 20, 2019, a Ministry employee sent a fax containing Client A's information to an unintended recipient in error. The personal information disclosed includes Client A's first and last name, date of birth, and address. Confirmation has been received that the unintended recipient has destroyed the fax containing Client A's information. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2020-000551	13-Mar-20	As reported on March 13, 2020, it was discovered that an email sent to an applicant for the Provincial Nominee Program included a second email attached to the bottom that was intended for the applicant's employer only. This second email included details about a previous nominee. The personal information involved includes: the previous nominee's full name, the position they were nominated for, and concerns expressed by the Ministry about this previous nominee and the fact that their employee did not report these concerns to the Ministry. Confirmation has been received that the unintended recipient has double-deleted the email. Containment activities have been achieved. .	False	False	False	False	Economic	Jobs, Trade and Technology

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000152	22-Jan-20	As reported on January 22, 2020, a government issued cellphone was lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone will be initiated. However, as the incident was reported on December 20 under file number 2019-2682 (INC0045618/GILR 2019-C24-12407), this file was closed.	False	False	False	False	Social	Children and Family Development
2020-000310	12-Feb-20	As reported on February 12, 2020, a Ministry employee profiled Client A's information to Client B's account in error. The personal information disclosed includes Client A's first and last name, and address. Confirmation has been received that Client A's information has been removed from Client B's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002444	22-Nov-19	As reported, it was discovered that an external organization lost a USB stick provided by a private company. It was confirmed the USB stick contains confidential and personal information; however, the scope of the information involved is unknown at this time.	False	False	False	False	Not a Ministry	Broader Public Sector
2019-001895	13-Sep-19	A government issued cellphone was stolen. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was stolen. A remote wipe of the phone has been initiated.	False	False	False	False	Natural Resources	Energy, Mines and Petroleum Resources



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002182	22-Oct-19	Client A's monthly report was inadvertently profiled to Client B's case, and it is believed that Client B received a letter intended for Client A. The monthly report involved Client A's name, SIN, and phone number, and the letter included Client A's name and details relating to the missing monthly report. At this time, it is unclear why Client A's letter was sent to Client B. Containment efforts are underway; specifically, a remedy ticket will be submitted to have the misprofiled document removed from Client B's case.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000293	10-Feb-20	Employee's personal vehicle was broken into and personal assets were stolen. It has been confirmed that no personal or sensitive government information was stolen. As the incident did involve any personal or confidential information, no privacy incident has occurred. The file has been rejected.	False	False	False	False	Health	Health
2019-002454	25-Nov-19	On November 23, 2019, it was reported that several items were stolen including a government-issued laptop and phone. Both devices phone were secure with a strong password that is not easily guessable or written down, and the incident has been reported to police. However, encryption of the laptop has yet to be confirmed.	False	False	False	False	Social	Children and Family Development
2019-001837	5-Sep-19	A government issued cellphone has been lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone through 7-7000 Option 4 was completed.	False	False	False	False	Service	Citizens' Services
2019-001787	28-Aug-19	Three government issued laptops were stolen in 2017. The laptops were locked, password protected with strong passwords, and the passwords were not written down on or near the devices when the devices were stolen.	False	False	False	False	Not a Ministry	Other
2020-000483	6-Mar-20	As reported on March 6, 2020, a Ministry employee sent a fax containing a client's information to an unintended recipient in error. The personal information contained in the fax includes the client's name, address, service request number, case number, and appointment information. Confirmation has been received that the unintended recipient has destroyed the fax. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000227	30-Jan-20	01-133: A school enrolled a client using another client's personal health number in error. Both clients have very similar names and attended the same school. This is a wrong select. The personal information involved included an incorrect personal health number.	False	False	False	False	Health	Health
2020-000653	31-Mar-20	As reported on March 31, 2020, a government office was broken into and a laptop was stolen. The laptop was powered off at the time of the theft, and it was password protected and secure. It is not believed that any personal or sensitive information was stored on it. Containment activities are currently underway, and encryption status and last user date/time will need to be assessed. The theft has been reported to the police.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002203	24-Oct-19	A Consent to Release Information form was mis-profiled to the wrong Cornet client log in error. The Employee had intended to attach Inmate A's form to their file, but attached Individual B's information in error. Individual B had volunteered as a test subject for an assessment taking place, and the personal information involved included: a full history of Individual B, first and last name, assessment for housing, mental illness and general health history, financial situation, vulnerability assessment, and more. Containment activities are underway; specifically, a ticket will be placed with the Service Desk to remove Individual B's information from Inmate A's file.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001644	9-Aug-19	As reported on August 9, 2019, a Ministry employee sent an email to the CGI Support Team containing a client's personal information in error. The personal information disclosed in the email includes the client's first and last name, personal health number, and address. The error was discovered immediately by the CGI team and the email was double-deleted. In addition, the sender was contacted and their email was double-deleted. Containment was achieved.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001732	21-Aug-19	A complainant alleges that a social worker disclosed their sensitive personal information to a number of professionals and members of the community during an integrated case management meeting without authorization.	False	False	False	False	Social	Children and Family Development
2019-001425	16-Jul-19	As reported on July 16, 2019, it was discovered that personal information belonging to multiple individuals was not redacted as it should have been from trial documents. The personal information disclosed includes the individual's first and last names, phone numbers, and identifying them as reporting information to the Ministry. Upon further investigation, the trial documents were retrieved before they were disclosed to the client. Confirmation has been received that the trial documents have been returned to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Justice	Attorney General
2019-001521	25-Jul-19	An order was inadvertently emailed to an incorrect recipient. The personal information involved included the first and last name of the applicant and the respondent, the address under dispute, and the outcome of the hearing.	False	False	False	False	Economic	Municipal Affairs and Housing
2019-001592	2-Aug-19	As reported, a service provider's direct deposit form was erroneously profiled to a client's service request. The personal information involved includes the service provider's name, banking information (name of the bank, branch, and their account number), telephone number and signature. The direct deposit form was removed from the incorrect client file. Containment was achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000085	14-Jan-20	As reported, it was discovered that a box containing client files sent by an external organization to a client cannot be located. The personal information involved is unknown, however, the files would have contained extensive client information. Upon further investigation, the client files have been located by the courier and delivered to the correct recipient. Therefore, no privacy incident has occurred. As the files have been located, containment activities are not warranted.	False	False	False	False	Not a Ministry	Citizen
2019-001858	9-Sep-19	On September 7, 2019, confidential medical record billing data was deleted from the IBM Main Frame, which stores all the billing data transactions for the Ministry. The personal information contained in this data may include employee names, numbers and salaries. It is unclear how many individuals may have been impacted. Upon further review, it was determined this deletion had been made with authorisation but without proper analysis of the interdependencies of the data to the functions of other systems. The information was deleted and therefore was not accessible. The information was restored from backup, and there were no residual effects outside of the Ministry. As such, containment has been achieved.	False	False	False	False	Health	Health
2020-000277	6-Feb-20	As reported, an email intended for a government employee was inadvertently sent to an unintended recipient. The personal information involved includes Employee A's name, employee number, details regarding the employee's performance related to their probation rejection and indicated that employee had filed a human rights complaint and grievance. The unintended recipient promptly notified the sender of the error.	False	False	False	False	Service	BC Public Service Agency

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001674	15-Aug-19	The Financial Institutions Commission (FICOM) issued a survey to staff via Survey Monkey requesting feedback on employees' current monitor setup. Survey Monkey is based in the US and stores information collected on US servers. There was no approved Privacy Impact Assessment in place, and four of the employees provided their first names in their responses. The personal information disclosed included the first names of four of the employees surveyed.	False	False	False	False	Financial	Finance
2020-000455	3-Mar-20	An employee's laptop was stolen. The laptop was locked, password protected with a password that was not easily guessable, and the password was not written down on or near the device when it was stolen. However, confirmation has been received that the laptop was not encrypted.	False	False	False	False	Not a Ministry	
2020-000399	25-Feb-20	A summary detailing Employee A's performance and next steps going forward was submitted through CRM. Employee B, Employee A's supervisor, was inadvertently attached to the file and as a result, received the summary by email. The summary included Employee A's name, indicated the contentious relationship between Employee A and Employee B, stated Employee A will be temporarily removed from their role and their performance will be re-evaluated upon their return. Employee B then forwarded the email to an additional supervisor, Employee C. It was confirmed Employee B and Employee C have been involved in Employee A's performance issues, however, they are not currently involved and were not aware of the next steps advised to occur moving forward. As such, containment is underway. Employee B and Employee C will be requested to double delete emails containing the summary.	False	False	False	False	Service	BC Public Service Agency

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002096	9-Oct-19	It was reported that an Individual (Individual A) was seen taking pictures of a HealthLink BC training session on three separate occasions within two days. The personal information involved allegedly includes: photos taken of 7 course participants without their knowledge or consent. The RCMP were called and are involved with Individual A. Containment and Notification measures need to be discussed.	False	False	False	False	Health	Health
2020-000223	30-Jan-20	A USB stick and printed spreadsheet have been lost. It was confirmed that the USB stick had no information saved to it and the spreadsheet had employee business contact information only.	False	False	False	False	Service	Citizens' Services
2019-001729	21-Aug-19	A government employee (Employee A) received an email chain about a Ministry Client (Client A) that was intended for another government employee (Employee B). The personal Information disclosed in the emails included the first and last names of Client A and Client A's mother, Client A's date of birth, city of residence, funding eligibility and amounts, and a history of Client A's interactions with Community Living BC.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002125	15-Oct-19	On October 14, 2019, an email containing personal information was sent to an unintended recipient in error. The personal information included an inmate's name, CS number, and details regarding an incident which resulted in an ambulance being called. The unintended recipient is internal to government and shares the same last name as the intended recipient.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001875	10-Sep-19	As reported, a refund denial letter and email correspondence intended for Taxpayer A were inadvertently mailed to Taxpayer B in July, 2019. The refund denial letter included Taxpayer A's first and last name, reasons for the refund denial and the refund request amount. The email correspondence included an email thread containing Taxpayer A's email address, invoice numbers and spreadsheets. Taxpayer A's documents were retrieved by a courier. Containment was achieved.	False	False	False	False	Financial	Finance

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000316	12-Feb-20	02-67: An MSP confirmation letter was returned to HIBC from Service BC, Dawson Creek. The letter was an account confirmation letter that contained the clients name, address, account number and PHN. This letter was returned by Service BC because Canada Post errantly forwarded this letter to another MSP beneficiary. The MSP Beneficiary went into service BC to advise of the error.	False	False	False	False	Health	Health
2019-002654	18-Dec-19	As reported on December 18, 2019, Employee A emailed two pages of information regarding Client A to Employee B in error. The personal information involved included: the client's full name and general information regarding a request for council designation. It was confirmed by Employee B that the email was double-deleted. As such, containment has been achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001680	15-Aug-19	08-39: Two non-photo BC Services Cards (BCSC) were returned to HICB opened and marked "moved". The personal information involved includes first and last name, address, date of birth and personal health number.	False	False	False	False	Health	Health
2020-000092	15-Jan-20	As reported on January 15, 2020, Client A was attached to Client B's file through the relationship network in Integrated Case Management system in error. The personal information includes Client A's name; however, the relationship attachment would allow for broader access to Client A's file which would contain more detailed personal information. The appropriate system corrections have been made and the accounts have been corrected. As such, containment has been achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002151	17-Oct-19	10-65: A caller reported that they have received a Revenue Services of British Columbia (RSBC) invoice although they have never been to BC. The caller indicated the information on the letter includes the intended recipient's name, invoice amount, and RSBC account number. It appears the error occurred as the caller and the intended recipient share the same name and date of birth. Upon further investigation, it was determined that neither HIBC nor RSBC sent an invoice to the unintended recipient's address.	False	False	False	False	Health	Health
2019-001476	23-Jul-19	As reported on July 23, 2019, Client A and Client B (mother and daughter) were submitting direct deposit information via MySelf Serve but Client A included Client B's information on their service request in error. The personal information involved includes Client B's first and last name, financial institution name, transit number and account number. Confirmation has been received that Client B's information has been removed from Client A's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001624	8-Aug-19	As reported on August 8, 2019, a Ministry employee sent an email containing a client's information to an unintended recipient in error. The personal information disclosed in the email includes the client's first and last name, and information regarding their Ministry involvement. Although numerous attempts were made, the Ministry employee was unable to confirm double-deletion of the email by the unintended recipient. Containment has not been achieved.	True	False	False	True	Social	Children and Family Development
2019-002662	18-Dec-19	As reported, information regarding Client A and Client B was faxed to two doctor's offices in error. The personal information involved included: Client A and Client B's full names, dates of birth, personal health numbers, lists of medications and medical histories. Containment activities were successful; specifically, both doctor's offices have shredded the faxed information. As such, containment has been achieved.	False	False	False	False	Health	Health



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001851	6-Sep-19	A system error occurred on a post-secondary institutions internal management software. As a result, three student accounts sent emails to 8800 recipients. The email contained their first and last name, a course they are enrolled in and confirmation of completing a quiz or module.	False	False	False	False	Not a Ministry	Citizen
2020-000513	10-Mar-20	An employee's IDIR is showing as active on Skype for Business despite having been placed on hold.	False	False	False	False	Service	BC Public Service Agency
2020-000580	18-Mar-20	As reported on March 18, 2020, a government office was broken into and two laptops were stolen. It is likely both laptops were locked, password protected, and the passwords were not written on or near the devices when stolen. Upon review, it was confirmed the laptops are encrypted and as such, the devices are secure.	False	False	False	False	Transportation	Transportation and Infrastructure
2020-000543	13-Mar-20	An employee's government issued cell phone was lost on an airplane. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. As such, the device is believed to be secure. Containment efforts are currently underway: specifically, the employee has contacted the airline and they are conducting a search for the cell phone. If the cell phone cannot be located, a remote wipe of the phone will be initiated by calling 7-7000 option 4.	False	False	False	False	Natural Resources	Agriculture

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001443	17-Jul-19	As reported, an employee discovered a technical issue in which instant messages on the employee's personal work account were being saved in the conversation history folder of a shared email account. The personal information involved could not be definitively confirmed as the conversations were immediately deleted upon discovery; however, it is estimated the conversations may have included the first name of employees and requests to follow up to discuss the employee. The instant messages were immediately deleted from the conversation folder of the shared email account. The employee confirmed after contacting 7-7000 option 1 that the system error has been fixed. Containment was achieved.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-002638	13-Dec-19	As reported, an individual called the Ministry and impersonated a client. They answered the client's security questions (name, date of birth, and address), and then disclosed information regarding the services the client receives from the Ministry. The Ministry employee, believing they were speaking to the client, disclosed information to them regarding the other services the client receives. This led to a cheque being issued for the client.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002193	23-Oct-19	As reported, an affordable childcare benefit plan was mailed to the incorrect service provider. The personal information involved includes a client's first and last name, date of birth and benefit amount. The service provider proactively contacted the Ministry to notify of the error. The service provider confirmed the document was destroyed. Containment was achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002550	5-Dec-19	As reported on December 5, 2019, a package containing client information was sent to an unintended recipient in error. The personal information involved includes the client's first and last names, addresses, dates of birth, driver license numbers, and vehicle information. Confirmation has been received that the unintended recipient has sent the package back to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Service	Citizens' Services
2019-001638	9-Aug-19	On August 9, 2019, a Ministry employee profiled notes for Client A to Client B's account in error. The personal information of Client A that was disclosed included their phone number.	False	False	False	False	Service	Citizens' Services
2019-002291	5-Nov-19	On September 29, 2019, the Complainant received a call from an unknown third party. The third party revealed that they were privy to some of the Complainant's personal information that is in the custody and control of the Ministry of Social Development and Poverty Reduction, and subsequent to this call the Complainant fell victim to a case of fraud.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001954	23-Sep-19	As reported on September 23, 2019, Employee A's information was profiled to Employee B's account in error. This resulted in Employee B receiving an email containing Employee A's information. The personal information disclosed includes Employee A's first and last name, date of birth, policy number, and gender. Confirmation has been received that Employee A's information has been removed from Employee B's account. Additionally, Employee B has confirmed that they have double-deleted the email containing Employee A's information. Containment has been achieved.	False	False	False	False	Service	BC Public Service Agency

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000451	3-Mar-20	As reported on March 3, 2020, Client A attended a local office and received Client B's cheque in error. The personal information disclosed includes Client B's name and cheque amount. Confirmation has been received that Client A has returned Client B's cheque to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001920	17-Sep-19	A decision was inadvertently emailed to an incorrect recipient. The personal information involved included the first and last name of the applicant and the respondent, the address under dispute, and the outcome of the hearing. The unintended recipient proactively reported the error and confirmed double-deletion of the email. Containment was achieved.	False	False	False	False	Economic	Municipal Affairs and Housing
2020-000638	27-Mar-20	As reported, an approval letter was mailed to the incorrect service provider in error. The personal information involved includes a parent's name, a child's name, the funding amount and type of service they are receiving. It was determined the error occurred due to inputting the incorrect vendor number.	False	False	False	False	Social	Children and Family Development
2020-000391	24-Feb-20	A government issued cellphone was lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone has been initiated. However, as the incident involves a secure device, no privacy/information incident has occurred. The incident was rejected.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001826	4-Sep-19	Two Contractors hired by the Ministry were using vacant government office desks to work at. Concerns were raised that the Contractors were leaving documents, notebooks, and other papers open on their desks overnight, and not securing records prior to leaving. It is unknown if the papers contained personal or confidential information. Pictures were taken of these desks by a government Employee (Employee A) and emailed to three other Government Employees in an attempt to address these concerns. It was determined that the records in the photos were unreadable, and so no privacy or information incident occurred regarding the pictures, and the recipients will be asked to confirm double-deletion of the email. However, follow-up is necessary to determine whether personal or confidential information might have been seen by other Employees walking by the desks or attempting to use them.	False	False	False	False	Transportation	Transportation and Infrastructure
2019-002665	18-Dec-19	12-100: a group administrator added an incorrect spouse to a client account. The personal information involved includes a client's name, date of birth and personal health number. It was confirmed no correspondence was sent to the incorrect client.	False	False	False	False	Health	Health
2019-001416	12-Jul-19	An ex-Ministry employee has refused to return their government-issued laptop despite having been demanded to do so multiple times. An emergency revocation of the ex-employees credentials was performed to prevent the ex-employee from accessing online government servers or services any further. A copy of the ex-employee's e-mail inbox and H:\ drive was requested to determine the extent of confidential government or personal information they had access to. It is not presently believed that the ex-employee had more than a limited amount of these types of information on their laptop. Legal services have been retained for all future engagements and communications with the ex-employee. It has now been confirmed that the ex-employee will not be returning their laptop to the Ministry.	False	False	False	False	Natural Resources	Indigenous Relations and Reconciliation

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002449	22-Nov-19	11-101: please be advised that a wrong select occurred and an incorrect client was added to an account.	False	False	False	False	Health	Health
2020-000126	20-Jan-20	A client's mother called to inquire about their child's Ministry case file. The employee reviewed the consent on file and determined it was invalid due to the mother signing as the witness. No client information was then disclosed and the mother was informed of the need to submit a new valid consent.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002355	13-Nov-19	It was reported that a used supply cabinet was purchased and delivered to a Ministry (ENV) office. Inside the cabinet was a significant amount of files/records that appear to have originated from the Ministry of Indigenous Relations and Reconciliation. The records appear to contain sensitive cabinet documents from 2009. The records are currently secure and an investigation into their origin is underway.	False	False	False	False	Natural Resources	Indigenous Relations and Reconciliation
2020-000096	15-Jan-20	As reported on January 15, 2020, Client A called to inquire about a signal that had been applied on their income assistance. It was then discovered that an application submitted by Client B had been profiled to Client A's case resulting in Client A's address being updated. While the information does belong to Client A, it is believed it was not collected in an authorized manner. Confirmation has been received that Client B's information has been removed from Client A's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001993	26-Sep-19	As reported, a Social Worker left her day planner at the residence of a Ministry Client (Client A) after a home visit. The personal information contained in the day planner included the Social Worker's appointments and activities for the past 6-7 months, the full names of approximately 30 Ministry Clients, mediation and ICM meeting dates, court dates, and a few Client home addresses.	False	False	False	False	Social	Children and Family Development
2019-002135	15-Oct-19	It was discovered that 14 workstations used by Community Living BC cannot be located. It is believed that all workstations were password-protected and encrypted at the time they were misplaced.	False	False	False	False	Not a Ministry	Broader Public Sector
2020-000406	25-Feb-20	An accident involving two vehicles in a court house parking lot was captured on video surveillance. Both individuals involved in the accident are contracted employees and one of the individual's requested a video copy of the accident. A video link of the accident was provided to the individual, their partner and a colleague by email. The video footage included the two individual's involved in the incident and would indicate who was likely at fault of the accident. Upon review, it was determined the video footage was not authorized to be disclosed. The supervisor of the contracted employee was contacted and all recipients were requested to double delete the email.	False	False	False	False	Justice	Attorney General
2020-000055	10-Jan-20	An individual contacted the Ministry and advised that they received a call from the Ministry requesting personal information for the CRA. Upon review, it was confirmed the Ministry did not contact the individual requesting such information and it appears the call was a scam.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000463	4-Mar-20	It was discovered a document containing Client A's critical incident report was attached to Client B's file in error by a contracted employee. The personal information involved includes Client A's first and last name, case number and details related to the critical incident report. Containment is underway; specifically, the document will be removed from the incorrect client file.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002138	15-Oct-19	As reported on October 15, 2019, Client A's monthly report stub was inadvertently attached and mailed with Client B's signal letter. The personal information contained on the stub included Client A's name, SIN, phone number, benefit information, and address for future residence. Client B proactively reported the error and returned the stub to a local office. Confirmation has been received that Client B returned Client A's stub to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001451	18-Jul-19	While reviewing a Privacy Impact Assessment with a program area, it was discovered that approximately five interviews with professionals had been recorded on an employee's personal cellphone. The interviewees are professionals in the mental health and addictions field, and all were informed and gave consent to the recordings. The first interview was recorded in October 2018 and the latest interview was recorded in July 2019. The information captured in the interviews did not involve identifying personal information; however, the recordings did contain the professional opinions of the interviewees relating to harm reduction.	False	False	False	False	Health	Health
2019-002173	21-Oct-19	A government issued iPad was lost. The device was locked, password protected with a password that is not easily guessable, and the password was not written on or near the device. A remote wipe of the phone will be initiated through 7-7000 Option 4.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000216	30-Jan-20	A hearing letter intended for Client A was mailed to Client B in error.	False	False	False	False	Economic	Municipal Affairs and Housing
2020-000383	21-Feb-20	As reported on February 21, 2020, it was discovered that Employee A had been given Hiring Manager Status in a government system, instead of Employee B. As such, applicant information for an active job competition could be viewed by Employee A. Personal information disclosed includes two applicant's names and resume information. Employee A's access has been removed from the job competition. As such, containment has been achieved.	False	False	False	False	Service	BC Public Service Agency
2020-000171	24-Jan-20	As reported, a package of documents containing client information was sent to Ministry A in error, then forwarded to Ministry B in error, and finally provided to Ministry C as intended. The personal information contained in the package included: approximately 50-60 clients' full names, contact information, shelter details, file numbers, cheque dates, monthly financial reports, requests for assistance, signed repayment agreements, and correspondence from Ministry clients.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001513	25-Jul-19	A letter intended for Client A was mailed to Client B in error. A Ministry employee had inadvertently updated Client A's file with Client B's service provider number. The personal information of Client A's disclosed in the letter included their first and last name, address, their child's first and last name, that their child has autism, the type of services requested for the child, and the amount of funding to be received.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001423	15-Jul-19	As reported, a bankruptcy trustee received documents containing Client A and Client B's personal information in error. The personal information involved includes Client A's first and last name, Client B's first and last name, Client A's address, case number and account statement including child support amount due. All documents containing Client A and Client B's personal information were returned to the program area.	True	False	True	True	Justice	Attorney General
2020-000044	8-Jan-20	An email containing Employee A's information was sent to two internal recipients in error. The personal information included Employee A's name, employee number, position number, and department ID. Containment efforts are underway; specifically, the two recipients will be asked to confirm double-deletion of the original email.	False	False	False	False	Health	Health
2020-000232	31-Jan-20	An Intent to Rent form for Client A was mis-profiled to Client B's case in error. The personal information included: Client A's full name, date of birth, information on where they would be living, the full name of the landlord/home owner, and signatures.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001686	16-Aug-19	A Ministry Employee (Employee A) found an abandoned USB drive without a protective case in a desk that was being cleaned out for a new employee. The contents of the USB drive and who it belonged to were unknown.	False	False	False	False	Service	Citizens' Services
2020-000417	27-Feb-20	02-132: Caller returned to previous address where he resided to collect his mail and accidentally opened the mail for his previous room-mate. Person Breached still resides at address on file, so Bad address was not applied. Caller has updated their address and will return the invoice to Supervisor.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002045	2-Oct-19	An Employee intended to upload pesticide program exam results to a Ministry interface, but instead uploaded a cannabis worker's verification form in error. The personal information involved included: the worker's full name, date of birth, city and country of birth, driver's license number, phone number, email address, signature, and home addresses for the past 5 years.	False	False	False	False	Service	Citizens' Services
2019-001715	20-Aug-19	As reported, an employee working for a contracting company disclosed the first and last name of a youth client on two occasions. The first instance occurred when the employee disclosed the youth's name during a telephone call to their partner and it was overheard by a co-worker. The second instance occurred while the employee was on leave and sent an email to multiple employees with the contracting company and included their partner's email address. It was confirmed the email was not sent with malicious intent. The employee has since been terminated and it was determined the ex-employee worked with the youth for a limited amount of time prior to being terminated. Two letters were sent to the ex-employee requesting confirmation of double deletion and that no further personal information of the youth be disclosed. The ex-employee responded; however, did not confirm each request and indicated they do not want to be contacted further. Although multiple attempts were made, the ex-employee did not confirm double deletion or confirm further disclosure would not occur. Due to the passage of time, and limited time the employee was employed, further attempts for containment were not be pursued.	False	False	False	False	Social	Children and Family Development
2019-002146	16-Oct-19	10-58: A Non-photo BC Services Card (BCSC) was returned to HIBC opened and stickered "moved/unknown". The personal information disclosed included: a client's name, address, date of birth, gender, and personal health number.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001959	23-Sep-19	09-98 A caller reported that an unknown overage dependent child has been added to their account. This appears to be a group admin error through MSP direct.	False	False	False	False	Health	Health
2019-001656	13-Aug-19	08-23: MSP Direct added the incorrect spouse to an account.	False	False	False	False	Health	Health
2020-000179	27-Jan-20	As reported, Complainant A received a complainant package intended for Complainant B in error. The personal information involved includes Complainant B's first and last name, and details regarding their complaint. Containment activities are underway, specifically, Complainant A has been requested to return the package intended for Complainant B.	True	False	True	False	Justice	Attorney General
2020-000374	20-Feb-20	Program Area A received a email containing attachments from an external law firm that was not intended for that area. It was confirmed that the same email had been sent to another Program Area (Program Area B) in error earlier today. The personal information contained in the email attachments included a Notice of Application, an Affidavit, and details regarding a claim by a client of the external law firm.	False	False	False	False	Financial	Finance

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001462	18-Jul-19	As reported, an employee sent two emails containing foster parent personal information to an unintended recipient. Personal information disclosed in the emails includes the name of a Foster Parent and their email address, and the context was in regard to a dental deposit for a child-in-care. The emails were sent to a trusted third party who advised the employee of the error. An email has been sent requesting double-deletion of both email messages; as such, containment is underway.	False	False	False	False	Social	Children and Family Development
2019-001888	12-Sep-19	As reported, Employee A forwarded a patient STO2 instead of an STO1 to Employee B in error. Both forms are doctor's certificates and contain general patient information; however, the STO2 also includes the patient's diagnosis. The personal information disclosed included this patient diagnosis.	False	False	False	False	Service	BC Public Service Agency
2019-001741	22-Aug-19	As reported on August 22, 2019, a Ministry employee sent an email containing a client's information to an unintended government recipient in error. The personal information disclosed in the email includes the client's name, and Ministry information. Confirmation has been received that the unintended government recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2020-000211	29-Jan-20	A client's service request was assigned to Employee A instead of Employee B in error. While reviewing the incident, a screenshot intending to depict the audit trail was emailed to Employee A which inadvertently included the client's information in the background. The personal information included a client's name, address, phone number, and request for family services. Containment efforts are underway; specifically, Employee A will be asked to double-delete the email containing the screenshot.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000381	21-Feb-20	On February 21, 2020, a caller contacted HealthLinkBC and reported medical concerns. The Employee proceeded to follow the process for reporting a suspected illness to the Medical Health Officer at the appropriate Health Authority. Personal information disclosed includes the Caller's first and last name, date of birth, and city they reside in. Upon consultation, it was determined that the Caller was unlikely to be infected with the suspected illness, and as such the report to the Medical Health Officer was not required.	False	False	False	False	Health	Health
2020-000554	13-Mar-20	A foster parent sent an email intended for a Social Worker to an incorrect recipient. The email contained the child's first name and outlined concerns that the foster parent had regarding a recent family group conference that was held regarding the child's future.	False	False	False	False	Social	Children and Family Development
2019-002059	3-Oct-19	As reported on October 3, 2019, it was discovered that a FOI package was provided to an applicant that contained un-severed information. The information disclosed includes a child incident report callers name, and their phone number. Containment activities are underway, specifically, the applicant will be contacted and requested to return the FOI package to the custody of the Ministry.	False	False	False	False	Social	Children and Family Development
2019-001769	27-Aug-19	As reported on August 27, 2019, it was discovered Client A's file contained a service request including Client B's personal information. The personal information involved includes Client B's first and last name, address, phone number, and information regarding their Ministry involvement. Confirmation has been received that Client B's information has been removed from Client A's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002010	27-Sep-19	As reported, a Ministry employee sent an email containing client information to an unintended recipient in error. The personal information disclosed includes the first and last name, date of birth, address and information regarding Ministry involvement of 17 clients. The unintended recipient confirmed the email was double deleted.	False	False	False	False	Social	Children and Family Development
2020-000139	21-Jan-20	Employee A profiled 6 documents to 6 different case files, and at the top corner of each document was written and then crossed out an unrelated Client's name. The personal information involved included: a client's first and last name.	False	False	False	False	Social	Children and Family Development
2019-001886	11-Sep-19	On September 10, 2019, a hiring manager requested information on the status of a candidate's application, but they were provided the candidate's status from an unrelated competition via email. The personal information involved included the candidate's name and the fact that they had withdrawn from the other competition.	False	False	False	False	Service	BC Public Service Agency
2020-000117	17-Jan-20	As reported on January 17, 2020, a LAN folder was moved to a different LAN share that was potentially accessible by unauthorized employees. The confidential information disclosed included: information regarding land acquisitions, designation, briefing notes, draft materials, legal opinions and advice. The LAN folder has been moved back to the correct location. As such, containment has been achieved.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000279	7-Feb-20	It was reported that an employee from the External Organization had accessed Ministry client information via the Corporate Data Warehouse Portal, which the employee should not have had access to. The employee (who was a former Ministry employee) may also have access to Ministry systems such as ICM/MIS/RAP, and may have accessed client information through there without authorization. At this time it is unknown how many clients are impacted or what personal information was viewed. Containment efforts need to be addressed, and accesses to Ministry systems will need to be removed if it is determined that such accesses are still in place.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002126	15-Oct-19	10-48: In speaking to a caller regarding why his NP BCSC card was taking so long it was discovered that the card was sent to an unknown address. The source of the address error appears to be RSBC.	True	False	True	False	Health	Health
2020-000148	22-Jan-20	Client A's information was mailed to Third Party A and Third Party B in error. The personal information disclosed included: Client A's address, date of birth and personal health number. Third Party A and Third Party B have returned the information. As such, containment has been achieved.	False	False	False	False	Justice	Attorney General



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002658	18-Dec-19	As reported, an employee's set of keys and swipe card were misplaced in an office. The keys and swipe card allow access to a courthouse, community corrections facility and file room which contain inmate files. Upon review, it was confirmed the keys were returned to the administrative area the following morning with a note stating the keys were found. The program area confirmed the office in which the keys were likely displaced is a secure area and clients are escorted through the building. As such, it is unlikely the keys were recovered by a client and used in a malicious manner. In addition, it did not appear that any client files had been accessed.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001845	6-Sep-19	As reported on September 6, 2019, a Ministry employee sent a fax containing a client's information to an unintended recipient in error. The personal information disclosed includes the client's first and last name, personal health number, and date of birth. Confirmation has been received that the unintended recipient has destroyed the fax containing the client's information. Containment has been achieved.	False	False	False	False	Health	Health
2019-002336	8-Nov-19	Two files were added to a list of files to be destroyed, in error. The files were shredded without authorization on September 30, 2019, and it unknown what personal or sensitive information is involved. Notification is currently being assessed, and the Ministry is working to determine what information was contained in the files and whether notification is recommended.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000048	9-Jan-20	As reported on January 9, 2020, Organization A emailed and faxed Client A's invoice to Program Area A. Program Area A is supposed to receive redacted invoices. The personal information disclosed includes Client A's name, address, work phone number, and personal email address. It was confirmed by Program Area A that the email has been double-deleted, the fax has been shredded, and the personal information included within the invoices has been redacted before filing within the Program Area's physical case file. As such, containment has been achieved.	False	False	False	False	Service	BC Public Service Agency
2019-001649	12-Aug-19	A Ministry vehicle located within a locked, gated compound was broken into. The only item stolen was a fuel purchase card containing no personal or sensitive information. The purchase card has since been cancelled and there was no other personal or sensitive information located in the vehicle.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-002399	19-Nov-19	As reported on November 19, 2019, a client's daughter contacted the ministry requesting information about the client's file; however, the daughter does not have valid consent on file as the consent form was not completely correct. Upon review of the client file, it was determined that information had been previously disclosed to the daughter. As the disclosure was verbal, containment activities were limited.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001913	16-Sep-19	As reported, Employee A with the Ministry of Citizens' Services (the Ministry), acting on behalf of the union on a Joint Standing Committee for a grievance process, allegedly disclosed information related to Employee B's grievance. The personal information allegedly disclosed includes Employee B's first and last name, confirmation that they are engaged in a grievance process, the settlement amount and that it relates to a matter that involves Airbnb.	True	True	False	False	Service	BC Public Service Agency

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002149	16-Oct-19	As reported on October 16, 2019, a Ministry employee discovered that a government system has been sharing all employee purchase history instead of Ministry specific employee purchase information. The information involved includes the employee's name, and the purchases they have made. Confirmation has been received that employee purchase history has been restored and can only be viewed by the appropriate Ministry. Containment has been achieved.	False	False	False	False	Service	Citizens' Services
2019-002666	18-Dec-19	A Ministry employee set up a generic secondary email account for a work purpose. In the process of setting the generic email account up their own personal lync conversations were added to the generic account in error. The information has since been removed from the generic email account. Additionally, there was no personal or confidential information contained within the information added to the generic account.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy
2020-000278	7-Feb-20	A Solid State Drive was reported as being missing from an employee's desk drawer.	False	False	False	False	Service	Citizens' Services
2019-002345	12-Nov-19	As reported on November 9, 2019, a citizen returned a foster parent's child portfolio to a ministry office. The citizen stated the portfolio was found outside their house and that they had noticed a social worker's business card inside. Personal information included Client A and Client B's names and details regarding services received. The file was returned to the foster parent by the ministry office. As such, containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-001770	27-Aug-19	As reported, a notebook was discovered missing on August 25, 2019. It was noted that the notebook was one month old and contained personal information including the last name and license plate number of three citizens. A thorough search was conducted; however, the notebook could not be located.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002262	31-Oct-19	On October 31, 2019, an email containing a client's clearance was sent to the wrong government employee. The personal information contained in the email included the client's name and clearance result. This error occurred as a result of the receiving ministry not updating their preferred contact for receiving clearances.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000681	6-Apr-20	04-07: A possible PHN wrong select by CSR occurred with regard to two beneficiaries with same name but different birthdates. The status was updated on incorrect profile and an investigation will follow.	False	False	False	False	Health	Health
2020-000535	12-Mar-20	The Complainant alleges their personal information was disclosed without authorization.	False	False	False	False	Justice	Attorney General
2019-002397	18-Nov-19	A shift summary email intended for Employee A was sent to Employee B in error, and cc'd to 53 other employees. The personal information involved includes detailed notes about approximately 15 inmates; specifically, last name and first initial, CS number, disciplinary actions, hearing results, fights that occurred, new charges and placements.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001591	2-Aug-19	As reported, two emails were received in a shared mailboxes from a client that referenced various concerns including the misuse of personal information by government agencies.	False	False	False	False	Service	Citizens' Services
2020-000413	26-Feb-20	A government issued laptop was stolen sometime on the morning of February 25th. This incident is related to privacy incident 2020-0291 (GILR-2020-C59-12671) involving multiple thefts in the same office. The personal information involved includes: compliance and enforcement information for client cases, tombstone data for external clients, and details regarding the employee who used the laptop and their work. Containment activities are underway and encryption status and last user IDIR and date need to be ascertained.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000013	3-Jan-20	As reported, it was discovered Client A's document was inadvertently profiled to Client B's file. The personal information involved includes Client A's first and last name, signature, social insurance number, income amount and the type of income. The document was successfully removed from the incorrect client file. Containment was achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000060	10-Jan-20	A government issued cellphone was lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone will be initiated.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy
2020-000181	27-Jan-20	As reported, a Ministry employee sent an email to 20 intended recipients, however, they used the cc function rather than bcc. The personal information disclosed includes the recipients email addresses and identified the recipients as moving forward in a competition. The email was successfully recalled from 6 government email addresses. An email was sent to the remaining 14 recipients requesting double deletion.	False	False	False	False	Education	Advanced Education, Skills and Training
2020-000670	2-Apr-20	It is alleged an employee disclosed personal information to a client's spouse without authorization. The personal information involved includes details regarding the client's police circumstances. Upon review, it was determined the information involved in this incident is a court record.	False	False	False	False	Justice	Public Safety and Solicitor General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000552	13-Mar-20	An Employee discovered that emails in their sent folder from 09/23/2018 - 02/13/2019 and 02/14/2019 - 09/21/2019, were missing. It is unknown how many emails went missing, but it was believed to be approximately 500.	False	False	False	False	Service	Citizens' Services
2020-000202	29-Jan-20	Double report 2020-0195 (GILR 2020-C69-12591): it was discovered Client A's document was profiled to Client B's file in error. The personal information involved includes Client A's first and last name, social insurance number and EI status.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001765	26-Aug-19	As reported on August 26, 2019, a Ministry employee profiled Client A and Client B's monthly reports to Client C's account in error. The personal information disclosed includes Client A and B's first and last names, phone numbers, social insurance numbers, income information, Client A's banking information, and Client B's employment information. Confirmation has been received that Client A and Client B's information has been removed from Client C's account, and all accounts have since been corrected. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002704	23-Dec-19	As reported, Client A's Record of Employment (ROE) form was inadvertently profiled and used for Client B's file. The personal information includes Client A's name, social insurance number, work dates, amount of reason, reason for departure, and employer information. The ROE was successfully removed from the incorrect client file.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000346	18-Feb-20	A government vehicle was set on fire. It was confirmed the vehicle was not accessed prior to being set on fire and there was no personal or confidential information contained within the vehicle.	False	False	False	False	Transportation	Transportation and Infrastructure
2019-002587	10-Dec-19	A Ministry employee profiled Client A's information to Client B's account in error. The personal information disclosed includes Client A's name, address, date of birth, social insurance number, financial information, and sentencing information.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002452	22-Nov-19	it was discovered users with admin privileges on their devices are be able to turn on a Windows 10 function that may store information outside of Canada. An investigation is underway.	False	False	False	False	Service	Citizens' Services
2020-000600	20-Mar-20	As reported on March 20, 2020, a Ministry employee's vehicle was broken into and their laptop and case notes were stolen. The laptop was password protected, encrypted, and confirmed to be secure. The personal information disclosed in the case notes included 8 client files containing 15 clients' full names, phone numbers, information regarding their Ministry involvement including medical and familial history in some cases, as well as some caregiver information.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000616	24-Mar-20	03-64: PHN Merge has discovered a case where a government agent has changed a beneficiary's information and updated it with the incorrect PHN. It appears the agents selected the wrong beneficiary. This is a wrong select.	False	False	False	False	Health	Health
2020-000282	7-Feb-20	Client A received his Persons with Disability reconsideration decision letter, and stapled to it was Client B's decision letter. The personal information involved included: Client B's full name, address, case, number, and indication that he had been approved for disability assistance.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002657	18-Dec-19	12-94: As reported, an employee faxed forms containing Client A's and Client B's information to the wrong doctors' offices in error. Client A's information was faxed to Doctor B's office, and vice versa. The personal information disclosed included the clients' first and last names, personal health numbers, fee items, dates of services, practitioner's names, practitioner's numbers, and payee numbers.	False	False	False	False	Health	Health
2020-000238	3-Feb-20	02-01: As reported, a payment number letter was mailed to a practitioner in error. The personal information disclosed includes a doctor's name, address and payee number. The error occurred due to a double stuffed envelope. The payment number letter was returned to HIBC and mailed to the correct recipient. Containment was achieved.	True	False	True	False	Health	Health
2019-001915	17-Sep-19	As reported on September 16, 2019, While on a call with a client, Ministry Employee A discovered that Ministry Employee B had disclosed the client's information to a third party who did not have proper consent on file. The personal information disclosed includes the client's cheque disbursement information. As the disclosure was made verbally, containment activities were limited. The Ministry has since followed up with the client and they have provided the Ministry with valid consent for the third party.	False	False	False	False	Social	Social Development and Poverty Reduction



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000373	20-Feb-20	Concerns were reported that Employee A provided Employee B with their IDIR credentials. There is no concerns at this time that Employee B would be using Employee A's IDIR credentials for an untoward purpose. However, an investigation is underway.	False	False	False	False	Social	Children and Family Development
2019-002491	27-Nov-19	11-134: Caller was calling about MSP account when CSR realized that a group administrator had accidentally added caller's address to the wrong account. Children have been removed from wrong account added back to Caller's account. No correspondence has gone out to Caller or person who's account children were added to, so no correspondence required to come back.	False	False	True	False	Health	Health
2019-001922	17-Sep-19	09-76: An RSBC invoice was received by a caller with the same name. Incorrect address was updated by RSBC. The address has been corrected and the mail to be returned to a supervisor.	False	False	False	False	Health	Health
2020-000547	13-Mar-20	As reported on March 13, 2020, a government issued laptop was stolen from an Employee's vehicle last night. The laptop was in sleep mode, password protected and the IDIR credentials and password were not written on or near the device prior to the theft. It has been confirmed no personal or sensitive information was stored on the laptop. Upon review, it was confirmed the laptop is encrypted and as such, the device is secure.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001563	31-Jul-19	Multiple court summons for a family were served to their respective First Nations Bands. It was discovered that on four separate occasions in 2018 and 2019 a court summons was served to First Nations Band A, but it should have been sent to First Nations Band B. The personal information disclosed included the parents' first and last names, the first and last names of the child and their siblings, the child's date of birth, upcoming court dates, details regarding the child's care plan with the Ministry, and services to be provided to the parents and the child.	False	False	False	False	Social	Children and Family Development
2019-001514	25-Jul-19	Employee A responded to a meeting invite containing a personal opinion of Employee B. Initially, there was a concern that the opinion was forwarded to all 13 recipients on the original meeting invite. However, it was determined the opinion was only sent to the one intended recipient. As such, it was confirmed the information was not sent to any unintended recipients.	False	False	False	False	Health	Health
2019-002410	20-Nov-19	As reported, a School District employee inadvertently emailed a program status report to a student in error. The personal information involved includes the full names of 112 students, dates of service, CS numbers, unit codes, and program type. Upon review, it was determined the incident is outside of the Investigations Unit's (IU) jurisdiction. The incident has been referred to the Ministry of Education who will support the school district in addressing the incident. The unintended recipient confirmed the email was double deleted.	False	False	False	False	Justice	Public Safety and Solicitor General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000410	26-Feb-20	Double-report of 2020-0408 and 0409. Closing this down. As reported, Employee A sent out an email intended for his local office to all Ministry of Children and Family Development (MCFD) supervisors and a few non-supervisors/other Ministry employees, in error. The email was sent out this morning to approximately 997 government employees. The personal information involved includes a youth's first initials and last name, the fact that they were refusing court, and implies that they were charged with a crime. Containment efforts are currently underway, and the Ministry is attempting to get hold of Employee A so that he can initiate a recall. Another email has been sent out to all recipients, requesting that they double-delete the previous correspondence sent in error.	False	False	False	False	Social	Children and Family Development
2019-001614	7-Aug-19	On August 7, 2019, Client A's driving record was sent to an external organization in error. The record contained Client A's name, date of birth, address, driver's license number, and driving history (which contained no prohibitions). The error was discovered quickly and the organization was contacted.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002709	27-Dec-19	As reported, two documents were faxed to two incorrect doctors' offices in error. The personal information involved includes the name, date of birth, personal health number and medical information of two clients. Each doctors' office confirmed the document was destroyed. Containment was achieved.	False	False	False	False	Health	Health
2019-001880	11-Sep-19	As reported, a medical office assistant called on behalf of a doctor to report that a Triplicate Prescription Pad was stolen from the office on September 5, 2019. The pad may have contained names, PHNs, and other personal details of patients. The assistant also indicated they would be reporting the theft to the Privacy Commissioner.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002470	26-Nov-19	A government issued laptop was damaged. The laptop is still in the possession of the government and no personal or confidential information is at risk.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-002655	18-Dec-19	As reported, a Complainant contacted the program area with concerns that their personal information in JUSTIN was being inappropriately accessed by their ex-partner. An investigation is underway.	False	False	False	False	Justice	Attorney General
2020-000457	3-Mar-20	As reported on March 3, 2020, Client A called into the Ministry requesting the status of information that was sent in for their child's file (Client B). The Ministry employee then disclosed the status update to Client A. After the call was terminated, the employee noticed that Client A is not a signatory on Client B's file. As the disclosure was verbal, containment activities were limited.	False	False	False	False	Social	Children and Family Development
2019-001526	26-Jul-19	As reported, on October 23, 2018, a social worker sent an email meant for Client A to Client B. Both Clients A and B share the same first name. In the email the social worker congratulated Client A on their new housing arrangements, mentioned the name of Client A's pet, and mentioned Client A's mother (no name/identifying features were included). On October 26, 2018, Client B wrote to the employee to say that the email had been misdirected. The social worker requested that Client B double delete the email, and no further steps were taken at that time. Then, on June 19, 2019, a Team Leader received a written complaint from Client B regarding the social worker, and Client B mentioned this misdirected email incident within the complaint. Personal Information Includes: Client A's first name only (the same as Client B's), the fact that Client A received new housing arrangements, the name of Client A's pet, and mention of Client A's mother (with no name attached).	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002305	5-Nov-19	A Ministry employee profiled Client A's information to Client B's account in error. The personal information involved includes Client A's first and last name, address, and rental information.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001629	8-Aug-19	As reported, the Ministry received a direct report from Employee A regarding a suspected pollution by Company A. The report, including Employee A's first and last name, phone number and suspected pollution by Company A, was provided to a local government. Subsequently, the local government emailed all of their contractors and included Employee A's report. Company A is one of the contractors who received the email. Upon further review, it was determined the direct report received by the Ministry was referred to the pollution reporting contact centre as per the established practice and a file was opened. As such, the collection and disclosure of Employee A's personal information was authorized. Given that the local government disclosed Employee A's personal information, it was determined that the incident was outside of the Investigations Unit's jurisdiction. As such, containment measures were not pursued.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy
2019-002019	30-Sep-19	During a call with a client's advocate, a Ministry employee noticed there was invalid consent on the client file. The advocate was given consent by the client; however, the consent is not considered valid as one section of the consent form was not completed properly. As the disclosure was made verbally, containment activities were limited.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001934	18-Sep-19	<p>As reported on September 18, 2019, A video was posted on YouTube containing credentials to log into the "Dev" (Development) website for the Ministry Transportation Fueling and Reporting System (TFRS). This site is a testing environment where applications are put through behavioural based tests. The site provides access to market reports, credit transfers, fuel suppliers, and compliance reporting. s.15</p> <p>Confirmation has been received that the YouTube video has been taken down, and the log-in credentials have been changed. Additionally, the certificate has been invalidated and added to the certificate revocation list, meaning it can no longer be used. Containment has been achieved.</p>	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-001665	14-Aug-19	<p>A government-issued cellphone was lost. The cellphone was locked, password protected with a relatively strong password, and the password was not written on or near the device when the device was lost. ServiceNow/7-7000 has indicated that they will perform a remote wipe of the cellphone.</p>	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-001484	23-Jul-19	<p>07-130: A Group Administrator selected the wrong account resulting in an application going out to the wrong client. This breach was caused by a Group Administrator adding Spouse A to Employee B's account instead of Employee A's in error. The personal information involved included Employee B's social insurance number.</p>	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002692	20-Dec-19	As reported, a decision was inadvertently emailed to an unintended recipient. The personal information disclosed included the first and last name of the applicant and the respondent, the address under dispute and the outcome of the hearing. The unintended recipient confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Economic	Municipal Affairs and Housing
2019-002619	13-Dec-19	A Service Request intended for Client A was profiled to Client B's account in error. Clients A and B share the same last names and are related. The personal information involved included: Client A's full name, date of birth, address, and an intent to rent form.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001478	23-Jul-19	On July 17, 2019, a Delegated Aboriginal Agency (DAA) received an email from a member of the public that contained allegations about DAA employee actions. Specifically, the email alleged that Employee A disclosed client information to the member of the public without authorization and Employee A and Employee B accessed client records without a work purpose. The email also identified other HR concerns.	False	False	False	False	Social	Children and Family Development
2019-001556	30-Jul-19	Client A inadvertently uploaded Client B's document to their case in error. Clients A and B are neighbours and Client A was using Client B's computer to upload the document. The personal information disclosed in the document included Client B's first and last name, address, and an invoice. A ticket was placed with the Service Desk and Client B's document was removed from Client A's case. Containment efforts were successful.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002420	20-Nov-19	As reported, an invoice was mailed to a social worker in error. The personal information involved includes a child's name, address, invoice amount, service type and service provider name and address. The social worker proactively mailed back the invoice to the Ministry and the document was shredded. Containment was achieved.	False	False	False	False	Social	Children and Family Development
2019-001681	15-Aug-19	08-41: A BC Services Card (BCSC) was returned to HIBC opened and marked "return to sender". The card was marked as undelivered and the address has been invalidated in RAPID. The personal information disclosed in the letter included the client's name, address, date of birth, gender, and personal health number.	False	False	False	False	Health	Health
2020-000090	14-Jan-20	01-44: Please be advised that an account holder received mail (NP BCSC) with someone else's PHN on it. This appears to be a wrong select by one of our partners (ICBC) due to same name of the two parties.	False	False	False	False	Health	Health
2019-002601	11-Dec-19	An Employee mailed a letter to Client A containing Client B's service request, case, and MIS numbers. All of the other information within the letter was correct.	False	False	False	False	Social	Social Development and Poverty Reduction



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000019	6-Jan-20	As reported on January 6, 2020, Client A received Client B's income assistance cheque in error. Personal information disclosed on the cheque includes Client B's full name, address and amount of income assistance. Client A and Client B share similar names, and are known to one another, as they are related. The cheque has been cashed and Client A and Client B's accounts have been corrected. As such, containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000561	16-Mar-20	A Complainant alleges that their personal information was shared with Third Party A in error. The personal information involved includes: specific details shared between the Complainant and their counsellor and previous ministry reports submitted by the Complainant. Investigation to follow.	False	False	False	False	Social	Children and Family Development
2019-002618	12-Dec-19	Client A's information was added to Client B's case in error. The clients are related but each have individual cases. The personal information includes a Client A's former facility address and a note associated with Client A's involvement with that facility. Client B attended a local office to discuss an issue and the former address was disclosed. Containment efforts are underway; specifically, a remedy ticket will be submitted to have Client A's note removed from Client B's case.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000428	28-Feb-20	As reported on February 28, 2020, Employee A picked up a signed consent form from an external program on February 18, 2020, and it was believed to be returned to the office for filing. However, on Feb. 27th, the consent form was found to be missing. The personal information contained in the document includes: one child's full name, date of birth, parent's names and signatures, and the people on the child's care team. Upon further investigation, the consent form has been found in the office. As such, no privacy incident has occurred. Containment activities are not warranted as no privacy incident occurred.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000140	21-Jan-20	A government-issued laptop was stolen sometime over the weekend of January 18-19, 2020. This is the second break-in for the same building within a matter of weeks. The laptop was locked and password protected with a password that was not easily guessable, and it is not believed that any personal or sensitive information was stored on it.	False	False	False	False	Transportation	Transportation and Infrastructure
2019-002490	27-Nov-19	As reported on November 27, 2019, Employee A logged in to MyHR and was able to see the personal information of another employee (Employee B). The two employee's share similar last names. The personal information disclosed includes Employee B's first and last name, and MyHR request history. Containment activities were successful; specifically, the error was reported to the BC Public Service Agency and they corrected the re-deployed IDIR.	False	False	False	False	Service	Citizens' Services
2019-001762	26-Aug-19	A government issued cellphone was lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone has been initiated.	False	False	False	False	Social	Children and Family Development
2020-000260	5-Feb-20	A voicemail from an external individual was identified by Outlook and Skype as coming from a government employee. It is unclear how the government employee's name was linked to the call/voicemail left by the external individual.	False	False	False	False	Justice	Attorney General
2020-000466	4-Mar-20	Employee A sent an email intending to cc Employee B, but cc'd Employee C instead, in error. The email mentioned a First Nation, the types of incidents the Nation would like to discuss, and business contact information for a Director of Operations. The personal information involved included a third party's name only.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001792	28-Aug-19	As reported on August 28, 2019, a private citizen found a government issued iPad and returned it to the custody of the Ministry. The iPad is password protected. The extent of personal and/or confidential information contained on the device is unknown. Upon further investigation, it has been discovered that the iPad is not a government asset. As the device is not a government asset, it has been handed into the Victoria Police, and is therefore secured. Containment has been achieved.	False	False	False	False	Justice	Attorney General
2019-001597	2-Aug-19	As reported, a Complainant is alleging the ministry has disclosed their personal information to members of their family without authorization.	False	False	False	False	Social	Children and Family Development
2020-000482	5-Mar-20	03-19: As reported, a caller indicates correspondence was received with their name but a different date of birth. Upon investigation, it was determined the applicant of a new res application had the same name as an existing beneficiary, but a different date of birth. The agent processing the application selected the existing beneficiary and made changes to their account as error. Personal information disclosed includes the applicant's name and account number. The caller was instructed to return correspondence but as of this date no correspondence has been received. The Bad address protocol was applied.	False	False	False	False	Health	Health
2019-001660	13-Aug-19	On August 6, 2019, a letter containing a child's information was mailed to the incorrect service provider. The personal information contained in the letter includes the child's name and address. The error was reported on August 13, 2019 by the child's parent who noticed the incorrect service provider's name. It was determined the error occurred due to an employee inputting the incorrect vendor number resulting in the letter being sent to the incorrect service provider. The service provider confirmed the letter was destroyed. Containment was achieved.	True	False	True	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001396	11-Jul-19	As reported, an email was sent to an unintended recipient outside of government in error. The personal information involved includes an applicant's first and last name contained within the email address and identified them as successfully moving forward in a job competition. Although multiple attempts to contact the unintended recipient were made requesting double deletion, no response was received. Due to the passage of time, successful containment is unlikely to occur.	False	False	False	False	Financial	Finance
2019-001986	25-Sep-19	As reported, an employee was notified of sending two emails to a co-worker that they were not aware of sending. Upon review, the employee discovered four emails had been sent from their government issued cellphone including two emails sent to a co-worker and two emails sent to their own email. It was determined that the emails are from approximately one year ago and contain screenshots of text messages from a client and one photo of a client. The personal information in the text message includes the first name of a youth client, the first name of their partner and details regarding an incident at their partner's home. Confirmation has been received that there was no evidence that the employee's email account had been compromised to send these emails. Additionally, it has been determined that this error was most likely caused because these emails were sitting in the employee's phone's Outbox and that when their phone was updated to the newest operating system it caused the emails to be sent.	False	False	False	False	Social	Children and Family Development
2019-002190	23-Oct-19	As reported, a direct deposit form intended for Client A's file was profiled to Client B's file in error. The personal information involved includes Client A's first and last name, address and banking information. Client A's direct deposit form was removed from the incorrect client file.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002167	18-Oct-19	As reported on October 18, 2019, it was discovered that a bank card intended for Client A's MySelfServe was uploaded to Client B's account in error. The personal information disclosed includes Client A's first and last name and a debit number. Confirmation has been received that Client A's information has been removed from Client B's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000411	26-Feb-20	As reporter, Employee A emailed a driver's commercial vehicle service record to his personal email instead of his government email in error. The personal information involved included: the driver's full name, and a link to the service record that included the driver's routine and duty off and on time.	False	False	False	False	Transportation	Transportation and Infrastructure
2019-001679	15-Aug-19	Please be advised that a caller received and opened mail (BCSC Non-Photo Card) intended for a non-resident family member. The mail has been handed to the intended recipient by the caller. The bad address process was followed.	False	False	False	False	Health	Health
2019-001965	23-Sep-19	A government issued cellphone was stolen on September 20, 2019. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was stolen. A remote wipe of the phone will be initiated through 7-7000 Option 4 and the incident was reported to police.	False	False	False	False	Social	Children and Family Development
2019-001512	25-Jul-19	As reported on July 25, 2019, a Ministry employee sent an email containing a client's information to an unintended recipient in error. The personal information disclosed includes the client's first and last name, and file number. Confirmation has been received that the unintended recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001946	19-Sep-19	09-91: New resident went to ICBC; has the same name and DOB as an existing client. ICBC issued photo card to new resident that contained the PHN belonging to the existing client.	True	False	True	False	Health	Health
2019-002403	19-Nov-19	A client's relative contacted the ministry requesting information about the client's file; however, the relative does not have valid consent on file as the consent form was not completed correctly. Upon review of the client file, it was determine that requests were actioned on the client file twice without valid consent. As the disclosure was verbal, containment activities were limited.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000197	28-Jan-20	A package intended for a Ministry office was mailed to a citizen in error. The personal information involved includes a care provider's name, address, home assessments and references. The citizen returned the package to a local office and it will be returned to the originating office to review the package and confirm all documents are accounted for.	False	False	False	False	Social	Children and Family Development
2019-002073	7-Oct-19	As reported on October 7, 2019, a Ministry employee sent an email containing client information to an unintended recipient in error. The personal information disclosed includes client first and last names, and information regarding their Ministry involvement. Confirmation has been received that the unintended recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000646	27-Mar-20	As reported, an email was sent to two intended recipients and one unintended recipient in error. The email included 17 attachments and the body of the email contained the name of one candidate. Each of the attachments contained the email address of one candidate and included their response to a competency question. The error was discovered in a timely manner and all recipients were requested to double delete the email.	False	False	False	False	Social	Children and Family Development
2019-002130	15-Oct-19	10-45: Please be advised that a citizen reported he might have been given another citizen's PHN in error. We are currently investigating.	False	False	False	False	Health	Health
2020-000619	25-Mar-20	As reported on March 25, 2020, a client's file cannot be located. The client's file was off-sited by Information Access Operations (IAO) in 2018 to Iron Mountain. The Ministry of Social Development and Poverty Reduction have since requested the file from off-site to fulfill a client's request, however, Iron Mountain have not been able to locate the file. Containment activities are underway, specifically, both IAO and Iron Mountain have conducted extensive searches and have been unable to locate the file.	False	False	False	False	Service	Citizens' Services
2019-001433	16-Jul-19	As reported on July 16, 2019, Client A's monthly report had been profiled and actioned on Client B's file. Personal information contained on the monthly report includes Client A's name, telephone number, SIN, and earned income for the previous month; no personal information was disclosed outside of government, rather the monthly report was recorded on Client B's file in ICM. Confirmation has been received that Client A's information has been unprofiled from Client B's file, and all accounts have since been corrected. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000209	29-Jan-20	Client A's information was inadvertently included in a court disclosure package for Client B that was prepared by the ministry's counsel. The personal information included Client A's name, date of birth, and details relating to their development and goals.	False	False	False	False	Social	Children and Family Development
2020-000470	5-Mar-20	Ministry A sent five invoices to Ministry B, that included personal information of a government Employee's which should have been redacted but was not. These invoices were for medical services obtained by the Employee, and redaction of personal identifiers is required to anonymize the Employee. Ministry B then compiled the 5 unredacted invoices and produced one cheque, which was sent to the Employee instead of their physician's office, in error. The personal information viewed by Ministry B that should have been redacted by Ministry A included: The Employee's address and personal email (no names included). There was no personal information that the Employee was not allowed to view in the cheque sent to her, as it was simply a misdirected monetary amount.	False	False	False	False	Service	BC Public Service Agency
2020-000354	18-Feb-20	An email that included a map was sent to a citizen in error. The map was provided by the Ministry and is used for consultation engagement purposes with First Nations. It was initially thought that the map contained confidential information and the citizen was requested to delete the email which was confirmed. Upon review, it was determined the map is not confidential and is publicly available.	False	False	False	False	Natural Resources	Agriculture
2020-000657	31-Mar-20	a Ministry Employee was assisting Client A submit information for their file. After the employee had helped Client A submit their information on ICM they realized that they were not logged onto VPN when accessing Client A's file. Upon further investigation, it has been determined that the laptop was connected to the government WIFI network (BC NGN), which is a secured network. As such, no privacy incident has occurred.	False	False	False	False	Social	Social Development and Poverty Reduction



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002506	29-Nov-19	As reported on November 29, 2019, a former Ministry employee disclosed that they accessed a client file in 2016 without a valid working purpose for doing so. The extent of personal information that was accessed is unknown at this time. An investigation by the Ministry is underway.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002217	25-Oct-19	It was reported that a government employee received a suspected phishing email. The government employee confirmed that they did not click on any link in the email, and the email has since been double-deleted.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-001422	15-Jul-19	As reported on July 15, 2019, while reviewing a client's file a Ministry employee noticed that the client had inappropriately submitted their mother's bank statements as their spouse's bank statements in error. The mother's bank statements were then profiled to the client's account. The personal information disclosed included the mother's name, banking information, and account balances. Confirmation has been received that the mother's information has been removed from the client's account and the physical copies of the information has been destroyed. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001782	27-Aug-19	As reported on August 27, 2019, Client A contacted the Ministry to indicate that they had received a document through MySelfServe that included the personal information of Client B. The personal information disclosed includes Client B's first name, and a request to have a document completed. Confirmation has been received that Client B's information has been removed from Client A's account. Containment has been achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002133	15-Oct-19	Client A's monthly report stub was inadvertently attached and mailed with Client B's signal letter. The personal information contained on the stub included Client A's name, SIN, and phone number.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000400	25-Feb-20	As reported, a client order was submitted to the incorrect service provider in error and as a result, the service provider received a payment. It is unknown what information was included in the payment, however, it is believed the service provider received an email notification including the client's first initial and last name, payment amount and benefit type. The error likely occurred due to submitting the client order with the incorrect service provider ID number.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002521	3-Dec-19	12-17: A non-photo BC Services Card (BCSC) was returned to HIBC with a revenue services bill and CRA information attached. Opened and marked "Moved, send to" followed by an indication of a new Ontario address. The personal information involved included a client's name, address, personal health number, revenue services account number and a dependant's name, date of birth, personal health number and sex.	False	False	False	False	Health	Health
2019-002247	31-Oct-19	As reported on October 31, 2019, a Ministry employee sent a letter intended for Client A to Client B in error. The personal information disclosed includes Client A's first and last name, their children's first and last names, and address. Confirmation has been received that Client B has returned Client A's letter to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001781	27-Aug-19	An approval letter intended for Client A's file was profiled to Client B's file in error and a message was sent to Client B advising of the letter through MySelfServe. The personal information involved includes Client A's first and last name, case number, GA number and approval for disability. Containment is underway; specifically, the letter will be unprofiled from Client B's file and removed from the message sent to Client B.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000164	23-Jan-20	At a weather station, a locked cabinet was discovered to have been pried open and a modem is missing. There was no personal or confidential business information stored in the cabinet or modem.	False	False	False	False	Transportation	Transportation and Infrastructure
2019-001706	20-Aug-19	Employee A requested to be picked up from a group home after her shift, and provided the address to her daughter and the daughter's boyfriend. The daughter and the daughter's boyfriend came to the door and met the Youth (Youth A) living at the group home. This group home services Youth A only. The personal information disclosed included Youth A's first name, their in-care status, and the address of the group home where they live.	False	False	False	False	Not a Ministry	Other
2019-002706	24-Dec-19	An employee noted that a client file contained two letters for the same client. A review of the letters indicated that one of the letters listed the incorrect drivers licence number for another unrelated client. A review of the work done confirmed that the same employee worked on both client files on the same day at around the same time. As such it appears likely that the error was human caused as these numbers are normally auto-populated by the system when they are drafted. A discussion regarding containment options and recommendations is forthcoming with the program area Team Lead as it appears that the letter with the incorrect drivers licence number was sent to the client.	False	False	False	False	Justice	Public Safety and Solicitor General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000119	17-Jan-20	It has been discovered that a signal letter provided to Client A included personal information of Client B; specifically, the letter disclosed a service request number specific to their file. The Ministry will contact Client A to advise them not to use the number and will provide them with the correct number.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000136	21-Jan-20	Double Report. X-ref 2020-0252 (GILR 2020-C50-12637/HIBC 02-25). 01-84: An MSP letter was sent out in error and an investigation is currently underway.	False	False	False	False	Health	Health
2020-000336	14-Feb-20	An employee received an misdirected email from the Ministry of Children and Family Development. The personal information involved included: a foster parent's full name, and a location and date when they were picking up an unnamed child.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000036	7-Jan-20	It has been discovered that a closed Family Services file due for off-siting cannot be located. The personal information involved includes the name, date of birth and address for two parents and a child. In addition, the file would include special needs agreements for the child.	False	False	False	False	Social	Children and Family Development
2019-002561	6-Dec-19	A Post-Secondary Institution reported being the victim of a potential Ransomware attack. The attack has impacted their IT infrastructure (servers) and has rendered their email and phone systems inactive. It is not believed at this time that any data was exfiltrated as a result of the attack.	False	False	False	False	Not a Ministry	Other

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000460	3-Mar-20	As reported on March 3, 2020, a client's landlord called into the Ministry to provide and request information for the client. While on the call with the landlord, the Ministry employee disclosed the client's information to the landlord without valid consent on file. The information disclosed includes the client's name, and information regarding their Ministry involvement. As the disclosure was verbal, containment activities are limited.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000105	16-Jan-20	An attachment intended for Applicant A was inadvertently emailed to Applicant B. The personal information disclosed includes Applicant A's name, date of birth, occupation, client ID, file number, employer name, nomination date and job title. Containment is underway; specifically, an email will be sent to Applicant B requesting double deletion.	False	False	False	False	Economic	Jobs, Trade and Technology
2019-001989	25-Sep-19	On September 24, 2019, an email containing sensitive information was sent to an unintended recipient in error. The email contained the first names of three children in care and included the last name of two of those children, and referenced the need for an assessment. The unintended recipient is a client of the ministry who is not associated to the children involved. Containment efforts are underway; specifically, an email requesting confirmation of double-deletion has been sent to the unintended recipient.	False	False	False	False	Social	Children and Family Development
2019-002025	1-Oct-19	BC Corrections security footage from January 18, 2018, was sent to Corrections Officer A from an unknown external party. The personal information involved includes footage of interactions between an inmate and Corrections Officer B. Containment efforts are underway; specifically, the Ministry will request more information on the source of this footage from Corrections Officer A.	False	False	False	False	Justice	Public Safety and Solicitor General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000355	18-Feb-20	As reported on February 18, 2020, a contracted lawyer sent an email to two intended recipients and one unintended recipient in error. The contracted lawyer was responding to an email requesting legal advice for employee work accommodations in relation to two employees. The personal information disclosed includes the first and last names of two employees and indicated the employees do not work night shifts. It was confirmed by all recipients that the email was double-deleted. As such, containment has been achieved.	False	False	False	False	Justice	Attorney General
2020-000667	2-Apr-20	As reported, a client file was updated with the incorrect information. The personal information involved includes a bank account number. It was confirmed nothing was disclosed outside of government and the incorrect number does not appear to belong to another client.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002611	12-Dec-19	As reported, an employee with a non-profit association has expressed concern over the use of the British Columbia Services Card (BCSC) as a verification method for registering housing co-operatives with BC Registries. The employee indicated that staff submit a photo, appear by video chat, and provide their BCSC information for review for authentication by a ServiceBC representative in order to use a mobile phone to access the BCSC app. They expressed concern that all of their personal information on the BCSC card would be shared with BC Registries when they register their housing co-operative.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001412	12-Jul-19	As reported, it was determined that a funding authorization form intended for Client A was completed for Client B in error. As a result, an authorization letter was then sent to Client B and an incorrect service provider. The personal information on the letters include Client B's first and last name, address, Client B's child's first and last name, type of funding and the service provider name. Client B returned the letter to the Ministry and the service provider confirmed the letter was destroyed. In addition, the client accounts have been corrected.	False	False	False	False	Social	Children and Family Development
2019-002351	12-Nov-19	A government vehicle was broken into and some items were stolen including insurance papers. The insurance papers did not contain any personal or confidential information. The incident has been reported to the police.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy
2020-000133	21-Jan-20	As reported on January 21 2020, Employee A logged onto their My Self Serve and saw another person's name on the account, as well as an indication that it was a "test account". Employee A is concerned that they may have inadvertently logged onto a scam website. The personal information potentially disclosed to the scam website includes: Employee A's IDIR username and password, which would provide access to all of their personal details on My Self Serve. Employee A has changed their password and it has been confirmed by security audit logs that that no personal or confidential information was accessed. As such, containment has been achieved.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy
2020-000521	11-Mar-20	As reported on March 10, 2020, a government issued computer cannot be located. The laptop was locked, password protected, and the password was not written on or near the device when lost. Upon review, it was confirmed the laptop is encrypted and as such, the device is secure.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001832	4-Sep-19	As reported, Employee A sent a draft email meant for Employee B to Employee C in error. The email was regarding a job competition, which employee C was not involved in. The email contained a list of the first and last names of the candidates who would be invited to interview for this position, along with an interview request form, and the times, dates, and location of the interview. The personal information disclosed included: the first and last names of the candidates who would be invited to interview.	False	False	False	False	Service	BC Public Service Agency
2019-001645	9-Aug-19	As reported on August 9, 2019, a text message was sent from the Ministry to an unintended recipient in error. The text message was intended to be sent to a contractor regarding an upcoming appointment. The personal information disclosed includes the contractor's first name, and the fact that they are participating in employment services. The unintended recipient notified the Ministry immediately upon receiving the text in error and confirmation has been received that they have deleted the text message. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000295	10-Feb-20	Employee A's government-issued mobile phone was lost. The phone was a flip phone and did not require a password. The phone had an email icon but had not been enabled to receive email. The phone may have included contact information, though it is unclear whose contact information may have been stored on the device. The phone was not used for sending or receiving personal or confidential information. The phone was lost and as such containment measures were limited.	False	False	False	False	Education	Education
2020-000486	6-Mar-20	A government office was broken into and a laptop was stolen. It was confirmed the device was locked, IDIR credentials/password were not stored on or near the device prior to the theft and the device is encrypted. It is believed the individual broke into the office using a spare key that was misplaced.	False	False	False	False	Transportation	Transportation and Infrastructure



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002319	6-Nov-19	A client submitted an application containing an incorrect Social Insurance Number (SIN). This number was applied to the client file and was sent to Canada Revenue Agency (CRA) to obtain information; however, no information was provided by CRA. The client realized the error, alerted the ministry, and provided the correct SIN. The incorrect SIN has been removed from the client file.	False	False	False	False	Social	Children and Family Development
2020-000249	4-Feb-20	A 404 page FOI package was provided to an applicant in December, 2019, that contained un-severed personal information. The personal information disclosed includes a citizens' first and last name and their concerns regarding dogs, false ticketing and raising funds to help dogs. The error was discovered prior to being published to the Open Information website. The applicant was contacted and confirmed the package provided via email was double deleted. The information will be severed prior to the package being published to the Open Information website.	False	False	False	False	Service	Citizens' Services
2020-000239	3-Feb-20	02-02: As reported, an HIBC employee copy and pasted the PHN of an incorrect subscriber resulting in the wrong PHN being provided to a caller. Personal information disclosed includes another subscriber's PHN. This was realized immediately through verification as the caller stated a different name than what was associated with the PHN. Containment measures are limited as the disclosure was verbal.	False	False	False	False	Health	Health
2019-002257	31-Oct-19	As reported on October 31, 2019, the Business Intelligence development team migrated three packages instead of two packages into production in error. The third package that was migrated in error contained corrections data, but no personal information was disclosed. Confirmation has been received that the package has been removed from the production site. Containment has been achieved.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001647	12-Aug-19	On August 7, 2019, a letter was sent to Client A that contained Client B's last name in error. Clients A and B share the same first name, and all the other information within the letter was correct.	False	False	False	False	Social	Children and Family Development
2019-002698	23-Dec-19	On December 23, 2019, a client's relative contacted the Ministry to discuss information regarding the client file. The relative passed the verification checks; however, at one point during the call, it was determined the caller was not in fact the client. The relative had been inquiring on what reports were required for the client to receive their cheque.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001659	13-Aug-19	08-32: As reported, a group administrator received a document intended for a client in error. The personal information involved includes a client's first and last name, personal health number, date of birth and address. The group administrator notified HIBC of the error and confirmed the document was destroyed. The error occurred due to the client being added to the incorrect group account. The document received in error was confirmed destroyed and the client has been removed from the incorrect account. Containment was achieved.	False	False	False	False	Health	Health
2019-002523	3-Dec-19	As reported on December 3, 2019, a government issued computer cannot be located. It was confirmed the computer was locked and password protected when lost. OCIO Security were unable to confirm if the computer was encrypted or not. However, the program area has confirmed that the computer was password protected with a secure password that would not be easily guessable. Additionally, the program area confirmed that there would be no personal or confidential information stored on the device.	False	False	False	False	Financial	Finance

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002664	18-Dec-19	As reported, an employee erroneously added Client A's approval letter to Client B's service request in ICM, and then sent the letter to Client B through My Self Serve. Personal information disclosed includes Client A's full name, address, case and service request numbers, start date of eligibility, and amount of assistance they are eligible for. The information has been removed from the service request and containment of the application is underway.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000182	27-Jan-20	01-107: As reported on January 27, 2020, a non-photo BC Services Card (BCSC) was returned to HIBC opened and marked "RTS". The personal information disclosed includes a client's name, address, date of birth, gender and personal health number (PHN). The letter and BCSC were returned to HIBC. The card has been marked undelivered and the address has been invalidated in RAPID. As such, containment has been achieved.	False	False	False	False	Health	Health
2019-002419	20-Nov-19	Client A's information was profiled to Client B's account in error. Clients A and B are daughter and father, and Client A may have received information regarding Client B. The personal information disclosed to Client A may have included a Request for Information (ROI) form intended for Client B, which includes Client B's name, confirmation of their benefit status, amount of their assistance and length of time on assistance.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000123	20-Jan-20	An employee discovered that a client's stub was profiled to the incorrect client file. The stub contained the client's name, signature, date, phone number and SIN. The stub has since been removed from the incorrect file and prevention will be addressed.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001625	8-Aug-19	As reported, Client A's two weekly reports were profiled to Client B's file in error. The personal information involved includes Client A's first and last name and indicates two appointments were cancelled. The incident was discovered when Client B's FOI package was reviewed by a government lawyer, access worker and Client B. Client A's two weekly reports were removed from Client B's file and the physical documents were destroyed. Containment was achieved.	False	False	False	False	Social	Children and Family Development
2020-000008	3-Jan-20	An email containing Client A's information was inadvertently sent to Client B. The personal information involved includes Client A's first and last name, email address and student application number.	False	False	False	False	Education	Advanced Education, Skills and Training
2020-000663	1-Apr-20	An Intent to Rent form was uploaded and processed for Client A instead of Client B, resulting in a security deposit cheque being provided to the incorrect client in error. Client A received the cheque in office, and questioned the amount. An Employee looked in the system, realized the cheque was intended for Client B, and retrieved it back from Client A. No personal information was disclosed to Client A except for a monetary amount. Containment activities are currently underway; specifically, the incorrect Intent to Rent form has been removed from Client A's file, and the cheque was voided and cancelled. The Ministry is currently processing the correct address update.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000286	7-Feb-20	As reported on February 7, 2020, Canada Revenue Agency (CRA) income information for Client A's spouse was pulled without the spouse's consent on file. The personal information collected includes: the spouse's income information for 2018. The consent on file has been invalidated. The client has been advised to submit new, valid consent. Notes have been added to the account. As such, containment has been achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001950	20-Sep-19	As reported, on September 7, 2019 an employee incorrectly inputted an organization's ID number resulting in the results of a volunteer's criminal record check being sent to the incorrect organization. Personal information disclosed in the email includes the volunteer's first and last name and their year of birth. The incorrect organization contacted the Ministry and advised of the error on September 19, 2019. The Ministry requested the incorrect organization double-delete the email and confirmation of this was received on September 19, 2019.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000371	20-Feb-20	02-101: A Caller went to Service BC with his Care Card to request a new photo BC Services Card. It turned out that the personal health number on the Care Card did not match the personal information that the caller presented. The personal information included on the card was a full name, date of birth, photo and personal health number.	False	False	False	False	Health	Health
2020-000438	2-Mar-20	As reported, an email was sent to an unintended recipient in error. The personal information disclosed includes Client A's name, their child's name, discussed the recent removal of the child from Client A's home and the new home they are residing at including their grandparents names, address and phone number. The unintended recipient notified the sender of the error and confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Social	Children and Family Development
2019-002295	5-Nov-19	As reported on November 05, 2019, a laptop was deemed missing while conducting a recent inventory. The computer has not been accessed since 2017. It has been confirmed that the last active user of the laptop was the government employee assigned to the laptop. OCIO Security were unable to confirm if the laptop was encrypted. It is likely the laptop was password protected with a secure password that would not be easily guessable. Additionally, there is no evidence there would be any personal or confidential information stored on the device.	False	False	False	False	Financial	Finance

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002056	3-Oct-19	10-15: BCSC opened at Vancouver School Board International Education. BC Service Card has been marked UNDELIVERED and RETURNED in RAPID.	False	False	False	False	Health	Health
2019-002682	19-Dec-19	As reported, a government issued cellphone was lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone will be initiated.	False	False	False	False	Social	Children and Family Development
2019-001953	20-Sep-19	As reported, upon review of Client A's file, it was noticed that personal information belonging to their landlord was documented in the notes section of ICM. Personal information disclosed includes the landlord's name and that they are a client. Confirmation has been received that the landlord's information has been removed from Client A's file. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002621	13-Dec-19	As reported, a consent and sponsorship document intended for Institution A was sent to Institution B in error. The personal information involved includes a client's first and last name, date of birth, signature, courses enrolled in and indicated they are planning to attend Institution A. The unintended recipient confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001532	29-Jul-19	Employee A has raised concerns to their supervisor that Employee B has potentially been interfering with a client's child protection case and inappropriately accessing their file. Employee B is a neighbour of the client and had initially excused themselves from their file due to a perceived conflict of interest, but has continued to ask other employees about the client and insert themselves into the situation. Employee C has also accessed the client's file despite also having no business purposes to do so, and may have been pressured by Employee B to do it, since these two employees have a friendly relationship with one another. The client's file has now been set to restricted access.	False	False	False	False	Social	Children and Family Development
2020-000029	7-Jan-20	A letter intended for Child A was mailed to Child B's family in error, and vice versa. The personal information involved includes: Child A's and B's full names, dates of birth, mental and physical health concerns, the reason why they sought Ministry services and options provided by the Ministry for support or assistance. Containment efforts were successful; specifically, both Child A's and Child B's families have returned the incorrect letters to the Ministry, and new letters have been issued. Notification and Prevention measures need to be addressed.	False	False	False	False	Social	Children and Family Development
2019-002009	27-Sep-19	While preparing a FOI release for Open Publication, it was discovered that information was improperly disclosed to an applicant in March 2019. The information disclosed includes a Ministry employee's supplier code. The release has not yet been posted to Open Publication and the proper severing will be applied before doing so. Containment activities are underway, specifically, the applicant will be contacted and requested to return the FOI package to the custody of the Ministry.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002425	20-Nov-19	On November 13, 2019, Applicant A called to inquire about an issue they were having with sharing their clearance letter online. Upon review, it was determined that the letter Applicant A had belonged to Applicant B; however, specific details on the letter were modified. As the letters for Applicants A and B are accurate within the government system, it is believed the letter was altered by either the receiving organization or one of the applicants. The police have been alerted to this incident and further review is underway.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002571	9-Dec-19	As reported, a client's file cannot be located. The personal information involved includes the client's name, date of birth, address, social insurance number and medical information. Upon further investigation it has been determined that the client's file had been mislabelled and has since been located. Therefore, no privacy incident has occurred. Confirmation has been received that the file has been located. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002690	20-Dec-19	A Complainant alleges that their personal information was disclosed by Employee A or Employee B to Employee B's child. Employees A and B are married. The personal information involved includes: details about the Complainant's family's circumstances, and assessment levels of risk. Containment measures need to be addressed.	False	False	False	False	Social	Children and Family Development
2019-001400	11-Jul-19	As reported on July 11, 2019, during a phone call with Employee A who is currently on leave and does not have access to their IDIR. They alluded that they may log on to a government system using Employee B's IDIR. Employee B is Employee A's spouse. It is unknown at this time if Employee A has logged on using Employee B's IDIR. An investigation is underway.	False	False	False	False	Justice	Attorney General



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002409	20-Nov-19	On November 19, 2019, an email containing client information was sent to unintended recipients in error. The personal information contained in the email included a client's first name, email address, and phone number. The unintended recipients are internal to government and containment is underway; specifically, an email will be sent asking for confirmation of double-deletion of the email.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001932	18-Sep-19	The Complainant alleges that her personal information was inappropriately disclosed to her neighbour, who is a Ministry Client. The personal information disclosed includes the fact that the Complainant filed a child protection incident report regarding her neighbour in January 2019. Containment and Preventative measures need to be addressed.	True	False	False	True	Social	Children and Family Development
2019-002086	8-Oct-19	Four emails were received from a private individual requesting file numbers regarding a lawsuit for their child. As discussed, although personal information was contained in the email this incident was not the result of any government action and as such would be outside our scope to investigate.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-002552	5-Dec-19	An employee was concerned that their workstation had been accessed inappropriately .	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-000636	26-Mar-20	As reported, an employee's vehicle was broken into and it was determined a bag containing their agenda was stolen. The agenda contained approximately 20 client names, and appointment dates and times.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000577	17-Mar-20	As reported on March 18, 2020, an Employee sent a document via email to a single unintended email recipient in error. The personal information disclosed includes the complainant's name, name of an employee, and name of a witness. Confirmation has been received that the unintended recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Justice	Attorney General
2020-000056	10-Jan-20	It was discovered an email confirming approval for appointments intended for a client was inadvertently emailed to the incorrect email address. The personal information involved includes a child's first and last name, personal health number, date of birth, date and location of each appointment and the type of appointment. Containment is underway; specifically, an email will be sent to the unintended recipient requesting double deletion.	True	False	False	True	Social	Children and Family Development
2020-000242	3-Feb-20	Worker A received their letter as well as a letter for Worker B in error. The personal information included Worker B's name, address, claim number, decision and decision date, and information relating to their application for representation. Containment efforts are underway; specifically, a courier will be sent to retrieve Worker B's letter from Worker A.	False	False	False	False	Economic	Labour
2019-001699	19-Aug-19	As reported, a Ministry employee was on days off when a co-worker notified them that their Lync status indicated they were active two hours ago. The employee was not working at the time and it was unknown if an unauthorized access had occurred. The previous day, the employee confirmed they were logged into three different workstations, confirming they locked the workstations when away from them, however, they did not log off or restart the workstations. The Ministry employee confirmed they do not share their IDIR credentials. Upon review, it was determined that the Lync status update was likely system caused. As such, no privacy incident occurred and containment measures were not pursued.	False	False	False	False	Justice	Public Safety and Solicitor General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000629	26-Mar-20	As reported on March 26, 2020, four Ministry employees and three former Ministry employees participated in a Facebook Messenger conversation containing client information. The personal information disclosed includes a deceased client's first name. Containment is underway; specifically, all participants in the conversation have been asked to delete the conversation. Follow up is required to confirm deletion.	False	False	False	False	Social	Children and Family Development
2019-001829	4-Sep-19	A Police Report regarding Client A was sent to an MCFD office. The Employee who received the report did not know who it was intended for, so they emailed the entire floor to let everyone know that a Police Report had arrived regarding Client A, and to come and pick it up if it was meant for them. The personal information disclosed included: Client A's first and last name and the fact that they have a Police Report.	False	False	False	False	Social	Children and Family Development
2019-001759	26-Aug-19	A government-issued iPad was lost in a remote location. Attempts to retrieve the device were unsuccessful, and it was unable to be located. The iPad was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when it was lost.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-002609	12-Dec-19	An employee's vehicle was broken into and a government issued iPad containing confidential information was stolen.	False	False	False	False	Economic	Municipal Affairs and Housing
2020-000477	5-Mar-20	03-18: a non-photo BC Services Card (BCSC) was found outside and will be returned to CC supervisor.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002700	23-Dec-19	As reported, a Complainant has alleged that their identity as a reporter of a child protection concern was disclosed by a social worker without authorization.	True	False	False	False	Social	Children and Family Development
2019-001596	2-Aug-19	It was discovered that an Employee was recording workplace conversations on a cellphone without notifying or obtaining the consent of the other employees involved. Containment efforts are currently underway.	False	False	False	False	Health	Health
2019-002250	31-Oct-19	As reported, a Ministry employee discovered that Client A's information was profiled to Client B's account in error. The personal information disclosed includes Client A's social insurance number. Upon review, it was determined that the incorrect SIN was submitted by the client on their own account when completing an application. The incorrect SIN was removed from the client's account. Containment was achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002259	31-Oct-19	10-122: Caller received mail for former spouse's new spouse. Caller's former spouse apparently uses caller's address for mail. Address on file was updated by ICBC. MSP Letter will be provided to caller's former spouse by caller and will not be returned to HIBC. Bad address was not applied to breached account as this is the address that client has provided for mailing.	False	False	False	False	Health	Health
2020-000040	8-Jan-20	Parent A's information was included in an email to Parent B in error. The personal information included Parent A's email address. Containment efforts are underway; specifically, Parent B will be asked to confirm double-deletion of the email.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002464	26-Nov-19	An email was sent to three recipients including one unintended recipient from Agency A. The personal information involved includes a child's first name, a potential foster parent's last name and indicates Agency B may be considered for the child. Containment is underway; specifically, all recipients will be requested to double delete the email.	False	False	False	False	Social	Children and Family Development
2019-002102	9-Oct-19	A government issued cellphone was stolen. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was stolen. The police have been informed of the theft and a remote wipe of the phone will be initiated through 7-7000 Option 4.	False	False	False	False	Social	Children and Family Development
2020-000669	2-Apr-20	A government issued cellphone was lost. It was determined the cellphone was delivered to a Ministry office and signed for, however, it cannot be located. The cellphone was in the original package and had not yet been used by an employee.	False	False	False	False	Social	Children and Family Development
2019-001786	28-Aug-19	A government issued laptop has been stolen. It was confirmed the device was locked, password protected and the password was not written down on or near the device. However, encryption and last access date have yet to be confirmed.	False	False	False	False	Natural Resources	Agriculture
2019-002061	4-Oct-19	As reported, on September 30, 2019 a deceased client's step-child contacted the Ministry requesting a change to the client's account. Information disclosed to the step-child includes details regarding the client's senior supplement payment and the client's EFT and cheque information was also verified by an employee. The step-daughter indicated they were acting as a trustee but verification was not provided until the day after the disclosure.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002694	20-Dec-19	As reported, four government issued computers cannot be located. It is unknown if the computers were locked or password protected when lost. Encryption and last access date and time have yet to be confirmed.	False	False	False	False	Service	BC Public Service Agency

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001916	17-Sep-19	As reported on September 17, 2019, a Ministry contractor sent an email containing Client A's information to Client B and Client C in error. The personal information disclosed included Client A's first and last name, email address, and information regarding financial supports.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002089	8-Oct-19	As reported, an employee incorrectly inputted an organization's ID number resulting in the results of a criminal record check being mailed to the incorrect organization. The personal information disclosed includes the client's first and last name and their year of birth. Upon review, it was determined that the incorrect organization is no longer active and has not received a criminal record check since 2006. The program area attempted to contact the incorrect organization; however, the contact information is no longer up to date. Due to the passage of time, containment is unlikely to be successful.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000363	19-Feb-20	As reported on February 19, 2020, a Ministry employee sent an email containing a client's information to an unintended recipient in error. The personal information contained in the email includes the client's name, email address, file number, names of all parties involved, dates of birth of children involved, and information regarding the client's Ministry involvement. Confirmation has been received that the unintended recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Justice	Attorney General
2019-002559	6-Dec-19	A government issued cellphone was lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone will be initiated.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001890	12-Sep-19	A Ministry Employee attached a Service Request intended to set up direct deposit for a Ministry Client's Landlord on the Client's contact instead. The Client's contact is separate from their Ministry account, and shows a list of all of their previous service requests, and any files they have open with the Ministry. The personal information disclosed included the Landlord's banking information.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000219	30-Jan-20	As reported on January 30, 2020, 290 government issued computers cannot be located. It is unknown if the computers were locked or password protected when lost. Upon review, it was confirmed that 29 of the computers are encrypted and as such, those devices are secure. However, two of the computers were determined to be unencrypted and the program area was unable confirm if the remaining computers were encrypted at last use or who the last user was. Based on a balance of probabilities, it is unlikely that any harms could accrue given the passage of time since these computers have been missing. As such, the devices have not been recovered, containment was not achieved.	False	False	False	False	Natural Resources	Energy, Mines and Petroleum Resources
2019-001402	11-Jul-19	As reported on July 11, 2019, a Ministry employee sent an email containing Client A's information to an unintended government recipient in error. The personal information disclosed in the email includes Client A's first and last name, date of birth, and ministry involvement. Confirmation has been received that the unintended government recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-001615	7-Aug-19	A letter intended for Client A's file was inadvertently attached to Client B's file. The personal information involved includes Client A's first and last name, address and case number. Client B was alerted to the new attachment through a message portal and proactively notified the Ministry of the error. The letter was removed from the incorrect client file. Containment was achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002459	25-Nov-19	As reported on November 25, 2019, two adoption contracts were placed in house mail on November 6 and 15, 2019 and have not been delivered to their intended destinations. The contracts contain personal and confidential information such as names, address, and payment information relating to the adoption. Confirmation has been received that the adoption contract sent on November 15 has been recovered, however, the adoption contract sent on November 6 has not yet been recovered. Due to the passage of time, it is unlikely that containment will be achieved.	False	False	False	False	Social	Children and Family Development
2020-000237	3-Feb-20	As reported on February 3, 2020, a contracted support team working on an application for the Civil Resolution Branch inadvertently gave access to the production environment to an offshore developer. The access was revoked approximately one hour later and an audit log confirmed that no personal or confidential information was accessed. As such, containment has been achieved.	False	False	False	False	Justice	Attorney General
2019-002240	30-Oct-19	An email containing client information was sent to an unintended recipient in error. The personal information included a child in care's name and details relating to upcoming activities. The unintended recipient is internal to government. Containment efforts are underway; specifically the unintended recipient will be asked to confirm double-deletion of the email.	False	False	False	False	Social	Children and Family Development
2020-000367	19-Feb-20	02-96: A third party called to request information regarding the addition of a spouse to their employee account. It was discovered that the employee's spouse was added to the wrong account and group by a Customer Service Representative in error. The file is to be sent to PHN merge for clean up.	False	False	False	False	Health	Health



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002035	1-Oct-19	As reported on October 1, 2019, a Ministry employee sent an email containing Caregiver A's information to Caregiver B in error. The personal information disclosed in the email includes Caregiver A's first name, and Ministry information regarding a child in care. Confirmation has been received that Caregiver B has double-deleted the email containing Caregiver A's information. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002329	7-Nov-19	11-38: As reported on December 7, 2019, a client reported to HIBC that they believe an unknown individual has been using their personal health number at a pharmacy located in the province. The personal information involved includes the client's name, address, and personal health number. It was confirmed during the incident investigation that the personal health number had not been used errantly. The investigation conclusion has been disclosed to the client. As such, containment has been achieved.	False	False	False	False	Health	Health
2019-002108	10-Oct-19	As reported on October 10, 2019, Ministry Employee A provided Ministry Employee B with their IDIR credentials in order to access a Ministry system. Confirmation has been received that Ministry Employee A has reset their IDIR credentials. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002499	28-Nov-19	An email containing physician information was sent to an intended recipient; however, the intended recipient was not privy to the information contained in the email. The personal information included the physician's practitioner number, payee number, and amount of incentive pay.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001502	24-Jul-19	As reported on July 24, 2019, a Ministry employee profiled Client A's information to Client B's account in error. This resulted in Client B receiving Client A's information. The personal information disclosed includes Client A's first and last name, their children's first and last name, and their Ministry involvement. Confirmation has been received that Client B has destroyed Client A's information, and Client A's information has since been removed from Client B's account. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002448	22-Nov-19	11-100: As reported on November 22, 2019, a caller believed their personal information, including medical records, had been compromised. Evidence collected during the investigation was not able to substantiate the caller's claim. The investigation conclusion has been disclosed to the caller. The caller has filed a police report.	False	False	False	False	Health	Health
2020-000639	27-Mar-20	Employee A received an email from PSA containing information regarding Employee B. The personal information disclosed includes Employee B's name, employee ID number, and details regarding their sick leave. Employee A indicated they were a time online approver in their previous role and notified Employee C, a former supervisor, of the error. Employee C indicated that additional employees may have received the email in error. As such, an investigation is underway.	False	False	False	False	Service	Citizens' Services
2019-001616	7-Aug-19	An email thread intended for BC Government Employee A was misdirected to WorkSafeBC Employee B and cc'd to two other BC Government Employees (Employees C and D). Employees A and B share the same first names and similar last names. The personal information disclosed in the email thread included Employee A's first and last name, Employee ID number, identified them as being on leave and provided a return to work date.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000485	6-Mar-20	A Ministry employee received a red screen on their work computer with a phone number listed to call for helpdesk support. The employee called the number and engaged in a conversation with an individual from the helpdesk. The employee notified their supervisor while this was happening and the supervisor realized they were on the phone with the wrong helpdesk. The supervisor had the employee immediately terminate the call. Upon further investigation, Security Investigations has done a full review of the incident and computer and have determined that no information had been accessed, seen, or exfiltrated by the unknown third party.	False	False	False	False	Social	Children and Family Development
2019-001459	18-Jul-19	07-108:A BC Services Card (BCSC) was returned to HIBC opened and marked "RTS" (Return to Sender). The address was not invalidated as it has since been updated, and the BCSC was marked as undelivered in RAPID. The personal information disclosed in the letter included the client's name, address, date of birth, gender and Personal Healthcare Number (PHN).The BCSC was returned to HIBC by the recipient and another BCSC will not be sent until the client contacts HIBC to confirm their correct address. Containment was achieved.	False	False	False	False	Health	Health
2020-000113	16-Jan-20	As reported, Client A's monthly report was inadvertently profiled to Client B's file. The personal information involved includes Client A's first and last name, social insurance number, phone number and pay stub.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002599	11-Dec-19	A government issued cellphone was lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone will be initiated.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002288	4-Nov-19	11-14: As reported on November 4, 2019, a caller received a Non-Photo BC Services Card (BCSC) for a client in error. The Bad Address has been applied to the client's account. Containment has been achieved as the BCSC was returned to HIBC.	False	False	False	False	Health	Health
2019-002298	5-Nov-19	As reported on November 5, 2019 an email was mistakenly sent to a wrong individual. The recipient was a member of the public. The email contained references to a briefing note, coding type information and full names of government employees and their government email addresses. There were no specific details, nor any personal information or confidential government information included in the email. Containment is underway, specifically contacting the individual to double delete the email.	False	False	False	False	Justice	Attorney General
2019-001856	6-Sep-19	As reported, an email with an old offer letter attached was sent to the incorrect recipient. The personal information involved includes an employee's first and last name, address and salary. The unintended recipient proactively notified of the error and confirmed double deletion. Containment was achieved.	False	False	False	False	Service	BC Public Service Agency
2019-002292	5-Nov-19	A government issued cellphone was lost. The cellphone was locked, password protected with a password that is not easily guessable, and the password was not written on or near the device. A remote wipe of the phone has been initiated.	False	False	False	False	Health	Health
2019-001757	26-Aug-19	As reported on August 26, 2019, a Care Provider received a benefit plan letter indicating themselves as the care provider for a Client (Client A). The letter was sent to the Care Provider in error, as they do not provide care to Client A. The personal information disclosed includes Client A's first and last name, as well as the names of Client A's children. Confirmation has been received that the Care Provider has destroyed the letter containing Client A's information. Containment has been achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001949	20-Sep-19	As reported, a contracted company's employee took a picture of a client's document using their personal cellphone. The personal information involved includes the client's name, date of birth, personal health number, and contacts involved with the individual (such as the Social Worker's phone number). The employee confirmed the picture on their personal cellphone was deleted.	False	False	False	False	Social	Children and Family Development
2020-000447	3-Mar-20	As reported on March 3, 2020, an inmate alleges that their personal information has been inappropriately stored and disclosed. The personal information involved includes the inmates health information. An investigation is underway.	False	False	False	False	Justice	Attorney General
2019-002078	7-Oct-19	An email was sent to two unintended recipients in error. It unknown what personal or confidential information was included in the email. Containment is underway; specifically, the unintended recipients will be requested to double delete the email.	False	False	False	False	Health	Health
2019-001683	15-Aug-19	As reported on August 15, 2019, a client was attempting to apply for a new My Family Service account. In the process of opening a new account, the program re-opened their old My Family Service account. This caused the client to see a service provider's personal information that was previously profiled to their account in error. The personal information disclosed includes the service provider's first and last name. Confirmation has been received that the Ministry has deleted the client's re-opened account containing the service provider's information and have since created a new account for the client. Containment has been achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000283	7-Feb-20	As reported on February 7, 2020, a government-issued desktop computer has gone missing. OCIO Security confirmed that the computer was encrypted. The laptop was powered down and locked with a secure password that was not written down near the device. No personal or confidential information was stored on the device. It has been confirmed that the last active user of the laptop was the government employee assigned to the laptop.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-000662	1-Apr-20	04-03: A BC Services photo card (BCSC) was produced with the incorrect personal health number associated with the beneficiary. Investigation to follow.	False	False	False	False	Health	Health
2020-000041	8-Jan-20	A government issued laptop and cellphone were stolen from a government building overnight. OCIO Security Investigations confirmed the laptop was encrypted when it was last used and a remote wipe of the cellphone has been initiated through 7-7000 Option 4. Furthermore, the incident has been reported to police.	False	False	False	False	Social	Children and Family Development
2019-001700	19-Aug-19	A Ministry employee's vehicle was broken into and their wallet was stolen over the weekend. A government-issued charge card was inside their wallet. This card has been reported as stolen to the Royal Canadian Mounted Police (RCMP), and has since been cancelled by Business Management Office (BMO) Corporate Card Security, who further confirmed that it had not been used to make any unauthorized purchases. The employee indicated that no personal information or confidential government information was impacted by this incident.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-002161	18-Oct-19	As reported, it was discovered a client file was sent to an unintended recipient. The personal information involved includes a client's first and last name, address, phone number, history with the Ministry. The unintended recipient is a trusted third party who proactively notified the Ministry of the error and confirmed the client file will be returned. The client file was returned unopened to the Ministry. Containment was achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000111	16-Jan-20	A non-photo BC Services Card (BCSC) was returned to HIBC opened and marked "return to sender, no longer at this address". The personal information involved included: a client's name, address, date of birth, gender and personal health number.	False	False	False	False	Health	Health
2020-000342	14-Feb-20	02-80 A Merchant found a Nurse Practitioner (NP) Card in his store. He will be returning to the card to a HIBC Supervisor.	False	False	False	False	Health	Health
2019-002071	7-Oct-19	As reported on October 7, 2019, a contracted Ministry Employee had their personal vehicle broken into and stolen. Inside the vehicle was a child in care's (Child A's) Life Book, containing the personal information of Child A and their birth and foster families, as well as other individuals associated with them. The personal information involved included: Child A's full name, the school they used to attend, their community's name, trip details and photographs. It also included limited information about Child A's birth and foster families, two other children currently or formally in care, and photographs, including one of a former Employee and their daughter.	False	False	False	False	Social	Children and Family Development
2020-000157	23-Jan-20	A general enquiry regarding the ongoing Life Labs breach investigation, and how it may affect the Youth Forensic Psychiatric Services North region.	False	False	False	False	Social	Children and Family Development
2019-001424	16-Jul-19	As reported, a Ministry employee was having issues submitting a GILR related to a privacy incident they reported on July 15, 2019. In an effort to resolve the technical issue they were directed to the Investigation's Unit and a new ticket was opened in error.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002570	9-Dec-19	An external organization requested a direct release of information and the program area is requiring assistance to complete the request.	False	False	False	False	Justice	Public Safety and Solicitor General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000047	9-Jan-20	01-25: Client A received a Confirmation of Coverage letter with children on it that are not theirs. Upon investigation, it was determined that the children were added in error by HIBC with no request or paperwork (wrong select for account). The personal information disclosed included the three children's full names and personal health numbers.	False	False	False	False	Health	Health
2019-001901	13-Sep-19	Please be advised a Group Admin added the wrong employee onto a Group plan. We are currently investigating	True	False	True	False	Health	Health
2019-002162	18-Oct-19	An employee received a recorded call from an unknown number. The recorded message ended and was connected to a person that stated the first and last name of the employee. The employee hung up and no information was disclosed during the call. It was determined the contact information of the employee could have been accessed using the government directory and is business contact information.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-001503	25-Jul-19	As reported on July 25, 2019, a fish and wildlife vendor issued a fishing license to Client A, but accidentally gave it to Client B. Client B came into the office yesterday to receive their own license, and returned Client A's license. The personal information disclosed includes Client A's first and last name, address, date of birth, and fishing license number. Confirmation has been received that Client B returned Client A's fishing license to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Service	Citizens' Services



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001929	18-Sep-19	The Complainant alleges that they received a Security Digest email from the Office of the Chief Information Office which revealed personal email addresses. Containment efforts are underway; specifically, the Reporter was asked to double-delete the email, as well as instructing her staff to confirm double-deletion of it.	False	False	False	False	Service	Citizens' Services
2019-002512	2-Dec-19	Information regarding a probation client was faxed to the incorrect number. The personal information involved included: the client's first and last name, address, phone number, and a full criminal history, risk assessments and reports. It also included the first and last names of the client's girlfriend and mother, their addresses, and phone numbers.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001713	20-Aug-19	An Employee used a previously filled out template letter to send an email to a Client Family (Family A). Prior to sending the email, the Employee removed all of the previously filled out information but missed one instance where another Client's (Client B's) name appeared. The personal information disclosed included Client B's first and last name.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000339	14-Feb-20	A home-study contained within a family services file was sent to two lawyers in error. The personal information contained in the home-study included Caregiver A's and Caregiver B's names, dates of birth, contact information, background and history. The error was discovered by the caregivers as they were also provided the family services file and it was determined the home-study was filed incorrectly. The family services files were reviewed by a contracted law firm and personal information was redacted prior to being provided to the lawyers. It was determined the home-study should have been redacted when it was reviewed by the law firm.	True	False	False	True	Social	Children and Family Development
2020-000039	8-Jan-20	A government issued laptop was updated through the refresh project but was not properly tracked. The laptop is still in the possession of the government and no personal or confidential information is at risk.	False	False	False	False	Transportation	Transportation and Infrastructure
2020-000252	4-Feb-20	02-25: a beneficiary contacted HIBC and advised that the incorrect client was added to an account. An investigation is underway to determine the cause.	False	False	False	False	Health	Health
2020-000550	13-Mar-20	A Complainant alleges that their personal information was accessed and disclosed without authorization by their ex-partner. The personal information involved includes: details about the Complainant's medical situation and medication taken.	False	False	False	False	Health	Health
2020-000675	6-Apr-20	Two inmates were conducting their recycling duties, one of the inmates advised an officer that there was employee personal information in the shred bin. The personal information disclosed included the employee's name and details regarding their STIIP leave. There were several other papers in the bin that contained employee and client personal information. The shred bin will be searched to contain all personal information. Prevention will be addressed once it is determined how the information was disclosed.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002496	28-Nov-19	It was suspected that a Ministry employee sent an email containing an individual's personal information to an unintended recipient in error. The personal information disclosed in the email includes the individual's last name. Upon further investigation, it has been confirmed that the email was never sent.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-000382	21-Feb-20	As reported, a third party's email was hacked and an employee have been advised that their email may also have been compromised. The Employee indicated that they do not interact with the public and that all confidential documents are sent through E-Approvals. Further, they confirmed that they do not store personal or confidential information in their email.	False	False	False	False	Economic	Jobs, Trade and Technology
2019-001724	21-Aug-19	08-65: Caller was registered with the incorrect spouse in error in Pharmacare. This resulted in a Confirmation of Benefits letter being sent out in 2018 with invalid spouse's name. Pharmacare did an unauthorized tax check with CRA for invalid spouse. PC account has now been corrected. Previous letter sent no longer available to return.	True	False	False	False	Health	Health
2019-002051	3-Oct-19	10-10: We sent a letter asking for more information to a patient with the wrong PHN attached. We are in the process of retrieving the letter.	True	False	True	False	Health	Health
2019-002374	14-Nov-19	As reported, Client A's employment insurance claim document was inadvertently profiled to Client B's file. The personal information involved includes Client A's first and last name, address, date of birth, social insurance number and employment insurance claim information. The document was successfully removed from the incorrect client file. Containment was achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001889	12-Sep-19	As reported, a Ministry office received a package containing the correct documents in addition to documents intended for another Ministry office. The documents contained personal information of approximately 30 clients including first and last name, address, client service amounts and date for payments. Upon review, it was determined that the incident occurred due to a BC Mail Plus packaging error. The documents were securely stored until BC Mail Plus retrieved the documents the following day. The documents were retrieved in a timely manner and containment was achieved.	False	False	False	False	Education	Education
2019-001436	16-Jul-19	As reported, an unencrypted USB stick containing approximately fifty photographs was stolen from a vehicle. The photographs were group photos of Client A's two children and a foster child in Client A's care. It was confirmed that Client A was informally notified of the error. Upon review, it was determined that all USB sticks used by the program area are unencrypted. The location of the stolen USB stick is unknown and containment is unlikely to be successful. A request to return all unencrypted USB sticks has been sent to all staff.	True	False	False	True	Social	Children and Family Development
2020-000338	14-Feb-20	A privacy concern was sent by a Public Body to the OIPC regarding the collection of personal information by Emergency Management BC (EMBC). The individual who submitted the concern requested that the OIPC review EMBC's practice of collecting entire paystubs from public bodies for the purpose of reimbursing those public bodies for qualifying emergency services that they have provided. The public body is concerned that EMBC only needs some of the personal information from paystubs to reimburse them, not the entire pay stub. A review of the practice is currently underway to determine if the collection is authorized or not.	False	False	False	False	Justice	Attorney General
2019-001902	13-Sep-19	Please be advised that a group admin added an incorrect beneficiary as a spouse to group coverage through MSP Direct.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002226	29-Oct-19	An employee provided Client A and Client B's personal information to a private US company to complete ancestry DNA testing. Clients A and B were aware of and wanted to complete the testing, but as they were underage minors they could not give valid consent. The personal information involved included: full names, dates of birth, and genetic materials (saliva samples) for both Clients.	False	False	False	False	Social	Children and Family Development
2019-001917	17-Sep-19	As reported on September 17, 2019, while a Ministry employee was working on Client A's account they discovered that Client B, C, and D's information had been profiled to Client A's account in error. The personal information disclosed includes Client B, C, and D's first and last names, social insurance numbers, and addresses. Confirmation has been received that Client B, C, and D's information has been removed from Client A's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000248	4-Feb-20	An email was sent to five intended recipients and one boardroom inbox in error. The personal information disclosed included: a citizen's first and last name and an indication that they purchased a fire pit. One of the intended recipients replied all, including the boardroom inbox.	False	False	False	False	Justice	Public Safety and Solicitor General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000511	10-Mar-20	As reported on March 10, 2020, Employee A sent a message intended for Employee B's government email to their Gmail address in error. The email was also sent to Employee C, correctly. The personal information involved includes: details about an inter-provincial agreement regarding care for Client A, Client A's full name, and their Indigenous status. It was confirmed by both recipients that the email has been double-deleted. As such, containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002021	30-Sep-19	A letter addressed to Victim A included the first and last name of three other unrelated clients in the body of the letter. Victim A proactively notified the program area of the error and containment efforts are underway.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000350	18-Feb-20	A government vehicle was set on fire. It was confirmed the vehicle was not accessed prior to being set on fire. The vehicle contained violation tickets that included name, date of birth, address, driver's licence number and ticket amount; however, it was confirmed the violation tickets were destroyed in the fire and as such, contained.	False	False	False	False	Transportation	Transportation and Infrastructure
2019-002004	26-Sep-19	On September 25, 2019, a cheque intended for Client A was provided to Client B in error. The personal information involved includes Client A's first and last name, GA number, and cheque amount.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002199	24-Oct-19	As reported on October 24, 2019, a Ministry employee requested that a Family Services File be sent to their office from the reporter's office. The reporter consulted records and determined that the file had been sent to a third office in July 2019. When that office was contacted regarding the file it was discovered that they did not have it, and had sent it back to an off-site facility in October 2019. The personal information contained in the file includes the client's name, address, phone number, date of birth, personal health number, and child protection reports. Confirmation has been received that the off-site facility has located the file. As such, no privacy incident has occurred.	False	False	False	False	Social	Children and Family Development
2020-000190	28-Jan-20	As reported, a decision letter was inadvertently emailed to an unintended recipient. The personal information disclosed included the first and last name of the applicant and the respondent, the address under dispute and the outcome of the hearing. The unintended recipient confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Economic	Municipal Affairs and Housing
2019-002699	23-Dec-19	12-120 A caller has found a lost Photo BC Services card. The card is to be returned to the closest Service BC from the caller.	False	False	False	False	Health	Health
2020-000601	20-Mar-20	03-51: Please be advised that a caller found a BCSC. The card will be sent back to us to the attention of a Supervisor by the caller.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000493	9-Mar-20	As reported on March 9, 2020, an employee disclosed a client's information on their intended recipients voicemail in error. Per program area policy, client information should not be disclosed on a voicemail. The personal information disclosed includes the client's name.. As the disclosure was verbal, containment activities were limited. However, confirmation has been received that the voicemail has been deleted.	False	False	False	False	Health	Health
2019-001664	14-Aug-19	A file for a Ministry Client Family was reported as missing. It was determined to have been closed in 1991 and lost sometime between 2007-2009. The personal information contained in the file likely included the full names of 5 clients (one parent and four children), addresses, phone numbers, dates of birth, personal health numbers and minimal case information.	False	False	False	False	Social	Children and Family Development
2020-000327	13-Feb-20	Employee A left a voicemail for an External Health Authority employee (Employee B) containing details about a client. The personal information involved included the client's name, address, symptoms and the next steps they were planning on taking to address the health issues. Employee B was authorized to receive that information, but it should not have been provided in a voicemail.	False	False	False	False	Health	Health
2020-000612	24-Mar-20	As reported, information regarding Client A was emailed to Client B in error. The personal information involved included: Client A's full name and the fact that they were an offender. Client B has double-deleted the email and the associated accounts have been corrected. As such, containment has been achieved.	False	False	False	False	Justice	Public Safety and Solicitor General



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002462	25-Nov-19	Last week, a USB drive containing client reports was lost by a contracted agency that provides outreach family support for ministry clients. The reports would contain sensitive personal information. The contracted agency has informed the clients of the incident. Further investigation is underway.	True	True	True	True	Social	Children and Family Development
2019-002557	5-Dec-19	As reported, a Designated Aboriginal Agency (DAA) issued cellphone went missing on November 18, 2019. The phone was not password protected and it is unknown whether it was lost or stolen. The personal information involved includes the full names and numbers of 4 Ministry clients, as well as potential access to the employee's DAA email account. In addition, text message correspondence between the employee and Ministry clients included confirmation of appointment date and times. The DAA's Information Technology department confirmed the DAA email account was wiped and no longer accessible.	False	False	False	False	Social	Children and Family Development
2019-002100	9-Oct-19	Three emails meant for Service BC Employee A were sent to a private individual (Individual A) in error. The emails contained the full names of three applicants who were taking a Pesticide Program examination, as well as a link to the exam itself. The personal information involved includes: the first and last names of 3 applicants and the fact that they were taking the examination.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001747	22-Aug-19	As reported on August 22, 2019, a Ministry Contractor sent an email containing Client A's information to Client B in error. The personal information disclosed in the email includes Client A's first and last name, phone number, address, and date of birth. Confirmation has been received that Client B has double-deleted the email containing Client A's information. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002476	26-Nov-19	An email was sent to an unintended recipient outside of government in error. The personal information involved includes a client's name, date of birth, their Ministry involvement and reasons why their file is being transferred to another program area. Containment is underway; specifically, the unintended recipient will be requested to double delete the email.	False	False	False	False	Social	Children and Family Development
2019-002187	23-Oct-19	Client A's monthly report was profiled to the incorrect client file. The personal information involved includes Client A's first and last name, phone number, social insurance number and monthly income. Containment is underway; specifically, the monthly report will be unprofiled from the incorrect client file.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001995	26-Sep-19	A Ministry Employee (Employee A) sent an email thread intended for another Ministry Employee (Employee B) to a Crown Agency Staff Member in error. Employee B and the Staff Member share the same first names. The personal information disclosed included the first name of a child in care and behaviour issues related to him.	False	False	False	False	Social	Children and Family Development
2019-002219	28-Oct-19	A government vehicle was broken into and a binder was stolen. The binder contained gas receipts and kilometre logs, but did not contain any personal or confidential information.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001973	24-Sep-19	On September 20, 2019, a document containing email correspondence relating to Worker A's claim was uploaded to Worker B's portal in error. The document included the email address of a witness from Worker A's claim and some information relating to the claim. The error was discovered on September 21, 2019 and Worker B was contacted and asked not to view the portal.	False	False	False	False	Economic	Labour
2020-000618	25-Mar-20	As reported on March 25, 2020, an unknown individual was discovered inside the secure area of a Ministry office by a Ministry Employee. When the individual noticed the Employee they left the secure area immediately. After the individual left the secure area the Employee conducted a search of the area and it appears that the individual was only searching through employee drawers that would not contain client or sensitive information. Additionally, it did not appear that any client personal information was stolen from any file cabinets or secure file room. The personal information contained in client files would be their detailed immigration application, the business they operate, and their business planning. The program area has conducted a search of their office and there is no evidence to suggest that any client information was stolen. However, that cannot be confirmed.	False	False	False	False	Economic	Jobs, Trade and Technology
2020-000083	14-Jan-20	As reported on January 14, 2020, a government issued computer cannot be located. The computer was likely locked and password protected when lost. OCIO Security were unable to confirm if the computer was encrypted or not. However, the program area has confirmed that the computer was password protected with a secure password that would not be easily guessable. Additionally, the program area confirmed that there would be no personal or confidential information stored on the device.	False	False	False	False	Justice	Public Safety and Solicitor General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002347	12-Nov-19	As reported, an email containing a copy of a child's birth certificate was sent to a general government email address. The personal information contained in the email included the child's name, date of birth, place of birth, certificate number, registration number, ICM case number, and parents' names and places of birth. Upon review, it was determined the owner of the email address has since retired and no other employees have accessed the email address. The email was confirmed double deleted and the email address will be removed. Containment was achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002148	16-Oct-19	<p>On October 16, 2019 it was reported to the Ministry that the company (Vendor A) managing the platform for the online retail of cannabis had identified that, as a result of an automatic application add-on, client information had been inadvertently stored on US infrastructure from May 2019 to October 15, 2019. The personal information stored on the US infrastructure included client first and last name (middle name is optional), email address, primary phone number, alternative phone (optional), and shipping address. If the customer had created a registered account, personal information also included their username. For both registered and guest users, information may also have included the activities of users associated to their IP address (if denied access at the age-gate), details of the order (cannabis/cannabis accessories) and order history. It has been confirmed that no payment card information was involved. On November 25 and 26, 2019, Vendor A advised the Ministry there was a possibility that the incident data may have been accessed or stored by a third-party vendor of a cloud-based analytics tool (Vendor B) to perform three queries with respect to the incident data (the queries). Vendor A described the purpose of the queries as being to understand the shape of data to assist with coding related to analytics, rather than the review of the records themselves. As such, the queries were general in nature and involved a sampling of over 800 million Vendor A customer records. Confirmation was received that the transmission of sensitive information had been terminated and the records have been deleted from the US infrastructure; as such, containment has been achieved.</p>	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000206	29-Jan-20	As reported on January 29, 2020, Claimant A's cover letter may have been mailed to Claimant B in error. The personal information includes Claimant A's address and claim number. Containment activities were attempted; specifically, Claimant B advised that they had not received Claimant A's information in the mail. If received, Claimant B confirmed that they would mail the information back to the ministry program area. The program area will wait for further information from Claimant B, should it become available.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000464	4-Mar-20	03-13: correspondence was received addressed to an individual with same first and last name. It was determined a customer service representative made a wrong select and updated the incorrect address on a client file. Mail to be returned to CC Sup. The client's account has been corrected.	False	False	False	False	Health	Health
2019-002689	20-Dec-19	Client A and Client B reported to the Ministry alleging that inappropriate documents were disclosed during a family court hearing. The documents contained photographs of individuals that were identifiable to Client A and Client B.	False	False	False	False	Social	Children and Family Development
2019-001906	16-Sep-19	As reported, documents intended for Client A were inadvertently mailed to Client B. The personal information involved includes Client A's first and last name, address, case number, SR number, summary of client request, reasons for ineligibility, banking statements and a medical note discussing symptoms. It was determined the documents were profiled to the incorrect client file. Client B returned the documents to the Ministry and they were successfully unprofiled from the incorrect client file. Containment was achieved.	True	False	False	True	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001885	11-Sep-19	As reported on September 11, 2019, a ministry employee sent an email to an incorrect distribution list in error. The email contained a Service of Documents including the name of a private citizen and what legal action they are bringing against government. The distribution list consists of approximately 40 government employees. Confirmation has been received that the recipients of the email have double-deleted it. Containment has been achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000077	13-Jan-20	As reported on January 13, 2020, a Ministry employee profiled Client A's documents to Client B's file in error. The personal information disclosed includes Client A's full name, address, shelter form, consent to disclosure form, and CPP approval letter. Confirmation has been received that Client A's documents have been removed from Client B's account, and both accounts have since been corrected. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001874	10-Sep-19	An intent to rent form was profiled to the incorrect client file on April 8, 2019. The personal information involved included the client's first and last name, street address and a stamp indicating the form was received in Cranbrook.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002352	12-Nov-19	It was discovered that a teacher's certificate and Letter of Permission were mailed to School A rather than School B. The personal information contained in the documentation includes the teacher's name, address, file number, and employment information. Containment efforts are underway; specifically, School A has been contacted asking for confirmation that the certificate has been destroyed.	False	False	False	False	Education	Education
2020-000517	11-Mar-20	As reported, a courier service utilized by Program Area A has lost an encrypted USB drive. There was no personal information contained on the drive. Containment activities were attempted; specifically, the courier service was requested to search for the USB drive. To date, the drive has not been located.	False	False	False	False	Education	Advanced Education, Skills and Training

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001426	16-Jul-19	As reported on July 16, 2019, a Ministry employee lost a document containing Client A's family plan after placing it in their pocket. The personal information disclosed on the document includes Client A's name, three family members' names, a family member's address and details related to caring for Client A's children including addressing the influence of alcohol. It cannot be definitively confirmed where the document was lost and it is unlikely containment will be successful.	False	False	False	False	Social	Children and Family Development
2020-000001	2-Jan-20	An email was sent to an incorrect government employee in error. The personal information involved includes an inmate's last name, employee names and requests information related to an incident. Double deletion of the email was confirmed; however, notification and prevention need to be addressed.	False	False	False	False	Justice	Attorney General
2020-000448	3-Mar-20	As reported on March 3, 2020, Client A attended a local office and received Client B's cheque in error. The personal information disclosed includes Client B's name and cheque amount. Confirmation has been received that Client B has returned Client A's cheque to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002082	8-Oct-19	An email was sent to four intended recipients and one unintended recipient in error. The personal information involved includes a client's first and last name, date of birth, address, first name of two siblings, discusses program eligibility and indicates they are a child in care. Containment is underway; specifically, all recipients will be requested to double delete the email.	False	False	False	False	Social	Children and Family Development



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000538	12-Mar-20	A Ministry office mailed a package by Purolator that contained four client files and a templated letter. The personal information involved includes family finding referrals of four children, and the letter included the first and last name of four children and discussed a completed referral. The Ministry office that received the package noticed the package had been ripped open. The Purolator employee confirmed the package had been received in that manner from the sending office. The receiving office reviewed the package and confirmed that all documents were accounted for.	False	False	False	False	Social	Children and Family Development
2020-000462	4-Mar-20	A government issued access card was lost. It was confirmed no other items were lost and no personal or confidential information was involved.	False	False	False	False	Economic	Tourism, Arts and Culture
2019-001975	24-Sep-19	As reported, a letter containing Applicant A's information was both emailed and mailed to Applicant B in error. The personal information disclosed includes Applicant A's first and last name, address, assessed home value, bank name and land title number. Applicant B confirmed the email was double deleted and the letter was destroyed. Containment was achieved.	False	False	False	False	Financial	Finance
2020-000247	4-Feb-20	Employee A contacted the Ministry requesting feedback for a job competition and a response was inadvertently sent to Employee B in error. The personal information involved includes Employee A's first and last name and indicates due to a processing error in their application, they did not move forward in the competition. It was confirmed Employee A and Employee B do not work in the same work area.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001409	12-Jul-19	A Ministry employee inappropriately e-mailed a production environment password in cleartext to other employees. The proper procedure is for employees to provide such passwords over the phone when requested. If a contractor were to know this password they would have unfettered access to the personal information of clients. However, there is no currently no evidence of the production environment having been accessed without authorization by anyone.	False	False	False	False	Natural Resources	Agriculture
2020-000473	5-Mar-20	During review by the Open Information team prior to publishing, it was discovered that a Freedom of Information (FOI) records package was sent to an applicant seven months ago, containing two instances of personal information that were unredacted. The personal information involved includes a booking reference number listed on two pages. Containment activities are currently underway, and a discussion is taking place to confirm whether attempts should be made to reach out to the applicant, given the time period that has passed and the low sensitivity of the information. As well, the program area will ask Open Information to confirm that they have redacted the information prior to publishing it online.	False	False	False	False	Service	Citizens' Services
2019-001947	19-Sep-19	As reported, a browser application has been detected on 76-workstations in the past 30-days and up to 250-workstations since May 2019. The purpose of the application is to use artificial intelligence to edit documents and emails; it is unknown at this time if any personal information has been uploaded and stored on the website's servers, which are based in the U.S. Further investigation is ongoing.	False	False	False	False	Cross Government	Cross Government
2020-000394	24-Feb-20	Client A's information was profiled to Client B's account in error. The personal information disclosed included: Client A's date of birth and social insurance number. Please note that Client A's personal health number was not included, as was previously reported.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001777	27-Aug-19	Client A's and Client B's birth certificates were mailed to one another in error. The personal information disclosed included each Client's full name, date of birth, place of birth, their parents' names and parents' places of birth.	False	False	False	False	Health	Health
2019-002373	14-Nov-19	An agreement was inadvertently sent to an incorrect party. The agreement contained the names of the involved parties and details of an agreement between the parties.	False	False	False	False	Justice	Attorney General
2020-000479	5-Mar-20	A vendor's personal laptop was stolen. The vendor can access a secure government website for issuing fishing licenses via the use of their BCEID and password, and there was concern that the thief might gain access to this website or other information possibly stored on the laptop. However, upon investigation it was confirmed that the laptop was password protected and thumbprint protected. No personal or sensitive government client information was stored or saved on the laptop itself, and the BCEID and password were not written on or near the device.	False	False	False	False	Service	Citizens' Services
2019-002526	3-Dec-19	As reported, an email with a critical incident report attached was sent to an unintended recipient in error. The personal information involved includes a client's first and last name, date of birth, address, history of Ministry involvement and critical incident details. The unintended recipient notified the sender of the error and confirmed the attachment was not opened. The unintended recipient confirmed the email was double deleted and the attachment was not opened. Containment was achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001943	19-Sep-19	On September 14, 2019, it was discovered that a ministry employee's duty bag was stolen from a vehicle overnight. Within the duty bag was an operational file that contained a report. The report was used as a guide for a new employee to follow when creating a new report and would've contained the name and address of a property. However, the specific client information cannot be determined. The incident was reported to police.	False	False	False	False	Natural Resources	Agriculture
2019-001494	24-Jul-19	An employee that is currently on leave accessed the shared team calendar and deleted the upcoming appointments.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001500	24-Jul-19	As reported, an employee scanned Client A's Freedom of Information (FOI) request, however, the request was written in pencil and was not visible on the scanned document. Subsequently, the employee took a photograph of the request on their personal cellphone and emailed the image to their work email using their personal email account. The personal information involved includes Client A's full name, address, date of birth, correctional service number and details regarding video footage of a specific altercation with a correctional supervisor including date and time. The employee confirmed Client A's FOI request was deleted from their personal phone and double deleted from their personal email account. Containment was achieved.	False	False	False	False	Service	Citizens' Services
2020-000596	20-Mar-20	A government issued cellphone was lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone will be initiated through 7-7000 (option 4).	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001411	12-Jul-19	A Ministry employee was forwarding a request from a client to the Court Services Office, but due to an auto-populate error, instead sent it to a government Customer Services e-mail address. The request was concerned with how to submit information about an individual that is being abusive towards the client. The personal information of the client that was disclosed included their name, court case number, and the abuse sustained by them.	False	False	False	False	Service	Citizens' Services
2020-000021	6-Jan-20	Double Report: As reported, it is believed that Client A received Client B's cheque in error.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002095	9-Oct-19	Two boxes originally containing specific documents were pulled from storage and it was discovered that one of them is now empty, and the other contains documents that are different from what it contained originally. The personal and sensitive information involved in these documents is unknown. Containment activities are underway; specifically, a search is ongoing to locate the missing documents.	False	False	False	False	Economic	Jobs, Trade and Technology
2019-001442	17-Jul-19	An employee sent an email to 51 individuals who were applying to be foster parents. An error occurred and the email addressed were entered in the incorrect field (cc not bcc) resulting in them being visible to all recipients. The personal information included the recipients email address and their identification as potential foster parents.	False	False	False	False	Social	Children and Family Development
2020-000404	25-Feb-20	An email was sent to external organizations in error. It was determined the email included documents attached that were templated and required for the external organizations to submit a proposal. Upon review, it was confirmed the email, including the attached documents, did not contain any personal or confidential information.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000017	6-Jan-20	On January 2, 2020, an employee received an email containing job competition information for a government position for which they had applied. Personal information disclosed includes a list of applicant's names, their contact information and work/education history as noted on their attached resumes, as well as their answers to the suitability questionnaire. The employee did not review it in depth and it has been confirmed that email has been double-deleted. As such, containment has been achieved.	False	False	False	False	Service	Citizens' Services
2020-000081	14-Jan-20	As reported on January 14, 2020, a Ministry employee received an email containing sensitive information in error. The information contained in the email relates to a business. Confirmation has been received that the Ministry employee has double-deleted the email. Containment has been achieved.	False	False	False	False	Transportation	Transportation and Infrastructure
2020-000644	27-Mar-20	It was discovered a document on a client file contained the incorrect client name. The document was successfully removed from the client file. Preventative measures need to be addressed.	False	False	False	False	Service	Citizens' Services
2019-002331	7-Nov-19	11-39 A group administrator reported that their group's address had been changed without their knowledge. As a result at least one of their member's Employee Record Cards (ERC) was sent to an incorrect group. The personal information involved included a member's full name, date of birth, and personal health number.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001803	29-Aug-19	As reported, an email was sent to a Ministry employee and a client was cc'd in error. The personal information involved includes a mother's first and last name, a father's first name, the first name of three children, phone number and address. The unintended recipient notified the Ministry of the error. Each recipient confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Social	Children and Family Development
2019-001931	18-Sep-19	About two weeks ago, an Employee (Employee A) sent out an email to approximately 50 parents and two other Ministry Employees, regarding a group session offered by the Ministry. The parents and Ministry Employees were cc'd rather than bcc'd in error. The personal information disclosed includes the personal email addresses of the parents and potentially their first and last names (if included in their email addresses). Containment activities are currently underway; specifically, a request will be sent to the parents and the Ministry Employees asking that they provide confirmation of double-deletion of this email.	False	False	False	False	Social	Children and Family Development
2019-002395	18-Nov-19	11-68: An employee with a Federal Ministry has been receiving faxed group enrolment applications from a group. The applications sent in error will be mailed to HIBC, attention Supervisor.	False	False	False	False	Health	Health
2019-002029	1-Oct-19	Work search activity records placed in the lobby for clients to record their employment searches for each month contained client information on the top of the records. The personal information involved is unknown at this time, but likely includes client names and employment search information. Containment activities are underway; specifically, the records containing client information have been removed from the lobby.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000193	28-Jan-20	Two government-issued laptops cannot be located. It is unknown if the laptops were powered off and if passwords or credentials were written on the devices at the time they were lost. Encryption and last access date and time has yet to be confirmed.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002112	10-Oct-19	A Ministry of Children and Family Development social worker requested personal information on a Ministry of Social Development client. However, the social worker did not submit a form for the request and you were looking for the proper procedure.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001766	26-Aug-19	A letter intended for Care Provider A was sent to Care Provider B in error. Care Providers A and B share the same first and last names. The personal information disclosed included: A Client's (Client A's) first and last name, the first and last name of their child, their childcare benefit status, the time period the benefits have been approved for, and the approval amount.	False	False	False	False	Social	Children and Family Development
2019-001669	14-Aug-19	08-34: As reported, a letter was faxed to a public notary by a third party in error. The personal information involved includes a client's first and last name, address and MSP account number. The unintended recipient confirmed the letter was deleted. Containment was achieved.	False	False	False	False	Health	Health
2019-001390	10-Jul-19	During a call with Client B on July 10, 2019, Employee B was able to overhear another conversation between an unidentifiable Client A and Employee A through their headset. Client B indicated they could also hear this other conversation. Upon realizing what was occurring, Employee B ended the call with Client B after approximately less than 30 seconds had elapsed. It is believed this incident was caused by an issue with Bluetooth pairing between a cellphone or other device. The personal information that was overheard by Client B and Employee B is thought to have been very minimal given the short time this incident occurred, with perhaps Client A mentioning an address and Employee A something regarding monthly reports.	False	False	False	False	Social	Social Development and Poverty Reduction



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000207	29-Jan-20	01-122: A Group with a similar name received paperwork in error. HIBC had received a list for MSP Group address changes, and updated the Group addresses from this list. Group A contacted HIBC because it had not received its expected correspondence. It was discovered that one of the addresses in the list was incorrect and correspondence had been misdirected in error. HIBC has now corrected the address. The personal information contained in the paperwork included the MSP Group account coverage summary, first initials and last names, personal health numbers, and account numbers of Group A's employees.	False	False	False	False	Health	Health
2020-000412	26-Feb-20	A note intended for Client A's case was mis-profiled to Client B's case in error. A vendor alerted the Ministry of the error, and sent a screenshot of the mis-profiled note. The personal information involved includes: Client A's full name and psychiatric notes regarding them.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002598	11-Dec-19	As reported, an invoice and letter intended for Client A was mailed to Client B and a service provider in error. The personal information involved included Client A's full name, Client A's parents' full names, Client A's parents' address, the service provider's address, and general information regarding payment for services. It was confirmed by Client B and the service provider that the information received was shredded. As such, containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002480	27-Nov-19	As reported on November 27, 2019, a client's advocate contacted the Ministry and requested information regarding the client file; however, the advocate does not have valid consent on file as the consent form was completed incorrectly. Upon review, it was discovered that numerous disclosures have been made by the ministry while the consent was invalid. As the disclosures were made verbally, containment activities were limited.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001673	14-Aug-19	As reported on August 14, 2019, an EAAT adjudicator when logging into their e-mail portal has been able to view messages sent and received by a Ministry of Children and Family Development (MCFD) employee with the same name. This situation was first noticed on July 22, 2019 and has occurred intermittently since then. The type of personal information that is viewable in these e-mails includes the renewal of credentials, client plans and accessing of mental health, and other documentation. Upon further investigation, it has been determined that the MCFD employee BCC's themselves on emails they send, and this incident was the result of an auto-fill error. Confirmation has been received that the EAAT adjudicator has double-deleted all emails they received in error. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002392	18-Nov-19	On November 14, 2019, when sending an email, Employee A used the "reply all" instead of the "reply" function, causing personal information of Employee B to be sent to six BC Government employees and a BCGEU Union Coordinator. Personal information disclosed in the email included details of Employee B's earned time off bank.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001520	25-Jul-19	As reported, it was discovered on July 25, 2019 that two LAN drives containing sensitive personal and confidential information, that were previously restricted, are now accessible to employees in the branch. Information stored on the LAN's include sensitive personnel information, containing (but not limited to) hiring records, an investigation, and other HR related records. Confidential information from one of the LAN's has been moved and placed on a Manager's H-Drive, and is therefore contained. However, information on the second LAN is too large to move, and as such an urgent request to have it restricted has been made.	False	False	False	False	Natural Resources	Energy, Mines and Petroleum Resources

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000185	27-Jan-20	As reported on January 27, 2020, a client's child contacted the Ministry to inquire about a service the client was receiving through the Ministry. The employee reviewed the consent on file after disclosing information to the client's child and determined it was invalid due to a family member signing as the witness. The personal information involved includes the client's name and information regarding their Ministry involvement. As the disclosure was made verbally, containment activities were limited.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002656	18-Dec-19	As reported, a cheque intended for Client A was given to Client B in error. Clients A and B share the same surnames. The personal information involved included: Client A's full name, home address, and the amount on their cheque.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002517	2-Dec-19	As reported on December 4, 2019, A Service Request was created in MySS for Client A and was profiled to Client B's account in error. The personal information disclosed includes Client A's first and last name, phone number, address, and information regarding their Ministry involvement. Confirmation has been received that Client A's information has been removed from Client B's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000183	27-Jan-20	01-114: Please be advised that an account holder had a conversation with RSBC wherein he was told that his mother has a pre-existing debt. She is new to BC and has never lived here. This is likely an indicator of a wrong select. Investigation to follow.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001541	29-Jul-19	A client was provided with a Ministry letter that included the correct information but listed the name of a unrelated child in error. The only personal information provided in error was the first and last name of the child. An attempt to recover the letter will be made. The child was not known to the client and the child would likely not be identifiable given only their name was included in the letter.	False	False	False	False	Social	Children and Family Development
2019-001469	19-Jul-19	A Ministry employee inadvertently included a decision letter intended for Client A within Client B's own decision package mailed to them. The personal information in the decision letter included Client A's first and last name, address, and reasons for the denial of their application. This error was discovered after Client B appealed their decision, and while their file was being reviewed Client A's materials were found within them.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002433	21-Nov-19	An application for Client A was emailed to Client B in error. Clients A and B are unknown to each other. The personal information involved includes: Client A's full name, address, phone number, and tenancy dispute hearing application. Containment efforts are currently underway; specifically, Client B proactively notified the Ministry of the error and has deleted the misdirected email. Confirmation of double-deletion will be requested shortly.	False	False	False	False	Economic	Municipal Affairs and Housing
2020-000198	28-Jan-20	It was discovered a hearing letter intended for Client A was mailed to Client B in error. The personal information involved includes Client A's first and last name, address, hearing information and hearing date and time. Containment is underway; specifically, Client B will be requested to return the letter to the Ministry.	False	False	False	False	Economic	Municipal Affairs and Housing

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001587	1-Aug-19	A Ministry of Education system temporarily displayed incorrect exam results that was caused by an anomaly in the tabulation of Grade 12 provincial exams written in June. You confirmed that the issue was noted Monday and the site was then immediately brought off line. As confirmed the records have since been corrected and the site is back online. All B.C. secondary schools have since been advised of the problem. The ministry is also contacting all Canadian post-secondary institutions to ensure no student applications are impacted.	False	False	False	False	Education	Education
2019-001718	20-Aug-19	A government-issued cellphone was stolen this morning at a pool. The cellphone was locked, password protected with a strong password, and the password was not written on or near the device when the device was stolen. The reporter indicated that the cellphone contained quite sensitive client personal information and confidential government information, so it was recommended that they immediately contact ServiceNow/7-7000 option 4 to request that a remote wipe of the cellphone be performed.	False	False	False	False	Education	Advanced Education, Skills and Training
2019-002048	3-Oct-19	As reported, the Complainant alleges that their Ministry file has been inappropriately accessed by Ministry employee's without their consent. The personal information disclosed includes their first and last name, address, and sensitive information regarding an open incident.	False	False	False	False	Social	Children and Family Development
2019-001894	13-Sep-19	A benefits letter was sent to an incorrect employee by email. The letter included the employee's name, address and confirmation that their status was changing from short term disability to successive disability. The letter then included general template language around the process and impacts of that change to the employee.	True	True	False	False	Transportation	Transportation and Infrastructure

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001745	22-Aug-19	As reported on August 22, 2019, a Ministry employee resigned from government. Upon further investigation, it was discovered that the Ministry employee had been forwarding emails containing client personal information and business confidential information from their government email to their personal email prior to their resignation. The information disclosed in these emails includes client names, information regarding their investigations, decision notes, and other Ministry sensitive information. An investigation is underway.	False	False	False	False	Education	Education
2020-000628	25-Mar-20	As reported on March 25, 2020, Employee A received an email from Employee B containing Employee C's information in error. The information contained in the email includes Employee C's name, date of birth, and dates of their leave of absence. Upon investigation, it was determined that Employee B had received the email and forwarded it to Employee A for action, likely not realizing Employee C's personal information was disclosed in the email chain below. The employees who received the information without a required business reason have confirmed double-deletion of the message. As such, containment has been achieved.	False	False	False	False	Service	BC Public Service Agency
2020-000266	6-Feb-20	Incident As reported on February 6, 2020, a Ministry employee profiled Client A's information to Client B's account in error. An email containing a screenshot of the error was then sent out to Ministry contacts. The personal information disclosed includes Client A's name, and information regarding their Ministry involvement. Confirmation has been received that Client A's information has been removed from Client B's account, and all recipients of the email have confirmed double-deletion. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001850	6-Sep-19	As reported, it has been discovered that information intended to be recorded on Client A and Client B's file was erroneously recorded on Client C's file in ICM. Personal information disclosed in the notes includes the first names only of the involved individuals and details regarding meetings. It has been confirmed that the information has not been provided outside of government and efforts to correct the file are underway.	False	False	False	False	Social	Children and Family Development
2019-001704	19-Aug-19	It is suspected that a Ministry employee has been accessing government information systems to falsify data in an effort to create duplicate fake identification (ID) documents.	False	False	False	False	Justice	Attorney General
2020-000559	13-Mar-20	As reported, Employee A posted a message to her Facebook that provided identifying details about Employee B (although no name was given). The personal information disclosed revealed that Employee B was a co-worker, Employee B's gender, the fact that Employee B had two children and their ages, and an alleged decision Employee B had made which Employee A did not agree with.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-000196	28-Jan-20	Please be advised a third party requested a BC Services Card (BCSC) and it was sent to a Hospital in error.	False	False	False	False	Health	Health
2019-001559	30-Jul-19	As reported on July 30, 2019, Employee A sent an email containing a client's information to Employee B's personal email address instead of their government email address in error. The personal information disclosed includes the client's first and last name, address, email address, and phone number. Confirmation has been received that Employee B has double-deleted the email from their personal email account. Containment has been achieved.	False	False	False	False	Natural Resources	Agriculture

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000519	11-Mar-20	Employee A's Outlook calendar sent a meeting invite to ten people in error. All ten people were government employees, services providers, or clients, and had worked together previously. The personal information disclosed included: Client A's (child's) abbreviated name and Client B's (mother's) full name.	False	False	False	False	Social	Children and Family Development
2019-001561	30-Jul-19	A government issued cellphone was lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone through 7-7000 Option 4 will be initiated.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-000408	26-Feb-20	A reported, Employee A sent out an email intended for his local office to all Ministry of Children and Family Development (MCFD) supervisors in error. The email was sent out this morning to approximately 997 supervisors. The personal information involved included a youth's last name, and the fact that they were refusing court.	False	False	False	False	Social	Children and Family Development
2019-001854	6-Sep-19	As reported on September 6, 2019, Employee A logged onto the MyPerformance system and was able to view Employee B's information. The personal information disclosed included Employee B's first and last name, and their MyPerformance information.	False	False	False	False	Service	BC Public Service Agency



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002563	6-Dec-19	As reported on December 6, 2019, a client's file cannot be located. The personal information involved includes the client's name, date of birth, address, CS number, photographs of the client, and their involvement with the Ministry. Upon review, it was determined the information in the client file is publicly available. Multiple attempts have been made to locate the missing file; however, recovery of the file has been unsuccessful. Due to the passage of time, containment is unlikely to occur.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000332	14-Feb-20	As reported on February 14, 2020, a Ministry employee sent an email to Client A containing an attachment intended for Client B in error. The personal information disclosed includes Client B's name, and email address. The Ministry employee reached out to Client A regarding double-deletion of the email, however, they have not received confirmation as of this date. Further containment activities will not be pursued as the program area believes the context of the email is an emotional issue with media involvement, and that further containment measures may potentially disturb the situation.	True	False	False	True	Health	Health
2020-000188	28-Jan-20	As reported, a letter mailed to Client A was addressed to Client B in error. The letter included Client B's first name and requested room and board receipts and confirmation that Client B is Client A's landlord. The program area confirmed Client B is Client A's mother and they reside at the same address. Client B contacted the Ministry to notify of the error.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002271	1-Nov-19	A Third Party Agency was provided access to BC Corrections system data in error. The personal information involved may have included inmate CS numbers and the demographic information of inmates with disciplinary hearings within specific date range. The information was viewed by one Third Party Agency employee only, and it has been contained; specifically, the Third Party can no longer access BC Corrections system data.	False	False	False	False	Justice	Public Safety and Solicitor General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002702	23-Dec-19	As reported on December 23, 2019, Client A's cheque and stub were given in error to Client B. The personal information involved included Client A's name, address, GA number, and cheque amount.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002551	5-Dec-19	As reported on December 5, 2019, Employee A sent an email regarding Client A to two intended recipients and one unintended recipient. The personal information disclosed included: Client A's first and last name, their probation officer's name and scheduling information regarding an upcoming meeting. It was confirmed by the unintended recipient and two intended recipients that the email was double-deleted. As such, containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002527	3-Dec-19	A government issued cellphone was lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone will be initiated.	False	False	False	False	Social	Children and Family Development
2020-000602	20-Mar-20	As reported on March 20, 2020, an individual's vehicle was broken into and their work cellphone was stolen. It is unclear at this time if the phone was locked, password protected with a strong password, that was not easily guessable or written down on or near the device. Additionally, it is unknown if a remote wipe of the device has been initiated.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-000386	21-Feb-20	An email containing client personal information was sent to an employee's personal email address in error. Personal information disclosed includes the client's name, date of birth, CS number and the context is regarding the requirement for CLBC assessment. The employee notified the Ministry of the error and indicated they will delete the message. The employee confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000272	6-Feb-20	As reported, a BC Mail Plus office was broken into and two government issued cellphones were stolen. It was confirmed the phones were password protected with a strong password and the password was not written down on or near the device. Upon review, it was determined a total of 10 letters were also stolen. It was confirmed the letters were written by 8 inmates and they were sent by house mail and intended for correctional centres. It is unknown what information was contained in the letters.	False	False	False	False	Service	Citizens' Services
2019-002382	15-Nov-19	A data entry error occurred, and the results of a criminal record check for an incorrect individual were sent to a third party organization in error. The personal information involved included: the full name of the individual, the year they were born, and a statement that the criminal record check came back as cleared.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001536	29-Jul-19	A contactor that provides cleaning services to a Ministry building lost a set of physical keys including the front door key and the master key. There is no indication that personal or sensitive information was involved. The front door has since been re-keyed to secure access to the building. Containment efforts were completed.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001650	12-Aug-19	As reported, a new performance tool was released approximately six months ago that included a psychometric test for employees to complete online. Personal information collected through the test includes the employees' first and last names, business information (organization name and email), and personal responses to the psychometric assessment. The information is stored on servers outside of Canada and there was no employee consent in place. A Privacy Impact Assessment was not completed for this specific initiative, though an overarching PIA has been signed off regarding psychometric assessments. Employees were provided with directions as to how to request their personal information be removed from servers outside of Canada.	False	False	False	False	Justice	Attorney General
2020-000673	3-Apr-20	Reporter lost phone in November 2019. They were in a car accident and believe the phone was left in the vehicle when it went to the repair shop. Reporter then went away for an extended vacation. Upon return, they have been unable to locate the phone and the repair shop indicated that it was not in the vehicle. Reporter has looked for the phone but has been unable to locate.	False	False	False	False	Social	Children and Family Development
2020-000220	30-Jan-20	As reported on January 30, 2020, 290 government issued computers cannot be located. It is unknown if the computers were locked or password protected when lost. Upon review, it was confirmed that 29 of the computers are encrypted and as such, those devices are secure. However, two of the computers were determined to be unencrypted and the program area was unable confirm if the remaining computers were encrypted at last use or who the last user was. Based on a balance of probabilities, it is unlikely that any harms could accrue given the passage of time since these computers have been missing. As such, the devices have not been recovered, containment was not achieved.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000210	29-Jan-20	ICBC has been referring their clients to a ServiceBC office to submit time-sensitive claims documents. However, the contact at the closest ICBC Claims Centre recently retired and there has been no new direction on where to send the documents submitted by ICBC clients.	False	False	False	False	Service	Citizens' Services
2020-000005	2-Jan-20	A client contacted the Ministry to request a crisis supplement and during the call an employee confirmed the client file had already processed the request and a cheque was picked up at a local office. The client alleged that the cheque was not picked up or deposited by them. The personal information allegedly disclosed included: the client's full name, address, and supplement amount.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002218	25-Oct-19	It was discovered that a Ministry employee profiled a consent form to Client A's account that was intended for Client B's account, in error. Clients A and B are father and daughter. The personal information disclosed included Client B's first and last name, the first and last of Client B's mother, the mother's address, and signatures of both Client B and Client B's mother.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001622	8-Aug-19	On August 7, 2019, an Employee sent an email to Victim A that included personal information belonging to Victim B and Offender B. The personal information disclosed included the first and last names of Victim B and Offender B and the file number associated with them. The remainder of the email contained the correct information that was meant for Victim A. Victim A proactively contacted the Ministry to advise them of the error. Victim A was asked to double-delete the email, and they promptly confirmed via email that they had done so. A correct email was resent to Victim A. Containment was achieved.	False	False	False	False	Justice	Public Safety and Solicitor General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000362	19-Feb-20	As reported on February 19, 2020, a government-issued laptop has gone missing. OCIO Security confirmed that one of the two drives on the computer was encrypted. When lost, the laptop was powered down and locked with a secure password that was not written down near the device. It has been confirmed that the last active user of the laptop was the government employee assigned to the laptop.	False	False	False	False	Service	Citizens' Services
2020-000281	7-Feb-20	Employee A logged into Time and Leave (TLAM) and Employee Self Serve (ESS) and was able to view Employee B's personal information. The personal information viewed included: Employee B's full name, address, phone number, and pay grade.	False	False	False	False	Justice	Attorney General
2020-000240	3-Feb-20	On October 25, 2019, a letter intended for an employee on medical leave was emailed to the wrong email address. The error was discovered on January 31, 2020. The personal information contained in the letter included the employee's name, address, and referenced required materials for their medical leave.	False	False	False	False	Economic	Municipal Affairs and Housing
2020-000555	13-Mar-20	Client A came into a Ministry Office to pick up his cheque and was given Client B's cheque in error. The personal information involved on the cheque may include Client B's name and the address where she lives. It is believed that the cheque was made out to the company that owns her apartment building.	False	False	False	False	Social	Social Development and Poverty Reduction

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2019-001545	29-Jul-19	A Ministry employee was informed that a clear plastic bag was found on the Law Courts grounds that contained Sheriff related information. The bag contained a very dated training manual related to firearms, firearm targets, names of individuals in cells or custody, fax sent confirmations, and other shredded documents. An employee that had been tasked with cleaning up the offices may have inadvertently thrown these documents into an insecure recycle bin, which could then have been accessed by members of the public. A search is being conducted of the grounds to find if other documents were also insecurely disposed of that need to be secured. If these documents are found to be court records this file may be transferred to the jurisdiction of the Court Services Branch.	False	False	False	False	Justice	Attorney General
2019-002205	24-Oct-19	It was discovered that a Representation Agreement for Client A authorized the disclosure of personal and health information to Client A's Representative, but not financial information. However, almost all of the information in the custody and control of the Ministry falls within the financial scope, and the Representative has been accessing Client A's personal financial information and Ministry mail since July 2017 - present. The personal information disclosed includes: information on Old Age Security, address updates (to change Client A's mailing address to the Representative's), Trust Information, bus pass information, all Ministry mail, and the fact that Client A has a file with the Ministry. As the disclosures were made verbally, containment activities were limited. Additionally, a note has been placed on the client's file stating the consent on file is invalid, and to get proper consent before anymore information can be released regarding the client's file.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000067	10-Jan-20	01-30: A New Resident of BC and Canada was set up via a wrong select with the PHN of a former resident with the same name. This wrong select appears to be an HIBC Doc Ops error.	False	False	False	False	Health	Health

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2019-001743	22-Aug-19	When an employee was working on Client A's file, they noticed that a previous consent that was added to Client A's file in July 2019 was incomplete. The consent form was completed by a hospital social worker that was assisting Client A while they were in the hospital. Even though the Social Worker and Client A completed the form correctly, a witness signature was not present and therefore, the form was invalid; however, Client A's benefit status was released to the Social Worker. The personal information involved included the indication that Client A had a persons with disability (PWD) benefit status.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001763	26-Aug-19	An Advocate called on behalf of Client A to discuss Client A's information on a case file. The Advocate told the Employee (Employee A) that they have consent, and a consent form is on Client A's file, but it is not valid. The Advocate was advised that they could not have the information they requested until valid consent is received. However, it was discovered that the Advocate had previously called to discuss Client A's information, and they spoke with another Employee (Employee B) who had identified the consent as valid and provided details about Client A to the Advocate. It is unknown what personal information was disclosed in that call, but it may have included: Client A's first and last names, service requests for Client A, and income assistance benefit details. Containment efforts are underway; specifically, the consent form was flagged as non-valid, Employee A will be attempting to get in touch with Employee B's supervisor to find out what personal information was discussed during that call.	False	False	False	False	Social	Social Development and Poverty Reduction



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2020-000317	13-Feb-20	Containment activities were successful; specifically, the Ministry confirmed that all funds have been issued correctly. There are no outstanding eligibility concerns or funds to be issued as a result of this error. Client A's monthly reporting form has been removed from Client B's case, and reprofiled correctly.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000352	18-Feb-20	While providing technical support for a government employee, a contracted employee inadvertently sent an email that included a personal health number. The contracted employee immediately recognized the error, double deleted the email sent and promptly requested double deletion from the government employee.	False	False	False	False	Health	Health
2020-000452	3-Mar-20	As reported on March 3, 2020, a client's file cannot be located. The file was last seen in 2015 by the program area. The personal information contained in the file include the client's name, address, date of birth, and extensive information regarding their involvement with the Ministry. Upon further investigation, the file has been located at the off-site facility. Therefore, no privacy incident has occurred. Containment activities are not warranted as no privacy incident occurred.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002387	18-Nov-19	A letter intended for Inmate A was given to Inmate B in error. Both Inmates A and B share the same first and last names, and previously resided at the same correctional institution. The personal information involved included: Inmate A's first and last name (same as Inmate B's), the last 3 digits of their social insurance number, and a letter from the Canada Revenue Agency (CRA) discussing their income taxes and arrears.	False	False	False	False	Justice	Public Safety and Solicitor General

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2019-001776	27-Aug-19	As reported on August 27, 2019, two social workers attended a family home due to a child protection incident reported to the Ministry by the police. During the visit, the social workers were removed from the home in a swift manner and a printed child protection incident report was inadvertently left at the home. The personal information involved includes the parents names, their three children's names, address, date of births, details related to the original incident involving an intoxicated family member and identifies the grandmothers as the caller who reported the family member. Confirmation has been received that the child protection incident report has been returned to the custody of the Ministry. Containment has been achieved.	True	False	True	False	Social	Children and Family Development
2019-001951	20-Sep-19	As reported, a Service Provider's direct deposit information was profiled onto a client's account in error. The personal information of the Service Provider includes first and last name, signature, and banking information (branch, transit, and account number). This is a known issue that is being tracked by the Ministry. The direct deposit form was removed from the incorrect client file. Containment was achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002141	16-Oct-19	As reported, a foster parent reported to the Ministry that they lost their wallet containing Client A and Client B's information on September 16, 2019. The personal information disclosed includes Client A and Client B's name, personal health number, date of birth and medical consent forms.	False	False	False	False	Social	Children and Family Development
2019-001687	16-Aug-19	As reported, a Ministry nurse contacted the child abuse reporting line to report two youth being abused. During the call, the social worker disclosed personal information of the two youth including details regarding past offenses, police reports and previous issues with family. Given that disclosure was made verbally, containment was limited. The Ministry nurse confirmed the personal information disclosed would not be shared.	False	False	False	False	Social	Children and Family Development

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2019-001628	8-Aug-19	As reported, it has been discovered that materials believed to have been included in a closed physical file are missing. The missing documentation includes the trial preparation sheet with notes taken during the trial, possible personal information regarding a witness such as their name and contact information, and may have included pictures that were submitted into evidence, some trial planning materials and case law information. The employee responsible for closing the file is on leave, however an email has been sent to staff requesting them to contact the reporter if these documents are found. A search of the Courthouse office has been conducted and the Sheriff's have been contacted but the documents have yet to be located.	False	False	False	False	Justice	Attorney General
2019-002549	5-Dec-19	As reported on November 6, 2019, a Ministry employee profiled Client A's information to Client B's account in error. This led to Client B receiving correspondence intended for Client A. The personal information involved includes Client A's first and last name, address, and employment information. Confirmation has been received that Client B has destroyed the correspondence they received in error. Additionally, Client A's information has since been removed from Client B's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002388	18-Nov-19	As reported, an Employee has used knowledge gained through their previous work at the Ministry of Transportation and Infrastructure (MOTI) to start a private venture. Specifically, through their work with MOTI, the Employee had written a report identifying gravel pit reserves and five-years later has used this information to place a reserve on a specific gravel pit, along with other business partners. The PSA has been engaged.	False	False	False	False	Transportation	Transportation and Infrastructure

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2019-001764	26-Aug-19	Childcare arrangement notes for Child A were added to Child B's file in error. The personal information disclosed included: Child A's first name only, the type of care they are receiving, the name and location of the care provider, and the associated cost.	False	False	False	False	Social	Children and Family Development
2020-000288	10-Feb-20	02-52 Release of information was double-stuffed. The unintended recipient (a law firm) has destroyed the documents.	False	False	False	False	Health	Health
2020-000160	23-Jan-20	On January 22, 2020, an email intended for Applicant A was sent to an unintended recipient in error. Personal information disclosed in the email includes Applicant A's name, date of birth, criminal charges and the police file numbers linked to them. The unintended recipient notified the Ministry of the error and confirmed they would delete the information; confirmation of double-deletion is pending.	False	False	False	False	Social	Children and Family Development
2019-001877	10-Sep-19	An individual contacted the Ministry to advise that garbage, containing sensitive documents, was found in the dumpster of a private organization. The personal information involved included documentation about two Ministry Clients (a Mother – Client A, and her Child- Client B). It consisted of a Ministry reports and paperwork containing a history of the Clients' interactions with the Ministry, court proceedings, personal journal entries, and other non-Government private documents.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000440	2-Mar-20	Client A was mailed Client B's tax form in error. The personal information disclosed includes: Client B's name, social insurance number, and social assistance amount. Containment activities are underway; specifically, Client A has returned the tax form to the program area.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002372	14-Nov-19	Employee A logged in to MyHR and was able to see the personal information of another employee (Employee B). The two employee share similar last names. The personal information involved of Employee B includes: first and last name, and letters addressed to them.	False	False	False	False	Service	BC Public Service Agency
2019-002157	17-Oct-19	A message intended for Child A was mis-profiled on Child B's ICM Portal, and a letter intended for Child A's service provider was sent to Child B's service provider in error. Child A and Child B share the same first and last names. The personal information involved includes: Child A's full name (same as Child B's), the fact that they receive services from Service Provider A, the length of their sessions, the amount owing on their account, and what is being charged. Containment efforts are underway; specifically, a ticket will be placed with the Help Desk to remove Child A's information from Child B's portal. Service Provider B will be contacted and asked to return or shred the misdirected letter, and the Parent of Child B will be asked not to share or disclose the information they viewed on the ICM Portal.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001480	23-Jul-19	A Ministry employee's recently refreshed government issued laptop went missing on February 28, 2019 when it was sent back to have some specific software installed on it. The employee confirmed that the device was locked, protected with a strong password, and that their password was not written down on or near the device. Security has confirmed that the employee was the last person to have accessed the laptop on February 28, 2019 and that the device was encrypted at that time. It was not common practice for the employee to store sensitive information on the laptop, but instead to use shared drives and Local Area Networks (LANs).	False	False	False	False	Service	Citizens' Services
2019-002309	6-Nov-19	It was discovered bank statements profiled to Client A's file included a bank statement for an unknown citizen. The personal information involved includes a citizen's first and last name, bank balance, account number, transit number and address. Containment is underway; specifically, the document will be unprofiled from the client file.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002079	7-Oct-19	10-25: As reported, a Non-photo BC Services Card was returned to HIBC opened and the address scratched out. The personal information involved includes a client's first and last name, date of birth, address, gender and personal health number. It was determined the client has not updated their address on file. The unintended recipient proactively returned the Non-photo BC Services Card. Containment was achieved.	False	False	False	False	Health	Health
2020-000087	14-Jan-20	As reported on January 14, 2020, a Ministry employee sent an email containing a client's information to an unintended recipient in error. The personal information disclosed includes the client's first and last name. Confirmation has been received that the unintended recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002230	29-Oct-19	When replying to a third party service request regarding Client A, an unintended recipient was included in error. The personal information includes Client A's name, service request number, information relating to the client's repayment plan and balance owing. The unintended recipient is a government worker; however, the employee has changed positions and would no longer be authorized to view Client A's information.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000598	20-Mar-20	03-49: We paid the wrong trusted third party payee. Thank you.	False	False	False	False	Health	Health
2019-002253	31-Oct-19	An order was inadvertently emailed to an incorrect recipient. The personal information involved included the first and last name of the applicant and the respondent, the address under dispute, and the order of possession. The unintended recipient proactively reported the error and confirmed double-deletion of the email. Containment was achieved.	False	False	False	False	Economic	Municipal Affairs and Housing
2020-000199	29-Jan-20	Four government workstations have been lost in transit by Purolator. The workstations were powered off and the passwords were not written on the devices; however, encryption and last access date and time has yet to be confirmed.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001408	12-Jul-19	As reported, it was discovered that a social worker contacted the Ministry and has been provided personal information of Client A; however, the consent on file had expired. The personal information disclosed includes details related to Client A's medical transportation information. Upon review, it was determined that although the consent on file had expired, the appropriate form had been submitted allowing the social worker to contact the Ministry with regards to Client A's medical transportation information. As such, no breach has occurred. No containment measures to address as it was confirmed appropriate consent was on file to disclose information in regards to Client A's medical transportation.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002713	30-Dec-19	Mail intended for Revenue Services Canada was scanned to a program folder within the Ministry's case management system by BC Mail Plus. The personal information involved included: a client's full name, address, account number, and information regarding their assets, finances, and insurance.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002533	4-Dec-19	An employee reported experiencing technical issue with their workstation.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-002337	8-Nov-19	11-48: As reported on November 8, 2019, a document intended for a physician's office was faxed to a physiotherapy clinic in error. The physiotherapy clinic notified HIBC of the error. It was confirmed by the unintended recipient that the original fax has been shredded. As such, containment has been achieved.	False	False	False	False	Health	Health



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2019-002639	16-Dec-19	As reported on December 16, 2019, a Ministry employee sent an email to their intended recipients, however they used the cc function rather than bcc. The personal information disclosed includes the recipients email addresses. Although numerous attempts were made, the Ministry employee was unable to confirm double-deletion of the emails from the unintended recipients. Containment has not been achieved.	False	False	False	False	Natural Resources	Agriculture
2020-000290	10-Feb-20	An email regarding Employee A was sent to two intended and one unintended recipients in error. The personal information disclosed includes Employee A's name and the reason for their special leave request. It was confirmed by all recipients that the email was double-deleted. As such, containment has been achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002522	3-Dec-19	As reported, four client files intended for Office A were mailed to Office B in error. The personal information involved includes client names, addresses and history of Ministry involvement. It was confirmed the client files were mailed by Purolator and labeled with the correct address. Office B located each client file and returned them to the correct office. Containment was achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002691	20-Dec-19	A Ministry fleet vehicle carrying inmates was involved in an accident on December 12, 2019. The Ministry reported this to the contractor who manages the fleet vehicles, and they requested the names of the individuals involved, which the Ministry provided. Although the Ministry followed the proper process when providing the names of the individuals to the contractor, there was concern regarding where the information on the contractor's database was stored. The personal information disclosed includes the inmates' first and last names and Ministry employees first and last names.	False	False	False	False	Justice	Public Safety and Solicitor General

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2019-001790	28-Aug-19	As reported on August 28, 2019, a Ministry employee sent an emailing containing a client's information to an unintended government recipient in error. The personal information disclosed in the email includes the client's first and last name, date of birth, and their Ministry involvement. Confirmation has been received that the unintended government recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002652	18-Dec-19	Security: Briefcase of Contracted (AdHoc) Counsel stolen from vehicle while at gym Privacy: Employee A had a briefcase stolen from their car; the briefcase contained three Crown Counsel records. The personal information involved includes: the accused's name, date of birth, address, occupation, criminal record check, and medical information. Additional personal information for victims and witnesses were also included, such as statements provided and contact information. Containment efforts are underway; specifically, the RCMP has since recovered the briefcase and it will be retrieved by Employee A.	False	False	False	False	Justice	Attorney General
2020-000186	27-Jan-20	As reported on January 27, 2020, a Ministry employee sent an emailing containing sensitive information to an unintended recipient in error. The information contained in the email was information regarding Ministry finances. Confirmation has been received that the unintended recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001474	22-Jul-19	As reported, Client A submitted an application containing their personal information on a shared computer. It cannot be confirmed what personal information was submitted however it is estimated that the personal information involved includes Client A's first and last name, address, social insurance number and possibly medical information. Upon completing their application and leaving the workstation, an IT service provider updated the computer settings. The IT service provider left the workstation to complete another project and during this time, Client B accessed the computer. The updated computer settings caused Client A's personal information to save and was viewable by Client B. Client B notified the program area of the error and Client A's personal information was immediately contained.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001892	12-Sep-19	A Client's Caregiver called in to discuss the Client, and it was discovered that the consent in place had expired on January 1st, 2016. The Caregiver was advised of this and told that she must obtain valid consent before any information can be provided. Upon checking the Client's file history, it showed that two Employees previously provided information to the Caregiver about this Client without proper consent in place. The personal information disclosed included: information about camp fees that the Client received.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002413	20-Nov-19	Employee A forwarded Client A's email to Employee B, Employee C and Employee D in error. The personal information included Client A's full name and general information regarding their travel expenses for a complaint meeting. It was confirmed by Employee B, Employee C and Employee D that the emails were double-deleted. As such, containment has been achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001581	1-Aug-19	A Ministry employee has lost their government-issued identification (ID) for some indeterminable amount of time, but just noticed it missing recently. The ID contained the employee's name, photo, and job title, which is business contact and not personal information. Additionally, the ID did not possess any building access or electronic capabilities. The employee will be receiving a replacement ID shortly after they have a new photo of themselves taken.	False	False	False	False	Social	Children and Family Development
2020-000506	10-Mar-20	On March 9, 2020, it was discovered that personal information regarding Client A was provided to a Social Work without consent on file. Personal information disclosed is regarding trust income, and the fact that documents are pending. As the disclosure is verbal, containment measures are limited.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000329	13-Feb-20	Budget 2020 materials (logos/graphics, colours and other branding used) were transferred via Hightail (a US cloud server) rather than FTP. They were up for approximately 3 hours before the error was noticed.	False	False	False	False	Service	Citizens' Services
2019-002579	9-Dec-19	A government issued router was lost by an external organization that enables users to access PharmaNet. The router would require reconfiguration in order to access PharmaNet and it was confirmed that no personal or confidential information is stored on the device. In addition, the router would require to be used at a specific location using activated IP addresses. At this time, there is no risk of personal or confidential information being accessed.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002338	8-Nov-19	It was discovered that Employee A could see the personal information of numerous other employees that do not report to them via PeopleSoft Manager Dashboard. The personal information includes one employee's name, job title, and annual salary, and includes the My Performance Plans of other employees. Employee A did not review the information, only noted that they had access. The incorrect employees have been removed from Employee A's account in PeopleSoft; Employee A can no longer view the information for employees not reporting to them. As such, containment has been achieved.	False	False	False	False	Service	BC Public Service Agency
2019-002483	27-Nov-19	11-121: Caller received a letter for a person with the same name as her son. Both caller's son and person breached have the same name and are both on SDPR accounts. Potentially a third party breach as person breached has never had caller's address on file in RAPID. Bad address has not been applied to account that was breached as address of caller is not on his account or in his history.	False	False	False	False	Health	Health
2019-002414	20-Nov-19	A binder of contractor reference materials was lost in an office move. The information includes the agreement holder company name, length of contract, amount of contract, description of services, reports, and payments attached to deliverables. Containment efforts are underway; specifically, the program area has asked employees to look for the binder.	False	False	False	False	Education	Advanced Education, Skills and Training

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000480	5-Mar-20	Per our conversation, it was previously reported that a government issued laptop used by Community Living BC (CLBC) was stolen. It was confirmed that the device was locked, password-protected and encrypted at the time it was stolen. Given that CLBC is not within core government, and the laptop was secure, this original incident was rejected and closed on January 2, 2020, and the incident was recorded as 2020-0003 (GILR 2020-C69-12443). However, the stolen laptop has now been located and returned recently. CLBC staff attempted to log into it but could not as the access had been blocked by 7-7000 due to it having been stolen.	False	False	False	False	Not a Ministry	Other
2019-002349	12-Nov-19	As reported, Client A's decision letter was profiled to Client B's file and sent as a message through Client B's My Self Serve portal. The decision contained sensitive personal information including Client A's history of mental health, substance abuse, and impairment issues. Upon review, it was determined that Client B received a printed copy of the decision letter at a Ministry office and destroyed the document when they realized the document was not intended for them. Client A's decision letter was removed from Client B's file and the message sent through My Self Serve was deleted. Client B confirmed the printed document was destroyed. As such, containment was achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000046	9-Jan-20	01-24: Group Administrator A received a retroactive bill for Student A. Personal information disclosed may include Student A's first and last name, personal health number, RSBC account number and the invoice amount. Containment efforts are underway; specifically, RAPID has been corrected. Group Administrator A will not return the bill, as it includes other active students in which they are required to keep the record for.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002022	30-Sep-19	A decision letter was inadvertently emailed to an incorrect landlord and tenant. It is unknown what personal or confidential information may be involved. As such, an investigation is underway.	False	False	False	False	Economic	Municipal Affairs and Housing
2019-002576	9-Dec-19	An applicant's FOI package was mailed by Information Access Operations (IAO) to a Delegated Aboriginal Agency's district office (DO) for distribution via BC Mail Plus. BC Mail Plus has confirmation the package was received by the DO; however, staff at the DO do not recall receiving the release and have been unable to locate it. The FOI package contained 20 pages of records regarding the applicant's time as a child in care in the late 1960s. The personal information included the names and dates of birth of the applicant and their three siblings, as well as the names, dates and places of birth, and marriage date of the applicant's parents. The package also contained a high-level description of the family's involvement with the ministry.	False	False	False	False	Service	Citizens' Services
2019-002545	4-Dec-19	It was discovered that on November 26, 2019 an employee erroneously emailed health care cost documentation to a third-party insurer rather than faxing the documents. Personal information disclosed includes a client's first and last name, PHN, date of birth, incident date, as well as associated health care costs. It was confirmed by the third-party insurer that the email was double-deleted. As such, containment has been achieved.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002033	1-Oct-19	Client A's Stepdaughter called the Ministry to make changes to Client A's financial information on file, and stated that she was Client A's Trustee. However, it was discovered that there was no valid consent, Trustee or Power of Attorney documentation in place. The Stepdaughter has previously called the Ministry four times since Aug. 8th, 2019, and the personal information disclosed in these calls includes: Client A's first and last name, direct deposit information, Senior Supplement Payments, Electronic Funds Transfer information, and the fact that two payments would be coming through shortly. Containment efforts are underway; specifically, Client A's file will be flagged as having invalid consent, and the Ministry's financial branch will be requested to hold off on making direct deposit payments to Client A until proper consent is obtained.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000635	26-Mar-20	The Complainant (a Ministry Client) alleges that the Ministry is collecting personal information about him without consent. The Complainant also alleges that the Ministry tried to have him consent in writing to allow them to collect a wide breadth of personal information which he believes they are not authorized to collect. The full extent of the personal information collected at this time is unknown.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001566	31-Jul-19	An email intended for Client A was sent to a private individual. Client A and the individual have almost identical names. The personal information disclosed in the email included Client A's first and last names, address, date of birth, place of birth, the governing body that Client A is licensed with, and a request to have their fingerprints taken. The individual confirmed double-deletion of the email. Containment efforts were completed.	False	False	False	False	Justice	Public Safety and Solicitor General



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001714	20-Aug-19	Employee A pasted information meant for one service request ticket (Ticket B – for Employee B) onto another ticket (Ticket C – for Employee C) in error. The personal information involved included a summary of incidents regarding Employee B and some draft letters.	False	False	False	False	Service	BC Public Service Agency
2020-000318	13-Feb-20	A PRQ (requisition for payment or reimbursement) intended for Foster Parent A was sent to Foster Parent B in error. The personal information involved included: Foster Parent A's full name, supplier number, mailing address, the full names of two children in care, two PRQs, and an indication of who the payments were made in support of and what they were for.	False	False	False	False	Social	Children and Family Development
2020-000304	11-Feb-20	A FOI package was provided to an applicant in August 2019 that contained unsevered personal information. The personal information included a booking reference number. The error was discovered prior to being published to the Open Information website.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000314	12-Feb-20	As reported, the Complainant alleges that a FOI package was provided to an applicant that contained unsevered personal information. The personal information disclosed includes the Complainant's first and last name, and the names of individuals who reported child protection concerns to the Ministry. The Complainant alleges that there is potentially more extensive personal information that was disclosed in the package. An investigation is underway.	False	False	False	False	Service	Citizens' Services
2019-002224	29-Oct-19	It was discovered 10 employees accessed a client file without authorization. The personal information involved includes an inmate's name, address, probation status, relationship status and mental health. An investigation is underway.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001974	24-Sep-19	On September 24, 2019, Client A attended a local office and handed over a letter they had received in the mail that was intended for Client B. The envelope was addressed to Client A but the letter contained Client B's personal information including name, address, and cheque amount.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001492	23-Jul-19	As reported, five clients have been contacted by former contracted employees who have started their own recruitment agency. The former contracted employer (Contractor A) no longer holds the EPBC contract, and hasn't since March 31, 2019; Contractor A no longer offers any services within the community. To date, five client's have reported to the new contract holder (Contractor B) that they have been approached by the recruitment agency regarding services they offer. It is believed that the recruitment agency has a copy of Contractor A's previous client list and it is believed that the personal information involved includes client names and telephone numbers.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001985	25-Sep-19	A government issued cellphone was lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone will be initiated.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000297	11-Feb-20	Per our conversation, your government- issued cell phone went missing. The cellphone was locked and password protected at the time it went missing, the password was not easily guessable and it was not written on or near the device. It was reported after the original intake call that the cell phone had been located and would be returned to you.	False	False	False	False	Financial	Finance
2019-001550	30-Jul-19	07-153: A group admin enrolled a father on her group due to an application error by the man's son. Group admin called HIBC in order to correct the error.	True	False	True	False	Health	Health
2019-001572	1-Aug-19	07-161: As reported, a client's relative reported to HIBC they received a letter with a non-photo BC Services Card (BCSC) intended for their family member. As the mail was inadvertently opened by them, it will be returned to an HIBC supervisor. Upon review, it was determined a photo BCSC was mailed to the correct address. The client's address was updated by ICBC August 2, 2019 and as such, no privacy breach has occurred.	False	False	False	False	Health	Health
2019-002027	1-Oct-19	A government issued cellphone was lost. It is unknown whether the cellphone is locked or password protected, or what personal information is involved. Containment efforts are underway; specifically, the Employee who had custody and control of the phone will be asked to provide information on when it was last in his possession, whether it was password protected and locked, and whether the password was easily guessable. Upon further investigation, the government cellphone has been located. Therefore, no privacy incident has occurred. Containment activities are not warranted as no privacy incident has occurred.	False	False	False	False	Education	Education

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000370	20-Feb-20	Information regarding Client A (son) has been provided to Client B (mother) without valid consent on file. The extent of the personal information disclosed is unknown, but may have included Client A's full name, address, and the fact that they are a Ministry client (all of which Client B is aware of).	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002057	3-Oct-19	As reported on October 3, 2019, a Ministry employee sent a fax containing a client's information to an unintended recipient in error. The personal information disclosed includes the client's first and last name, and personal health number. Confirmation has been received that the unintended recipient has destroyed the fax. Containment has been achieved.	False	False	False	False	Health	Health
2019-001576	1-Aug-19	The employee of a contractor had printed out a training agreement so they could provide it to Client A. During this process the employee started helping Client B and placed Client A's training agreement down, which was then unintentionally picked-up by Client B when they left believing it was their own. The personal information of Client A contained in the training agreement included their name, address, Social Insurance Number (SIN), course locations and dates, and financial contributions made.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000622	25-Mar-20	As reported on March 25, 2020, a client came into a local office and stated that their personal information had been previously disclosed to a third party who did not have valid consent of their file over the telephone. The personal information disclosed includes information regarding the client's rental agreement and cheque amount. An investigation is underway.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001453	18-Jul-19	A contractor of the Ministry recognized a client on Crime Stoppers and is requesting assistance in determining if the client can be reported to appropriate law enforcement under FOIPPA. As per section 33.2, a public body may disclose personal information referred to in section 33 inside Canada as follows: (i) to a public body or a law enforcement agency in Canada to assist in a specific investigation.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001737	21-Aug-19	A client called to inquire about a disclosure the Ministry is alleged to have made. The client had received mail from a business that they do not recall ever having attended. When the client called the business, the business indicated that the client attended in 2013 after a referral was made from the Ministry. However, there is no record of a referral being made by the Ministry on the client's case. At this time, it is not known what personal information may have been included or how the business obtained the information.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000572	17-Mar-20	03-36: Possible wrong select by third party. PHN provided to resident with same name different birthdate. No mail issued. Investigation to follow.	False	False	False	False	Health	Health
2019-001618	7-Aug-19	On August 7, 2019, an individual called in to a call centre impersonating Client A. The individual successfully passed the following verification checks: date of birth, phone number, type of assistance, how cheques are dispersed, and if any other clients are on the file. The individual was inquiring about a crisis food request that had been previously initiated and were informed that the request was still pending. After being informed of the status, the individual disclosed that they were not Client A. Another person claiming to be Client A then got on the call but the call was ended by the worker.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001918	17-Sep-19	09-72 A government agent called to let us know that a client had presented them with a RSBC invoice that indicates a person with a similar name but different DOB had been added to her spouse's plan. This appears to be a MSP Direct error. The initial correction has been made by the reporting HIBC agent and a Service Desk Request has been submitted to fix the spousal link.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000461	4-Mar-20	A Ministry employee sent an email containing Client A's information to an unintended recipient outside of government in error. The personal information disclosed included payroll records that contained Client A's first and last name, payment amount, identifies the company they worked for and the dates and times worked.	False	False	False	False	Economic	Labour
2020-000173	24-Jan-20	On January 24, 2020, a complaint was reported directly to the IU. The Complainant (a former Ministry of Children and Family Development [MCFD] Client), alleged that their personal information was disclosed by a MCFD Social Worker during a public coroner's inquest without authorization. The personal information disclosed included details about the Complainant, their adult child, their history with MCFD, and their relationship with each other.	False	False	False	False	Social	Children and Family Development
2019-001626	8-Aug-19	As reported, Client A's mother contacted the Ministry to make a request on their behalf; however, the consent on file for the mother is invalid. It was then discovered Client A's mother had called in previous times dating back to January, 2019, while the consent was invalid. The personal information that may have been disclosed during previous calls include Client A's first and last name, date of birth, address, phone number, social insurance number, personal health number and crisis supplements amounts. It was confirmed Client A's mother has submitted valid consent forms in the past and the most recent consent form was completed incorrectly. An alert has been put on Client A's file to ensure that no further information is disclosed to Client A's mother until valid consent is submitted. Given that disclosure was made verbally, containment was limited.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001450	17-Jul-19	A contractor employee while troubleshooting an issue with a colleague inadvertently included a client's Personal Health Number (PHN) in an error log sent over Enterprise Skype Messenger. There was no other personal information of the client involved other than their PHN.	False	False	False	False	Health	Health
2019-002485	27-Nov-19	As reported on November 27, 2019, a client's health care worker contacted the Ministry without the client present and requested information regarding the client's file. The personal information involved includes the client's name and information regarding their Ministry involvement. As the disclosure was made verbally, containment activities were limited.	False	False	False	False	Health	Health
2019-002251	31-Oct-19	10-119: Caller received a confirmation of coverage letter that added two Over-age children on to the account that were not their children. Doc Processing agent coached and caller will destroy letter. OA children will be added to correct account and SD and PHN Merge notified.	True	False	True	False	Health	Health
2020-000595	20-Mar-20	As reported on March 20, 2020, a client's file cannot be located. The personal information contained in the file included the client's name, date of birth, address, CS number, ID photo, and information regarding their involvement with the Ministry.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002147	16-Oct-19	10-59: A Non photo BCSC was returned to HIBC opened and stamped "return to sender unclaimed". The card contained the clients name, address, DOB, Gender, PHN. The card was marked as undelivered in RAPID and the address was invalidated.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001928	18-Sep-19	A government issued cellphone was lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone will be initiated.	False	False	False	False	Social	Children and Family Development
2019-002223	28-Oct-19	10-109: As reported, a citizen received a Non-Photo BC Services Card for their deceased mother. The personal information involved includes the client's first and last name, date of birth, gender and personal health number. The account has been updated using the bad address procedure. Upon review, it was determined HIBC was not notified of the client's death and the BCSC was sent to the correct address on file. The recipient confirmed the BCSC was destroyed. HIBC will close the client account upon receiving a death certificate for the client.	False	False	False	False	Health	Health
2019-001767	26-Aug-19	As reported on August 26, 2019, a Client (Client A) informed the Ministry that they had received an eligibility summary stapled to a cover letter that was meant for another Client (Client B). The cover letter had Client A's name and address on it, but the eligibility summary contained Client B's information. The personal information disclosed includes: Client B's first and last name, eligibility summary, Canada Revenue Agency amounts, and the reason for care. Confirmation has been received that the eligibility summary has been returned to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002671	19-Dec-19	As reported, a document intended for Client A was mailed to Client B in error. The personal information involved includes Client A's first and last name, date of birth and case number. Client B proactively notified the Ministry of the error and has confirmed the document will be returned. Client A's document was returned to the Ministry office. Containment was achieved.	False	False	False	False	Social	Social Development and Poverty Reduction



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002547	5-Dec-19	As reported on December 5, 2019, Employee A mailed a death registration and medical certificate for Client A to Client B in error. The personal information disclosed included the Client A's full name, date and place of death, age at time of death, parent information, place of disposition and cause of death. It was confirmed by Employee A that Client B mailed the death certificate and medical certificate back to the program area. As such, containment has been achieved.	False	False	False	False	Health	Health
2019-002411	20-Nov-19	As reported, two documents were printed off twice for Client A, and one copy was given to Client B in error. It is believed that Client A received the first copy of these documents. The personal information involved included Client A's and Client A's spouse's full names, dates of birth, driver's license numbers, information on the make of their vehicle, and information regarding a roadside prohibition.	False	False	False	False	Service	Citizens' Services
2020-000578	17-Mar-20	A client attended a Ministry office and returned a stub that had been mailed to them in error. It is believed that two stubs may have been placed in the incorrect envelopes. As such it is possible that the client who returned the stub also had their stub sent to an incorrect client. The Ministry will contact the other client to determine if a second stub was also miss-directed. The personal information impacted would include the client name, GA number, dollar amount (potentially) and SIN (potentially).	True	False	True	False	Social	Social Development and Poverty Reduction
2019-002695	20-Dec-19	12-118 Caller received a NPC for someone else. A wrong select was done by Document Processing clerk. Caller will return the NPC attention to Supervisor. Address for breached person reverted back to OOP address (they were closed as a Perm Move).	True	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001535	29-Jul-19	A Ministry employee while travelling for work accidentally left their government-issued laptop at an airport security checkpoint. A lost item report was made with the airport, but to date the device has still not been found or returned. The laptop was confirmed to be locked, password protected, unknown if strong but it likely was, and the password was not written on or nearby the device. Security confirmed that the laptop was encrypted and that the employee who lost it was the last person to login to it.	False	False	False	False	Economic	Labour
2020-000274	6-Feb-20	A manufacturer who provides information to the Ministry regarding their products would like to change the process of how they provide the Ministry with that information. The manufacturer would mail secure USB drives to the Ministry previously and now they would like to create a SharePoint site where they can upload the information instead.	False	False	False	False	Health	Health
2019-001720	20-Aug-19	A government issued cellphone was lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone through 7-7000 Option 4 has been initiated.	False	False	False	False	Social	Children and Family Development
2020-000058	10-Jan-20	Complainant alleges a Ministry Employee has provided Crown Counsel with false information regarding their ministry involvement and mental health.	False	False	False	False	Social	Children and Family Development
2019-002303	5-Nov-19	A client attended a Service BC office and returned a letter they received that was intended for a different SDPR client. The letter contained a client's reconsideration package that included the client name, address, detailed medical information and confirmation of their denial for disability status.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002614	12-Dec-19	12-61: A non-photo BCSC was returned to HIBC opened and marked 'return to sender'. The card included the clients name, address, gender, DOB and PHN. The card was marked undelivered in RAPID and the address was already updated in RAPID.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002697	20-Dec-19	As reported on December 20, 2019, a caller received a RSBC invoice for a client in error. The caller returned the invoice to HIBC and "bad address" status has been applied to the client's account. As such, containment has been achieved.	False	False	False	False	Health	Health
2020-000004	2-Jan-20	As reported, an email containing a probation order intended for Employee A was inadvertently sent to Employee B. The personal information involved includes an inmate's name, date of birth, conviction details and probation conditions. Employee B notified the sender of the error and confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000430	28-Feb-20	An Employee's Corrections ID was stolen from their personal vehicle. Information on the Employee ID includes their full name, photo, job title, Ministry and Branch.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000490	6-Mar-20	As reported on March 6, 2020, a client's FOI package could not be located. The extent of personal information contained in the package is unknown at this time, however, it may have included the applicant's entire history of involvement with a Ministry. The program area believes that the package was never physically prepared or sent to the client.	False	False	False	False	Service	Citizens' Services
2019-001419	15-Jul-19	A Ministry employee while preparing an adjudication decision inadvertently used information pertaining to an unrelated dispute. This incorrectly prepared decision was then e-mailed to 3 unintended recipient clients, who promptly notified the Ministry of the mistake. The personal information of the affected clients included the outcome of their unrelated dispute, but there was an insufficient amount of information present to individually identify them.	False	False	False	False	Economic	Municipal Affairs and Housing

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002038	2-Oct-19	On October 1, 2019, Client A's letter was emailed to Client B with Client B's letter. The body of the letters contained the same templated language regarding the province's ongoing support in relation to a flood. The personal information included on the letter was Client A's first and last name.	False	False	False	False	Justice	Attorney General
2019-001658	13-Aug-19	08-31: a child was added to the incorrect account due to automatic enrolment. A group administrator notified HIBC of the error to correct the account.	False	False	False	False	Health	Health
2020-000516	11-Mar-20	As reported on March 11, 2020, an email regarding Client A was sent to an unintended recipient. The personal information disclosed includes: Client A's full name and the dates that Client A was in the ministry's care. It was confirmed by the unintended recipient that the email has been double-deleted. As such, containment has been achieved.	False	False	False	False	Social	Children and Family Development
2020-000022	6-Jan-20	A box of files was retrieved from offsite storage at Iron Mountain. Upon review of the contents it was discovered that a file, not related to government, was included. It was determined the file belonged to a non-government medical office, and Iron Mountain was contacted to retrieve the file, which has been completed.	False	False	False	False	Social	Children and Family Development
2020-000588	19-Mar-20	A client has emailed the Minister's office from a friend's email address and has requested the Minister's response be sent by mail. Due to current office circumstances, responding by mail is not possible at this time. A question was posed regarding the privacy and security implications of responding to the email provided rather than by mail. As such, there has been no unauthorized disclosure of personal information by government and therefore, no privacy incident has occurred.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000218	30-Jan-20	01-132: An agent annotated a Plan G form with the personal health number (PHN) of another patient and faxed the application back to an External Organization. The client is not a patient of the External Organization.	False	False	False	False	Health	Health
2019-002221	28-Oct-19	10-105 A caller has three PHN's associated with her name. Correspondence and cards have been received in two different PHN's. An investigation has been opened to determine whether any of these PHN's are not associated with this beneficiary.	False	False	False	False	Health	Health
2019-002418	20-Nov-19	Two government-issued laptops cannot be located. It is unknown if the laptops were password protected and an investigation is underway to determined encryption and the last user.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000215	30-Jan-20	As reported, information regarding Client A was emailed to an incorrect party. The personal information involved included: Client A's full name, date of birth and a cognitive assessment request to determine eligibility for ministry services. The incorrect party has double-deleted the email. As such, containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002524	3-Dec-19	Double report, x-ref. 2019-2522. A client file intended for Office A was mailed to Office B in error. The personal information involved includes client names, addresses and history of Ministry involvement. The client file was located and returned to the correct office.	False	False	False	False	Social	Children and Family Development
2020-000609	23-Mar-20	A CSR came across an information mismatch on an SDPR account where one child was enrolled under a different child's personal health number. It is unclear if the incorrect PHN was provided to the parent. This is a wrong select.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001794	29-Aug-19	The Complainant alleges that on several occasions when they had reserved campsites at different BC Provincial Parks, they arrived to find that their full first and last names, the campsite number they had reserved, and the dates of their stay were posted along with the information of other individuals checking in to the campground that day. The personal information disclosed includes: First and last names, campsite number reserved, and the dates of the Complainant's stay at the campground.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy
2019-002556	5-Dec-19	On June 18, 2019, Client A's monthly report was scanned with Client B's monthly report and profiled to Client B's case. The personal information includes Client A's name, phone number, SIN, and income information. Client A's monthly report has been recycled from Client B's case.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000416	27-Feb-20	As reported, a Ministry employee had an extension installed on their Google Chrome without their authorization. There were concerns regarding the protection of client information as the Ministry employee uses Chrome to access government databases, and the extension monitors web usage. Upon review, it was determined the application is secure and was expected to be installed on the employee's device. As such, no privacy or information incident has occurred.	False	False	False	False	Justice	Attorney General
2020-000191	28-Jan-20	As reported, a decision letter was inadvertently emailed to an unintended recipient. The personal information disclosed included the first and last name of the applicant and the respondent, the address under dispute and the outcome of the hearing. It was confirmed the email address the letter was emailed to was the address provided by the applicant, however, a response was received from the recipient indicating they are the incorrect person to receive the information.	False	False	False	False	Economic	Municipal Affairs and Housing

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002023	30-Sep-19	A contracting company sent an email to clients and cc'd all recipients in error. The personal information disclosed includes 117 client email addresses and indicates a change in their case manager. Containment is underway; specifically, an email will be sent requesting double deletion of the email.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001789	28-Aug-19	As reported on August 28, 2019, a Ministry employee sent Client A's information instead of Client B's information in error. The employee sent the client's information to their intended recipient. The personal information disclosed includes Client A's first and last name, and date of birth. Upon further investigation, it has been confirmed that the Ministry employee caught and corrected their error prior to the information being sent in error. Therefore, no privacy incident has occurred. As no personal information was released, no containment methods are necessary.	False	False	False	False	Social	Children and Family Development
2019-002484	27-Nov-19	11:122: Caller was inquiring about Pharmacare and CSR asked about spouse. Caller indicated they have no spouse. CSR realized that Group Admin added a spouse in error to caller's account. Spouse added in error has been removed from account and reactivated on their own coverage again.	False	False	False	False	Health	Health
2019-002595	11-Dec-19	12-53 As reported on December 11, 2019, a payment for a reciprocal dental claim was made to the wrong payment number. Personal information disclosed included Client A's name, personal health number, and date of service. The incorrect cheque was returned to HIBC and a new, correct cheque was issued. As such, containment has been achieved.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001779	27-Aug-19	As reported, a cheque intended for Client A was provided to Client B in error. The personal information involved includes Client A's first and last name, address, GA number and cheque amount. Client B proactively returned Client A's cheque and containment was successful.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000366	19-Feb-20	02-95: As reported on February 19, 2020, a caller was added to an account of someone they do not know. An Employment Record Card with the caller's information was incorrectly sent to a Group MSP Administrator. The personal information disclosed included: caller's name, date of birth and personal health number. Account information has been corrected in the system and the Group MSP Administrator has destroyed the Employment Record Card. As such, containment has been achieved.	False	False	False	False	Health	Health
2020-000049	9-Jan-20	A new Employee logged on to My Self Serve and was able to view her sister's paystubs. Her sister had previously worked with the BC government in a separate area, but is no longer an employee. The personal information disclosed included: the sister's full name and the amount of her previous paycheques.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000137	21-Jan-20	01-85: Please be advised a client was told by a Medical Clinic that she did not have the correct personal health number. An investigation is currently underway.	False	False	False	False	Health	Health
2019-001464	19-Jul-19	07-112: The Insurance Corporation of British Columbia (ICBC) updated Client A's address to Client B's account in error. Clients A and B have the same name and date of birth. The personal information involved included Client A's address.	False	False	False	False	Health	Health



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001754	23-Aug-19	After receiving an FOI response package, the Complainant alleged that the Ministry altered her records. The Complainant alleged they know the Ministry altered the records because they recorded the conversation with a Ministry employee and subsequently submitted an FOI request for the records related to that conversation.	False	False	False	False	Social	Children and Family Development
2019-002493	28-Nov-19	As reported on November 28, 2019, Employee A sent an email to Employee B regarding Employee C in error. The personal information disclosed includes: Employee C's first name, last name, and information pertaining to a request for special leave. It was confirmed by Employee B that the email was double-deleted from their email account. As such, containment has been achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000659	1-Apr-20	A Third Party (Party A) involved in an employment complaint issue proactively advised the Ministry that she had received a determination letter intended for another party (Party B) in error. The personal information involved in the letter includes: An Employer's full name, address, their lawyer's name, the Complainant's name (a former employee of that employer), and a determination stating that the Employer had voluntarily agreed to pay the former employee severance amounts. Containment activities are currently underway; specifically, the Ministry will request that Party A return the misdirected letter, and will also be reaching out to Party B to ask if they received a letter intended for another party in error. Notification needs to be addressed.	False	False	False	False	Economic	Labour
2019-002330	7-Nov-19	As part of a workstation refresh program an inventory count was done and it was discovered that seven laptops are missing. It is unknown when the laptops originally went missing or what personal or sensitive information was stored on them. It is likely the laptops were secure when they went missing, but the last access dates, times, and encryption statuses have yet to be confirmed.	False	False	False	False	Transportation	Transportation and Infrastructure

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001736	21-Aug-19	Client A approached Employee A at a Ministry service counter regarding a hold on their cheque. When Employee A pulled up the client's file they discovered that Client B's paystubs had been profiled with their monthly report. Employee B had scanned and incorrectly profiled Client B's paystubs to Client A's file. The personal information of Client B contained in their paystubs included their name, address, earnings amounts, and place of employment.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000054	10-Jan-20	As reported, it was discovered a pre-adoptive file was merged with a post-adoptive file in 2014. As a result, the biological parents contact information was added to the post-adoptive client file in error. The personal information involved includes the client's biological parents names and date of births. It was confirmed the client file was closed in 2014 and there is no evidence to suggest any information was disclosed outside of government.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001710	20-Aug-19	An anonymous party alleges that a number of security cameras at Government House are clearly visible to the volunteers and the general public from a common area. It was also alleged that security staff often invite the volunteers to come into the security office to view the monitors in detail.	False	False	False	False	Financial	Finance
2019-002017	30-Sep-19	In response to Applicant A's FOI request, the FOI summary intended for the Ministry involved was emailed to Applicant A in error. The summary included recommendations for what information should be severed although it was confirmed that the summary did not contain confidential or personal information.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002651	17-Dec-19	On December 17, 2019, an email intended for Employee A was sent to Employee B in error. The personal information included Employee A's name, employee number, and information related to their return to work.	False	False	False	False	Service	BC Public Service Agency
2019-002266	1-Nov-19	As reported on November 01, 2019, a criminal record check clearance intended for Organization A was sent to Organization B in error via email. The personal information involved includes: an individual's first and last name, and their year of birth. It was confirmed by Organization B that the email was sent to a deactivated account, therefore could not be accessed. As such, containment is considered to be achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000617	24-Mar-20	An Employee was experiencing issues with their laptop and it was not charging properly. The laptop has since been fixed and there was no personal or sensitive information involved.	False	False	False	False	Social	Children and Family Development
2019-001655	13-Aug-19	As reported, it was discovered that a 300 page FOI package was provided to an applicant on March 21, 2019, that contained un-severed information. The information included two airline booking reference numbers on two pages of the package. The error was discovered prior to being published to the Open Information website. Given the passage of time, containment from the applicant was not pursued. However, the information will be severed prior to the package being published to the Open Information website.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002442	22-Nov-19	As reported, a government-issued laptop was lost. The laptop was powered off and no passwords or credentials were written on the device at the time it was lost. Confirmation has been received that the laptop was encrypted and the last access date and time coincides with the employee's information. The employee also indicates no personal or confidential information was stored on the laptop. As it has been determined that there was no personal or confidential information stored on the laptop, it was secured with a password, and it was encrypted, it has been determined that an information or privacy incident has not occurred.	False	False	False	False	Justice	Attorney General
2019-001742	22-Aug-19	As reported, Client A's claim form intended for Care Provider A was mailed to Care Provider B in error. The personal information disclosed includes Client A's first and last name, their child's first and last name, Care Provider A's first and last name, cost and amount of days care was provided. Upon review, it was determined that both Care Provider A and Care provider B care for the same child. Care provider B proactively returned the claim form to Client A who then provided it to Care Provider A. Client A did not express concern when notifying the Ministry of the error and it was confirmed that Care Provider B was privy to the personal information disclosed prior to disclosure occurring.	False	False	False	False	Social	Children and Family Development
2019-002273	1-Nov-19	As reported, a doctor's note was inadvertently emailed to a general email inbox. The personal information involved includes an employee's first and last name and indicated they attended a doctor's appointment. The error occurred due to using the incorrect fob when scanning the document on a printer. The email was double deleted. Containment was achieved.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002088	8-Oct-19	As reported on October 8, 2019, it was discovered two paystubs intended for Client A's file had been profiled to Client B's file in 2011. The personal information involved includes Client A's first and last name, employee number and pay amount. Confirmation has been received that Client A's information has been removed from Client B's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001429	16-Jul-19	As reported on July 16, 2019, a Ministry employee profiled Client A's information to Client B's account in error. The personal information involved includes Client A's name, date of birth, address, and phone number. Confirmation has been received that Client A's information has been removed from Client B's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002440	21-Nov-19	A fax containing a youth client's psychiatric evaluation was sent to the BC Government payroll operations in error. The personal information involved includes the youth's full name, mental health evaluation and potentially any recommendations made by their mental health clinician. Upon review, it was determined the fax was received in email format by a payroll operations employee. The employee immediately recognized the document was not intended for them, notified their supervisor and confirmed it was not read. It was determined the psychiatric evaluation attachment was successfully deleted.	False	False	False	False	Social	Children and Family Development
2019-002323	7-Nov-19	A citizen reported that their friend, an MCFD administrative employee, had disclosed personal information to them about the citizens' sister and the sister's child (Client A and Client B, respectively). The personal information disclosed included: Client A and B's visit to an MCFD office and Client B's receipt of counselling services. As disclosure was verbal, containment activities have been limited.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001486	23-Jul-19	On June 20, 2019, a church reported to the Ministry that their marriage registry book had gone missing in 2019. The marriage registry book contained approximately 9 records of marriages officiated at the church. The personal information involved in each record included the date and location of the marriage, marriage document control number, the first and last names and signatures of the two individuals married and the two witnesses, as well as the officiant's first and last name, certification number, and signature.	False	False	False	False	Health	Health
2019-002119	11-Oct-19	The employee reported that when they log in to their HR/TOL information it is no longer visible.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy
2019-001585	1-Aug-19	On July 30, 2019, a letter intended for Student A was uploaded to Student B's dashboard in error. The personal information contained in the letter included Student A's name, application number, and referenced an incorrect form that had been submitted. Student B alerted the ministry to the error on August 1, 2019.	False	False	False	False	Education	Advanced Education, Skills and Training
2019-001772	27-Aug-19	As reported on August 27, 2019, it was discovered that blue bins containing personal information were removed by cleaning staff overnight. The personal information involved may include residence agreements, appointment slips, probation orders and pre-sentence reports that would include court details, employment information and family information. The cleaning staff was contacted and confirmed where the blue bins had been emptied. Staff were able to retrieve the paperwork from the recycling dumpster. It is believed all paperwork was retrieved and has now been shredded appropriately. Containment has been achieved.	False	False	False	False	Justice	Public Safety and Solicitor General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002114	10-Oct-19	As reported, while appearing in court on a Family Law Act matter, a social worker discovered that full disclosure of the family file was provided to the parties and court without any severing applied. This resulted in disclosing the identities of four children protection reporters including their first and last name, phone number and place of work. All parties that received a copy of the family file returned the file and were provided a severed copy. Containment was achieved.	True	False	True	True	Social	Children and Family Development
2019-001415	12-Jul-19	A Ministry call centre employee had just completed a call with a client and was in "wrap-up status". The employee for some reason could still hear voices through their headset for a short period of time. It is unknown whose voices were overheard. The employee confirmed that no personal or confidential information was overheard on the call.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000116	17-Jan-20	Employee A obtained access to Employee B's email account for operational purposes. During Employee A's review, it was discovered that Employee B may have accessed Employee C's teaching certificate information without a business purpose. The personal information disclosed included: Employee C's name, date of birth, address, criminal record checks, fee payments and application processes. Containment is underway; specifically, Employee B no longer has email or system access.	False	False	False	False	Education	Education
2019-002720	31-Dec-19	A citizen notified a ministry program area that their BCeID account, in addition to their roommate's BCeID account, had been inappropriately accessed. After an investigation by the program area, it was determined that the citizen's account was locked and had been locked for an extended period of time that predated the citizen's noted access dates. The roommate did not have an account with the program area. It has been confirmed that no personal or sensitive information was disclosed. As the incident did involve any personal or confidential information, no privacy incident has occurred. The incident has been rejected.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001604	6-Aug-19	On August 5, 2019, an inmate removed a face sheet from an employee's desk and took the sheet to their cell. The face sheet contained the names, CS numbers, and pictures of all inmates currently in that unit. The face sheet was removed from the inmate's cell approximately 45 minutes later.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001809	30-Aug-19	A privacy complaint was reported by a Delegated Aboriginal Agency (DAA) with the Ministry of Children and Family Development (the Ministry) to the Investigations Unit (IU). The Complainant alleged their identity as a child protection reporter regarding their grandchildren was disclosed to the mother of the children by a Social Worker.	True	False	False	False	Social	Children and Family Development
2020-000308	11-Feb-20	A laptop used by BC Coroners cannot be located.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001588	1-Aug-19	A notice of hearing was sent to an unintended recipient in error via email. The personal information involved included the first and last name of two individuals and one address.	False	False	False	False	Economic	Municipal Affairs and Housing
2019-002644	17-Dec-19	On December 13, 2019, a client's cheque could not be located at the local office. The personal information included the client's name, cheque amount, and referenced a crisis supplement. A stop payment was issued on the cheque and a new cheque was issued to the client at that time. It was then discovered that the cheque had been wrongly included in a batch of cheques that was picked up by a trusted third party.	False	False	False	False	Social	Social Development and Poverty Reduction



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002451	22-Nov-19	A vehicle containing client information was in an accident on a forest service road. The vehicle will be left overnight and will likely be towed in the morning. It cannot be confirmed what client information was left in the vehicle; however, it is estimated it includes a government issued laptop, notebooks and may include family reports. At this time, it is unlikely that the vehicle will be accessed as it is in a remote area.	False	False	False	False	Social	Children and Family Development
2020-000337	14-Feb-20	As reported on February 14, 2020, a Ministry employee sent an email containing Client A's information to an unintended recipient in error. The personal information disclosed includes Client A's first and last name, and information regarding their Ministry involvement. The Ministry reached out to the unintended recipient regarding double-deletion of the email, however, they have not received confirmation as of this date. Further containment activities will not be pursued due to the relationship the unintended recipient has with the Ministry, and that further containment measures may potentially disturb the situation.	True	False	False	True	Economic	Labour
2020-000243	3-Feb-20	As reported on February 4, 2020, an employee's government issued laptop and cellphone may have been compromised by an external organization. The information that could potentially be at risk includes client names and their ministry involvement. The government issued laptop and cellphone have been reissued and it has been confirmed by the employee's technical department that there is currently no risk of unauthorized access. Unauthorized access to client information has not been confirmed. As such, containment is considered to be achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000525	11-Mar-20	A provincial health authority reported a privacy breach regarding a client (Client A) of the Ministry of Children and Family Development. Two health authority employees had their vehicle broken into on November 26, 2019, and documents containing Client A's and 30 other patients' information were stolen. The personal information involved included: Client A's full name, technical information about seating systems for Client A, a weekly work schedule that included personal information of multiple patients, full names of 30 other patients, and the physical measurements of 3 patients. A full investigation has been conducted by the provincial health authority.	False	False	False	False	Social	Children and Family Development
2019-002555	5-Dec-19	Organization A received a clearance letter regarding Client A that was intended for Organization B. The personal information disclosed included Client A's full name, birth year and clearance results. It was confirmed by Organization A that the email was double-deleted. As such, containment has been achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000492	6-Mar-20	the Ministry received documentation from Client A containing their personal information. This information was then profiled to Client A's account. In a subsequent phone call with Client A, they disclosed to a Ministry employee that they never submitted documentation to the Ministry. Upon further investigation, it has been determined that Client B submitted documentation on Client A's behalf without their knowledge.	False	False	False	False	Social	Children and Family Development
2019-001698	19-Aug-19	On the morning of August 19, 2019 a Ministry employee attempted to perform a lock of a government-issued cellphone. After they discussed this with ServiceNow/7-7000 option 4, it was determined that Air Watch was not installed, and upon powering on the cellphone it was not configured nor was the mailbox set-up. It is currently believed that this device had never been used before.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000435	2-Mar-20	As reported on March 2, 2020, Employee A took a photo of Client A's mail with their personal phone. It was determined that no personal information was disclosed on the photo. Employee A has deleted the photo on their phone. As such, containment has been achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000061	10-Jan-20	A client's electronic record was sent to them via a social media platform without being properly severed. The personal information disclosed included: the names and contact information of six individuals, two child protection incident reports, a custody dispute, historical parenting concerns, and/or medical concerns.	False	False	False	False	Social	Children and Family Development
2019-002104	10-Oct-19	As reported on October 10, 2019, while at a WorkBC office, it was discovered that a client had two unassociated employment entries on their employment tab. The client called into the Ministry to inquire and it was confirmed there is no corroborating information about these employment entries on the client's file. The personal information contained on the entries includes details relating to the employment and employee; however, there is no identifying client information. Upon further investigation, it has been determined that the client provided incorrect information to the Ministry that was then profiled to their account. As such, no privacy incident has occurred. As no privacy incident occurred, containment activities are not warranted.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002334	8-Nov-19	11-42: A new non-photo BC Services Card (BCSC) was returned to HIBC opened and marked "RTS, not with Vancouver School Board". The letter contained the following personal information: name, address, birthdate, Personal health number, and gender. The address has been invalidated in RAPID and the card marked undelivered. Containment has been achieved as the letter and BCSC were returned to HIBC.	False	False	False	False	Health	Health
2019-002430	21-Nov-19	As reported on November 21, 2019, an email thread intended for Employee A was sent to one intended and one unintended recipient in error. The email contained information about two MyHR tickets placed by Employees B and C, and the unintended recipient was Employee B. The personal information involved includes: Employee C's full name, and a ticket requesting leadership coaching as recommended during Employee C's performance review by their supervisor. It was confirmed by Employee A and Employee B that all emails pertaining to the incident were double-deleted. As such, containment has been achieved.	False	False	False	False	Service	BC Public Service Agency
2019-002683	19-Dec-19	As reported, a 75 page FOI package was provided to an applicant in May, 2019, that contained un-severed confidential information. The confidential information disclosed includes a supplier code. The error was discovered prior to being published to the Open Information website. Given the passage of time and minimal information disclosed, containment from the applicant was not pursued. However, the information will be severed prior to the package being published to the Open Information website.	False	False	False	False	Service	Citizens' Services
2019-001527	26-Jul-19	07-142: The Child of an under-aged Mother was incorrectly added to the Grandparents' group accounts. The personal information involved included: the Child's full name, personal health number, and date of birth.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002339	8-Nov-19	As reported, Employee A attempted to print out a document from a multi-function device (a printer) using her FOB, and another employee's (Employee B's) personal document printed instead. The same issue has occurred three times with different employees. The personal information involved includes: Employee B's full name and SIN number, her two children's names and SIN numbers, and her property value and property tax information. Containment efforts are currently underway; specifically, both documents have been provided back to Employee B. An email was sent to the team requesting that if this document prints again, that it be immediately shredded and not read.	False	False	False	False	Social	Children and Family Development
2020-000107	16-Jan-20	HIBC received a complaint from the Minister of Health regarding a billing notice being forwarded to an incorrect address. Upon investigation it was determined the client's file had mistakenly been updated to an Ontario address in error. The error has been corrected and the correct address applied to the client account.	False	False	False	False	Health	Health
2019-001914	17-Sep-19	A Complainant alleged that a social worker inappropriately disclosed their personal information to the Complainant's ex-partner without consent. The personal information involved included the fact that the Complainant had contacted the social worker to discuss their ex-partner, and that they had provided the social worker with counselling and resource recommendations for their ex-partner.	False	False	False	False	Social	Children and Family Development
2020-000189	28-Jan-20	01-117: a beneficiary reimbursement response letter was sent out to patient with a different patient's name and service description.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001930	18-Sep-19	09-80 A letter has been received from a group requesting the addition of family members. When looking into the file it was noted that the spouse and children had been added to another group account. The ERC has been sent to the wrong group and the coverage confirmation letter (sent to wrong Account holder) has been mailed. Nothing has been returned.	True	False	True	False	Health	Health
2020-000591	19-Mar-20	A Social Worker sent an email to six intended recipients, however, it was determined the email contained a potential adoptive parent's full name rather than initials. Containment activities are currently underway; specifically, the Social Worker confirmed one recipient has double-deleted the email and will request the remaining recipients double-delete the email as well.	False	False	False	False	Social	Children and Family Development
2019-002325	7-Nov-19	As reported on November 7, 2019, Employee A sent an email to Client A intended for Organization A. The information disclosed includes: Organization A's company name, the name of an individual associated with the company, and the national safety code number. It was confirmed by Client A that the email was double-deleted from their email account. As such, containment has been achieved.	False	False	False	False	Transportation	Transportation and Infrastructure
2020-000648	27-Mar-20	A form was created in collaboration with several ministries in order to collect information from the five Health Authorities regarding essential service employees requiring child care. The form went out yesterday; however, did not have a collection notice as required by FOIPPA. One Health Authority directed individuals to submit direct to the Ministry of Education and therefore, around 600 individuals submitted this information prior to a collection notice being included. The information was not intended to be submitted direct, but on one form by Health Authority	False	False	False	False	Education	Education

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002318	6-Nov-19	A Health Authority reported an alleged unauthorized access of PharmaNet by an employee. The personal information involved includes first and last name, date of birth, personal health number, address, previous medical dispenses, clinical condition notes and practitioner information. It is unknown how many client files may have been accessed. As such, an investigation is underway.	False	False	False	False	Health	Health
2019-002000	26-Sep-19	On September 24, 2019, an email containing the personal information of Employee A was sent to Employee B in error. The personal information in the email includes Employee A's name and references an issue with their pay increments. It appears that Employee B forwarded the email to Employee C as they share the same first and last name. It is believed Employee B must have thought the email was intended for Employee C, which it wasn't. Employee C then alerted the sender to the original error. Containment efforts are underway; specifically, Employee B will be asked to confirm double-deletion of the email.	False	False	False	False	Service	BC Public Service Agency
2019-002105	10-Oct-19	A government issued cellphone that was stolen. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was stolen. The police have been informed of the theft and a remote wipe of the phone will be initiated through 7-7000 Option 4.	False	False	False	False	Social	Children and Family Development
2020-000195	28-Jan-20	As reported on January 28, 2020, it was discovered Client A's document was profiled to Client B's file in error. The personal information involved includes Client A's first and last name and social insurance number. Confirmation has been received that Client A's information has been removed from Client B's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000396	24-Feb-20	On February 24, 2020, it was discovered that 20-30 employee letters were mailed to the incorrect employee. The personal information disclosed includes: employee names, worker's compensation file numbers and details regarding worker's compensation claims. Containment efforts are underway; specifically, a delivery company is picking up the letters from the employee to provide back to the originating office.	False	False	False	False	Service	BC Public Service Agency
2020-000301	11-Feb-20	During a cubicle move, a box containing hard drives of ministry servers was thrown out by the movers. At this time, the extent of the incident and/or the personal or confidential information involved is not known. However, it is not believed the hard drives were encrypted. Further investigation is underway.	False	False	False	False	Justice	Attorney General
2019-001543	29-Jul-19	As reported on July 29, 2019, a Ministry employee sent a link for an annual Ministry survey intended for Care Provider A to Care Provider B in error. The information disclosed includes the Care Providers facility name, and account number. Care Provider A immediately reported the error to The Ministry upon receipt of the link, and the Ministry has since deleted the link. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2020-000548	13-Mar-20	Per our conversation, a fax was received by the program area in error. The fax was sent by an external organization, and it was intended for an unknown recipient. The personal information involved included an individual's full name, date of birth, gender, date of an incident, fact that police were contacted, and a report of a death.	False	False	False	False	Health	Health



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000313	12-Feb-20	As reported on February 12, 2020, a Ministry employee left their work notebook at a site. The notebook contained notes from the employee's most recent home visit with a client. The notes contained the client's last name, and general information regarding their Ministry involvement. The Ministry employee conducted an extensive search of the area where the notebook was lost, however, the employee was unable to locate the notebook. Due to the passage of time, it is unlikely that containment will be achieved.	False	False	False	False	Social	Children and Family Development
2019-001748	22-Aug-19	During a routine file review, it was discovered that an employee of a contracted service provider had accessed two files involving four of their relatives without a work purpose for doing so. The personal information involved includes first and last name, date of birth, address, social insurance numbers driver's license number, phone number, financial information, and their Ministry involvement.	True	False	True	True	Justice	Attorney General
2020-000378	21-Feb-20	As reported on February 21, 2020, Client A received Client B's employment plan in error. Personal information disclosed includes the Client's first and last name, file number, SIN, date of birth, and requirements of the employment plan. Confirmation has been received that Client A has returned Client B's employment plan to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000649	30-Mar-20	As reported, information regarding Client A was faxed to Organization A in error. The personal information involved included: Client A's name, date of birth, personal health number and list of medications. Containment activities were successful; specifically, Organization A has shredded the fax. As such, containment has been achieved.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001654	13-Aug-19	08-05: As reported, Client A contacted HIBC and it was determined that an incorrect dependent was added to their account in error. The personal information involved includes Client B's first and last name, date of birth and personal health number. The client account has since been corrected. Containment was achieved.	False	False	False	False	Health	Health
2020-000359	19-Feb-20	As reported on February 19, 2020, Employee A provided the incorrect telephone number for a client to Employee B. This led to Employee B contacting a citizen instead of the client. The personal information disclosed includes the client's last name. As the disclosure was made verbally, containment activities were limited.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002204	24-Oct-19	As reported on October 24, 2019, a decision was inadvertently mailed to an unintended recipient. The personal information disclosed included the first and last name of the applicant and the respondent, the address under dispute, and the outcome of the hearing. Confirmation has been received that the unintended recipient has returned the decision to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Economic	Municipal Affairs and Housing
2020-000302	11-Feb-20	It was discovered that a ministry employee has been using a web-based grammar correction program for work-related purposes. The employee does not work with any personal information, although may work with confidential government information	False	False	False	False	Education	Advanced Education, Skills and Training
2019-002111	10-Oct-19	As reported on October 10, 2019, information was provided to a client's advocate without valid consent. Personal information disclosed includes details relating to the client's rent payment. A consent is in place, but was not properly witnessed, therefore invalidating it. A note has been placed on the file indicating there is not valid consent in place. As the disclosure was made verbally, containment activities were limited.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002412	20-Nov-19	Employee A profiled Student A's letter to Student B's account. The personal information included Student A's name and application number. The profiled information was removed from the incorrect account. All documentation containing the incorrect information has been amended. As such, containment has been achieved.	False	False	False	False	Education	Advanced Education, Skills and Training
2020-000231	31-Jan-20	As reported on January 31, 2020, a government-issued laptop was discovered to have gone missing. It is unknown if there was any personal or sensitive information stored on the laptop, as the last known records of it date back to 2015. It is unknown if the laptop is password protected or secure, whether it was powered off or locked at the time it went missing, if there was a password written on or near the device, or who the laptop was assigned to. OCIO Security Investigations was unable to confirm if the laptop was encrypted at last use or who the last known user was. However, the program area has no record of the laptop being used since 2015. Based on a balance of probabilities, it is unlikely that any harms could accrue given the passage of time since the laptop was last used. As such, the devices have not been recovered, containment was not achieved.	False	False	False	False	Service	Citizens' Services
2019-002391	18-Nov-19	It has been discovered that two paystubs from October and the Ministry's standardized monthly report belonging to Client A was profiled to Client B's file in error. Personal information disclosed includes Client A's full name, where they work, and financial information. Client A's personal information was not provided outside of government and the documents have been unprofiled from Client B's file.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001898	13-Sep-19	As reported on September 13, 2019, a Ministry employee incorrectly associated/linked Client A to Client B's account in error. Client A and Client B have the same first and last name. The personal information disclosed includes Client A's first and last name, date of birth, and address. Confirmation has been received that Client A has been removed from Client B's account, and all accounts have since been corrected. Containment has been achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000127	20-Jan-20	An employee sent client information to Service Canada and accidentally included an incorrect death certificate. The death certificate contained the name of the deceased, their age, their place of death and their place of residence. Service Canada immediately notified the Ministry of the error upon receipt of the records.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002450	22-Nov-19	11-105: an initial report indicated an agent added an incorrect spouse to a Fair Pharmacare account. Upon review, it was determined a third party agent updated Client A's address with Client B's in error. As a result, a form containing Client A's personal information was sent to Client B. The personal information involved includes Client A's name and MSP account number. Client B completed the form and mailed it back to HIBC.	False	False	False	False	Health	Health
2019-002312	6-Nov-19	It was discovered a family safety plan provided to Hospital A is viewable by Hospital B. It is unknown how Hospital B obtained access to the family plan; however, it is estimated the error occurred when Hospital A uploaded the document to their internal system. The personal information includes Client A and B's first and last name, signatures, discusses substance use and agreeing to work with the Ministry.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000093	15-Jan-20	Between January and September 2019, a Ministry employee accessed multiple client files without a valid work purpose for doing so, and was alleged to have disclosed some of the information to clients she had a familial connection with. The personal information that was accessed included a history of the clients' interactions with the Ministry, information about their family members, and their personal contact information. The extent of the personal information that was disclosed is unknown, but was alleged to include details about a client's drug use and debts, the fact that he had been asked to leave the home, and mental health issues.	False	False	False	False	Social	Children and Family Development
2019-001485	23-Jul-19	On July 18, 2019, a church reported to the Ministry that their marriage registry book had been stolen on December 1, 2018. The marriage registry book contained approximately 180 records of marriages officiated at the church for the last 10 years. The personal information involved in each record included the date and location of the marriage, marriage document control number, the first and last names and signatures of the two individuals married and the two witnesses, as well as the officiant's first and last name, certification number, and signature.	False	False	False	False	Health	Health
2020-000275	6-Feb-20	A letter intended for Cleint A was inadvertently mailed to Client B. The personal information included Client A's name, address and claim number. It appears the error occurred due to a double stuffed envelope. Containment is underway; specifically, a courier will be sent to retrieve the letter received in error.	False	False	False	False	Economic	Labour

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002640	16-Dec-19	As reported on December 16, 2019, a Ministry employee uploaded a post on social media containing personal information. The extent of personal information disclosed is unknown at this time, however, the one post contained email addresses which contained the individual's first and last names. Containment activities are underway, specifically, the Ministry employee will be asked to delete the post.	False	False	False	False	Education	Advanced Education, Skills and Training
2019-002248	31-Oct-19	A Ministry contractor reported that they identified unauthorized access to two of their servers. Then shortly after this was noted they received a ransom e-mail requesting payment for the secure return of unauthorized patient information. The contractor has not yet confirmed data was exfiltrated from the servers. Additionally, no confirmation has been received from that BC residents are impacted or that BC resident data was stored on the servers. An independent cyber security firm has been hired to conduct a comprehensive forensic review of the situation.	False	False	False	False	Not a Ministry	Other
2020-000307	11-Feb-20	02-62: An internal mail person (walks on foot) picked up mail from Building A and was supposed to bring it to back to Building B; however, on the mail run the mail person had to make a stop at Building C. When they did get back to Building B, they noticed that they did not have the inter-office envelope that was to come here to be mailed out. It is believed approximately six patient forms were lost. The documents included the Patient's name, personal health number, date(s) of service, service(s) provided by means of fee items, and billed Physician's name and address.	False	False	False	False	Health	Health
2019-002144	16-Oct-19	As reported, a client is alleging that a Ministry employee inappropriately accessed and disclosed their personal information without their consent. The personal information disclosed includes their first and last name, and information regarding their Ministry involvement.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002427	20-Nov-19	As reported, a client's support cheque went to an outdated address on the file. The personal information involved included the client's first and last name, her file number, the cheque amount, her total allowance and the date of her next cheque.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002015	30-Sep-19	09-124: An Employee Record Card (ERC) was returned to HIBC advising that the client listed on the ERC is not an employee. The personal information involved includes a client's first and last name, account number, employee number, date of birth and personal health number.	False	False	False	False	Health	Health
2019-002297	5-Nov-19	As reported, three computers have been deemed missing while conducting a recent inventory. It is unlikely that the computers contain any client personal information. It is likely the computers were locked or password protected when lost. Additionally, encryption and last access date and time have yet to be confirmed.	False	False	False	False	Financial	Finance
2019-001523	25-Jul-19	As reported on July 25, 2019, an email was sent to a hiring manager with the incorrect interview schedule attached. The personal information involved includes the first and last name, phone number and email address of four applicants of another competition. Confirmation has been received that the hiring manager has double-deleted the email. Containment has been achieved.	False	False	False	False	Service	BC Public Service Agency
2019-002216	25-Oct-19	A Ministry employee received an email from a third party. At this time, the extent of personal and/or confidential information is unknown, and confirmation has been received that the Ministry employee has double-deleted the email.	False	False	False	False	Service	BC Public Service Agency

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000487	6-Mar-20	As reported on March 6, 2020, a package containing a client's call for records and cd disc containing their information cannot be found. The personal information involved includes the client's name, address, and any information they would have provided on their call for records request. The cd disc would have contained extensive personal information for the client, however, the program area has confirmed that it was encrypted with a strong password that would have been sent to the client separately. The program area has conducted an extensive search of their office, and has contacted anyone that would have had possession of the package. However, the package has not been found as of this date. As such, further containment activities will not be pursued.	False	False	False	False	Service	Citizens' Services
2019-002471	26-Nov-19	As reported on November 26, 2019, a letter intended for Service Provider A was mailed to Service Provider B in error. The personal information involved includes a child's full name, address, type of service provided, eligible amount and authorization number. Service Provider B notified the Ministry of the error and confirmed the letter was destroyed. It was confirmed the parents received the same letter which includes the incorrect service provider name. Confirmation has been received that Service Provider B has destroyed the letter intended for Service Provider A. Containment has been achieved.	True	False	False	True	Social	Social Development and Poverty Reduction
2020-000063	10-Jan-20	A government issued cellphone was lost. Upon review, it was determined the device was locked, the password was not easily guessable and the password was not written on or near the device when the phone was lost.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001784	28-Aug-19	As reported on August 28, 2019, a government issued laptop has been stolen. It was confirmed the device was locked, password protected and the password was not written down on or near the device. Confirmation has been received that the stolen laptop was not encrypted. The incident has been reported to local police, however to date, the laptop has not been recovered. The program area has confirmed that the laptop was password protected with a secure password that would not be easily guessable. Additionally, the program area confirmed that there would be no personal or confidential information stored on the device.	False	False	False	False	Natural Resources	Agriculture
2019-002441	22-Nov-19	A client's direct deposit form containing their landlord's information was profiled in error. The personal information involved includes a landlord's first and last name and bank account number. Containment is underway; specifically, the document will be removed from the client file.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000369	20-Feb-20	Client A's monthly report was profiled to Client B's account in error. The personal information involved included: Client A's name, declared income, address, employee ID and pay rate.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000592	19-Mar-20	Iron Mountain sent a package to a Ministry office that contained a client's file. The package was delivered by Purolator and upon arriving at the office, it was discovered the package was not sealed properly. The personal information involved includes a client's name, address, potentially children's names and their Ministry involvement. It appears the package was not accessed inappropriately and all file volumes were contained. Further follow up is required to address prevention.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002489	27-Nov-19	Caller received a Non-Photo BC Services Card with the same name but different date of birth. Call was disconnected so will try to contact to have Card returned to HIBC. Bad address has been applied to the account of person breached.	False	False	False	False	Health	Health
2019-002348	12-Nov-19	On November 8, 2019, a package containing government records was misplaced by a contracted agency while out for delivery. The package included information relating to a legal case file. The package was located and returned to the intended office, unopened. As such, containment has been achieved.	False	False	False	False	Service	Citizens' Services
2019-001896	13-Sep-19	A government issued cellphone was stolen. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was stolen. A remote wipe of the phone has been initiated.	False	False	False	False	Social	Children and Family Development
2020-000426	28-Feb-20	As reported, draft sample wording containing client personal information in error was sent to multiple staff and further distributed. The personal information involved included a client's name, address and email. The error resulted from the use of a pre-filled draft letter. Upon review, it was determined a total of 75 staff received the email.	False	False	False	False	Economic	Jobs, Trade and Technology
2020-000038	8-Jan-20	A government issued cell phone was lost on January 7, 2020. The cellphone was locked and password protected when it was lost, and has since been located.	False	False	False	False	Service	BC Public Service Agency
2020-000309	11-Feb-20	117 government issued assets cannot be located. It is unknown if the computers were locked or password protected when lost. Encryption and last access date and time have yet to be confirmed.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000221	30-Jan-20	As reported on January 30, 2020, 290 government issued computers cannot be located. It is unknown if the computers were locked or password protected when lost. Upon review, it was confirmed that 29 of the computers are encrypted and as such, those devices are secure. However, two of the computers were determined to be unencrypted and the program area was unable confirm if the remaining computers were encrypted at last use or who the last user was. Based on a balance of probabilities, it is unlikely that any harms could accrue given the passage of time since these computers have been missing. As such, the devices have not been recovered, containment was not achieved.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-002270	1-Nov-19	A laptop briefly went missing from the new apartment building Employee A had just moved in to. The laptop was quickly recovered, and it was determined that it had not been removed from its bag or touched at all, but had simply gone missing among the boxes in the building.	False	False	False	False	Service	BC Public Service Agency
2019-001703	19-Aug-19	A Ministry employee incorrectly pulled the tax information of a husband and wife couple from the Canada Revenue Agency (CRA), without their having submitted the proper the identification (ID) beforehand. This data was being pulled to confirm whether these clients are eligible for certain benefits. The personal information of the affected clients that was disclosed included their 2017 and 2018 tax filings which includes their incomes and if they are receiving any other social assistance. This erroneously pulled tax information will be destroyed and the necessary ID will be sought from these clients before an authorized request is made to the CRA.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000109	16-Jan-20	As reported on January 16, 2020, an email intended for contracted Lawyer A's government email address was inadvertently sent to their old email address at the law firm they are currently contracted with. An automatic message was received indicating the email was undeliverable. In addition, an automatic reply was received by Lawyer B at the same law firm stating they are out of office. The personal information disclosed includes Client A and B's names, and information regarding their Ministry involvement. Confirmation has been received that Lawyer A has double-deleted the email. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-001982	25-Sep-19	As reported, an email intended for Employee A was sent to Employee B in error. The email included a regret letter indicating the recipient did not move forward in a job competition. The error occurred due to Employee A and Employee B having the same first and last name and similar email addresses. The unintended recipient notified the Ministry of the error and confirmed the attachment was not opened. Employee B confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Justice	Attorney General
2019-001726	21-Aug-19	As reported on August 21, 2019, it was discovered that a July cheque intended for a Care Provider was inadvertently addressed and mailed to a parent in error. The Care Provider does provide care for this parent's child. The cheque contained the parent's name and the amount of funds intended for the Care Provider. Confirmation has been received that the Care Provider has destroyed the cheque containing the client's information. Containment has been achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001716	20-Aug-19	As reported on August 20, 2019, a Ministry Employee (Employee A) left their office keys and FOB card in their personal vehicle and it was broken into. The keys and the FOB card provide access to the Ministry office buildings and the parking lot, and they were stolen. No personal information was involved. Confirmation has been received that the FOB card has been deactivated and the keys have been found and returned to the custody of the Ministry. Additionally, out of an abundance of caution the program area has re-keyed all building locks and keys. Containment has been achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002043	2-Oct-19	It was discovered that Client A's tax information was scanned with Client B and C's information and profiled to their account. The personal information involved includes Client A's name, address, tax assessments, notice of assessments, and the last four digits of their SIN. It was determined that BCMail Plus received the mail and profiled the documents incorrectly.	False	False	False	False	Service	Citizens' Services
2020-000512	10-Mar-20	As reported on March 10, 2020, a Ministry employee sent an email to Service Provider A that was intended for Service Provider B in error. The information contained in the email contains Service Provider A's address, contract information, and budget change information. Confirmation has been received that Service Provider B did not open the email and has since double-deleted it. Containment has been achieved.	False	False	False	False	Education	Advanced Education, Skills and Training
2019-001831	4-Sep-19	As reported on September 4, 2019, a government issued laptop cannot be located. At this time, it is unknown if the laptop was locked, password protected and if the password was written down on or near the device. The laptop has not been recovered. However, OCIO Security confirmed the laptop was encrypted. As such, further containment measures are not warranted.	False	False	False	False	Economic	Municipal Affairs and Housing

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002679	19-Dec-19	An email was received from a private individual with a child's non-photo ID attached including their name, date of birth, gender and address. Although personal information was contained in the email this incident was not the result of any government action and as such would be outside our scope to investigate. The program area confirmed the email would be double deleted.	False	False	False	False	Service	Citizens' Services
2020-000372	20-Feb-20	A closed Family Service file went missing in April 2019, approximately. The full extent of the personal information contained within the file is unknown, but likely involves details about two adults and two children, including: full names, dates of birth, addresses, child protection reports, names and (potentially) contact information for the child protection reporters, and the clients' general involvement with the Ministry.	False	False	False	False	Social	Children and Family Development
2020-000563	16-Mar-20	Employee A emailed information regarding Client A to five correct recipients and one incorrect recipient. The personal information involved includes: Client A's first and last name, date of birth, details regarding their passing and summary of services received through the ministry. Containment activities are currently underway; specifically, the incorrect recipient has confirmed double-deletion and the five correct recipients will be asked to double-delete the email.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000129	20-Jan-20	Customer A attended a Service BC location to assist Customer B (not-present) address an issue. Customer B suffers from anxiety and concerns were identified with their ability to be at the location. An employee was found to have then accessed the client file of Customer B on behalf of Customer A without authorization. Employee's are not to access client files without the client being present. In this instance the client was not present and there was no consent on file to allow this to have occurred. The client file would contain detailed personal information (ICBC/MSP information).	False	False	False	False	Service	Citizens' Services
2019-002532	4-Dec-19	The Complainant, a government employee, was instructed by their supervisor to have their doctor complete a medical document on their behalf. The document contained a detailed personal and medical history of the Complainant, which was then provided to the supervisor. The Complainant alleges the letter should have been sent directly to the BC Public Service Agency and that the supervisor collected, retained, and disclosed the information to other employees without authorization. The personal information involved included detailed diagnostic medical information of the Complainant.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-000501	9-Mar-20	A government employee's vehicle was broken into and their cellphone and laptop were stolen. It was confirmed both devices were locked, and IDIR credentials/passwords were not stored on or near the devices prior to the theft. A remote wipe of the phone has been initiated through 7-7000 (option 4). Encryption and last access date and time of the laptop have yet to be confirmed.	False	False	False	False	Natural Resources	Energy, Mines and Petroleum Resources

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001864	9-Sep-19	An email meant for Ministry Contractor A was sent to a Ministry Supplier in error. The personal information disclosed in the email included the full names of one Business Client and one Ministry Employee, the Business Client's home address and signature, the dietary requests of the Ministry Employee, and Ministry Contractor B's email address.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-000450	3-Mar-20	03-07: Correspondence received for unknown person with similar name. Bad address applied. Mail has been destroyed by caller. Ministry of Finance updated the wrong address on this file.	False	False	False	False	Health	Health
2020-000534	12-Mar-20	As reported on March 12, 2020, it was discovered employees were able to access files on the LAN which they should not have access to. The files included employee HR files that contain complete employment history. The file was temporarily moved to ensure employees can no longer access the file and changes to employee file access is underway. The program area has reviewed folder access and have removed any employee who should not have had access. Containment has been achieved.	False	False	False	False	Social	Children and Family Development



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001600	6-Aug-19	As reported, Client A's parent contacted the Ministry and was provided Client A's personal information; however, the consent on file had expired in October, 2016. The personal information disclosed to Client A's parent since the consent had expired includes information regarding health supplements, income assistance and various service requests. It was confirmed Client A's parent contacted the Ministry approximately 15 times since the consent on file had expired. An alert was placed on Client A's file to ensure no further information is disclosed until valid consent is submitted. Given that disclosure was made verbally, containment was limited.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001678	15-Aug-19	A Non-Photo BC Services Card was returned to HIBC opened and marked 'return to sender'. The card contained the clients name, address, dob, gender and PHN. The card was marked as undelivered in RAPID. The address was not invalidated as the client was not the account holder.	False	False	False	False	Health	Health
2020-000568	17-Mar-20	As reported on March 17, 2020, a program area discovered an extensive amount of shared files on the LAN were deleted. The files contain confidential information regarding contracts and potentially personal information. Upon further investigation, it was determined that the files on the LAN were moved into a separate folder instead of being deleted. Confirmation has been received that the files have been successfully recovered and the program area has since reviewed and updated the folders access list. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002239	30-Oct-19	It was discovered a client file cannot be located. The personal information involved includes Client A's and Client B's name, date of birth, phone number and Ministry involvement.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000520	11-Mar-20	As reported on March 11, 2020, an email containing Company A's information was emailed to Third Party A in error. The disclosed information included: Company A's name and credit card number. It was confirmed by Third Party A that the email has been double-deleted. As such, containment has been achieved.	False	False	False	False	Economic	Labour
2019-002246	30-Oct-19	As reported, two referral packages were mailed to an incorrect office in error. The personal information involved includes Client A and Client B's first and last name, referral date, CS number, address, phone number, court order expiry date, probation office they report to, victim name, victim phone number, contact conditions with the victim and risk assessment rating. The two referral packages were returned to the correct office and all documents were accounted for. Containment was achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002044	2-Oct-19	On October 2, 2019, an email containing a client's information was sent to the incorrect service provider. The personal information includes the client's name, address, driver's license number and type.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001504	25-Jul-19	As reported on July 25, 2019, a WorkBC Contractor notified Ministry staff that they could view order information in the Integrated Case Management (ICM) System from outside of their organization. The personal information disclosed includes information present on orders, such as names and the amount and type of financial support issued. Confirmation has been received that the fix for this error was deployed and was successful in remedying the issue. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002537	4-Dec-19	As reported on December 4, 2019, five volumes of Client A's file could not be located. The personal information involved included Client A's full name, history with the ministry, and would likely contain the personal information of victims. The volumes were picked up from the sending office on August 29, 2019, but never delivered to the receiving office. The package was located by the third party mailing service at one of their facilities. As such, containment has been achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001785	28-Aug-19	three government issued laptops were stolen in 2017. The laptops were locked, password protected with strong passwords, and the passwords were not written down on or near the devices when the devices were stolen.	False	False	False	False	Not a Ministry	
2019-002567	9-Dec-19	As reported, a client's medical file intended for Health Authority A was uploaded to Health Authority B's SharePoint site in error. The personal information involved includes a client's first and last name, address, medical history and recommendations. The client's file was successfully removed from the incorrect SharePoint site. Containment was achieved.	False	False	False	False	Health	Health
2020-000678	6-Apr-20	It was reported to the Ministry that Employee A was overheard discussing two client files publicly without authorization. Upon investigation, it was discovered that Employee A had also been accessing an unknown number of client files and potentially actioning items on some of them. The personal information disclosed is not fully known at this time, but may include details about the two clients' files, their children, and their involvement with the Ministry. The personal information viewed is also not fully known, but may include several clients' files and Ministry involvement. Containment efforts are currently underway; specifically, Employee A's access to ICM has been removed.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001751	23-Aug-19	As reported, a client submitted monthly reports containing the incorrect social insurance number. Subsequently, personal information of an individual was pulled from the CRA including first and last name, social insurance number and CPP information. The incorrect CRA information was removed from the client file. Containment was achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001457	18-Jul-19	07-103: A former Account Holder was removed in September of 2016, leaving the new Account Holder with an account number of their former spouse. The personal information involved included the social insurance number of the ex-spouse.	False	False	False	False	Health	Health
2020-000405	25-Feb-20	As reported, 3 government issued computers cannot be located. It is unknown if the computers were locked or password protected when lost. Upon review, it was confirmed one of the computers is encrypted and as such, the device is secure. However, OCIO Security Investigations were unable to confirm if the two other computers were encrypted at last use or who the last known users were. However, the program area has no record of the computers being used since 2012/2013. Based on a balance of probabilities, it is unlikely that any harms could accrue given the passage of time since the computers were last used. As such, the devices have not been recovered, containment was not achieved.	False	False	False	False	Service	Citizens' Services
2019-002202	24-Oct-19	As reported on October 24, 2019, a decision was inadvertently emailed to an incorrect recipient. The personal information involved included the first and last name of the applicant and the respondent, the address under dispute, and the outcome of the hearing. The unintended recipient proactively reported the error and confirmed double-deletion of the email. Containment was achieved.	False	False	False	False	Economic	Municipal Affairs and Housing

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001938	19-Sep-19	While reviewing a client file on September 18, 2019, a Ministry employee noticed the client did not have proper consent on file. The parents were given consent by the client; however, the consent is not considered valid as one of the parents signed as the third party witness as well. The client's file was created in March 2019 and there have been 12 disclosures by employees since then.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000541	12-Mar-20	As reported on March 12, 2020, an agreement letter provided to Employee A by their union representative contained track change comments regarding Employee B. The personal information involved includes Employee B's first name and information regarding their shift request. Confirmation has been received that Employee A has destroyed the letter. Containment has been achieved.	False	False	False	False	Justice	Attorney General
2020-000114	17-Jan-20	In August 2018, three of Employee A's paystubs were emailed to a private citizen impersonating Employee A. The personal information disclosed included Employee A's full name, home address, employee ID and bank account number. Containment activities need to be addressed.	False	False	False	False	Service	BC Public Service Agency
2019-002615	12-Dec-19	12-60: A Customer Service Representative discovered that a Group Administrator had enrolled a client using another client's Personal Health Number via MSP Direct. The personal information disclosed included: the client's full name, personal health number, date of birth, and an ERC sent to the group.	False	False	False	False	Health	Health
2019-001818	3-Sep-19	As discussed, a Ministry employee submitted a General Incident Loss Report regarding a government-issued laptop that was stolen. The employee was then contacted by 7-7000 and a ticket was initiated.	False	False	False	False	Natural Resources	Agriculture

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002678	19-Dec-19	As reported, an external organization contacted a Ministry office and advised that a reference application was mailed to their office in error. The personal information involved includes an applicant's first and last name, a reference's first and last name and a completed reference check application. The document was likely sent by the applicant's reference. It was confirmed the package had the correct address and it appears the error was made by Canada Post. The external organization confirmed the reference application would be mailed to the correct office.	False	False	False	False	Social	Children and Family Development
2020-000020	6-Jan-20	As reported on January 6, 2020, it was discovered that a FOIPPA Schedule 2 Public Body may have sent confidential information to a business email address of a previous board member. No personal information was disclosed, but confidential information disclosed could include budget information and discussions regarding proposed policies. It was confirmed that three emails were sent to the previous board member. The information contained within the email was not confidential. As such, containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002586	10-Dec-19	A Ministry employee profiled Client A's information to Client B's account in error. The personal information disclosed included: Client A's name, address, date of birth, social insurance number, financial information, and sentencing information.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000439	2-Mar-20	<p>Organization A believed that Ministry A had requested to collect personal information which it is not authorized to collect. The personal information requested included: drivers' license numbers and GPS data.<sup>s.13</sup></p> <p>s.13 There is also a Privacy Impact Assessment in place which assessed the implications of collecting and using this personal information.</p>	False	False	False	False	Transportation	Transportation and Infrastructure
2019-002178	22-Oct-19	<p>On October 11, 2019, it was discovered that two of Client A's MSP refund cheques were mailed to Client B. Client A's address was updated to Client B's in error during a batch job. The personal information involved included: Client A's full name, and the refund amount they received.</p>	False	False	False	False	Financial	Finance
2019-002650	17-Dec-19	<p>As reported on December 17, 2019, an adjudicator's hearing notes cannot be located. The notes may have included personal information such as driver's name and evidence, witness name and evidence, Immediate Roadside Prohibition and Administrative Driving Prohibition numbers, as well as lawyer name and number, legal arguments and submissions presented by the driver's counsel, reference to case law and various legislation. Upon further investigation, an adjudicator's hearing notes are outside the scope of the Freedom of Information and Protection of Privacy Act (FOIPPA) as per section 3(b) of FOIPPA. Therefore, this incident is outside of PCT's jurisdiction. As this incident is outside of PCT's jurisdiction containment activities are not warranted.</p>	False	False	False	False	Justice	Public Safety and Solicitor General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002356	13-Nov-19	A government issued cellphone was lost.	False	False	False	False	Education	Advanced Education, Skills and Training
2020-000343	14-Feb-20	02-81: it was discovered two letters were mailed to Client A; however, it was determined one of the letters was intended for Client B. Client A will return correspondence to CC supervisor. Bad address process will not be applied as this was a customer service representative error.	False	False	False	False	Health	Health
2019-002584	10-Dec-19	As reported on December 10, 2019, a Ministry employee sent a letter containing Client A's information to Client B in error. The personal information disclosed includes Client A's first and last name, and financial information. Confirmation has been received that Client B returned the letter to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002301	5-Nov-19	As reported, boxes containing client files were transported to a storage facility in an insecure manner. Upon arrival, it was discovered that 37 boxes were not taped. Of those 37 boxes, 33 were securely shrink wrapped; however, four boxes on the top of the package were not taped or shrink wrapped. The personal information involved includes full names, addresses, services provided, family personal information and medical information. The boxes were inspected upon arrival and there was no evidence to suggest the unsecure boxes had fallen during transport. As such, it was determined that the likelihood of any client files being misplaced during transport was extremely low.	False	False	False	False	Social	Social Development and Poverty Reduction



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001454	18-Jul-19	The Complainant was the subject of a BC PSA investigation related to workplace conduct and is currently on suspension. s.22 the Complainant alleges that Employee A disclosed confidential information about The Complainant's investigation at the hearing however Employee A was not the assigned investigator for the Complainant's investigation. As such, the Complainant alleges that the assigned investigator, Employee B, may have disclosed confidential information to Employee A.	False	False	False	False	Service	BC Public Service Agency
2019-001823	3-Sep-19	As reported, Inmate A was provided a FOI release that contained a cover letter intended for Inmate B's FOI release. The personal information contained on the cover letter includes Inmate B's first and last name. Inmates A and B do not reside within the same correctional facility and the cover letter was immediately retrieved by a correctional officer. It was confirmed the cover letter addressed to Inmate B was destroyed. Containment was achieved.	False	False	False	False	Service	Citizens' Services
2020-000120	17-Jan-20	As reported, invoices for Child A and Child B were attached and sent electronically through My Family Services to an unintended recipient, Parent A. Personal information disclosed on the invoices include the first and last names of Child A and Child B, no other personal information was included. The Ministry is determining how to recall the message or remove the attachments from a sent message in My Family Services; as such, containment is underway.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000031	7-Jan-20	Two parental birth certificates intended for Child A were issued by the Ministry and mailed. However, at some point the mail was opened and the birth certificates were stolen. The personal information involved included: Child A's full name, date of birth, place of birth, Child A's parents' full names and places of birth.	False	False	False	False	Health	Health
2019-001848	6-Sep-19	As reported, it was discovered that in September 2018, Client A was added to Client B's account as a spouse in error. As a result, CRA information was pulled for Client A in error. The personal information involved includes Client A's first and last name, address, date of birth, social insurance number and CRA information from 2016 and 2017. It was determined that Client A shares the same first and last name as Client B's spouse. Upon review, it was determined that a benefit plan was likely mailed to Client B. The personal information contained on the document would include Client A's first and last name and income amount.	False	False	False	False	Social	Children and Family Development
2019-001697	19-Aug-19	A Ministry employee inadvertently e-mailed an unintended recipient due to an auto-populate error as they had the same name as the intended recipient. The confidential information contained in the e-mail was high-level in nature, including case load data, costs of services, and decision-making processes. However, no personal information was impacted by this breach. While the unintended recipient is external to government, they are a trusted employee of a provincial health authority.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000608	23-Mar-20	A Ministry employee advised that they had reviewed human resource files on the LAN. After a discussion with the employee, it was determined that the LAN files viewed were not human resource files; the viewed files did not have any personal information contained within them. The employee's original description of the files was incorrect. As no personal or confidential information was disclosed, this incident was rejected.	False	False	False	False	Education	Education
2019-001448	17-Jul-19	A Ministry employee when sending a reply to an application made by a client of behalf of their employer, mistakenly Cc'd a federal government e-mail address when they had intended to Cc a provincial one. The information contained in the e-mail included the client's name, title, work and cellphone numbers, and the type of application they made for their employer.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy
2019-002663	18-Dec-19	As reported, a Complainant has alleged that a ministry employee disclosed information without authorization outside of government.	False	False	False	False	Social	Children and Family Development
2019-001602	6-Aug-19	A client notified a Ministry employee that they had found two copies of another client's repayment agreement in a Service BC waiting room among some blank stubs. The stubs are provided for clients to self-report their need for government assistance and are automatically printed out. The personal information contained in the affected client's repayment agreement involved their full name and repayment terms, including the total owed and dates certain amounts would be repaid. This error is believed to have occurred due to the repayment agreement having been deliberately printed out, but included among the automatically generated blank stubs, and an employee having not confirmed the contents of the total print job before placing them in the waiting room.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000641	27-Mar-20	Double report, x-ref. 2020-0634. A government issued cellphone was lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone will be initiated through 7-7000 (option 4).	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-001517	25-Jul-19	Employee A was setting up access for a new employee (Employee B) on the LAN, and was instructed to set up the same permissions as for herself. Employee A did a review of her own access permissions, and discovered that she way more access than she should have. Employee A could see the names of other employee files, which included personal information such as: Date of Birth, employee numbers, full names, etc. She believes she might have access to the employee information of everyone in her branch and it is possible that other employees within her branch have access as well. The Reporter will be placing a ticket to remove her own access to the LAN folders.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-001735	21-Aug-19	A government contractor filmed a video featuring a group of at least 6, but likely many more, <sup>s.22</sup> s.22 s.22 s.22 However, no consents were obtained for any of these children to appear in this film, and no background checks were conducted on any of the contractors' employees that interacted with these children. Additionally, the contractor accidentally uploaded a final cut of the film to their publically viewable Vimeo channel, however it has since been set to private. The personal information of the affected children that was collected and disclosed included their filmed likenesses, <sup>s.22</sup>	False	False	False	False	Social	Children and Family Development
2020-000154	23-Jan-20	A private citizen's personal email address and personal mobile phone appears to have been targeted by bad actors. It was recommended the individual change their passwords to limit any further exposure.	False	False	False	False	Not a Ministry	Citizen

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000388	24-Feb-20	As reported on February 24, 2020, it was discovered that Employee A had emailed a job posting alert to 83 applicants without blind cc'ing their personal email addresses. The personal information disclosed includes the 83 applicant's personal email addresses. Containment activities were attempted; specifically, it was confirmed by 26 recipients that the email was double-deleted. The remaining 57 recipients have been requested twice to confirm double-deletion of the misdirected email. However, to date they have not responded. The program area will continue to track confirmations of double-deletion.	False	False	False	False	Service	BC Public Service Agency
2020-000344	14-Feb-20	As reported on February 14, 2020, a Family Maintenance file cannot be located at this time. Efforts are underway to confirm if a physical file does in fact exist and if so where it may be located. The file would contain sensitive information regarding the client and their family members in addition to details regarding their Ministry involvement. Upon further investigation, it has been determined that the Physical File Location (PFL) Field in ICM was pre-populated in error, and no physical file exists. Confirmation has since been received that all information relating to this client is on ICM. Therefore, no privacy incident has occurred. Containment activities are not warranted as no privacy incident occurred.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002213	25-Oct-19	10-103 Multiple (4) letters were received from the same address. The current tenant of the address has opened and marked the mail ?returned to sender? of the previous families HIBC mail. The letters include the families Non-photo BCSCs. The letters included the clients name, address, PHN, DOB, and Gender. The cards have been marked as undelivered and the accounts holder address invalidated in RAPID.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001525	26-Jul-19	As reported on July 26, 2019, an employee was creating a letter for Client A requesting a piece of equipment. However, the employee was in Client B's ICM account, and therefore the letter generated for Client B. No child's name was included in the letter, just the request for equipment for a child. Client B received letter through the portal, and responded that they weren't asking for that equipment. A Team Lead spoke to Client B's yesterday and asked them to delete the letter off of the dashboard of their portal and they confirmed that they would do so. Client A's family is not aware of this incident and their account was not affected. Confirmation has been received that Client A's information has been removed from Client B's account and all accounts have since been corrected. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002099	9-Oct-19	10-33: A Medical Client gave out the wrong personal health number (PHN) to a citizen. HIBC is currently investigating.	False	False	False	False	Health	Health
2020-000515	10-Mar-20	It has been discovered that a document belonging to Client A was attached to Client B's file in ICM in error. Personal information disclosed in the shelter form includes Client A's name, birthdate, address and phone number, as well as their Landlord's first name and phone number. The document will be removed from Client B's file, as such, containment is underway.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001586	1-Aug-19	As reported on August 1, 2019, Caregiver A notified the Ministry that Caregiver B's information was profiled to their account in error. This caused Caregiver A and B's payments to be delayed. The personal information disclosed includes the child's first and last name, caregiver's name, account number, income information, and telephone number. Confirmation has been received that Caregiver B's information has been unprofiled from Caregiver A's account and all accounts have since been corrected. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001871	10-Sep-19	A BC Services Card was issued to the incorrect client (a former spouse) in error.	False	False	False	False	Health	Health
2019-001642	9-Aug-19	As reported on August 9, 2019, Client A's Ministry file cannot be found. The file contains Client A's personal information. The personal information disclosed in the file includes Client A's first and last name, corrections services number, date of birth, address, and their Ministry involvement. A search of the Ministry office has been conducted but the file has yet to be located.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001908	16-Sep-19	As reported, a government-issued laptop cannot be located. It is unknown if the laptop was secure when it was misplaced, and encryption and last access date and time has yet to be confirmed.	False	False	False	False	Social	Children and Family Development
2019-002155	17-Oct-19	Mail intended for a Legal Entity (Corporation) was sent to the incorrect address. The address was for the a party which belongs to the Corporation, and it is essentially the same organization. The mail was received and opened by the same Employees who should have received it at the correct address. There was no personal information involved, only business-related information involving a request for an investment company to provide the Ministry with a specific document.	False	False	False	False	Justice	Attorney General
2020-000270	6-Feb-20	As reported on February 6, 2020, a Ministry employee profiled Client A's information to Client B's account in error. The personal information disclosed includes Client A's first and last name, and GA number. Confirmation has been received that Client A's information has been removed from Client B's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000089	14-Jan-20	As reported on January 14, 2020, Client A received a signal letter intended for Client B in error. The personal information disclosed includes Client B's first and last name, case number, and GA number. Confirmation has been received that Client A has returned Client B's letter to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000034	7-Jan-20	As reported on January 7, 2020, a wrong-select caused a spouse to be inappropriately added to two different accounts. Personal information disclosed included the spouse's name and personal health number. Affected accounts have been corrected. As such, containment has been achieved.	False	False	False	False	Health	Health
2020-000269	6-Feb-20	02-40: As reported on February 6, 2020, Client A's information was added to Client B's account in error. This led to correspondence being sent to Client B in error. The personal information disclosed included: Client A's full name, personal health number and medical services plan account number. Client B has returned the correspondence to the custody of HIBC and the account has been corrected. As such, containment has been achieved.	False	False	False	False	Health	Health
2019-001519	25-Jul-19	It was discovered on July 25, 2019, that two LAN drives containing sensitive personal and confidential information, which were previously restricted, are now accessible to employees in the branch. Information stored on the LAN drives includes sensitive personnel information, containing (but not limited to) hiring records, criminal record checks, personal development, names and contact information, SIN numbers, and other HR related records. Confidential information from one of the LANs has been moved and placed on a Manager's LAN, and is therefore contained. However, information on the second LAN is too large to move, and as such an urgent request to have it restricted has been made.	False	False	False	False	Natural Resources	Energy, Mines and Petroleum Resources



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000271	6-Feb-20	During an at-home visit on December 3, 2019, a Ministry Employee provided a couple with an adoption information package. Stapled to the package was an email containing details about two other Ministry clients and the adoptive process they are engaged in, in error. The personal information included: an email from the Ministry to a First Nation band containing two children's full names, dates of birth, their birth mother's full name and date of birth, the names of their foster parents, and information regarding their prospective adoption.	False	False	False	False	Social	Children and Family Development
2019-001466	19-Jul-19	07-113: A Third Party updated an address to the wrong beneficiary. The personal information involved included the name, RSBC account number, and invoice amount.	False	False	False	False	Health	Health
2019-002632	13-Dec-19	An invoice intended for Child A was profiled on Child B's file. As a result, a message was sent to Child B's parents through the Family Services Portal and a letter was mailed to Child B's service provider. The personal information involved includes Child A's full name, address, phone number, type of services they are receiving and the amount spent on these services. Upon review, it was determined Child B's service provider did not receive the invoice.	False	False	False	False	Social	Children and Family Development
2019-001582	1-Aug-19	A Ministry employee recently lost a SIM card intended for use with their government-issued iPad. The SIM card was never installed in the iPad nor activated with a cellular network. Therefore, it would not be possible for any personal or confidential government information to have been transmitted using it.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-001551	30-Jul-19	07-154: Please be advised that the caller's Dr's Office provided an incorrect PHN belonging to another Female patient to The Chilliwack General Hospital which resulted in a couple phone calls to the Dr's office and correct patient in question - No Letters to return or Address to be updated.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000504	9-Mar-20	As reported on March 9, 2020, during a team meeting a client's name was brought up in relation to a child protection incident. A Ministry Employee (Employee A) advised that she believed the client might be her children's' daycare provider. After the meeting, another employee (Employee B) looked up the client's file in order to verify if they were the daycare provider, without authorization, and relayed the information viewed to Employee A. The personal information viewed included the client's full and address, and once their identity was confirmed Employee A's immediately withdrew her children from the daycare and advised them that she had found alternate care.	False	False	False	False	Social	Children and Family Development
2020-000518	11-Mar-20	As reported on March 11, 2020, Employee A's work cell phone, Employee B's work satellite phone, and a contact list of Minister satellite phone numbers has been stolen. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device. A remote wipe of the phone has been completed. Service associated with the satellite phone has been terminated. A police report has been filed for the stolen vehicle and its contents.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002560	6-Dec-19	As reported on November 6, 2019, a Ministry employee profiled Client A's information to Client B's account in error. The personal information disclosed includes Client A's first and last name, address, date of birth, financial information, and drivers licence number. Confirmation has been received that Client A's information has been removed from Client B's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000650	30-Mar-20	03-79: Employee A provided Client A with Client B's information in error. The personal information disclosed includes Client B's personal health number. Investigation to follow.	False	False	False	False	Health	Health
2019-002039	2-Oct-19	On October 1, 2019, an employee met with a client and their partner to discuss service that had been initiated by the client's former partner. It is suspected that the client and partner may have viewed and taken pictures of the physical file while the employee was out of the room. The file would contain the associated individuals' name, date of birth, address, income, children's information, assessment form including relationship history and dynamics, and could include notes and old agreements.	False	False	False	False	Justice	Attorney General
2019-002534	4-Dec-19	As reported, a Ministry office was broken into and three laptops and one mobile phone was stolen. It is believed that client personal information was stored on each device, though the extent is currently unknown. The laptops were password protected with strong passwords that were not written down on or near the devices. Confirmation of encryption and last accesses are pending. The mobile phone also would have contained sensitive client information via the email and text applications. The mobile phone was locked, but it is believed the password was not strong. It has been recommended that the program area contact 7-7000, option 4 to initiate a remote wipe of the device.	False	False	False	False	Social	Children and Family Development
2020-000135	21-Jan-20	01-82: A caller has received a letter from the Canada Revenue Agency (CRA) regarding past due MSP fees. He has never been a resident of BC. It is possible that there is confusion regarding a BC resident that shares the caller's name and birthdate.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000583	18-Mar-20	As reported, Ministry Office A mailed a package by Canada Post containing one client file to Ministry Office B. The package did not list Ministry Office B's unit number and contact name, and therefore it was delivered to Organization A in error. Organization A is a trusted Third Party located on the same floor. The personal information involved includes one child's full name, date of birth, service plans, incidents, memos, legal agreements, application for birth certificate and personal history.	False	False	False	False	Social	Children and Family Development
2019-002233	29-Oct-19	10-111: RSBC ISHF information letter was opened by group admin from s.22 Beneficiary has not been a student there since 2018, and was never on their group plan. GRP admin is shredding the letter and has been advised not to open mail addressed to non students.	False	False	False	False	Health	Health
2020-000212	29-Jan-20	A ministry client's lawyer received disclosure from a police department; the disclosure included the personal information of the client's former social worker. This incident was discovered when the client informed their service provider of the disclosure. The personal information included the social worker's name, height, weight, home address, home phone number, and husband's name. Further investigation is necessary to determine the scope of the incident.	False	False	False	False	Social	Children and Family Development
2020-000565	16-Mar-20	Employee A mailed information regarding Client A and Client B to Third Party A in error. The personal information involved includes: Client A's first and last name, Client B's first and last name, Client B's address and general billing information regarding ministry services. Containment activities are currently underway; specifically, Third Party A has mailed the letter back to the program area.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000234	31-Jan-20	As reported on January 31, 2020, an approval letter for Client A was mailed to Client B in error, which Client B returned to a local office. The personal information contained in the letter included Client A's name, address, case number, and decision which included the reconsideration history. Confirmation has been received that Client B has returned the approval letter intended for Client A. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000261	5-Feb-20	As reported on February 5, 2020, a complainant is alleging that a Ministry employee inappropriately disclosed their personal information without their consent. The personal information disclosed includes their first and last name, and information regarding their Ministry involvement. The Ministry confirmed the information was accessed by an authorized individual for a legitimate work purpose and in accordance with Ministry policy. As a result, containment activities are not warranted.	False	False	False	False	Financial	Finance
2020-000192	28-Jan-20	An individual contacted the Ministry and advised that they received multiple calls from an employee's direct work phone number. The individual confirmed they had not answered any of the calls received and no messages were left. Upon review, it was confirmed the Ministry did not contact the individual and the individual is not a client of the Ministry. In addition, it was confirmed no confidential or personal information was involved in the incident.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000106	16-Jan-20	An application for assistance provided to Client A inadvertently included Client B's information. The personal information involved includes Client B's first and last name, address, phone number, current housing situation and financial information. Client A signed the document, provided it back to the Ministry and it was profiled to Client B's file.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000478	5-Mar-20	A government issued laptop was discovered to be missing in January 2020. It was previously disabled on December 14, 2019, and has not been located since. It is unknown what personal or sensitive information was stored on the laptop, or whether it was password protected and powered off at the time it went missing. Encryption status and last user date and IDIR need to be ascertained.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000235	31-Jan-20	An email containing employee information was sent to an unintended internal recipient in error. The personal information contained an employee's name, CID, and references their long-term disability application and what information is required. This is the same incident that was processed under 2020-0233 (INC0047906); however, the intended recipient replied to the email and included the original unintended recipient. Containment efforts are underway; specifically, the unintended recipient has confirmed the email has again been double-deleted. Furthermore, the intended recipient will be asked to double-delete their email to prevent the breach from perpetuating.	False	False	False	False	Service	BC Public Service Agency
2020-000505	9-Mar-20	A government issued cellphone was lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone has been initiated.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001739	21-Aug-19	As reported, a client's address information was updated incorrectly resulting in the September Income Assistance cheque being sent to an unintended recipient. Personal information disclosed includes the Client's full name. The Client was informally notified of the error, and a stop payment has been placed on this cheque and funds have been reissued. It is believed the Client is unknown to the unintended recipients as they live in different communities.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000072	13-Jan-20	As reported on January 13, 2020, Employee A logged into My Self Serve and was able to view Employee B's full name, employee ID, and vacation requests. Upon further investigation, it was determined that Employee B provided Employee A with their IDIR credentials in order to access a Ministry system. Confirmation has been received that Employee B's IDIR credentials have been removed from Employee A's Internet Explorer cache, and Employee B has since reset their IDIR credentials. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002415	20-Nov-19	A government issued cellphone was lost.	False	False	False	False	Social	Children and Family Development
2019-002687	20-Dec-19	As reported on December 20, 2019, an email intended for Employee A was sent to Employee B in error. The personal information included Employee C's name, and email address. Confirmation has been received that Employee B has double-deleted the email. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-001919	17-Sep-19	As reported on September 17, 2019, a Ministry employee sent an email containing sensitive information to an unintended government recipient in error. The information disclosed in the email includes company names, contract information, and financial information. Confirmation has been received that the unintended government recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001998	26-Sep-19	During a call with Client A's mother, a Ministry employee discovered there was invalid consent on the client file. The personal information disclosed during previous calls with the mother included Client A's benefits and information regarding an application for income assistance. Client A's mother was given consent; however, the consent is not considered valid as one section of the consent form was not completed properly. As the disclosure was made verbally, containment activities were limited.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002422	20-Nov-19	As reported on November 20, 2019, information regarding Client A was released to Client B in an access to information package. The personal information disclosed included: Client A's taxi tip amount. Due to the passage of time, Client B has not been asked to destroy the information. It was confirmed by the reporter that Client A's information will be redacted before the package is posted online by open information. As such, containment has been achieved.	False	False	False	False	Service	Citizens' Services
2020-000255	5-Feb-20	As reported, it has been discovered that an employee has inappropriately accessed their Ex-Spouses file. It has been confirmed that they reviewed a recent child protection report, and it is unclear what other files have been accessed or how often. The files have been restricted, however, the Employee's permissions in ICM allow them to access restricted files. PSA has been engaged.	False	False	False	False	Social	Children and Family Development
2019-002211	25-Oct-19	As reported on October 25, 2019, a Ministry employee sent an email containing client information to their intended recipient. However, the intended recipient is not privy to the information contained in the email. The personal information disclosed includes the client's dates of birth, and social insurance numbers. Confirmation has been received that the intended recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Health	Health



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001740	22-Aug-19	As reported, the Ministry received an email from an individual requesting a change be made to Client A's file and the Ministry complied with the request. The personal information disclosed includes services that Client A receives from the Ministry. Client A then called into the Ministry to advise that the individual does not have consent on their file. Upon further review, it was determined that the email received by the individual did not request a change on Client A's file. It was determined that the employee made a change on Client A's file based on the information received from the individual. The employee made the change on Client A's file did so in the best interest of the client; however, the employee should have contacted the client and received consent prior to making the change on the client file. The client account was updated to reflect the account prior to the change made by the employee.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001508	25-Jul-19	A government issued cellphone was lost.	False	False	False	False	Social	Children and Family Development
2019-001939	19-Sep-19	As reported, the Complainant alleged that an external organization disclosed their personal information to the Ministry without consent. The Ministry then allegedly collected this information and disclosed it to another external organization. The personal information involved included the Complainant's medical diagnosis.	False	False	False	False	Service	BC Public Service Agency
2019-002502	28-Nov-19	As reported on November 28, 2019, Employee A was on a telephone call with Client A regarding Client B. A technical glitch occurred and Employee B was able to hear the conversation on their phone. The personal information disclosed included: Client B's first name and information pertaining to their respite contract with the Ministry. As the disclosure was made verbally, containment activities were limited.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000326	13-Feb-20	02-77: a caller received a Non-Photo BC Services Card (BCSC) for an unknown individual. Address was updated by client registry and card was auto issued by RAPID to wrong address. Bad address has not been applied to the account of breached person as it has been updated since the card went out. Caller confirmed the BCSC will be taken to ICBC be destroyed.	True	False	True	False	Health	Health
2020-000380	21-Feb-20	An employee posted an image from a security camera in a Ministry of Citizens' Services building to Rocket Chat. The camera is owned by an External Organization (the lease-holder) and subleased by Government. The personal information involved included a screenshot of an unknown individual along with a description of some identifying characteristics such as hair and beard colour.	False	False	False	False	Service	Citizens' Services
2020-000147	22-Jan-20	As reported on January 22, 2020, Client A's information has been profiled to Client B's account in error. In addition, Client B has received information regarding Client A in error. The personal information disclosed includes Client A's name, file number, cheque amount and information regarding payment conditions. Client B has returned the information and the account has been corrected. As such, containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002529	4-Dec-19	As reported on December 4, 2019, a document intended for Client A's file was inadvertently profiled to Client B's file. The personal information involved Client A's first and last name, date of birth, social insurance number, personal health number, case number, GA number and the name of the clinic they are attending. The same document was then faxed to the clinic Client A is attending containing Client B's case number. It was determined Client A and Client B are related and share the same first and last name. Confirmation has been received that Client A's information has been removed from Client B's account. Additionally, confirmation has been received that the clinic has destroyed the information they received in error. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001653	12-Aug-19	A service request for Client A was profiled to Client B's account in error and a reconsideration package intended for Client A may have been mailed to Client B instead. The personal information involved included Client A's first and last name, address, and minimal case information as required for the reconsideration request.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002636	13-Dec-19	As reported on December 13, 2019, Employee A emailed materials related to draft, proposed changes for child care legislation to ten recipients: nine intended and one unintended recipient. Containment activities were attempted; specifically, it was confirmed by the unintended recipient that the email was double-deleted. Two intended recipients confirmed a successful recall status of the email. The seven remaining recipients were requested to confirm double-deletion of the misdirected email. However, to date they have not responded. The program area will continue to track confirmations of double-deletion.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000169	24-Jan-20	Medical fees intended for Client A's account were set up on Client B's account, and paid to the incorrect clinic in error. The personal information mis-profiled to Client B's account included: Client A's full name, mailing address, phone number, doctor's name, clinic address, fee amounts, and medical fee form.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001468	19-Jul-19	A government issued cellphone was lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone through 7-7000 Option 4 will be initiated.	False	False	False	False	Transportation	Transportation and Infrastructure
2019-002335	8-Nov-19	11-43: A new non-photo BC Services Card (BCSC) was returned to HIBC, opened and marked "moved to Toronto". The letter contained the following personal information: name, address, birthdate, personal health number, and gender. The address has been invalidated in RAPID and the card marked undelivered. Containment has been achieved as the letter and BCSC were returned to HIBC.	False	False	False	False	Health	Health
2019-001996	26-Sep-19	09-113: Please be advised that there was an MSP account closed permanently that contained another client's personal information. No correspondence has been sent out. The address was changed back to the previous one on file.	False	False	False	False	Health	Health
2020-000658	1-Apr-20	Employee A replied to an incorrect ticket in a government system. This caused an email to be sent to an incorrect recipient (a government employee) in error. The personal information involved included details from a supervisor who was having challenges with an employee, the employee's length of employment, the particulars of an event in question, the full names of 5 involved employees, and their job titles.	False	False	False	False	Service	BC Public Service Agency

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001552	30-Jul-19	07-145: A fax was sent to a dentist's office in error due to a fax number not being updated by the intended recipient. The fax contained a name of a practitioner, practitioner number and payee number. The receiving office will shred the document. The new fax number has been updated and the agreement has been sent to the correct number.	False	False	False	False	Health	Health
2019-001722	21-Aug-19	As reported, a 600 page FOI package was provided to an applicant in February, 2019, that contained un-severed personal information. The personal information disclosed includes a citizen's first name and a reference to their supervisor on two pages of the package. The error was discovered prior to being published to the Open Information website. Given the passage of time, containment from the applicant was not pursued. However, the information will be severed prior to the package being published to the Open Information website.	False	False	False	False	Service	Citizens' Services
2019-002346	12-Nov-19	An FOI package containing sensitive client information was provided to a local office to distribute. However, the intended recipient has not received the package and it cannot be located at the office. At this time, the extent of the personal information contained in the package is not known but can be determined. As such, an investigation is underway.	True	False	False	True	Social	Children and Family Development
2020-000144	22-Jan-20	As reported, information regarding four separate clients had been faxed to four separate doctors in error. The personal information involved included: the four clients' full names, dates of birth, personal health numbers, and lists of medications. Containment activities were successful; specifically, all four doctor's offices have shredded the faxed information. As such, containment has been achieved.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000128	20-Jan-20	A parent submitted a child protection report that included graphic images of a child. The parent then emailed a MCFD Ministry program area that does not manage/receive such reports. Efforts to ensure the report is contained and sent to the appropriate area are underway.	False	False	False	False	Social	Children and Family Development
2019-002647	17-Dec-19	On August 8, 2016, Client A's information was added to Client B's file in error. The personal information included Client A's personal health number (PHN). Containment efforts are underway; specifically, a remedy ticket has been submitted to have Client A's PHN removed from Client B's case.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002282	4-Nov-19	11-06: As reported on November 4, 2019, it was discovered that a spouse of an employee had been removed from their account in error. Account corrections have been completed. As such, containment has been achieved.	False	False	False	False	Health	Health
2020-000018	6-Jan-20	HIBC paid a claim to the wrong trusted third party payee. Personal information disclosed includes a client's PHN, date of service and fee item. Upon investigation, it was determined HIBC made an error and processed a payment to the wrong third party payee. The data was disclosed on a remittance statement, which contains all the information for all transactions completed over a specific period of time for the third party payee. The statement cannot be reproduced without the incorrect personal information included, and the third party payee requires this statement to reconcile against other submitted claims; as such, this remittance statement cannot be returned or destroyed and containment has therefore not been achieved.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002717	30-Dec-19	During a routine audit, it was discovered that records for a client were uploaded to Health Authority A rather than Health Authority B in error. The personal information involved included: one client's full name, phone number, personal health number, date of birth, address, limited health information, and the client's child's full name.	False	False	False	False	Health	Health
2020-000257	5-Feb-20	A fax containing client information was sent two times each to two separate recipients; one recipient was the intended recipient and the other recipient was not intended. The personal information contained on the fax included a client's name, address, and phone number. The unintended recipient is internal to government. It is unclear how this error occurred as the fax was only sent one time by the responsible employee and as such, this may have occurred as the result of a system glitch.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002436	21-Nov-19	A person called into the incorrect mediation conference call in error. It was confirmed that all conversation was immediately stopped, no personal and/or confidential information was disclosed and the person quickly left the call.	False	False	False	False	Economic	Labour
2020-000582	18-Mar-20	It was discovered that Employee A had viewed a relative's (Client A's) Ministry file in ICM twice, without authorization. The file was viewed in November 2019, and the personal information disclosed included the full names of Client A, Client A's ex-spouse, and two children, and child protection concerns regarding the family. Containment efforts are underway, and it is recommended that the file be restricted to prevent further accesses. The Ministry was also advised to engage PSA, in order to address any misconduct issues.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001749	23-Aug-19	As reported, a Ministry employee sent an email to a government employee and cc'd an unintended recipient in error. The personal information involved includes an employee's first and last name, email address, their employment qualifications and discusses applying for a competition. Each recipient confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Social	Children and Family Development
2020-000045	9-Jan-20	As reported on January 8, 2020, Employee A's mobile phone was lost. The phone was locked at the time of loss and the password was not easily guessable or written down near the phone. The phone is considered to be secure.	False	False	False	False	Justice	Attorney General
2020-000341	14-Feb-20	An employee's vehicle was broken into and their government issued laptop (Surface Pro) was stolen. Security Investigations have since confirmed that the device was encrypted. Follow up is underway to ensure there are no impacts to government information as a result of the theft.	False	False	False	False	Service	Office of the Premier
2019-001866	9-Sep-19	A new Employee (Employee A) logged onto the MyHR system and was able to view Employee B's previous service requests. The login name at the corner of the screen showed up as Employee B, rather than Employee A. The personal information disclosed included Employee B's first and last name and the service requests they had submitted.	False	False	False	False	Justice	Attorney General



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001672	14-Aug-19	It was reported that Social Worker A had potentially accessed a client's file without authorization. This was discovered Social Worker B received a call from another professional, who was also working with the Client, that referenced specific information contained in the Client's ICM record. Upon review of the file, it was discovered that Social Worker A had accessed the file without a clear work purpose for doing so and it was suspected that Social Worker A disclosed information to the Professional. The personal information involved included the indication that the Client had an open file with the Ministry, its overall status, and that a service request had been recently generated instead of an incident report.	False	False	False	False	Social	Children and Family Development
2019-002090	8-Oct-19	Two packages containing hunting tags went missing in the mail. There was no personal or sensitive information involved. The two packages were located on October 8, 2019, and have been retrieved by the Ministry.	False	False	False	False	Service	Citizens' Services
2019-001977	24-Sep-19	It was reported that the Father of a Ministry Client (Client A) called the Ministry to discuss Client A's file. The Employee who responded to the call did not realize until after it was finished that a portion of the consent form was not filled out; therefore, the consent was invalid. Between January 2018-September 2019, multiple Employees provided the Father with information about Client A, despite the fact that the Father's consent was invalid. The personal information disclosed included the amount of support Client A was receiving and their monthly rent.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002707	24-Dec-19	As reported, in October 2019, Client A received a cheque for Client B in error. Personal information disclosed includes Client B's full name and address. Client B is currently residing outside of the country and cheque production should have been turned off until their return. Client A and Client B's addresses on file are for different regions of the province and there is no similarity in their names. It is unclear why cheque production was turned on for Client B. The cheque was cashed and is therefore considered to be contained. The Ministry has confirmed cheque production for Client B is now off.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002519	3-Dec-19	A new software development platform is being used to request resources. The platform allows information, such as employee first and last names, work email addresses, user ID's, organizations and project role, to be viewable by the public. It was confirmed that the information disclosed is business contact information; however, the viewable information may cause a vulnerability risk.	False	False	False	False	Justice	Attorney General
2020-000390	24-Feb-20	A government-issued laptop could not be located. It is unknown if the computer was locked or password protected when lost, or what personal or sensitive information was on it.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000481	5-Mar-20	As reported, a Ministry Client (Client A) went to an External Organization for services. The External Organization told Client A that they needed to provide proper documentation to obtain services, and produced a document containing Client B's ministry information. The External Organization blacked out Client B's name (although it can still be read if held up against a light) and provided it to Client A, advising them to obtain the same type of document from Service BC. Client A took the form to Service BC and requested an identical one. The personal information disclosed included: Client B's full name (although this may not have been noticed by Client A), the signature of a staff member who signed off on the original document, the amount of monthly assistance, and the period of time Client B had been on assistance.	False	False	False	False	Not a Ministry	Other
2019-001799	29-Aug-19	Ministry records were provided to a client that contained detailed mental health assessment information of the client's former spouse. The records were provided to the client for an upcoming court proceeding they had scheduled with the ex-spouse (child custody). s.13; s.14 s.13; s.14 Efforts to contain the documents are underway.	False	False	False	True	Social	Children and Family Development
2019-001979	25-Sep-19	A Freedom of Information request was submitted requesting a conversation history between two employees via skype messenger. One employee confirmed their conversation history does not save and is requesting assistance to access the conversation history by another means. It was confirmed that no privacy or information incident has occurred.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000484	6-Mar-20	As reported on March 6, 2020, a contractor profiled Client A's information to Client B's account in error. This led to a Ministry employee contacting Client B requesting information for Client A's account, however, the employee did not disclose Client A's information to B while on the call. The personal information involved includes Client A's email address, and phone number. Confirmation has been received that Client A's information has been removed from Client B's account, and all accounts have since been corrected. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000205	29-Jan-20	On January 27, 2020, a fax containing a client's information was sent to an unintended recipient in error. The personal information included the client's name, date of birth, personal health number, and medication. The unintended recipient forwarded the fax to the intended recipient. Containment efforts are underway; specifically, the unintended recipient has been contacted to confirm the fax has been shredded.	True	False	False	True	Health	Health
2019-002016	30-Sep-19	As reported, Client A's father contacted the Ministry and Client A's personal information was disclosed without valid consent on file. The personal information disclosed includes Client A's address, pay and confirmation of record of employment.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001553	30-Jul-19	A group of students were scheduled to take an online exam at a college. Initially there were no laptops available for them to use so the instructor allowed them to use some of theirs. At this time, it is unclear if students returned the laptops provided by the instructor.	False	False	False	False	Service	Citizens' Services
2019-002516	2-Dec-19	Two individuals from Ontario contacted a Government Employee to advise that they had received multiple calls this afternoon from the Employee's number. During the calls, an automated message would play advising them that their social insurance numbers were compromised. When the individuals called the number back they got in contact with the Employee instead. There was no personal or sensitive information involved.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001406	12-Jul-19	An email containing an attachment was sent to an unintended recipient in error. The email attachment contained first and last names, current salary and proposed new salary for management staff.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001907	16-Sep-19	As reported, a letter intended for Client A (daughter) was mailed to Client B (mother) in error. The personal information disclosed includes Client A's first and last name, requesting the client to provide a copy of their marriage certificate, divorce agreement, spousal support agreement and included bank statements attached. Client B subsequently provided the letter directly to Client A. Given the letter was directly provided to Client A, containment was not pursued.	True	False	True	True	Social	Social Development and Poverty Reduction
2019-002558	5-Dec-19	12-28: As reported on December 5, 2019, Employee A disclosed information about Client A to Client B over the phone, in error. The personal information included account information. An investigation determined that no personal information was provided over the phone and that an incorrect beneficiary had been added to Client B's account. Account corrections have been completed. As such, containment has been achieved.	False	False	False	False	Health	Health
2019-002117	11-Oct-19	Three letters were sent to the incorrect client due to an administrative error. The two clients share the same name and the incorrect individual was then selected and sent the letter by mistake. The client upon receiving and opening the letter then contacted the Ministry to inform them of the error. The letters were in relation to an audit that was done for a home owner grant. The personal information on the letters would include information about the audit and the process, the amount owed and the folio number that could potentially identify who was being audited. Containment of one letter is complete and containment of the other two letters is outstanding.	False	False	False	False	Financial	Finance

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002573	9-Dec-19	Employee A submitted a MyHR request for Employee B; however, it was believed that the response was emailed to Employee C in error. The personal information involved included Employee B's first and last name, employee number and that a request was being made for their offer letter and oath of employment.	False	False	False	False	Service	BC Public Service Agency
2020-000070	13-Jan-20	As reported on January 13, 2020, it was discovered that a program area used a free online converter tool to convert the excel data within a spreadsheets into another format. The free online converter stores its information outside of Canada. Upon further investigation, it has been determined that no personal or sensitive information was uploaded to the free online converter tool. Confirmation has been received that employee's have been informed to stop using the tool. Additionally, the program area has no concern with exposure nor with the content of what as uploaded to the free online converter tool as the information uploaded was the document metadata, and not the actual document. Therefore, containment activities are not warranted.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-002389	18-Nov-19	As reported on November 18, 2019, a government issued laptop was provided to the RCMP as evidence in a criminal investigation. Although the program area believes the RCMP still has the laptop, records do not adequately reflect this and the exact location of the laptop has not been confirmed. It is unknown what personal or sensitive information may have been contained on it. OCIO Security was unable to confirm if the laptop was encrypted or when the last access date was. It is likely the laptop was password protected with a secure password that would not be easily guessable. OCIO Security has information to suggest that the last active users of the laptop were consistent with the program area's expectations for the given timeframe.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002590	10-Dec-19	As reported on December 10, 2019, a government issued computer cannot be located. It was confirmed the computer was likely locked and password protected when lost. A thorough search was conducted; however, the computer was not located. OCIO Security confirmed the device was encrypted and as such, secure. It was determined that no personal or confidential information would be stored on the device.	False	False	False	False	Economic	Municipal Affairs and Housing
2019-001583	1-Aug-19	As reported, Employee A sent an e-mail to their shop steward and office manager containing an attachment with sensitive personal medical information. This e-mail was then forwarded to other employees, who in turn also forwarded it onwards. The personal information involved includes Employee A's first and last name, address, personal email address and medical diagnosis. All recipients confirmed the email was double deleted. Containment was achieved.	True	False	False	True	Service	BC Public Service Agency
2019-001987	25-Sep-19	Client A's account was not updated with a new address provided to the Ministry and as a result, a letter was mailed to their old address on June 24, 2019. The personal information involved included Client A's first and last name and former PO box address.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001834	4-Sep-19	A government Employee sent an email discussing a Ministry Client (Youth A) to the wrong MCFD Office in error. The correspondence was sent to a general email and it was received by 36 employees working at this office. The personal information disclosed included: The first and last names of Youth A, the first and names of Youth A's parents and grandmother, a brief description of some child protection concerns, and a request for curtesy services.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000311	12-Feb-20	As reported on February 12, 2020, a government issued laptop cannot be located. The laptop would have been locked and password protected when lost. The laptop has not been recovered. However, OCIO Security confirmed the laptop was encrypted. As such, further containment measures are not warranted.	False	False	False	False	Service	Citizens' Services
2020-000312	12-Feb-20	As reported on February 12, 2020, a Ministry employee emailed an invoice intended for Company A to an unintended recipient in error. The information contained in the email includes Company A's name, and their invoice information. Confirmation has been received that the unintended recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-000340	14-Feb-20	As reported, a cheque intended for Client A was provided to Client B in error by a service provider. The personal information involved includes Client A's first and last name, address and cheque amount.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001522	25-Jul-19	As reported on July 25, 2019, a Ministry employee sent an email to a client who was requesting redline records. The email contained records that had information that should have been severed under section 14 of the Freedom of Information and Protection of Privacy Act. The Ministry employee contacted the client immediately upon realizing the error and the client confirmed that they did not open the email, and has since confirmed double-deletion. Containment has been achieved.	False	False	False	False	Service	Citizens' Services
2019-002237	29-Oct-19	A beneficiary contacted HIBC to advise that their mailbox had been stolen. It was determined a BC Services Card could have been in the mailbox at the time it was stolen. Caller was advised to report the possible theft to ICBC.	False	False	False	False	Health	Health



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000393	24-Feb-20	Client A and Client B have utilized the same SIN interchangeably; an incorrect SIN has been applied to either Client A or Client B's account. The personal information disclosed includes Client A or Client B's SIN. The incorrect SIN has been removed from the account. As such, containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000672	3-Apr-20	A criminal record check was conducted for an individual and a clearance was then sent to the incorrect organization (Health Authority). The clearance contained the name of the individual and their year of their birth. The clearance also indicates that the individual passed the check and that no criminal offences were on record that would preclude them from working in a vulnerable sector.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002606	12-Dec-19	On December 9, 2019, a client with a restricted case submitted a service request that was processed as unrestricted. Service requests for restricted cases are supposed to be automatically processed as restricted as well, and this appears to be a system-generated error. The service request was actioned by multiple employees prior to being changed to restricted on December 11, 2019. The personal information in the service request included the client's full name and BCeID number.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001690	16-Aug-19	As reported, a Ministry employee was working on a youth client's file when they were interrupted by another employee. As a result, the employee then called the client's parent due to their distraction despite them being a child in care, thus this being impermissible. The employee then left the parent a voicemail that there was an invoice from a service provider, and included their name and months of service. Confirmation has been received that the parent never listened to the voicemail they received in error and have confirmed deletion of it. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-001397	11-Jul-19	A government issued cellphone was lost on July 10, 2019. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone through 7-7000 Option 4 will be initiated.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-001730	21-Aug-19	As reported on August 21, 2019, a Ministry employee profiled Client A's information to Client B's account in error. This led to Client B receiving a MySelfServe alert regarding their monthly direct deposit being less than usual. The personal information disclosed includes Client A's first and last name, address, phone number, rent amount, their landlord's first and last name, and address. Confirmation has been received that Client A's information has been removed from Client B's account, and all accounts have since been corrected. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001589	2-Aug-19	As reported, a USB stick containing confidential information was delivered to the intended recipient's former address. The confidential information involved includes litigation documents containing an ethnographic report. The error was discovered on August 2, 2019 when the intended recipient alerted the sender to not having received the package. Upon review, it was determined the USB stick was unencrypted. The intended recipient retrieved the package from the former address the day after it was delivered. It was confirmed the package was unopened.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001612	7-Aug-19	An email was sent to thirteen candidates of a job competition using the cc function rather than bcc. The personal information disclosed included the candidates' email addresses which may contain their first and last names.	False	False	False	False	Education	Education
2020-000621	25-Mar-20	As reported on March 25, 2020, a Ministry employee sent an email containing Client A's information to three unintended recipients in error. The personal information contained in the email includes Client A's name, date of birth, and information regarding their Ministry involvement. Containment activities are underway, specifically, all recipients of the email have been requested to double-delete.	False	False	False	False	Social	Children and Family Development
2020-000208	29-Jan-20	On January 28, 2020, a piece of paper containing statistics and client information was inadvertently left in a lecture room of a police detachment. The paper included the last names of 11 people that have had an interaction with the program area. The error was discovered approximately 1.5 hours later and the inspector of the detachment was contacted. The inspector located the document on January 29, 2020 in the exact location it was left and securely stored it in their office.	False	False	False	False	Justice	Attorney General
2019-002564	6-Dec-19	A government-issued laptop was lost. It is believed that there was no personal or confidential information stored on the laptop.	False	False	False	False	Economic	Jobs, Trade and Technology

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000153	23-Jan-20	On January 22, 2020 Client A was provided with Client B's interim BC Services Card in error. Personal information disclosed on the form includes Client B's full name, date of birth, PHN, and address. Client A has advised they will return the form to the Ministry; as such, containment is underway.	False	False	False	False	Service	Citizens' Services
2019-002575	9-Dec-19	12-39: A Customer Service Representative (CRS) was processing a New Resident application and received an application for Client A who had a similar name and date of birth to another beneficiary (Client B). Client A provided the personal health number belonging to Client B.	False	False	False	False	Health	Health
2020-000402	25-Feb-20	02-124: a customer service representative provided information regarding an account to a caller not on the account. The customer service representative has been provided feedback for the error in process.	False	False	False	False	Health	Health
2019-002343	12-Nov-19	Three government-issued laptops cannot be located. It is unknown if the laptops were secure when last used, and encryption and last access date and time has yet to be confirmed.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000076	13-Jan-20	A fax intended for Doctor's Office A was sent to Doctor's Office B in error. The personal information contained in the fax included one patient's full name, date of birth, personal health number, and medications list.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001900	13-Sep-19	An Employee sent out childcare plans for two children (Child A and Child B within the same Family), but switched the Child Care Providers in error. A childcare plan for Child A was sent to Child B's Care Provider, and vice versa. The personal information involved included: Child A and B's first and last names and the amount of money issued for their benefit plans.	False	False	False	False	Social	Children and Family Development
2019-001610	7-Aug-19	On June 24, 2019, an email containing general information relating to autism funding intended to Client A was sent to the wrong recipient. The personal information contained on the email was Client A's first name. The unintended recipient alerted the sender to the error on August 6, 2019.	False	False	False	False	Social	Children and Family Development
2020-000082	14-Jan-20	01-40: Please be advised that an account holder opened and read mail (NP BCSC) intended for an unknown person. The card will be returned to a supervisor by the caller. The address was entered incorrectly by a HIBC Doc Ops Rep.	False	False	False	False	Health	Health
2019-002249	31-Oct-19	As reported, a government issued laptop cannot be located. It is unknown if the device was locked or if IDIR credentials were stored on or near the device when it was lost. OCIO Security was unable to confirm if the laptop was encrypted. It is likely the laptop was password protected with a secure password that would not be easily guessable. Upon review, it was determined that it is highly likely that no personal or confidential information would be stored on the laptop.	False	False	False	False	Financial	Finance

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002140	16-Oct-19	A government issued cellphone was lost. The cellphone was locked, password protected with a password that is not easily guessable, and the password was not written on or near the device. A remote wipe of the phone has been initiated.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-002509	29-Nov-19	On November 29, 2019, Employee A received two emails that may be a phishing scam that appeared to be sent by Employee B. Employee A clicked on an attachment from one of the emails and a malware alert popped up on their screen. Employee A has unplugged their workstation from the network and changed their IDIR password from another workstation. Employee A did not enter any login credentials. At this time, it is unknown if Employee B's account has been compromised.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002437	21-Nov-19	Attendance reports for 45 Ministry employees were sent out to all 45 employees in error. The personal information involved included the employees' names and attendance records, including vacation, overtime, and sick leave taken.	False	False	False	False	Transportation	Transportation and Infrastructure

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002569	9-Dec-19	As reported, the Complainant alleges that a polygraph exam administered by a contracted private company was inappropriately collected and stored.	True	False	False	False	Justice	Public Safety and Solicitor General
2019-002366	13-Nov-19	As reported, Client A's social insurance number (SIN) was added to Client B's case in error. It was confirmed that Client B's account was created in 2013, however, it could not be determined when the incorrect SIN was added to Client B's case. It is believed the clients may be related as Client A's maiden name is the same as Client B's last name. Upon review, it was determined an attachment was also added to Client B's case containing Client A's social insurance number. The attachment and social insurance number were successfully removed from Client B's case. Containment was achieved.	False	False	False	False	Social	Children and Family Development
2020-000009	3-Jan-20	A doctor's office notified the Ministry that a client's patient profile containing 44 pages was faxed to them in error. The personal information involved included the client's first and last name, personal health number and a detailed list of medications.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000132	21-Jan-20	An approval letter was accidentally attached to a email package and sent to an employee in error. The personal information involved includes: a child's full name, the child's parents' full names, their home address, an approval number and details on the equipment item approved.	False	False	False	False	Social	Children and Family Development
2019-002053	3-Oct-19	10-12: BC Services Card opened at Thompson College. The card has been marked undelivered and returned in RAPID.	False	False	False	False	Health	Health
2019-001835	4-Sep-19	An Intern never returned their government issued laptop that was assigned to them during their term with the Ministry. A ticket has been placed with the Service Centre to deactivate the laptop's IDIR. There was no personal or confidential information contained or accessible on the laptop.	False	False	False	False	Health	Mental Health and Addictions
2019-001957	23-Sep-19	A government issued cellphone had potentially been compromised. Out of due diligence, the government issued cellphone was remotely wiped. Upon further investigation, it was determined that the cellphone was secure.	False	False	False	False	Social	Children and Family Development
2020-000159	23-Jan-20	On January 21, 2020, a student's confirmation of enrolment intended for Institution A was faxed to Institution B in error. Personal information disclosed on the form includes the student's first and last name, SIN, Student Number, study dates, and tuition amounts. Institution B contacted the Ministry and advised of the incident; confirmation the document has been destroyed by Institution B is pending.	False	False	False	False	Education	Advanced Education, Skills and Training



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001968	24-Sep-19	As reported, it was determined that an unknown number of employees with a contracted company have saved a document on their personal phones that contain the password and PIN to work email addresses. The personal information in the emails includes client names and appointment scheduling information. Upon review, it was confirmed that employees have not saved a document on their personal phones that contain the pass and PIN to work email addressed. As such, containment is not warranted as no privacy incident occurred.	False	False	False	False	Social	Children and Family Development
2020-000656	31-Mar-20	a Ministry employee received an email from a Hotel chain stating that their personal information was potentially disclosed to a nefarious party. It is believed that employee's from the Hotel had their system access credentials compromised which lead to a nefarious third party accessing customer information.	False	False	False	False	Justice	Attorney General
2019-002293	5-Nov-19	As reported on November 5, 2019, Employee A sent an email to Employee B regarding Client A that contained an attachment intended for Client B in error. The personal information disclosed includes Client B's first and last name. Employee B has since left the Ministry. It was confirmed by Employee B that the information was double-deleted from their personal LAN. As such, containment is considered to be achieved.	False	False	False	False	Service	BC Public Service Agency
2019-002142	16-Oct-19	As reported on October 16, 2019, a Ministry employee sent an email containing a client's information to an unintended recipient in error. The personal information disclosed in the email included the client's first name, date of birth, claim number, and social insurance number.	False	False	False	False	Justice	Public Safety and Solicitor General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001548	30-Jul-19	07-151: Overage Claim approval was sent to the wrong fax number.	False	False	False	False	Health	Health
2019-001627	8-Aug-19	As reported, a computer has been deemed missing while conducting a recent inventory. The computer was marked as being placed in storage in May 2017; however, it cannot be located. The computer was used generally by sheriffs to check work emails and is unlikely to contain any personal information of clients. It is unknown whether the computer was locked or password protected when lost.	False	False	False	False	Justice	Attorney General
2020-000407	25-Feb-20	An incorrect document was sent to a client via the My Family Service Portal. The document contained the full name of a child in care, the full name of the person to receive payment for a computer (believed to be the care provider for the child) and the full name of a Social Worker. The document also contained the proof of purchase for the computer with the associated cost. Containment of the document is underway.	False	False	False	False	Social	Children and Family Development
2019-001872	10-Sep-19	As reported, it was discovered Client A's void cheque was profiled to Client B's file in error. The personal information involved includes Client A's first and last name, address, phone number, email address, signature and banking information. Client A's void cheque was unprofiled from the incorrect client file. Containment was achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002013	30-Sep-19	As reported, on August 27, 2019 an employee incorrectly inputted an organization's ID number resulting in the results of a criminal record check being mailed to the incorrect organization. The personal information disclosed includes the client's first and last name and their year of birth. Upon review, it was determined that the incorrect organization is no longer active and has not received a criminal record check since 2004. The program area attempted to contact the incorrect organization by phone; however, the contact information is no longer up to date. Due to the passage of time, containment is unlikely to be successful.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001394	10-Jul-19	As reported, it was discovered that Client A's mother has been corresponding with the program area on behalf of the client; however, there is no consent on the file for the mother to do so. The personal information involved includes Client A's training application eligibility. The client has been included on the correspondence and is aware of the mother's role with their file. Client A has been included in all correspondence and has not brought forward any concerns upon disclosure. As such, containment will not be pursued. The program area will obtain verbal or written consent when corresponding with the mother and client in the future.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000321	13-Feb-20	Per our conversation, your government issued cellphone was stolen today. The cellphone was locked and password protected at the time it went missing, and the password was not easily guessable. The password was also not written down on or near the device at the time it went missing. It is not believed that any personal or confidential information was stored on the phone.	False	False	False	False	Social	Children and Family Development
2019-002371	14-Nov-19	A mediation notice in the form of a calendar meeting invite was emailed to an external unintended recipient. The invite included the name of the employee and employer that are invited to the mediation.	False	False	False	False	Economic	Labour

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002296	5-Nov-19	As reported, a client's relative contacted the Ministry and requested information regarding the client file; however, the relative does not have valid consent on file as the consent form was completed incorrectly. Upon review of the client file, it was determined that during a previous call with the relative, an employee disclosed information regarding the client's crisis supplement. As the disclosure was made verbally, containment activities were limited.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000156	23-Jan-20	A client reviewed their "My Family Services" account and discovered that an incorrect service provider was listed on their file. The client reported the issue and it was discovered that a letter had also been sent the service provider in error. The letter was regarding autism funding and it contained the names of the child and the parent and their address. Containment efforts are underway to recover the letter as is a review of the cause of the error.	False	False	False	False	Social	Children and Family Development
2020-000167	23-Jan-20	On January 22, 2020, it was discovered that an Employee with another Ministry was granted Recruiter access which is typically provided only to PSA employees. As such, the employee would have far-reaching access in the recruiter system; this level of access would allow them to view a significant amount of personal information related to employee resumes and job applications for positions within government.	False	False	False	False	Service	BC Public Service Agency

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002408	20-Nov-19	A labour relations incident occurred in an office in a small community, involving Employee A and Employee B. Employee B subsequently posted details relating to the incident on their Facebook accounts. <sup>22</sup>	False	False	False	False	Service	Citizens' Services
2020-000420	27-Feb-20	On February 27, 2020, a Ministry employee sent a Victim Services Unit application form via email containing Client A's information to unintended recipient (Client B) in error and cc'd it to two other people (a relative of Client A's and a community Victim Services Worker). The personal information contained in the email included Client A's full name, address, email, phone number, date of birth, court file number and court location. The email also included the full names of two offenders, their dates of birth, and court location. Finally, it included Client A's Relative's email (containing his full name), and Client B's email address (containing his full name).	False	False	False	False	Justice	Public Safety and Solicitor General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002264	1-Nov-19	During a recent inventory count, it was discovered that a laptop was missing. The laptop was discovered to be missing around October 25, 2019, and it is unknown what personal or sensitive information was stored on it.	False	False	False	False	Financial	Finance
2019-001590	2-Aug-19	As reported, it was discovered that a system error has resulted in approximately 1,000 clients' CRA information being pulled for the wrong tax year. The clients had provided their consent for their 2017 and 2018 tax information to be obtained; however, tax information for 2016 and 2017 was pulled from CRA. The system has been corrected to stop further 2016 information from being collected. Containment efforts are underway; specifically, the 2016 information will need to be removed from the clients' files.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000553	13-Mar-20	As reported on March 13, 2020, A School Principle sent an email to s.22 s.22  s.22 The personal information disclosed included the full names of 22 children and the fact that they were in care with the Ministry or with the DAA. Confirmation has been received that the sender and recipient have double-deleted the email. Containment has been achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002091	8-Oct-19	A letter was sent to HIBC advising that an employee of a company had two dependents accidentally added to their account. The two dependents should have been added to another employees account. Personal information disclosed includes their names, date of birth, and PHN's. It was confirmed that this addition was done through MSP direct by the group administrator. No correspondence was sent due to the change.	False	False	False	False	Health	Health
2020-000640	27-Mar-20	As reported, an email intended for two government employees was erroneously sent to an unintended recipient external to government. The personal information disclosed includes a client's name, driver's licence number and address. The unintended recipient is a former contractor for the program area. Confirmation of double-deletion has been received. As such, containment has been achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002667	18-Dec-19	The names, dates of birth and personal health numbers of approximately four patients was viewed by the sponsors of the organization's research project. Upon further review, it has been determined that the Artus Health Centre is outside the jurisdiction of core government. The incident has been rejected.	False	False	False	False	Not a Ministry	Other
2020-000419	27-Feb-20	As reported on February 27, 2020, a Ministry employee sent an email with an incorrect attachment containing employee information to their intended recipient in error. The attachment contained employee names, assessment scores, and interview scores. Confirmation has been received that the intended recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Service	BC Public Service Agency
2019-002617	12-Dec-19	As reported on December 12, 2019, an email response intended for Employee A was inadvertently included in a response to Employee B. The personal information included the name of Employee A, first name of Employee C, and reference to a medical accommodation for Employee C. Confirmation has been received that Employee A and C's information has been removed and can no longer be seen by Employee B. Containment has been achieved.	False	False	False	False	Service	BC Public Service Agency

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001518	25-Jul-19	As reported, a document was faxed to the incorrect recipient in error. The personal information involved includes Client A's first and last name, Client A's address, Client A's email address, Client B's first and last name, Client B's phone number, discusses the relationship between Client A and Client B and recommends counselling for Client A. The employee who sent the document immediately contacted the recipient to notify of the error. The recipient replied the next morning and confirmed the documents were received at a doctor's office. The documents were retrieved from the doctor's office in a timely manner. Containment was achieved.	False	False	False	False	Social	Children and Family Development
2020-000170	24-Jan-20	As reported on January 24, 2020, three different client monthly reports were profiled to the incorrect client's file in error. The personal information involved likely includes the clients' full names and paystub information. Confirmation has been received that the three client monthly reports have been removed from the incorrect client's file. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002280	4-Nov-19	As reported on November 4, 2019, a hearing letter was inadvertently email to an incorrect recipient. The personal information involved included the first and last name of the applicant and respondent, their addresses, phone numbers, email addresses, and details of the dispute. The unintended recipient proactively reported the error and confirmed double-deletion of the email. Containment was achieved.	False	False	False	False	Economic	Municipal Affairs and Housing
2020-000446	2-Mar-20	It was discovered an email was profiled and a note was added to the incorrect client file. The personal information disclosed includes Client A's name, GA number and the client's reasons for requesting funds. The email was successful unprofiled, however, a ticket will be submitted to have the note removed.	False	False	False	False	Social	Social Development and Poverty Reduction



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000246	4-Feb-20	As reported on February 4, 2020, four documents regarding an autopsy report were submitted to the Ministry for the bus pass program; however, they were received in error. The personal information involved includes a deceased individual's name, gender, date of birth, a signed statement including another individual's name, address, phone number and the name of a third individual and their address as they requested a copy of the documents. Confirmation has been received that the Ministry has destroyed the four documents they received in error. Containment has been achieved,	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000528	11-Mar-20	The main public entrance of a government building was unlocked overnight when it should have automatically locked at the end of the work day. The entrance has since been locking automatically. It was confirmed that there is no reason to believe any personal or confidential information was inappropriately accessed during the time the door was unlocked.	False	False	False	False	Justice	Attorney General
2019-001897	13-Sep-19	A client ID (Care Card and Birth Certificate) were added to the incorrect client file. The scan of the ID's was then printed and faxed as part of a records package to BC Housing. BC Housing has since confirmed deletion of the page containing the incorrect information. Prevention with the employee responsible and remediation of the accounts is underway.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001707	20-Aug-19	08-53: an incorrect payee was paid for an out of province claim for a patient.	False	False	False	False	Health	Health
2019-002192	23-Oct-19	10-95: As reported on October 23, 2019, an employee from a mental health institution called to report that they received a client's medication history report from HIBC. The personal information involved includes a client's name, personal health number and list of medications. The employee has confirmed that the report was shredded. As such, containment has been achieved.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000454	3-Mar-20	As reported on March 3, 2020, Employee A sent an email to Employee B containing sensitive information, however, they sent it to Employee B's personal email address in error. The information disclosed in the email included an employee's full name and a checklist with information regarding their termination.	False	False	False	False	Service	BC Public Service Agency
2020-000325	13-Feb-20	Client A's service request was profiled to Client B's account, and Client C's service request was profiled to Client A's account, both in error. The personal information involved included: Client A's and C's full names, dates of birth, addresses, and an indication that it was a shelter document.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002060	3-Oct-19	As reported on October 3, 2019, a Ministry employee profiled Client A's information to Client B's account in error. The personal information disclosed includes Client A's first and last name, personal health number, medical information, banking information, email address, and phone number. Confirmation has been received that Client A's information has been removed from Client B's account. Containment has been achieved.	False	False	False	False	Service	Citizens' Services
2019-002244	30-Oct-19	A Ministry Client was provided with two forms containing the personal information of four other individuals. The other individuals used to be dependents on the Client's file, but are no longer listed. The personal information disclosed included: first, middle, and last names, and dates when the individuals were listed as dependents.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002535	4-Dec-19	An email that may be a phishing scam was received by a shared government mailbox. The email contained an attachment that when clicked on a malware alert popped up. The attachment did not open.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000050	9-Jan-20	Employee A, Employee B and Employee C were incorrectly granted access to Program Area A's shared mailbox. Personal information disclosed included information contained within restricted and personal FOI requests (e.g. applicant name and details regarding the requests). Confidential information also disclosed included unsevered cabinet documents. Containment efforts are underway; specifically, Employee A and Employee B have confirmed that they have not viewed the information. Employee C has been contacted and asked to not view the information.	False	False	False	False	Service	Citizens' Services
2020-000531	12-Mar-20	Double report, x-ref 2020-0524. A Ministry building was broken into overnight and approximately 10 laptops were stolen. It was determined the office was initially broken into the night before and multiple assets were stolen.	False	False	False	False	Service	BC Public Service Agency
2020-000101	16-Jan-20	It was discovered Client A's MySelfServe account was inadvertently connected to Client B's client file in ICM. The personal information viewable includes Client B's first and last name, address and case number. Client B's account is no longer viewable by Client A, however, a ticket will be submitted to the service desk to have the client accounts disconnected.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000453	3-Mar-20	A government issued cellphone was lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone will be initiated through 7-7000 (option 4).	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001798	29-Aug-19	During a disciplinary hearing for an Inmate (Inmate A), direction was given to provide Inmate A with copies of their client log mental health checks. Inmate A was provided with the log entries, but it was discovered that they contained the first and last names of the Employees who made the entries, which should have been redacted. These entries included information documented by the Employees on Inmate A's behaviour, separate confinement reviews, mental wellness and health. The personal information disclosed included: the first and last names of the six Employees who made the log entries.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000088	14-Jan-20	As reported on January 14, 2020, a Ministry employee uploaded documents containing client information to their program area's website in error. The personal information involved includes client first and last names, and their addresses. Confirmation has been received that the documents have been removed from the website. Containment has been achieved.	False	False	False	False	Economic	Municipal Affairs and Housing
2019-002255	31-Oct-19	10-121: Caller notified that sister passed away out of country. Agent closed account as deceased and caller will send RSBC invoice back, attention to Supervisor. Bad address not applied as address for deceased is correct, but caller picked up mail from deceased sister's address.	False	False	False	False	Health	Health
2019-002719	31-Dec-19	User comments on a program area's public-facing website have been viewed by other users. As per the program area's privacy impact assessment, the comments should only be viewed by the commenters. The personal information disclosed included: 370 BCeID user names and their comments on proposed hunting regulations. The website was taken offline and amended to ensure users cannot view each other's comments. The program area will complete additional work on the system to correct remaining errors. As such, containment has been achieved.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001463	19-Jul-19	A social worker submitted a crisis utilities supplement request for a Ministry client, resulting in a direct payment being made their account with the utility. The client was dissatisfied that this request had been made for them, and that they had not wanted it initiated nor had they consented to it. It was initially believed that the social worker did not have valid consent to submit service authorizations on behalf of this client. Confusion arose as the social worker had a valid HR3189 (Consent to Disclosure of Information) on file, but not a newer HR3189A (Consent to Disclosure and Service Authorization). However, it was subsequently determined the use of a HR3189 and routing sheet allows for social workers to request services for clients through case management. Since this process was followed, no privacy or information incident occurred in this case.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002635	13-Dec-19	As reported on December 13, 2019, a payment was made to a service provider for an incorrect child. The payment was intended for Child A, but it was made on Child B's account. The service provider for Child A and B is the same. A letter intended for Child A's guardian, advising that payment was owing, was sent to Child B's guardian instead. The personal information involved included Child A's full name and the amount owing. Confirmation has been received that Child B's guardian has destroyed the letter. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002333	8-Nov-19	As reported, an email was sent through CRM to the incorrect recipient. The personal information involved includes the name, date of birth, social insurance number and criminal record check results of three candidates in a competition. The unintended recipient immediately notified the sender of the error.	False	False	False	False	Service	BC Public Service Agency

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002473	26-Nov-19	As reported on November 26, 2019, a client notified the Ministry that they have registered a website that may appear to be a legitimate Ministry website. As such, individuals have contacted the client through the website requesting Ministry information. Upon further investigation, the Ministry's legal team was consulted s.13; s.14	False	False	False	False	Social	Children and Family Development
2020-000655	31-Mar-20	As reported on March 31, 2020, Organization A received a clearance letter regarding Client A that was intended for Organization B. The personal information disclosed included Client A's full name, birth year and clearance results. Confirmation has been received that Organization A has double-deleted the email. Containment has been achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001859	9-Sep-19	A government issued cellphone was lost. The cellphone was locked, password protected with a complex password that was not easily guessable, and the password was not written on or near the device when the phone was taken.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002315	6-Nov-19	A medical package intended for Employee A was inadvertently mailed to Employee B within their medical package. The personal information involved includes Employee A's first and last name, medical reports, insurance company documentation and claim information. Employee B notified the Ministry of the error and they will be requested to return the package to the Ministry.	False	False	False	False	Service	BC Public Service Agency
2020-000403	25-Feb-20	As part of a broader conversation, Client A mentioned to a supervising local manager that Employee A had accessed his file, and informed him of this access. A review of Client A's file was completed, and it was determined that Employee A had accessed Client A's file three times in May 2018 without an appropriate business purpose. Employee A and Client A were in a relationship at the time of the accesses, and Employee A allegedly told Client A that she was allowed to access his file because she did not supervise him. The full extent of the personal information viewed is unknown, but likely included: Client A's full name, interview logs with their probation officer, document summaries (i.e. orders), client history (i.e. charges) and victim names and ages.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001912	16-Sep-19	As reported, two envelopes intended for a Ministry office were mailed to an office across the street in error by two police departments. An individual attended the Ministry office and dropped off the two envelopes. One of the envelopes had the correct address and was sealed. The second envelope was opened and had the incorrect address. The letter inside the opened envelope included a client's first and last name, date of birth and indicated there were no police files related to the client. The two envelopes were returned to the correct Ministry office. Containment was achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002610	12-Dec-19	While submitting an income assistance application for Client B, a community partner advertently included Client A's information on the service request. The personal information included Client A's name and banking profile (branch, transit and account number). The community partner confirmed Client B did not view Client A's information.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001593	2-Aug-19	As reported, Employee A called the contact centre to request an electronic paystub. However, Employee B's paystub was pulled in error and sent to Employee A and B. The personal information contained on Employee B's paystub includes name, address, employee ID number, and detailed wage/income information. Employee B alerted the sender to the error. Upon review, it was determined the email address used to provide Employee A with the paystub was incorrect. It was confirmed the email address was inactive. As such, no disclosure occurred. No containment measures to address as it was confirmed Employee A did not receive Employee B's paystub.	False	False	False	False	Service	BC Public Service Agency
2019-001962	23-Sep-19	09-101: A CSR came across an account where a beneficiary was enrolled using someone else's PHN and a spouse added to the account which may be the incorrect spouse. An HIBC letter was sent out. This is a wrong select.	False	False	False	False	Health	Health



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000507	10-Mar-20	As reported, it has been discovered that three Orders in Council (OIC), from three Ministries, are posted online that contain individual's full names and social insurance numbers. A review was conducted and an additional nine OICs were discovered containing client names and social insurance numbers. Out of an abundance of caution, the OICs were temporarily removed from the website. Legal counsel was consulted s.13; s.14	False	False	False	False	Natural Resources	Energy, Mines and Petroleum Resources
2019-001878	10-Sep-19	As reported, a note pertaining to Client A was inadvertently added to Client B's file on May 1, 2019. The personal information on the note included Client A's first name and details relating to the client's childcare arrangements and costs. The note intended for Client A was successfully removed from Client B's file. Containment was achieved.	False	False	False	False	Social	Children and Family Development
2019-002630	13-Dec-19	12-65: Two Non-Photo BC Services Cards (BCSCs) were returned to HIBC opened and marked "return to sender, no longer at this address". The personal information involved included two clients' names, addresses, dates of birth, genders and personal health numbers.	False	False	False	False	Health	Health
2019-002641	16-Dec-19	A break in occurred and an employee's notebook was taken in addition to several other items from their government vehicle. It is currently unknown what information would be contained in the notebook. The contents will be discussed with the employee (likely tomorrow) when they return to work.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000495	9-Mar-20	As reported on March 9, 2020, Client A's information has been mailed to an unintended recipient. The personal information disclosed includes the client's name, address, debt type, debt amount, and case number. Containment activities were attempted; specifically, the unintended recipient has been asked to destroy the information or return the information to the ministry. To date, the recipient has not responded. The program area will continue to track a response from the unintended recipient.	False	False	False	False	Financial	Finance
2019-002466	26-Nov-19	As reported on November 26, 2019, two paystubs for Client A were inadvertently profiled to Client B's file. The personal information involved includes Client A's first and last name, the company they work for and income amount. Confirmation has been received that Client A's information has been removed from Client B's file. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002602	11-Dec-19	As reported, two reports were found in the lobby of a government building that were intended for a program area. The reports contained the personal information of eight individuals, including their names and driver's licence numbers and the banner at the top of the report indicated "medical report". BC Mail Plus completes a mail delivery in the afternoon, which is when these reports would typically be delivered to the program area. The reports were discovered by employees and subsequently delivered to the appropriate program area. It is unknown if other reports were also intended to be delivered and the length of time the information was exposed.	False	False	False	False	Service	Citizens' Services
2020-000626	25-Mar-20	As reported on March 25, 2020, Client A received Client B's T5 in error. The personal information disclosed includes Client B's name, address, and T5 amount. Containment activities are underway, specifically, Client A will be requested to return or destroy Client B's T5.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000442	2-Mar-20	Employee A's duty bag was stolen, containing ticket books and a recorder. The bag was later recovered with all of the items included except the recorder. A police report has been filed. The personal information contained in the recorder included the full names of 3 alleged contraveners (companies) and 3 witnesses (government employees), job titles, company names, and particulars of the alleged contraventions of provincial legislation.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-001455	18-Jul-19	07-100: Client A submitted a Medical Services Plan (MSP) application, and a BC Services Card (BCSC) was mailed to them. Client B also submitted a MSP application, but an employee updated Client B's address to Client A's account in error. Clients A and B have the same name and similar date of birth. A BCSC was not mailed to Client B because the system showed that it had already been sent for that account (which was, in fact, Client A's account). Client B contacted HIBC to ask when to expect their BCSC, and they were provided with Client A's address. The personal information disclosed included Client A's address.	False	False	False	False	Health	Health
2020-000395	24-Feb-20	It was determined that Employee A, who works for Ministry A, also works for a Ministry sub-contractor. At this time, it is alleged Employee A's government email may be linked to the sub-contractor email address. An investigation is underway to determine if emails received from the government email address have been disclosed to the sub-contractor email address of Employee A.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000244	3-Feb-20	On January 27, 2020, an email containing client information was sent to Contractor A's employee's personal email address by Contractor B, and cc'd to a Client. Both Contractors A and B were authorized to view the Client's information, but it should not have been sent to an external email address. The personal information involved included: the Client's full name, case number, address, date of birth, gender, telephone, email address, client consent form, and client services application for financial support, as well as Contractor A's employee's personal email address.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002168	21-Oct-19	As reported on October 21, 2019, a Ministry employee sent an email containing Client A's information to an unintended recipient in error. The personal information disclosed includes Client A's last name. Confirmation has been received that the unintended recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002357	13-Nov-19	A Parental Capacity Assessment Report was inadvertently faxed to an incorrect number. The personal information included are full names of family members, date of births and details pertaining to their involvement with the Ministry.	False	False	False	False	Social	Children and Family Development
2019-001460	18-Jul-19	A Ministry employee inadvertently scanned and profiled Client A's documents to Client B's file. The personal information contained in the documents includes Client A's name, address, Social Insurance Number (SIN), tax information, banking information, and their landlord's information.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000351	18-Feb-20	As reported on February 18, 2020, an employee conducted an audit on Business A and determined that the business was selling cannabis online without a licence. The employee was then instructed to submit a referral to Program Area A. The employee completed a referral; however, additional information may have been included that was not authorized to be disclosed. The personal information disclosed included Taxpayer A's name, residence, phone number and information related to Business A. All information regarding Taxpayer A and Business A has been destroyed by Program Area A. As such, containment has been achieved.	False	False	False	False	Financial	Finance
2019-002543	4-Dec-19	As reported, a document intended for Client A's file was profiled to Client B's file in error. The personal information involved includes Client A's first and last name, address, pension claim number, a child's first and last name, pension funding amount, dates to receive the pension funds and SR number. The document was successfully removed from the incorrect client file. Containment was achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002424	20-Nov-19	A cheque was accidentally provided to the incorrect client. The information contained on the cheque included the client's name, cheque amount and GA number.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001844	6-Sep-19	A complainant alleges their address was disclosed to their daughter's ex-partner in a mediation meeting without authorization.	False	False	False	False	Social	Children and Family Development
2019-002299	5-Nov-19	As reported on November 5, 2019, a Ministry employee mistakenly identified a youth to be in a youth corrections facility when registering the youth for a course at the Thompson River University. Containment activities were attempted; specifically, the university was contacted in an attempt to confirm deletion of system and email documentation regarding the youth's address. The university did not confirm containment, but did advise that they adhere to a strict privacy policy and that no student information is shared outside the university.	False	False	False	False	Social	Children and Family Development
2020-000294	10-Feb-20	As reported on February 10, 2020, Employee A's vehicle was broken into and they had their orientation binder stolen. The information contained in the binder includes client names, and addresses. An extensive search of the area was conducted and a police report has been filed. However, the binder has not been recovered as of this date. As such, containment activities will likely not be achieved.	False	False	False	False	Social	Children and Family Development
2020-000053	9-Jan-20	As reported on January 9, 2020, an email containing Client A's information was inadvertently emailed to Client B. The personal information involved includes Client A's first and last name. It was confirmed by Client B that the email was double-deleted. As such, containment has been achieved.	False	False	False	False	Education	Advanced Education, Skills and Training

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001702	19-Aug-19	As reported on August 19, 2019, a Ministry employee profiled Client A's information to Client B's account in error. This error was discovered when another Ministry employee was processing information on Client B's account. This caused two cheques to be issued to Client B in error, however they were successfully cancelled prior to being sent to Client B. The personal information disclosed includes Client A's first and last name, date of birth, personal health number, and information regarding their Ministry involvement. Confirmation has been received that Client A's information has been removed from Client B's account. Containment has been achieved	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002344	12-Nov-19	It was discovered that Employee A has access to several other employees' My Performance Plans; however, these employees do not report to Employee A.	False	False	False	False	Service	BC Public Service Agency
2019-001533	29-Jul-19	A Contractor attended a Ministry office to conduct an intake for two new Clients. After intake, the Contractor inadvertently left behind two pieces of paper with handwritten notes on them. These notes were gathered up and put in a scrap paper folder at the front desk. A Staff Member was going through the scrap paper folder and recognized the Clients' names on the papers. The personal information contained on the papers included: the two Clients' full names, their appointment dates and times, and a couple of notes on their criminal history.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001990	25-Sep-19	As reported, the Complainant alleges that a social worker inappropriately disclosed their information without their consent. The personal information disclosed includes information regarding a health diagnosis for the Complainant. An investigation is underway.	False	False	False	False	Social	Children and Family Development
2019-002306	5-Nov-19	As reported on November 5, 2019, Client A's cheque was given in error to Client B. The personal information involved included Client A's name and GA number and cheque amount.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002508	29-Nov-19	As reported on November 29, 2019, a letter containing a client's information was sent to an unintended recipient in error. The personal information disclosed includes the client's first and last name, financial information, and subsidy amount. The unintended recipient notified the Ministry of the error immediately upon receipt of the letter and has since confirmed destruction of it. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-001719	20-Aug-19	As reported on August 20, 2019, Client A made an inquiry to the Ministry as to whether their checklist was complete, however an employee was unable to find the requested services on Client A's file. The file number Client A provided to the employee did not match theirs, but that of Client B. Client A had been incorrectly emailed an attachment with the file number for Client B in error, which they had incorrectly used to make a payment. The personal information disclosed includes Client B's name and file number. Confirmation has been received that Client A has double-deleted the email containing Client B's information, and all accounts have since been corrected. Containment has been achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001472	22-Jul-19	As reported, a box containing papers was located at the bottom of a stairwell. The Employee who found the box noticed a confidential memo addressed to a Minister, but did not read it, and placed the contents of the box in a confidential shredding unit to be destroyed. Upon the retrieval of the documents, it was determined that the paperwork included advice to a Minister in regards to a meeting and what BC's response should be, as well as some question and answer information. Upon further investigation, it was determined that the documents were in relation to a conference that occurred in June 2019; when putting together binders, contents are often switched around, and it is believed these documents were placed in the blue bin beside the printer instead of placed in a secure shredding unit.	False	False	False	False	Financial	Finance



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001631	8-Aug-19	A new account for Client A was linked with Client B's existing account in error. Clients A and B share the same first and last names and birth dates. Client A and Client A's Advocate had access to all of Client B's personal information submitted through the MySelfServe Portal. The personal information involved included Client B's first, middle and last name, date of birth, email and home address, phone number, social insurance number and a history of their involvement with the Ministry of Social Development and Poverty Reduction.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001760	26-Aug-19	As reported on August 26, 2019, It was discovered that a letter intended for Client A was sent to Client B's address in error. Clients A and B were former spouses and the letter was sent to Client A's previous address, where Client B currently resides. The personal information disclosed in the letter includes: Client A's first and last name and their disability status. Upon further investigation, it has been determined that the letter intended for Client A was never sent to Client B. Confirmation has been received that Client A's information has been removed from Client B's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000360	19-Feb-20	A Ministry office was vandalized and had a window broken. Upon further investigation, it has been determined that no government issued devices or client information was stolen as it appears the office was never entered.	False	False	False	False	Social	Children and Family Development
2019-001499	24-Jul-19	As reported on July 24, 2019, a Ministry employee sent an email with an attachment containing sensitive information to an unintended recipient in error. The information contained in the attachment was Ministry sensitive information. Confirmation has been received that the unintended recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000674	3-Apr-20	A respite contract was mailed to the incorrect address and opened by the individual (also a Ministry client) at the residence. The contract was for the client to obtain funds to provide care for their child with special needs. The contract would contain the name of the mother, their address, the name of their child and their child's DOB. The contract has since been recovered and notification and prevention are being assessed.	False	False	False	False	Social	Children and Family Development
2019-002278	1-Nov-19	In an effort to submit their criminal record check, the Complainant became aware of a process whereby the Volunteer Organization is required to email the completed criminal record checks to the Criminal Record Review Program by email. Significant personal information is disclosed on the Criminal Record forms, including the applicant's full name, Drivers License number, date of birth, and signature. The Complainant does not feel this is a secure practice and has concerns about the exposure of their personal information through insecure means.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002077	7-Oct-19	A Ministry office was broken into and a Delegated Aboriginal Agency-issued laptop was stolen. The personal information contained on the laptop included: Ministry closing letters and case notes containing client names, mailing addresses, and information on the clients' ministry involvement. Nothing else was stolen from the office, and the incident was reported to the police.	False	False	False	False	Social	Children and Family Development
2020-000610	24-Mar-20	03-62: A non-photo BC Services Card was returned to HIBC. The personal information disclosed included: Client A's name, address, gender, date of birth and personal health number. Containment activities are underway; specifically, the address was invalidated in RAPID and the card was marked as undelivered.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000510	10-Mar-20	A letter was opened by the resident at the address who indicated that person named on the letter had never lived at the address. They also confirmed they did not know the person named on the letter either.	False	False	False	False	Health	Health
2019-002098	9-Oct-19	10-32: As reported, an email was sent to a doctor in error. The confidential information involved includes a hospital payment number. The doctor confirmed the email was deleted. Containment was achieved.	False	False	False	False	Health	Health
2019-002375	14-Nov-19	As reported on November 14, 2019, Employee A provided Client A's information to Organization A, when information for Client B should have been disclosed. The personal information disclosed included the last cheque issue date and amount for Client A. It was confirmed by Organization A that the information was destroyed. As such, containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002580	9-Dec-19	As reported, the Complainant alleges that a social worker disclosed the first and last name of the biological father to their adopted child.	True	False	False	False	Social	Children and Family Development
2019-001445	17-Jul-19	As reported on July 17, 2019, Employee A has been inadvertently receiving emails intended for Employee B. Employee A and Employee B have similar names. The emails contained personal information for Ministry client's. The personal information disclosed in the emails include the client's first and last name, date of birth, and information regarding their Ministry involvement. Confirmation has been received that Employee A has double-deleted all emails that they received inadvertently. Containment has been achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002582	9-Dec-19	12-46: A new non-photo BC Services Card (BCSC) was returned to HIBC opened and unmarked, but put into separate envelope to return to sender. The letter contained the following personal information: name, address, birthdate, personal health number (PHN), and sex.	False	False	False	False	Health	Health
2019-001403	11-Jul-19	As reported on July 11, 2019, a client called in to the Ministry to report that they had received an emailing containing a rejection of an application for items they had not requested from the Ministry. The information disclosed includes another client's application for items requested from the Ministry. Confirmation has been received that the client has double-deleted the email. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-001796	29-Aug-19	A personal-style printer was sent to the dump in error as part of a demolition project. It was not known who the printer belonged to, or whether it was purchased by an Employee or the Ministry. The printer likely had no capacity to store information, and therefore it was believed that no personal or sensitive information was involved. It may not have been used prior to disposal.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-001728	21-Aug-19	As reported, Client A contacted the Ministry and impersonated Care Provider A to obtain information. The personal information disclosed to Client A includes Care Provider A's payment date and type. The employee receiving the call followed the established verification process and discovered the error when Care Provider A contacted the Ministry to notify of the error. Containment is limited as disclosure was made verbally.	True	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000068	10-Jan-20	A new employee, Employee A, logged onto the MyHR system and was able to view the contact information of Employee B. The personal information involved included: Employee B's first and last name, address and email address. The two individuals share the same last name.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002594	10-Dec-19	As reported on December 10, 2019, Facility A was purchased by Facility B. Employee information was then still visible to Facility A on the online system. The personal information involved includes employee first and last names, wage information, and their certificate information. Confirmation has been received that the employee information has been removed from Facility A's visibility. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-001571	1-Aug-19	07-160: A letter of explanation was sent to a physician containing the incorrect patient information. All other information in the letter was intended for the physician. The personal information involved includes the patient's first and last name and personal health number (PHN).	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001630	8-Aug-19	As reported on August 8, 2019, it was discovered that an individual may have used a Company's publicly available contact information to register with BCEID. A BCEID activation code was sent to the mailing address provided by the individual, but the Company, who is located at the address provided by the individual, proactively contacted the Ministry to advise that they had not registered for a BCEID. Upon further investigation, it is believed that the individual used publicly available business contact information for the Company to fraudulently apply for a BCEID. Confirmation has been received that the Company has shredded the letter they received in error, and the BCEID account that the individual attempted to create has been suspended. Therefore, no action can be taken on the account without the legitimate Company's authorisation.	False	False	False	False	Service	Citizens' Services
2019-001771	27-Aug-19	As reported, information related to individuals involved in a media incident has been accessed by employees via a government system. At this time it is unknown how many individuals have reviewed the file(s).	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002322	7-Nov-19	Client A's employer complaint was emailed to an unintended recipient, in error. Client A and the unintended recipient are known to each other. The personal information involved includes: Client A's full name, contact information, names of two individuals that Client A has authorized to represent them, employer information, and a detailed description of the complaint. Containment efforts are underway; specifically, the unintended recipient has been asked to double-delete the email.	False	False	False	False	Economic	Labour

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002592	10-Dec-19	As reported on December 10, 2019, a client's file was delivered to an unintended recipient in error. The personal information disclosed includes the client's first and last name, date of birth, and CS number. Confirmation has been received that the unintended recipient has returned the client's file to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002359	13-Nov-19	An invoice for Client A, a child, was sent in a message through My Family Services portal to Client B in error. The invoice contained Client A's name, internal billing number, and the service provider's name, address, phone number, type of service provided and amount covered.	False	False	False	False	Social	Children and Family Development
2020-000586	19-Mar-20	As reported, Ministry Office A faxed a request for two client's medical records intended for Unit A of the local hospital to Unit B in error. The personal information involved includes two client's full names, their date of birth and request for information regarding medical history. It appears the error occurred due to the incorrect fax number being on file.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000445	2-Mar-20	A vendor of Organization A has been exposed to ransomware. The personal information disclosed includes citizen names and survey responses regarding their health. Given that there was no personal or business confidential information disclosed by the Ministry, this incident is outside PCT's jurisdiction. The file has therefore been rejected.	False	False	False	False	Health	Health
2019-001945	19-Sep-19	09-88 A Customer Service Representative (CSR) received a declaration of marital status where the beneficiary provided Client A's spouse's brother's (Client B's) personal health number (PHN) instead of Client A's. Upon further review, it was determined that Clients A and B had similar names and PHNs, and these had been mixed up in a one-time error. The personal information involved included Client B's PHN.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001651	12-Aug-19	As reported, a letter intended for Client A was mailed to Client B in error. The personal information involved includes Client A's first and last name, Client A's child's first and last name, address, benefit amount and case number. Client A proactively returned the letter to the Ministry. Containment was achieved.	False	False	False	False	Social	Children and Family Development
2020-000015	3-Jan-20	Child A's report was emailed to Child B's social worker and team leader in error. The personal information involved includes: Child A's full name, date of birth, details regarding an incident involving the child, the foster parent's name and address, and the birth parents' names. Containment activities are currently underway; specifically, the social worker was contacted and has confirmed double-deletion of the email prior to reading it. A request has also been sent to the Team Leader to confirm double-deletion of the email as well. A ticket has been placed with the Help Desk to remove Child A's information from Child B's file.	False	False	False	False	Social	Children and Family Development
2019-002458	25-Nov-19	11-109: Caller received RSBC invoices (2) with same address, slightly different names and two different PHNs. Maybe two individuals or PHN duplication- investigation to follow. Correspondence to be returned to CC Sup.	False	False	False	False	Health	Health
2019-002311	6-Nov-19	As reported, an email was sent to the incorrect recipient in error. The personal information involved includes a client's first and last name, date of birth, address, current mental health status, details a recent health related incident and child welfare history. The unintended recipient is a trusted third party and notified the sender of the error. The unintended recipient confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Social	Children and Family Development
2020-000642	27-Mar-20	As reported on March 27, 2020, a Ministry employee disclosed Inmate A's information to Inmate B in error. The personal information disclosed includes a photograph of Inmate A. This error occurred because the employee was informing Inmate B that Inmate A had recently passed away. As the disclosure was verbal, containment activities were limited.	False	False	False	False	Justice	Public Safety and Solicitor General



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002252	31-Oct-19	As reported on October 31, 2019, a government-issued laptop could not be located. It is unknown what personal or sensitive information may have been contained on it. The laptop had originally stopped working and was determined to be unfixable; therefore, MicroServe provided the employee with a new laptop and took away the dead asset. However, the records do not adequately reflect this and it is unknown what happened to the laptop.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000222	30-Jan-20	As reported on January 30, 2020, 290 government issued computers cannot be located. It is unknown if the computers were locked or password protected when lost. Upon review, it was confirmed that 29 of the computers are encrypted and as such, those devices are secure. However, two of the computers were determined to be unencrypted and the program area was unable confirm if the remaining computers were encrypted at last use or who the last user was. Based on a balance of probabilities, it is unlikely that any harms could accrue given the passage of time since these computers have been missing. As such, the devices have not been recovered, containment was not achieved.	False	False	False	False	Natural Resources	Indigenous Relations and Reconciliation
2020-000379	21-Feb-20	It was discovered that a fax from Client A containing their monthly report included Client B's and Client C's monthly report. Client B and Client C's monthly reports were profiled to Client A's file in error. Personal information disclosed on the monthly reports includes the client's first and last names, social insurance number, phone numbers and financial declarations for the month of January 2020. Upon review, it was determined all of the clients are related and reside at the same address.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001842	5-Sep-19	As reported on September 5, 2019, a contractor was helping Client A submit documents for Ministry purposes. However, they submitted Client B's information as well. This led to Client B's information being profiled to Client A's account in error. The personal information disclosed includes Client B's first and last name, and employment information. Confirmation has been received that Client B's has been removed from Client A's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001557	30-Jul-19	As reported on July 30, 2019, a Ministry employee recently lost a USB stick containing information for one or two court cases. The USB stick was neither encrypted nor password protected. The personal information on the device would have included individual's names, witness statements, and scripts. An investigation is underway.	False	False	False	False	Justice	Attorney General
2019-002170	21-Oct-19	10-82 A Non-photo BCSC was returned to HIBC opened and marked "Return to sender. Wrong Address". The card included the clients name, address, PHN, DOB and Gender. The card was marked as undelivered in RAPID. The address was not invalidated as the client was not the account holder.	False	False	False	False	Health	Health
2019-001694	16-Aug-19	A Ministry employee erroneously sent an e-mail to an unintended recipient employee concerning an investigation of another employee. The intended recipient employee and unintended recipient have the same distinct first name but different last names. The personal information in the e-mail included the name of the employee that may be investigated. The reporting employee does not believe this to be an e-mail auto-populate error, but was simply confused who their intended recipient actually was.	False	False	False	False	Service	BC Public Service Agency

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001393	10-Jul-19	On July 5, 2019, two cheques relating to the same client were mailed in an unintended recipient in error. The cheques contained the name of the client in the memo field. The unintended recipient, a doctor, proactively reported the incident to the ministry upon receiving the cheques in the mail on July 10, 2019.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002539	4-Dec-19	In response to a FOI request, it was discovered that five volumes of a client's physical file cannot be located. The file was opened in 1992 and remains active, and would likely contain detailed personal information including health records and the client's involvement with the ministry. Extensive searches have been conducted without success and the file has still not been located. Containment has not been achieved.	True	False	False	True	Social	Social Development and Poverty Reduction
2020-000108	16-Jan-20	HIBC applied an incorrect address in error to a beneficiary's account. As a result a refund cheque was mailed to an out of province address. RSBC has since applied a stop payment to the cheque and re-issued a new cheque to the client reflecting the correct address. HIBC has also applied the correct address to the account.	False	False	False	False	Health	Health
2019-002597	11-Dec-19	Employee A submitted legal information regarding Client A to Organization A in error. The personal information involved includes Client A's full name, date of birth, address, phone number, contact information, description of an incident involving Client A, Client A's history, and the names and dates of birth of Client A's older brother and mother. It was confirmed by Organization A that the email was double-deleted. As such, containment has been achieved.	False	False	False	False	Social	Children and Family Development
2020-000537	12-Mar-20	A client contacted the Ministry and it was disclosed over the phone that their spouse was being added to their account after their application was completed. It was determined the client submitted the service request to have their spouse added to their account and the information was authorized to be disclosed.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002342	12-Nov-19	On November 8, 2019, an email was sent to an unintended recipient in error. The email contained case summary information. The unintended recipient confirmed the email was not read and has been double-deleted.	False	False	False	False	Justice	Attorney General
2020-000011	3-Jan-20	It was discovered a summary containing Family A's information was added to Family B's file in error. The personal information involved includes a mother's first name, a father's first name, a child's first name, their living situation, current employment, a description of the child, the child's diagnosis, support services and autism funding. The recording was successfully removed as an attachment; however, it was determined the summary is saved on another tab. Removal of the second summary is underway.	False	False	False	False	Social	Children and Family Development
2019-001936	18-Sep-19	Information about Child A was added to Child B's physical file in error. The personal information involved included Child A's full name, employment status and place of employment, caregiver's first name, care plan, budget information, and where money for Child A is being allocated.	False	False	False	False	Social	Children and Family Development
2019-002042	2-Oct-19	As reported on October 2, 2019, a landlord attended a local office and an employee disclosed a client's personal information without authorization. The personal information disclosed included the client's phone number and that the client's cheque had not been issued because the client had not submitted their monthly report. There is no consent on file for the landlord. As the disclosure was verbal, containment activities were limited.	True	False	False	True	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000456	3-Mar-20	As reported on March 3, 2020, an email regarding Client A was sent to two intended and one unintended recipient. The personal information disclosed includes: Client A's full name, address and general details regarding their privacy complaint. Containment activities were attempted; specifically, the three recipients were asked to confirm double-deletion of the email. To date, the two intended recipients have confirmed double-deletion. The program area will continue to track the remaining confirmation of double-deletion from the unintended recipient.	False	False	False	False	Social	Children and Family Development
2019-001778	27-Aug-19	A service request for Client A was completed on Client B's account. The personal information involved included: Client A's first and last name, date of birth and an application for long term care.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002179	22-Oct-19	As reported on October 22, 2019, a government issued cellphone was lost at an airport in the United States. While the cell phone was locked and password protected, it is believed the phone may have been accessed by a nefarious party. A remote wipe of the phone has been initiated. The cellphone has not been recovered, however, the device has been remotely wiped. As such, further containment measures are not warranted, as the device is now secure.	False	False	False	False	Financial	Finance
2019-001549	30-Jul-19	07-152: <sup>s.22</sup> were enrolled as a couple when they were actually unrelated. This appears to be an HIBC error.	False	False	False	False	Health	Health
2019-001727	21-Aug-19	As reported, the Complainant alleges the Ministry collected and used personal information without the Complainant's consent. Specifically, the Complainant alleges the collection and use led to the Complainant's children being withheld.	False	False	False	False	Social	Children and Family Development
2019-001820	3-Sep-19	A government-issued laptop was believed to be lost. However, upon reviewing the most recent activity, the laptop was located within the Ministry office.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001840	5-Sep-19	As reported on September 5, 2019, a complainant is alleging that a Ministry employee inappropriately accessed and disclosed their personal information without their consent. The personal information disclosed includes their first and last name, and information regarding their Ministry involvement. An investigation is underway.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001475	22-Jul-19	As reported, an email was sent to one intended recipient and one unintended recipient outside of government. The personal information involved includes Client A's email address and a file number associated with a decision. The intended recipient confirmed the email was double deleted. Although multiple attempts to contact the unintended recipient were made requesting double deletion, no response was received. Due to the passage of time, successful containment is unlikely to occur.	False	False	False	False	Economic	Municipal Affairs and Housing
2019-001846	6-Sep-19	On August 21, 2019, an email containing a youth's plan was sent to an unintended recipient in error. The personal information in the email included the youth's name, date of birth, and phone number, the names and phone numbers of the youth's mother, friend, and friend's mother, and details of the youth's living arrangements. On September 6, 2019, the unintended recipient contacted the sender without prompting to report the error.	False	False	False	False	Social	Children and Family Development
2019-002304	5-Nov-19	It was discovered on November 5, 2019 that a letter intended for Client A was sent to Client B in error. Upon recognizing the error, Client B did not wish to review the letter and has returned it to a Service BC office; containment has been achieved. It has been determined that the personal information disclosed in the letter includes Client B's name, address, medical information and the context is in regards to a denial of disability status. It is unknown if Client A received Client B's letter.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000103	16-Jan-20	An email was sent to an unintended recipient outside of government in error. The sensitive information disclosed included a company name, two business bank account numbers, and the payment amount for a land purchase.	False	False	False	False	Natural Resources	Energy, Mines and Petroleum Resources
2019-002327	7-Nov-19	11-34: A Group Administrator received a Medical Services Plan (MSP) letter in error. An Investigation is currently underway.	False	False	False	False	Health	Health
2020-000229	31-Jan-20	An email was sent out to successful candidates as part of a job competition, but the email addresses were added to the "To" field instead of bcc'd in error. The personal information involved included: 18 candidates' first and last names and email addresses (both internal and external to government).	False	False	False	False	Social	Children and Family Development
2019-002153	17-Oct-19	While working on Child A's case, it was discovered that a note for Child B had been added on October 2nd, 2019. The personal information disclosed included Child B's first name, a childcare facility's name, Child B's start date of care, hours and days of the week they attend, and the monthly rate.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001584	1-Aug-19	An employee mistakenly provided a foster parent with an incorrect email address that resulted in the foster parent's email being sent to an unknown recipient. The email contained a critical incident report that involved a child under their care. The report contained the child's name, DOB and it listed the daycare they attend. The incident involved the child having a bloody nose. A request that the unintended recipient deletes the email they received in error will be sent.	False	False	False	False	Social	Children and Family Development
2020-000425	28-Feb-20	A file intended for the Ministry was sent by a banking institution to an unintended Third Party (a Company) in error. Due to a system error, the file was sent manually via email. The personal information included: one individual's first initial and last name, their account number (not banking-related), as well as company names and company bank account numbers.	False	False	False	False	Financial	Finance
2019-002477	27-Nov-19	As reported on November 27, 2019, three USB drives cannot be found. Two of the three USB drives contained no information and the third USB drive would have contained sensitive information. The USB drives have not been recovered. However, it has been confirmed that all three USB drives were encrypted. Due to the passage of time, containment is unlikely to be successful.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001689	16-Aug-19	As reported on August 16, 2019, a Ministry employee profiled Client A's information to Client B's account in error. The personal information disclosed includes Client A's first and last name, address, and banking information. Confirmation has been received that Client A's information has been removed from Client B's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002385	15-Nov-19	An email was sent to one intended recipient and one unintended recipient, in error. The personal information involved includes: Child A's full name, age, the level of care home they reside in, a history of their physical and mental health, medical assessments taking place, and their disability status.	False	False	False	False	Social	Children and Family Development



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001744	22-Aug-19	As reported on August 22, 2019, a Ministry employee profiled Client A's monthly report to Client B's account in error. The personal information disclosed includes Client A's first and last name, case number, income declaration, and their paystubs. Confirmation has been received that Client A's information has been removed from Client B's account and all accounts have since been corrected. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001467	19-Jul-19	While attempting to collect some missing information from Client B, a Ministry employee inadvertently added Client A's monthly assistance report to Client B's portal. After receiving a notification about it Client B informed the Ministry that Client A's report had been added to their portal. The personal information of Client A contained in the report included their first and last name, Social Insurance Number (SIN), phone number, having a need for assistance, and a change in their dependents due to recently having a child.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001667	14-Aug-19	An establishment report was requested from the BC Public Service Agency (BC PSA) by the reporter for only Superior Courts Judiciary (SCJ) employees. However, the responsible employee sent an attachment through MyHR with approximately 55,000 lines of information for all government employees. Within 5-10 seconds of opening the attachment the reporter realized how overbroad it was and immediately closed it without saving it. The reporter then sent a MyHR note regarding the incorrect attachment and requested a correct one. While a corrected report was sent, the incorrect one must still be removed from the original MyHR ticket. The personal information contained in the report would have included approximately 55,000 employees' names, titles, supervisors, departments, position numbers, anniversary dates, and salaries.	False	False	False	False	Service	BC Public Service Agency

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001516	25-Jul-19	As reported, on July 25, 2019, a draft letter containing personal information about Employee A was emailed to Employee B in error. Personal information disclosed in the letter includes Employee A's surname and the context is regarding a letter of reprimand. Employee B is a Manager in a different area who knows Employee A and is aware of the issue but is not part of the investigation. Confirmation was received on the same day that the email was double-deleted; as such, containment has been achieved.	False	False	False	False	Service	BC Public Service Agency
2020-000201	29-Jan-20	As reported on January 29, 2020, it was discovered that Client A's statement of earnings and deductions and Client B's monthly report were profiled to Client C's case in error. The personal information included Client A's name, address, work history, and payment history, and Client B's name, phone number, GA number, SIN, and monthly claims. Confirmation has been received that Client A and Client B's information has been removed from Client C's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002361	13-Nov-19	Employee A added Employee B to an email distribution list in error. Employee B received an email that included Client A's personal information. Personal information involved was the client's full name, CS number, date of birth, and notes of federal suspensions. It was confirmed by Employee B that the email was double-deleted. The remaining recipients have been asked to double-delete the email. The program area will continue to track confirmation of double-deletions.	False	False	False	False	Justice	Public Safety and Solicitor General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002434	21-Nov-19	In August 2019, the Ministry received notification from an External Agency stating that a Ministry Client (Client A) had obtained employment. Client A never declared income from this employment, and therefore her employment and assistance cheque was put on hold and she was advised to contact the Ministry. Client A phoned the Ministry and stated that she had not obtained employment and she had never been in contact or registered with the External Agency. She alleged that the report was not about her, and her ID may have been stolen. The personal information contained in the report included Client A's full name, the company she was employed with, start and end dates, wage, hours of work per week, and approval for supplies.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001926	18-Sep-19	An employee left their work notebook at a site. A client then found the notebook shortly after it was left and contacted the employee to retrieve it. The notebook contained various notes that the employee took throughout their day in their role as an inspector. The notes would contain names, phone numbers and other details in regards to work/client sites and observations made at these sites.	False	False	False	False	Financial	Finance
2019-002525	3-Dec-19	As the BC Coroners Service is outside the jurisdiction of the Privacy, Compliance and Training Branch to investigate, you have been provided with advisory services for the purposes of resolving this incident. An employee emailed an unintended recipient in error. The personal information involved included a deceased individual's last name, coroner services number, police file number and autopsy date.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002172	21-Oct-19	A government issued cellphone was lost. The cellphone was locked, password protected with a password that is not easily guessable, and the password was not written on or near the device. A remote wipe of the phone has been initiated.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002354	13-Nov-19	Client A called the Ministry and impersonated client B. They then answered client B's security questions (name, DOB, bus account number, SIN, type of assistance). Client A then disclosed that they had lost their bus pass and they inquired as to the cost and process for requesting a replacement. The Ministry employee, believing they were speaking to client B then disclosed information to them regarding the replacement. At end of call, client A then disclosed they were not client B and then asked to discuss their own file.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001873	10-Sep-19	A caller received a RSBC Invoice intended for Client A with the same name and similar date of birth. The mail was opened and will be returned to the Supervisor by the caller. The bad address protocol was not followed and sent to PHN Merge.	False	False	True	False	Health	Health
2020-000679	6-Apr-20	The Sector has been developing and working with SPLUNK, a real time monitoring program that collects data and assembles it in a central index. While using this platform to analyze a different program, it was discovered that SPLUNK had been collecting PI data from two other applications that interact with the platform. The flow of PI to SPLUNK has been stopped, information that migrated prior to March 31 remains accessible and reporter indicated that the team is working on getting it removed. The information is not public and IDIR authentication is required to access. Reporter was able to limit access to SPLUNK and indicated that only a small group of employees had viewed the PI. PI included is: first name, middle initial, last name, city, full address including postal code, DOB, phone number.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002605	12-Dec-19	As reported on December 12, 2019, Client A's pay information was accidentally included in correspondence sent to Client B's via My Self Serve message. The personal information includes Client A's name, service request number, and pay information (net pay, employer information) for 2018 and 2019. Confirmation has been received that Client A's information has been removed from Client B's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000581	18-Mar-20	Yesterday, Employee A was given a key to go through a filing cabinet for organizational purposes. While doing so, Employee A located her own HR file, kept it and read through it. The full extent of the personal information involved is unknown at this time, but it likely includes highly sensitive details of investigations and performance management issues regarding Employee A. The investigations include Worksafe and privacy-related incidents, and contain notes from high level executive regarding Employee A. It may also include information about other employees/individuals involved in the investigations. Containment activities are currently underway, and the file has been retrieved from Employee A. She confirmed that no copies were made, and she will be asked whether she looked at other files. It was recommended that the Ministry get in contact with PSA to address any concerns of potential misconduct.	False	False	False	False	Service	Citizens' Services
2019-002368	14-Nov-19	As reported on November 14, 2019, Employee A had mailed an invoice for Client A to the incorrect service provider. The personal information included Client A's name, date of service provider sessions, and the type of services received. The service provider mailed the incorrect invoice and letter back to the program area. As such, containment has been achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002510	29-Nov-19	As reported on November 29, 2019, a Contractor profiled Client A's information to Client B's account in error. Client A's information was then visible to Client B. The personal information disclosed includes Client A's first and last name, and social insurance number. Confirmation has been received that Client A's information has been removed from Client B's account. Containment has been achieved.	True	False	False	True	Social	Social Development and Poverty Reduction
2020-000112	16-Jan-20	A non-photo BC Services Card (BCSC) was returned to HIBC opened and marked "RTS. no longer at this address". The personal information disclosed includes a client's name, address, date of birth, gender and personal health number (PHN). The PHN did not yield results in rapid and the address could not be updated. The card was not marked undelivered for the same reason.	False	False	False	False	Health	Health
2020-000259	5-Feb-20	A client's child contacted the ministry regarding the client's file; however, the child does not have valid consent on file as the consent form was not witnessed appropriately. Upon review, it was discovered that two disclosures have been made by the ministry while the consent was invalid.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001663	14-Aug-19	StudentAid BC sent an email intended for Student A to Student B in error. Student B proactively notified both Student A and StudentAid BC of this error. The personal information contained in the email included Student A's full name, Social Insurance Number (SIN), the name of Student A's older sibling (who was acting on his behalf), and the sibling's email address.	False	False	False	False	Education	Advanced Education, Skills and Training
2019-002394	18-Nov-19	DOUBLE REPORT: As reported, due to a printing error, a document regarding a Client was included in a Client Treatment Group Manual. A participant in the group noticed the error and returned the document to the group facilitator.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002269	1-Nov-19	A Ministry Employee received information on Child A via email, and realized that she is related to Child A. The personal information that was disclosed included: Child A's full name, Child A's parents' full names, a synopsis of Child A and their needs in order to identify an appropriate respite care worker, and the situation within the home. Containment efforts are underway; specifically, the file has been restricted in ICM and the request for respite is being managed by another team now. The Employee in question will be asked to confirm double-deletion of the email.	False	False	False	False	Social	Children and Family Development
2020-000401	25-Feb-20	As reported on February 25, 2020, an employee's vehicle was broken into and a government issued cellphone and laptop was stolen. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device. A remote wipe of the phone has been completed. OCIO Security confirmed that the laptop was encrypted. The laptop was powered down and locked with a secure password that was not written down near the device. It has been confirmed that the last active user of the laptop was the government employee assigned to the laptop.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-000258	5-Feb-20	As reported on February 5, 2020, a government issued laptop cannot be located. The computer was likely locked and password protected when lost. OCIO Security were unable to confirm if the computer was encrypted or not. However, the program area believes it's likely the computer was password protected with a secure password that would not be easily guessable. Additionally, the program area confirmed that there would be no personal or confidential information stored on the device. The laptop was last used in October 2018. Based on a balance of probabilities, it is unlikely that any harms could accrue given the passage of time since the laptop was last used.	False	False	False	False	Transportation	Transportation and Infrastructure

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002596	11-Dec-19	An email regarding Client A was sent to Employee A in error. The personal information involved includes Client A's full name and information regarding a serious incident that Client A was involved in.	False	False	False	False	Service	Citizens' Services
2019-001865	9-Sep-19	A Complainant alleged that a link on a public Ministry webpage contained the personal information of approximately 600 individuals. A second link was later located. The personal information disclosed included full names, addresses, phone numbers, alternate contact names, and email addresses.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002225	29-Oct-19	It was discovered Client A received documents intended for Client B and Client C in error. The personal information involved includes Client B and Client C's first and last name, address, title number and amount owing. Containment is underway; specifically, Client A will be requested to the documents received in error.	True	False	False	True	Financial	Finance

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001948	20-Sep-19	The Minister's office received a request via email from an MLA office, which was then forwarded to the program area for response. A citizen was having issues with obtaining BCID and the MLA office had questions they wanted answered on their behalf. In preparing a response an attachment sent by the MLA's office containing the citizen's personal identification was opened and viewed by government employees. The MLA's office provided a consent form signed by the citizen to which states that personal information may be shared and viewed. This is deemed to be low risk. As consent was provided by the citizen, and the information was necessary for government to respond no breach has occurred. Out of an abundance of caution, those who forwarded the email will be asked to double delete.	False	False	False	False	Service	Citizens' Services
2019-001738	21-Aug-19	A referral letter was sent to an External Service Provider for Client A to access a program they provide. The referral letter contained another Client's (Client B's) phone number in error. The External Service Provider left two voicemails at this incorrect number asking Client A to return the call about enrollment in the program. The personal information in the two voicemails to Client B included Client A's first name and last name, and the fact that they had been referred to a specific program.	False	False	False	False	Service	BC Public Service Agency
2019-001395	11-Jul-19	As reported on July 11, 2019, a Ministry employee sent out court documents intended for Organization A to Organization B in error. The documents contained personal information for a client. The personal information disclosed includes the client's name, their child's name, address, and their Ministry involvement. Confirmation has been received that Organization B has destroyed the court documents, and the Ministry has since provided Organization A with the correct court documents. Containment has been achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002326	7-Nov-19	11-33: As reported on November 7, 2019, Client A's out-of-province claim was paid to Client B in error. Account corrections have been completed. As such, containment has been achieved.	False	False	False	False	Health	Health
2019-002143	16-Oct-19	As reported October 16, 2019, information was provided to a client's advocate without valid consent. Personal information disclosed includes the client's Ministry involvement. A consent is in place, but was not properly witnessed, therefore invalidating it. As the disclosure was made verbally, containment activities were limited.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002688	20-Dec-19	As reported on December 20, 2019, a cheque intended for Client A was sent to Client B in error. The personal information disclosed includes Client A's full name, file number, and cheque amount. Client B proactively returned the cheque to a Service BC office, and confirmation has been received that it has been destroyed. However, as the incident was reported on December 18 under file number 2019-2653 (INC0045452). As such, this file has been closed.	False	False	False	False	Service	Citizens' Services
2019-002492	27-Nov-19	As reported on November 27, 2019, a client's child contacted the ministry requesting information about the client's file; however, the child does not have valid consent on file as the consent form had expired. Upon review, it was discovered that numerous disclosures have been made by the ministry while the consent was invalid. As the disclosures were made verbally, containment activities were limited.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002040	2-Oct-19	On October 1, 2019, an email containing personal information was sent to an unintended recipient in error. The personal information included the names of 21 clients. The unintended recipient is internal to government and shares the same last name as the intended recipient. This incident occurred as the result of the wrong name being selected from the GAL.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000536	12-Mar-20	03-25: a caller received an ambulance bill for another person who resides in another city but has the same name. Bad address was not applied to potentially breached person as it is a very common name and no personal health number or account number was disclosed. Caller was transferred to RSBC to advise of their own breach. The error occurred due to a third party.	False	False	False	False	Health	Health
2019-001452	18-Jul-19	07-74: Beneficiary A requested that her common-law spouse (Beneficiary B) be added to her company's group plan, and this was done by MSP Direct. Subsequently, Beneficiary B requested to renew and/or extend his coverage on his previous spouse's (Beneficiary C's) plan. Therefore, Beneficiary B was added to both Beneficiary A's and Beneficiary C's plans.	False	False	False	False	Health	Health
2020-000539	12-Mar-20	A government employee received an email from an external organization containing an attachment. The employee confirmed the attachment likely contained confidential information, however, the attachment was not opened and the email was double deleted.	False	False	False	False	Transportation	Transportation and Infrastructure
2020-000115	17-Jan-20	Employee A emailed a compliance report to Organization A. It was unknown if there was authority to share the report. The personal information included the names, addresses, and PID numbers of property owners who had docks in trespass of Crown Land. Upon review, it was determined that the report would have been shared with Organization A through processes of shared decision-making committed to in a Foundation Agreement, which was signed in 2018.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002011	27-Sep-19	As reported, two sets of documents containing client information were printed on a cheque printer within a Ministry of Children and Family Development (MCFD) office. It appeared that these documents did not belong to or originate from the Ministry. The personal information disclosed in the documents included the clients' first and last names, addresses, dates of birth, and personal health numbers.	False	False	False	False	Social	Children and Family Development
2020-000475	5-Mar-20	Per our conversation, the Reporter received a phone call today from an unknown caller who claimed to work for a data company, and asked if her company could send the Reporter an email containing a report about Data Analytics. The caller was difficult to understand, but she knew the Reporter's name, title, and business phone number (likely obtained via the public directory). The Reporter suggested she contact the Ministry general inquiries line instead as the Reporter typically does not accept reports from unknown third parties. The caller then responded "okay" and hung up. The Reporter has not received any emails from this unknown caller to date.	False	False	False	False	Social	Children and Family Development
2019-002363	13-Nov-19	A fax containing the information of Client A, a child, was inadvertently included in an informational booklet for Client B. The personal information included Client A's name, date of birth, address, name of foster parents, doctor, and social worker. While the exact circumstances of the incident are still being determined, the fax was retrieved from Client B.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001997	26-Sep-19	It was reported this morning that three Medical Services Plan (MSP) invoices from 2012-2013 are publicly available on Wikilinks. The personal information involved includes first and last names for four individuals (two are within the same account), their account overdue notices, invoice and balance amounts and due dates, MSP account numbers, client numbers, cheque numbers and home addresses. Containment and Notification measures need to be discussed.	False	False	False	False	Financial	Finance
2020-000652	31-Mar-20	As reported on March 31, 2020, Client A submitted their own pay stubs as well as Client B's pay stubs to their MySelfServe account in error. The personal information disclosed includes Client B's name, and income amount. Containment activities are underway, specifically, Client B's information will be removed from Client A's account.	False	False	False	False		
2020-000267	6-Feb-20	It was reported that an employee from the External Organization had accessed Ministry client information via the Corporate Data Warehouse Portal, which the employee should not have had access to. The employee (who was a former Ministry employee) may also have access to Ministry systems such as ICM/MIS/RAP, and may have accessed client information through there without authorization. At this time it is unknown how many clients are impacted or what personal information was viewed. Containment efforts need to be addressed, and accesses to Ministry systems will need to be removed if it is determined that such accesses are still in place.	False	False	False	False	Not a Ministry	Broader Public Sector
2020-000168	23-Jan-20	A government issued laptop cannot be located. It is believed the device would have been password protected, it was unlikely that the password was written on or near the device, and no personal or confidential information would have been saved on the device. Further, I have confirmed with Security investigations that the laptop was last seen on the network in 2017.	False	False	False	False	Transportation	Transportation and Infrastructure

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002646	17-Dec-19	A local office received a fax containing information relating to a data breach by a third party. It is believed the fax was sent in an informative context and does not relate to any government action.	False	False	False	False	Social	Children and Family Development
2019-001546	30-Jul-19	A government issued cellphone was lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone has been initiated.	False	False	False	False	Health	Health
2020-000545	13-Mar-20	A caller reported finding a purse which contained several BC Services Cards appearing to belong to a family inside. The caller is trying to return the purse to the owner but so far, has been unsuccessful. The caller will bring the purse to the police if unable to locate the owner.	False	False	False	False	Health	Health
2019-002438	21-Nov-19	Per our conversation, the Reporter was requesting an update on an already open file (2019-0349).	False	False	False	False	Service	Citizens' Services
2019-002520	3-Dec-19	As reported, a client submitted an eviction notice that was profiled to their client file containing the personal information of their roommate. The personal information involved includes an individual's first and last name, address, phone number and eviction details. The document was successfully removed from the client file. Containment was achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002002	26-Sep-19	As reported on September 26, 2019, a letter was sent out to a Service Provider regarding Child A, but the name of Child B was included in the body of the letter in error. The personal information disclosed included the full name of Child B. Confirmation has been received that the Service Provider has returned the letter to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001599	6-Aug-19	As reported, a Ministry employee clicked on an emailed link believed to be from the Help Desk and since that time the employee's e-mail account has allegedly sent out multiple calendar invitations over the course of the past few months. The employee indicated that there was no personal or business confidential information in the emails as client information is not sent via email; however, the employee indicated they store sensitive information on their H-drive, including client assessments in regard to mental health. The employee confirmed that there did not appear to be anything else suspicious in their sent emails or deleted folder. The Employee changed their IDIR password and the workstation has been reimaged; as such, containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002585	10-Dec-19	As reported, a decision was inadvertently emailed to an unintended recipient. The personal information disclosed included the first and last name of the applicant and the respondent, the address under dispute and the outcome of the hearing. The unintended recipient confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Economic	Municipal Affairs and Housing
2020-000161	23-Jan-20	On January 23, 2020, a knowledge test intended for Applicant A was provided to and completed by Applicant B, and vice versa. Personal information disclosed includes the Applicant's name, drivers license number, application number as well as the name of the company they work for. There was no indication, either written on the tests or verbally provided by either applicant, that they had noticed they had been provided with the incorrect test. The applicants are unable to take notes and are required to return the tests to the Ministry; as such the information was not physically taken outside of the office. Additionally, the PDF version has been edited to reflect the correct applicant. Containment has been achieved.	False	False	False	False	Transportation	Transportation and Infrastructure



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002568	9-Dec-19	As reported, an order was inadvertently emailed to an incorrect recipient. The personal information involved included the first and last name of the applicant and the respondent, the address under dispute and the order of possession. The unintended recipient confirmed double-deletion of the email. Containment was achieved.	False	False	False	False	Economic	Municipal Affairs and Housing
2019-001882	11-Sep-19	As reported, a group admin enrolled added the caller and her children to an incorrect account. This appears to be a MSP Direct error. The initial correction has been made by the reporting HIBC agent and a Service Desk Request has been submitted to fix the spousal link.	False	False	False	False	Health	Health
2020-000334	14-Feb-20	As reported on February 14, 2020, an email containing an invitation to take a survey was sent to 20 recipients using the "to" field instead of the "bcc" field in error. Three of the emails were undeliverable. The personal information involved includes: 20 email addresses and potentially some names (if they formed part of the email addresses) for 20 individuals. Containment activities were attempted; specifically, the remaining 17 recipients were asked to confirm double-deletion of the email. To date, one recipient has confirmed double-deletion. The program area will continue to track confirmations of double-deletion.	False	False	False	False	Justice	Attorney General
2020-000365	19-Feb-20	An individual logged onto the Cannabis Licensing Portal and attempted to get a free security screening by finding a vulnerability in the portals security. The individual was unsuccessful in their attempt to get a free security screening.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002124	11-Oct-19	A Ministry of Jobs, Trade and Technology issues note (IN) was emailed to Ministry employee's and a member of the media was inadvertently copied on the email. The IN relates to the wildfires and floods that occurred in the province in 2017 and 2018 and details some of the impacts (financial losses) to small business and the supports offered/available to them to assist in their recovery. The IN does not contain any personal information, nor does it appear to contain any cabinet information or legal advice. An attempt to contain the IN with the member of the media will be pursued.	False	False	False	False	Economic	Jobs, Trade and Technology
2019-001780	27-Aug-19	As reported on August 27, 2019, a Ministry employee sent an email containing Client A's information to Client B in error. The personal information disclosed includes Client A's first and last name, and Ministry involvement. Confirmation has been received that Client B has double-deleted the email containing Client A's information. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2020-000502	9-Mar-20	As reported on March 9, 2020, an employee took daily reports containing client information home over the weekend to review. They had received approval from their supervisor prior to taking them home. The personal information disclosed includes the client's case numbers, and service request numbers. Confirmation has been received that the employee has returned the daily reports to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001753	23-Aug-19	As reported, an out of care provider attended a local office and was provided an envelope; however, one of the documents within the envelope was intended for a service provider. The personal information involved includes a client's first and last name and date of birth. The out of care provider immediately returned to the office and returned the document. The out of care provider returned the document in a timely manner. Containment was achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000150	22-Jan-20	As reported on January 22, 2020, Service Provider A texted a photo of Client A to Client B. The personal information disclosed includes Client A's photo and an indication that Client A is receiving services from the ministry. It was determined that containment attempts may cause undue stress to Client B and could potentially escalate the incident. As such, containment was not attempted.	True	True	False	False	Social	Children and Family Development
2019-001927	18-Sep-19	Information was profiled to Client A's case, but it was intended for Client B. The personal information involved includes Client B's full name, social insurance number, and shelter status (which is shared with Client A as they are roommates). Containment activities are underway; specifically, a ticket will be placed with the Service Centre to remove Client B's information from Client A's case.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000594	20-Mar-20	a client recorded two conversations they had with a Ministry Employee and has since posted them to YouTube. The information disclosed in the conversation includes the employee's name and work contact number.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001817	3-Sep-19	A government issued cellphone cannot be located. The cellphone was wiped when it was last used in May 2018. It is believed the phone was sent to Asset Inventory Recover, although this cannot be confirmed.	False	False	False	False	Education	Education
2019-001815	3-Sep-19	On August 30, 2019, an email containing Ministry-prepared court documents was sent to an unintended recipient in error. The personal information contained in the documents included the names of the parents and children, details relating to the Ministry's involvement and expectations moving forward. The unintended recipient alerted the sender of the error.	False	False	False	False	Social	Children and Family Development
2019-002479	27-Nov-19	A citizen is alleging that their personal information has been inappropriately disclosed to a third party. The personal information disclosed includes the citizen's full name, personal health number, date of birth, and medical details.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000016	6-Jan-20	On December 20, 2019 an employee disclosed they had accessed their own record on multiple government systems including RAPID (Ministry of Health) and DSCS (ICBC). Upon investigation, it was determined that the employee regularly accessed their own record in RAPID, which includes her spouse's information as well as accessed their adult child's record a number of times. Audits from RAPID and DSCS have been requested and PSA has been engaged.	False	False	False	False	Service	Citizens' Services
2020-000028	7-Jan-20	A government issued desktop computer has gone missing. It is unknown whether there was personal or sensitive information stored on the laptop.	False	False	False	False	Service	Citizens' Services
2019-001960	23-Sep-19	As reported on September 23, 2019, a Ministry Employee sent an email to an unintended recipient in error. The email included general billing information, and it was later determined that there was no sensitive or personal information involved.	False	False	False	False	Justice	Attorney General
2020-000471	5-Mar-20	As reported on March 5, 2020, Employee A expressed concern that their government laptop may have been the subject of a cyber attack. Employee A was concerned that the hackers could have gained access to government systems, as the laptop was connected to their personal, compromised Wi-Fi. The personal information potentially disclosed included: client names and their involvement with the ministry. No personal or confidential information was been confirmed as being accessed. As such, containment has been achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002370	14-Nov-19	An email thread was sent to two intended recipients and one unintended recipient (Client A). The personal information involved includes: Client B's full name, court date (no information on what was being decided in court), and an indication that this was an interprovincial request from Alberta.	False	False	False	False	Social	Children and Family Development
2019-001635	9-Aug-19	As reported, the Ministry received a request to provide evaluation documents for the purpose of an audit, and they could not be found. The missing documents consisted of a scoring evaluation for a contract position competition, and the confidential information disclosed in the evaluation included the names of the companies applying for the contract and their evaluation scoring.	False	False	False	False	Transportation	Transportation and Infrastructure
2019-001511	25-Jul-19	An individual called PSSG to report that they had found pages scattered along a street in Vancouver that appeared to belong to PSSG. It is believed that they are client logs of incarceration rates. The located pages are still in the individual's possession and have not yet been collected by the Ministry; as such, containment is in progress.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000080	14-Jan-20	As reported, a government issued cellphone was lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone has been initiated.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-001853	6-Sep-19	A Service Request for Client A was opened under Client B's case number. A note was added to the case indicating that the service request should be ignored. The personal information disclosed included: Client A's phone number and a general description of the service request.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001530	26-Jul-19	A therapist sent an email containing a report on a child in care to multiple employees within MCFD, as well as two Representatives for Children and Youth (RCY) staff, auxiliary services staff employed by the First Nation, and potentially the child's foster parents and aunt. The personal information contained within the report includes: the child's first and last name, confidential therapy assessments, progress summaries, medical information, and general interactions with Ministry staff. This report was provided without the child's knowledge or consent. Containment efforts are underway.	False	False	False	False	Social	Children and Family Development
2019-001921	17-Sep-19	As reported on September 17, 2019, Employee A sent an email containing sensitive government information to Employee B from their personal email account. This email was then forwarded on to Employee C. The personal information involved included Employee A's personal email address, which contained her spouse's first name. The sensitive information disclosed included information regarding the program area's staffing plan.	False	False	False	False	Social	Children and Family Development
2019-002514	2-Dec-19	A Ministry Employee was seen accessing their own client file in ICM, and it was confirmed during interviews and via audit report evidence, that they accessed at least 10 other client files without a valid working purpose for doing so. The personal information viewed on their own file included: first and last names, addresses, and file history for the Employee, their siblings, and their mother. The personal information viewed on other client files varied from just full names to details about/history of their ministry involvement.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000500	9-Mar-20	As reported on March 9, 2020, a Ministry employee's work binder was lost. The personal information disclosed included: client names, phone numbers, dates of birth, email addresses and information regarding services received from the ministry. Containment activities were attempted; specifically, the binder was returned to the public transit company's central office. The binder has been returned to the program area. As such, containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002538	4-Dec-19	A MCFD contractor reported that their vehicle was recently broken into and their day planner was stolen in addition to several other items. The day planner contained meeting dates/times and locations along with the first initials of the clients with whom they were meeting with. No identifiable information was confirmed to be contained in the planner. The timeframe for the entries were between March 2018 – June 2018.	False	False	False	False	Social	Children and Family Development
2020-000384	21-Feb-20	02-103: As reported, Client A received an RSBC invoice and a missing information letter from HIBC intended for Client B. This breach was reported earlier in this month, but it looks like prior to the address being updated and corrected for Client B, other correspondence had gone out that just was received. The personal information disclosed included an RSBC client number, full name, and RAPID account number.	False	False	False	False	Health	Health
2019-002405	19-Nov-19	On November 19, 2019, a Notice of Hearing letter was emailed to an unintended recipient. The personal information disclosed included the first and last name of the applicant and the respondent, the address under dispute, and the details of the dispute. While the unintended recipient has confirmed the email was double-deleted, prevention needs to be addressed.	False	False	False	False	Economic	Municipal Affairs and Housing

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002645	17-Dec-19	12-88: A caller called in to cancel her account as she was moving out of province. It was discovered at this point that she had an unknown child associated with her account. This appeared to have been a wrong select by a partner. The personal information involved included: the child's full name, personal health number, and date of birth.	False	False	False	False	Health	Health
2019-001746	22-Aug-19	Client A contacted the Ministry regarding their Ministry services over the phone. The employee who took the call opened the client file found in a general population database for BC residents. Upon review of the incident, it was discovered that the caller is located in the Yukon and residents in this location have client files in a different database. It was determined that two client files, one in the BC database and one in the Yukon database, have a similar first and last name. Given that it was the Yukon client who called in, the information was moved from the BC account to the Yukon account. A flag was added to the BC account to identify the situation for future calls. Containment was achieved.	False	False	False	False	Health	Health
2019-001937	19-Sep-19	As reported on September 19, 2019, a Ministry employee sent an email to 36 candidates of an internal job competition without using the bcc function. The personal information disclosed includes the candidates email addresses that contain first and last names. Confirmation has been received that all candidates that received the email have double-deleted it. Containment has been achieved.	True	False	False	True	Natural Resources	Environment and Climate Change Strategy



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002093	9-Oct-19	Yesterday afternoon an Employee (Employee A) was changing access controls on records within EDRMS Content Manager. EDRMS contains contract files which are typically only accessible by the specific Ministry they are associated with. However, while attempting to change the access controls these contract files were accidentally opened and viewable to all Natural Resource Ministries. The personal and sensitive information involved included: Ministry specific contract information, contractor names and contact information, letters of approval, invoices, and purchase orders.	False	False	False	False	Service	Citizens' Services
2019-002054	3-Oct-19	10-13: On October 3, 2019, a BC Services Card (BCSC) was opened in error at a school. The personal information involved included: a client's full name, personal health number, gender, and date of birth.	False	False	False	False	Health	Health
2019-002150	16-Oct-19	As reported, a district office discovered that four client files cannot be located. The personal information in the files includes the client's first and last names, phone numbers, dates of birth, and services they have received through the Ministry; however, the full extent of the personal information is not known. Three client files were located; however, after extensive searches, one client file (Client A's) is still missing. As such, containment was not achieved.	False	False	False	False	Social	Children and Family Development
2020-000353	18-Feb-20	It was discovered that a laptop cannot be located. It was confirmed the laptop was locked and no passwords were written on or near the device when it was lost. It was confirmed the device is encrypted and therefore, secure.	False	False	False	False	Service	Citizens' Services
2019-002110	10-Oct-19	10-37 Please be advised a citizen feels her care card has been used in error for Medical procedures. We are currently investigating.	True	False	True	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000263	6-Feb-20	As reported on February 6, 2020, a Ministry employee sent an email containing a client's information to an unintended recipient in error. The personal information disclosed includes the client's name, and their email address. Confirmation has been received that the unintended recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Economic	Jobs, Trade and Technology
2019-001825	4-Sep-19	A government issued cellphone was stolen. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone through 7-7000 Option 4 was completed.	False	False	False	False	Social	Children and Family Development
2019-001905	16-Sep-19	As reported, an email was sent to three intended recipients and one unintended recipient. The personal information disclosed includes a caregiver's first name, a child's first name and details regarding a contract renewal. The unintended recipient notified the sender of the error and confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Social	Children and Family Development
2019-002581	9-Dec-19	12-43: A new non-photo BCSC was returned to HIBC. Opened and marked "delivered to wrong address. no suite #". The letter contained the following PI: name, address, birthdate, PHN, and sex. The address has been invalidated in RAPID and the card marked undelivered.	False	False	False	False	Health	Health
2020-000014	3-Jan-20	Double report, X-ref 2020-0012 Client A contacted the Ministry to advise that they received an envelope addressed to them containing a letter intended for Client B. The personal information involved includes Client B's first and last name, case number, SR number and includes a community volunteer supplement form to be filled out. Client A attended a local office and returned the letter.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000130	20-Jan-20	A government issued cellphone was not returned as requested when an employee retired. You confirmed that multiple attempts have been made to recover the device. However, the former employee has not been reached. The employee's IDIR has been disconnected and as such their access to email should have been severed. There should then be no risk that they are in possession of sensitive government information. As recommended a remote wipe of the phone will be initiated.	False	False	False	False	Transportation	Transportation and Infrastructure
2019-001666	14-Aug-19	As reported, a Ministry employee scanned two documents submitted by a landlord for Client A and Client B. Client A and B's information was then profiled to Client B's account in error. The personal information disclosed includes Client A's first and last name, case number, and the type of request made by the landlord. Confirmation has been received that Client A's information has been unprofiled from Client B's account, and all accounts have since been corrected. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000273	6-Feb-20	A fax containing a Ministry client's information was sent to a Third Party in error. The personal information included: the client's full name, long term care clothing application, confirmation it was approved and the method funds would be received.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002350	12-Nov-19	A disc was discovered in the drive of a workstation that had been sent for de-commissioning. The disc contained a report that would likely be considered confidential business information. Containment efforts are underway; specifically, the disc will be requested to be returned to the program area.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001808	30-Aug-19	As reported on August 30, 2019, an email was sent to three intended recipients and one unintended recipient in error. The email contained an attachment with 23 GA numbers and 5 SR numbers. Confirmation has been received that all recipients of the email have double-deleted it. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001470	22-Jul-19	Client A was hired at a new job and disclosed to a government Youth Worker that the new employer had information related to their youth justice history and medical information. It is unknown how the employer gained access to the information and an investigation is underway.	False	False	False	False	Social	Children and Family Development
2019-002542	4-Dec-19	As reported, two individuals were conducting a scheduled check of the building windows. An error in scheduling occurred and a check of an office was conducted during regular business hours instead of after hours as initially planned. As a result a document was left visible that included cabinet information.	False	False	False	False	Financial	Finance
2020-000527	11-Mar-20	An email containing an incorrect attachment was sent to four recipients outside of government. The attachment contained a purchase card and Employee A's government ID including their first and last name and photograph. It was confirmed the purchase card has since been cancelled. Containment is underway; specifically, all recipients will be requested to double delete the email.	False	False	False	False	Social	Children and Family Development
2020-000558	13-Mar-20	An email intended for an Employee was sent out to a Health Authority in error. The personal information disclosed included a child's first name and a family name.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001685	16-Aug-19	As reported, Employee A discovered a number of Ministry documents scattered along a street near a Ministry office building. The documents contained limited personal information of other Government Employees. The personal information disclosed included the home addresses of approximately three Government Employees.	False	False	False	False	Service	Citizens' Services
2019-002711	30-Dec-19	An advocate called the Ministry to discuss a client. The Ministry employee who took the call noticed that the consent form on file had expired on July 30, 2019, and advised the advocate that they could not discuss the client until a new consent form was put in place. After the call, the employee realized that another staff member had discussed the client's file with the advocate last week. The personal information involved included: the client's full name, details about their annual earnings exemption amount, and their persons with disability eligibility status.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002236	29-Oct-19	As reported, a letter intended for Client A was inadvertently sent to Client B via MySelfServe messenger. The personal information disclosed includes three individual's names, two addresses and one phone number. The letter was removed from the incorrect MySelfServe messenger. Containment was achieved.	False	False	False	False	Social	Children and Family Development
2020-000331	14-Feb-20	The incident was originally reported as a potential recycled IDIR issue, whereby a new employee was given a previously assigned IDIR. However, upon investigation it was determined that this issue involved the Employee's inability to log on to iExpense, rather than a recycled IDIR. No personal or sensitive information was involved.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001632	9-Aug-19	As reported, a Ministry employee sent an email intended for a government employee to an unintended recipient in error. The email contained requests for legal opinion regarding legislative authority. The unintended recipient confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Education	Education
2019-001598	2-Aug-19	A fax containing personal information of a client was sent to the wrong fax number. The fax consisted of a request for information from police that included the client's name, address, and date of birth. Upon reviewing the fax confirmation sheet, it was determined that the fax was not successfully sent.	False	False	False	False	Social	Children and Family Development
2019-001811	30-Aug-19	As reported on August 30, 2019, an invoice was submitted by Service Provider A regarding Client A's child. The invoice and a response letter were then profiled to Client B's file in error. The invoice and response letter were then mailed to Service Provider A and Client B. The personal information involved includes Service Provider A's name, address, Client A's first and last name, Client A's child's first and last name, details regarding funding and the type of service provided. Confirmation has been received that Service Provider A and Client B have destroyed the invoice, and all client accounts have since been corrected. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002498	28-Nov-19	As reported on November 28, 2019, Employee A profiled Client A's information to Client B's account. The personal information disclosed included the client's name. It was confirmed by Employee A that the incorrectly profiled note was updated in the system. As such, containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001605	6-Aug-19	A Ministry employee erroneously sent an e-mail containing an unsanitized example data set to 3 non-Ministry addresses and 1 Ministry meeting room inbox. In total, the e-mail was sent to 12 addresses, 8 of which were Ministry employees. It was subsequently confirmed that the Ministry employees were authorized to view data set, thus in relation to them this was not a privacy or information breach. The unsanitized example data set contained the personal information of 5 individuals including theirs or a family member's name, their prescribed medication, and for 1 of them whether they are status or non-status.	False	False	False	False	Health	Health
2020-000071	13-Jan-20	A government issued laptop was stolen from a government despite having been physically secured to the desk. A police report will be filed, and Security Investigations has confirmed that the laptop was encrypted and the last access matches the day/time you provided to me. Further, it has been confirmed the user password was not written on or near the device at the time of the theft.	False	False	False	False	Social	Children and Family Development
2019-001688	16-Aug-19	A Ministry client's file box was shipped from one office to another that had requested it by internal government mail. The receiving office notified the sender that the box had the client's name and the number of files in the box written on the outside of it. The client's personal information was written on the outside of the box so it could be identified internally, but should have been removed by the employee responsible for this error before it was sent. However, none of the client's personal information inside the box was ever compromised.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001723	21-Aug-19	On August 16, 2019, a Ministry employee disclosed a client's information to a caller without proper consent on file. The caller is the client's parent and was inquiring if the Ministry had received the client's Person with Disabilities application. The personal information disclosed to the client's mother was that the Ministry had received the client's application. While consent is on file for the mother, it was discovered that the timeframe of the consent was not checked therefore defaulting the consent to three months validity. As such, the consent expired on July 25, 2019.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002562	6-Dec-19	As reported on December 6, 2019, a Ministry employee alleges that their government email has been inappropriately accessed by an individual. The extent of personal information disclosed is unknown at this time, however, the employee's email would contain extensive personal information. An investigation is underway.	False	False	False	False	Social	Children and Family Development
2019-002064	4-Oct-19	A potential privacy concern was reported regarding a Ministry process that involves staff email accounts and how they are managed/transferred in different scenarios (staff changing Ministries/staff retiring etc.) A review of the process is underway to ensure that the privacy considerations are appropriately addressed. Incident response measures (containment/remediation/prevention) will be addressed if required.	False	False	False	False	Service	Citizens' Services
2019-002626	13-Dec-19	It was reported that suspicious calls were received to the HIBC practitioner line requesting personal information on patients.	False	False	False	False	Health	Health



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000526	11-Mar-20	As reported on March 11, 2020, a Ministry employee sent an email containing Client A and Client B's information to an unintended recipient in error. The personal information disclosed includes Client A and Client B's first and last names. Confirmation has been received that the unintended recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002169	21-Oct-19	As reported on October 21, 2019, a Ministry employee profiled Client A's information to Client B's account in error. The personal information involved includes Client A's first and last name, address, date of birth, and rent amount. Confirmation has been received that Client A's information has been removed from Client B's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002055	3-Oct-19	10-14: As reported, a BC Services Card was mailed to an unintended recipient in error. The personal information involved includes a client's first and last name, date of birth, gender and personal health number. It was determined the client has not updated their address on file. The unintended recipient proactively returned the BC Services Card. Containment was achieved.	False	False	False	False	Health	Health
2019-002400	19-Nov-19	A government-issued laptop cannot be located. It is unknown if the laptop was secure when last used, and encryption and last access date and time has yet to be confirmed.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000603	23-Mar-20	Two instances occurred, around March 2 and March 9, 2020, where external lawyers representing clients undertaking the mediation process received files associated with their clients. These files contained some information belonging to other individuals in error. In one instance, this was a copy of a two page email and included discharge planning meeting notes, living options, information on a hospital stay for a youth, full name for youth and mother and a description of some of the issues the youth was having. In the second instance, the information contained in the file is being confirmed. Containment for one instance is known as the reporter has the email and containment for the second instance is being confirmed as it has been reported the documentation was returned to the Social Worker. The reporter will also confirm what information was released in error once in contact with the Social Worker.	False	False	False	False	Social	Children and Family Development
2019-001676	15-Aug-19	As reported on August 15, 2019, a Ministry employee provided Client A with Client B's cheque in error. The personal information disclosed on the cheque includes Client B's first and last name, Ministry information, address, and cheque amount. Client A returned Client B's cheque to the Ministry immediately upon realizing the error, and Client A and B have since been provided with the correct cheques. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002121	11-Oct-19	A link in ICM was added to a client file that linked the user to a different client account. The two accounts should not have been linked as the clients have no relation to one another. There does not appear to be any further consequences that have occurred (mail sent, info disclosed etc.) as a result of the error. The link has been corrected and prevention will be addressed if the responsible party can be identified.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001836	4-Sep-19	A government issued cellphone was stolen. The cellphone was locked, password protected with a complex password that was not easily guessable, and the password was not written on or near the device when the phone was taken. The device was reported as stolen to the police and a remote wipe of the phone through 7-7000 Option 4 was completed.	False	False	False	False	Justice	Attorney General
2019-002540	4-Dec-19	As reported on December 4, 2020, 26 government-issued workstations could not be located. OCIO Security confirmed that 20 of the laptops were encrypted. It has been confirmed that the remaining six laptops do not contain confidential or personal information. The last access and user information on the laptops align with expected use.	False	False	False	False	Justice	Attorney General
2019-001483	23-Jul-19	07-128: Health Insurance British Columbia (HIBC) paid the wrong doctor for an out of province claim.	True	False	True	False	Health	Health
2019-001531	26-Jul-19	Mail intended for Client A was sent to Client B's former address in error. Clients A and B were previously in a relationship but had since separated and Client B's address updates were incorrectly added to Client A's account. A letter and a cheque intended for Client A were mailed to Client B's former address. The personal information disclosed included Client A's first and last names and their banking information (as found on the cheque). It is not known what personal information was contained in the letter, which was shredded.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002421	20-Nov-19	The program area reporting the incident confirmed that they monitor an after hours palliative care reporting line. Clients call the line and submit information to the Ministry for them to then forward on to the appropriate Health Authority (HA). An error occurred and a nurse accidentally sent an incorrect client file to a HA. The file contained limited personal information that consisted of the client's name, PHN and phone number.	False	False	False	False	Health	Health
2019-002107	10-Oct-19	10-36 A Non-Photo BC Services Card (BCSC) was returned to HIBC opened and marked "we have no record of this person". The personal information disclosed included: the client's first and last name, address, date of birth, gender, and personal health number.	False	False	False	False	Health	Health
2019-002628	13-Dec-19	Employee A received an email from a Third Party, that was also cc'd to 3 other government employees. Employee A did not recognize one of the email addresses, and looked it up in the government directory but could not find it. The personal information disclosed in the email included: two foster parents' full names and information about a Ministry investigation and request for a review.	False	False	False	False	Social	Children and Family Development
2019-001473	22-Jul-19	It was discovered that two Child Services Files and one Family Service File cannot be located. Personal information contained in the Child Services Files includes the full name, date of birth, and addresses for a child and their parents, and the context relates to the child's time in the care of the Ministry. Personal information contained in the Family Services File includes Client A's first and last name, their spouse's first and last name, their child's first and last name and Client A's history with the Ministry.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000530	12-Mar-20	As reported, an email was sent to an unintended recipient in error. The personal information disclosed includes 19 employee names and indicated their job status.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000121	17-Jan-20	A government issued laptop cannot be located. OCIO Security confirmed that the computer was encrypted. The laptop was powered down and locked with a secure password that was not written down near the device. It has been confirmed that the last active user of the laptop aligns with the program area's expectations for last use.	False	False	False	False	Economic	Tourism, Arts and Culture
2020-000320	13-Feb-20	A government issued laptop was stolen sometime between Feb. 12-13th, 2020. The personal information contained on the laptop included a roster of caregiver contact information.	False	False	False	False	Social	Children and Family Development
2019-002212	25-Oct-19	As reported, it was discovered that information was disclosed to a client's daughter without valid consent on file. The personal information involved includes the client's monthly reports, bank statements, cheque details and MSP coverage. As the disclosure was made verbally, containment activities were limited.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002177	22-Oct-19	A former independent contractor for government received an email that may be a phishing scam. The email included account information about the contractor's IDIR (which is currently disabled). The email was received early in the morning and contained an unknown party's Gmail address in the CC field	False	False	False	False	Service	BC Public Service Agency

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000285	7-Feb-20	02-51: Caller received a BCSC Non-Phot Card for another person. This error was made by a Document Processing clerk by choosing the wrong account. Caller will return the BCSC Non-Photo Card to HIBC attention to Supervisor. Bad address applied to RAPID account. It appears that the person selected has never had active MSP in BC before. Report from Doc Processing to follow.	False	False	False	False	Health	Health
2020-000637	26-Mar-20	The Complainant (a Ministry Client) alleges that the Ministry is using their s.22 s.22	False	False	False	False	Social	Children and Family Development
2019-002041	2-Oct-19	As reported on October 2, 2019, Client A's note was added to Client B's case in error. The note included information about Client A's need for medical transportation including details such as location. Confirmation has been received that Client A's information has been removed from Client B's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002622	13-Dec-19	As reported on December 13, 2019, when setting up a client file in ICM, an employee erroneously selected the wrong person and merged them onto the incorrect file in ICM. Personal information collected includes the wrong individual's name, and likely includes SIN, date of birth, and possible contact information. Confirmation has been received that the individual's information has been removed from the incorrect account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002429	20-Nov-19	As reported on November 20, 2019, a government-issued laptop has gone missing. OCIO Security confirmed that the laptop was encrypted. It is likely the laptop was locked and password protected with a secure password that was not written down near the device. No personal or confidential information was stored on the device. It has been confirmed that the last active user of the laptop was the government employee assigned to the laptop.	False	False	False	False	Transportation	Transportation and Infrastructure

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000566	17-Mar-20	A criminal record check consent form intended for Organization A was mailed to Organization B in error. The personal information involved included: an individual's full name and year of birth. Containment activities were successful; specifically, Organization B was contacted and confirmed that they had destroyed the misdirected mail.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001734	21-Aug-19	In an attempt to report a privacy breach, an employee sent the details of the incident to the incorrect mailbox. The personal information involved included the first and last name and date of birth of a client as well as details of their privacy complaint allegations which included sensitive details regarding the client.	False	False	False	False	Social	Children and Family Development
2020-000262	5-Feb-20	In June 2019, a letterhead containing Client A's information was mailed as part of Client B's documentation for funeral expense recovery to Service Canada. The personal information included Client A's name and social insurance number.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001671	14-Aug-19	As reported, a client and their advocate attended an office to report suspicious activity on their MySelfServe account. The client advised that 10 monthly reports had been submitted since September, 2018; however, they were not submitted by the client or their advocate. It was confirmed the reports submitted are required to receive monthly assistance. The client confirmed they did not share their account password or PIN with another third party. The client account was temporarily revoked while the incident was reviewed. The personal information contained on the client account includes the client's name, address, e-mail address, phone number, case number, benefit rates, employment plans, tax statements, confirmations of assistance and correspondence with the Ministry. Upon review, it was determined the monthly reports were likely submitted by a third party on the client's behalf and the client failed to recall sharing their credentials due to their current health status.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001542	29-Jul-19	A Ministry employee failed to remove the hard drive of a laptop per proper procedure before it was sold to a customer at a cash and carry sale. The hard drive was strongly encrypted, but there are some commercially available software programs that can potentially defeat the type of encryption that was used. It is unknown what personal or confidential information may have been contained on the hard drive, with the login (IDIR) associated with the laptop no longer being in use.	False	False	False	False	Service	Citizens' Services
2019-002515	2-Dec-19	As reported, an Ministry of Children and Family Development employee (Employee A) sent a email intended for Employee B to Employee C in error. The personal information viewed in the email included a Ministry client's first and last name.	False	False	False	False	Service	BC Public Service Agency
2020-000289	10-Feb-20	A government-issued laptop cannot be located. It is likely that the laptop was secure at last use, and encryption and last access date and time have yet to be confirmed.	False	False	False	False	Transportation	Transportation and Infrastructure
2019-002128	15-Oct-19	A government issued cellphone was stolen. The cellphone was locked, password protected with a six-digit password, and a remote wipe of the phone has been initiated. In addition, in preparation for transitioning to a newer phone, much of the sensitive information had already been removed.	False	False	False	False	Justice	Attorney General



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000607	23-Mar-20	A Ministry employee called their spouse from their work cell phone and was able to hear another unrelated conversation in the background; it appears the phone lines were crossed. It is unknown whose voices were overheard. The employee confirmed that no personal or confidential information was overheard on the call.	False	False	False	False	Social	Children and Family Development
2020-000469	4-Mar-20	MCFD and Community Living BC (CLBC) both have access to a Sharepoint site containing client information. CLBC is able to view some of the client information, including dates of birth, but not the clients' names. However, it was discovered that if CLBC employees view the Sharepoint site's care list through a specific "alternate viewing" option, they can see the clients' names.	False	False	False	False	Social	Children and Family Development
2019-002127	15-Oct-19	10-47: A caller reported that they had received a MSP Letter regarding someone with the same name but a different PHN and Birth Date. An HIBC agent made a wrong select when completing a group application. The initial correction has been made by the HIBC agent and a Service Desk Request has been submitted to PHN Merge to complete the fix.	False	False	False	False	Health	Health
2019-001398	11-Jul-19	As reported on July 11, 2019, Employee A sent an email to a client containing Employee B's information in error. The personal information disclosed in the email includes Employee B's name, address, personal email address, and phone number. Confirmation has been received that the client has double-deleted the email. Containment has been achieved.	False	False	False	False	Service	BC Public Service Agency

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002377	15-Nov-19	As reported, an email was sent to one intended and one unintended recipient. The personal information involved includes four sets of the initials of potential witnesses regarding a PSA investigation, information regarding the timing of interviews, next steps in the investigative process and the level of PSA involvement. Each recipient confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Natural Resources	Energy, Mines and Petroleum Resources
2019-002428	20-Nov-19	As reported on November 20, 2019, an employee received a client's benefit application including a document confirming their attendance at a college. The employee subsequently contacted the college to confirm the client's attendance. It was confirmed this is not the program areas protocol and it is unknown if the employee was authorized to disclose the client's personal information in order to confirm their attendance. It was confirmed by the program area that the employee was authorized to disclose the client's personal information as per legislation applicable to the program area (i.e. Child, Family and Community Service Act). As such, containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002231	29-Oct-19	During a presentation a Ministry employee briefly disclosed a spreadsheet containing the personal information of an unknown number of government employees, in error. The personal information involved included: full names, performance rankings, salaries, and other data.	False	False	False	False	Service	BC Public Service Agency
2019-002472	26-Nov-19	An employee received two phone reports regarding Family A and Family B and inadvertently uploaded the information provided during the calls to the incorrect family file. Family A's personal information involved includes a child's name, date of birth, grandmother's name, address, phone number and details the child's behaviour. Family B's personal information involved includes two parents first and last names and information regarding issues in the family home.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001637	9-Aug-19	As reported, a Ministry employee sent a fax containing Client A's information to an unintended recipient in error. The personal information disclosed in the fax includes Client A's first and last name, address, and banking information. The unintended recipient notified the Ministry of the error and confirmed the fax has been destroyed.	True	False	False	True	Service	Citizens' Services
2019-002316	6-Nov-19	As reported, a third-party organization contacted the Ministry to confirm the job status of an individual for business purposes and a search of payroll records could not identify the individual as an employee of the BC Government. Subsequently, the Employee searched the Individual's name on Google and located a link to a social media account, which the Employee clicked on. The Employee was logged into this Social Media platform with their personal account and as a result the Individual will be alerted that the Employee has viewed their profile. Personal information viewed by the Employee includes the Individual's first and last name and organization they work for.	False	False	False	False	Service	BC Public Service Agency
2019-002511	29-Nov-19	As reported on November 29, 2019, a Ministry employee sent a letter to Client A that contained Client B's information. The personal information disclosed includes Client B's first and last name, and information regarding their Ministry involvement. Confirmation has been received Client B has returned the letter to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000265	6-Feb-20	As reported on February 6, 2020, a Ministry employee added a client's social insurance number to their account. This led to their information becoming visible to other Ministries that are not privy to that information. The personal information disclosed includes the client's social insurance number. Confirmation has been received that the client's information has been removed from their account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001497	24-Jul-19	As reported, an employee made a Freedom of Information request for records relating to a labour relations investigation they were involved in; the disc provided to the employee included the requested records as well as records pertaining to another PSA investigation from the same work area. Personal information disclosed includes sensitive details regarding the PSA workplace investigation, such as names of those involved and the allegations. The employee knows the individuals well and would not have had knowledge of this investigation. Containment has not been achieved.	False	True	False	True	Service	BC Public Service Agency
2019-002469	26-Nov-19	As reported, an email including two attachments was sent to an unintended recipient. The personal information involved includes Client A and Client B's first and last name, driver's license number, address, date of birth, driver class and status description. The unintended recipient confirmed the email was double deleted.	False	False	False	False	Transportation	Transportation and Infrastructure
2020-000134	21-Jan-20	01-80: A Caller reported that he received and returned mail to Health Insurance BC. This mail included an MSP letter regarding missing information involving a possible name change. The Caller shares a first name with the individual named on the letter.	False	False	False	False	Health	Health
2019-001838	5-Sep-19	As reported on September 5, 2019, a client's restricted account was accessed and their personal information was disclosed to a Ministry employee who is not privy to that information. The client is also a Ministry employee. The personal information disclosed includes the client's first and last name, and their case information. Containment activities are underway, specifically, the Ministry employee has been requested to double-delete the email that contains the client's personal information.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001427	16-Jul-19	As reported on July 16, 2019, a Ministry employee was preparing a redacted copy of a document to fulfill a Freedom of Information (FOI) request from an applicant. The Ministry employee then emailed the document to the applicant directly, instead of sending it to the Ministry for final sign-off. Confirmation has been received that the applicant has double-deleted the email. Containment has been achieved.	False	False	False	False	Service	Citizens' Services
2020-000204	29-Jan-20	On January 27, 2020, an email containing client information was sent to a service provider's personal Hotmail account. The personal information included the client's name and details relating to their treatment plan. While the service provider is privy to the information, client information is not supposed to be sent this way. Containment efforts are underway; specifically, the service provider will be asked to confirm double-deletion of the email.	False	False	False	False	Social	Children and Family Development
2019-002047	3-Oct-19	As reported on October 3, 2019, a Ministry employee sent a letter containing Client A's information to Client B in error. The personal information disclosed includes Client A's first and last name. Confirmation has been received that Client B has destroyed the letter containing Client A's information. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2020-000494	9-Mar-20	As reported on March 9, 2020, a government employee's vehicle was broken into and their cellphone and laptop were stolen. It was confirmed both devices were locked, and IDIR credentials/passwords were not stored on or near the devices prior to the theft. A remote wipe of the phone will be initiated through 7-7000 (option 4). Encryption and last access date and time of the laptop have yet to be confirmed.	False	False	False	False	Natural Resources	Energy, Mines and Petroleum Resources

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002281	4-Nov-19	As reported on November 4, 2019, a client file was damaged in the mail. The corner of the envelope that contained the file was torn. The personal information involved included a client's first and last name, and CS number. The client file was delivered to the intended recipient, and all pages of the client's file were accounted for. Containment was achieved.	False	False	False	False	Social	Children and Family Development
2019-001493	23-Jul-19	As reported on July 23, 2019, it was discovered that Client A's monthly report was profiled to Client B's account in error. The personal information involved includes Client A's first and last name, phone number, monthly income amount, case number and social insurance number. Confirmation has been received that Client A's information has been unprofiled from Client B's account, and all accounts have since been corrected.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002137	15-Oct-19	As reported on October 15, 2019, it was discovered that messages in ICM sent to clients from all WorkBC contractors could be viewed, rather than just the messages sent to client within their catchment. The personal information involved includes the client name, message content, and attached documents. The view is limited to Employment Services Contractors and that only messages from within ELMSD are visible. Containment has not been achieved at this time, however, it will be completed once the procurement process has been completed with the vendor in 2020.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001964	23-Sep-19	An Employee lost an officer notebook which contained information pertaining to investigations that are being undertaken. At this time it is unknown what personal or sensitive information is involved. Containment efforts are underway; specifically, a search is underway to locate the notebook.	True	False	True	False	Natural Resources	Environment and Climate Change Strategy
2019-002232	29-Oct-19	As reported, a decision was inadvertently emailed to an unintended recipient. The personal information disclosed included the first and last name of the applicant and the respondent, the address under dispute and the outcome of the hearing. The unintended recipient confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Economic	Municipal Affairs and Housing
2020-000418	27-Feb-20	As reported on February 27, 2020, a Ministry employee sent a client's information to an unintended recipient in error. The personal information disclosed includes the client's name, date of birth, personal health number, and medical support information. Confirmation has been received that the unintended recipient has returned the client's information to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2020-000330	14-Feb-20	Third party breach. Beneficiary was provided with the incorrect PHN from a third party. No further action taken; caller was provided with correct PHN.	False	False	False	False	Health	Health
2020-000303	11-Feb-20	As reported, Client A's PWD letter was returned to a local office by Client B.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001643	9-Aug-19	As reported on August 9, 2019, a private citizen submitted an FOI request and upon further investigation it was clarified that an employee had contacted them indicating that their personal information had been inappropriately accessed and that disciplinary action had been taken. The private citizen is not a Ministry client. The employee only provided their first name, and no contact information for follow-up. An investigation is underway.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000429	28-Feb-20	A Complainant alleges that their personal contact information was included in court summons and also in the court documents, contrary to their request. The personal information involved includes: the Complainant's home address and phone number. Containment is currently underway; specifically, the Complainant stated that the contact information has now been removed from the court documents. However, the ex-spouse of the Complainant's sister was served a copy of the summons, and still has the contact information. There are health and safety concerns related to this and the police have been notified.	False	False	False	False	Social	Children and Family Development
2019-002574	9-Dec-19	12-38: it was discovered a client had been added to the incorrect group account and an Employee Record Card (ERC) was mailed to the group. The personal information involved includes a client's name, date of birth and personal health number.	False	False	False	False	Health	Health
2019-001648	12-Aug-19	On August 6, 2019, an Employee reported a potential theft of Ministry mailboxes. The personal information typically contained within the Ministry's mail includes a wide variety of client details, such as first and last names and addresses, and documents. There is no evidence to confirm that any particular mail was taken from the Ministry mailboxes. Additionally, there have been no reports of mail not being delivered to the Ministry since the potential theft. As such, no further containment activities are recommended.	False	False	False	False	Social	Social Development and Poverty Reduction



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000233	31-Jan-20	An email containing employee information was sent to an unintended internal recipient in error. The personal information contained an employee's name, CID, and reference to their long-term disability application and what information is required. The sender noticed the error and the email was recalled immediately.	False	False	False	False	Service	BC Public Service Agency
2020-000131	20-Jan-20	Correspondence was received by a client for a person with similar name. The person is unknown to the caller. The bad address protocol has since been applied and the mail is to be returned.	False	False	False	False	Health	Health
2019-002486	27-Nov-19	A third party joined a Ministry conference call in error. The third party was on the call for a few minutes before disconnecting. It has been confirmed that no personal or sensitive information was disclosed on the phone call during that time.	False	False	False	False	Social	Children and Family Development
2019-002116	11-Oct-19	A citizen was reported as receiving a non-photo BCSC for his tenant that lives in his downstairs basement. The citizen returned the card to his tenant and the incident appears to have been the result of a wrong delivery on the part of Canada Post.	False	False	False	False	Health	Health
2019-002686	20-Dec-19	As reported on December 20, 2019, an invoice intended for Client A was sent to Client B in error. The personal information disclosed includes a child's first and last name, service provider's first and last name, and the invoice amount. Containment activities are underway, specifically, Client B will be requested to return the invoice to a local office or destroy the letter.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002174	21-Oct-19	As reported on October 21, 2019, a Ministry employee sent an email containing Client A and Client B's information to an unintended recipient in error. The personal information disclosed includes Client A and Client B's first and last name. Although numerous attempts were made, the Ministry employee was unable to confirm double-deletion of the email from the unintended recipient. Containment has not been achieved.	False	False	False	False	Social	Children and Family Development
2020-000441	2-Mar-20	As reported on March 02, 2020, an email regarding Client A, Client B, Client C and Client D was sent to an unintended recipient. The personal information disclosed includes: Client A's full name, Client B, Client C and Client D's first names and general information regarding their interactions with Employee A. It was confirmed by the intended and unintended recipients that the emails have been double-deleted. As such, containment has been achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002460	25-Nov-19	<p>On November 6, 2019, a Client of the Ministry of Public Safety and Solicitor General (the Ministry) informally notified their probation officer that they believed that their information had been accessed and disclosed inappropriately to their partner (the Partner), as the Partner had knowledge of their personal information that they had not disclosed. That same day, an employee of the Ministry disclosed to their supervisor that they accessed a client file in CORNET without a valid work purpose for doing so. They indicated that they had reviewed the log, history, and victim history on the client's file.<sup>s.22</sup></p> <p>s.22</p> <p>s.22 It is unclear how or if the Employee was made aware of the Client's concerns. The BC Public Service Agency (PSA) has been engaged. On November 26, 2019, an audit of CORNET was conducted by the Ministry to review the Employee's accesses to client files. This review confirmed that the Employee had accessed the client's file on October 24, 2019 without a valid business reason for doing so, but no other inappropriate accesses were identified. An interview with the Employee occurred on December 18, 2019. In the interview, the Employee indicated that they accessed the client's file without a valid business reason for doing so. The Employee stated that they understand how this inappropriate access is not in-line with the confidentiality and privacy provisions of the Standards of Conduct, and that they will not access a client's file without a valid business reason again in the future. Due to system limitations related to restricting client files and because the alleged disclosure was verbal, containment activities were limited. However, the employee has been reminded of best privacy practices, specifically only to access client files for business purposes. As such, containment has been achieved.</p>	True	False	False	False	Justice	Public Safety and Solicitor General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002313	6-Nov-19	An employee was overheard contacting the Ministry and allegedly impersonating a client. It was believed that they were attempting to obtain information on a client file. The personal information overheard being disclosed included a birth date.	False	False	False	False	Social	Children and Family Development
2019-001909	16-Sep-19	As reported, an employee submitted an ST02 form that included their direct supervisor. An email was then sent to the direct supervisor requesting confirmation of the employee's return to work status. The supervisor responded and indicated they are not the employee's direct supervisor. The incorrect supervisor notified the sender of the error and confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Service	BC Public Service Agency
2020-000256	5-Feb-20	As reported on February 5, 2020, a government office was broken into and a laptop was stolen. The laptop was locked, password protected, and the password was not written on or near the device. The laptop had been secured with a lock which was cut. The laptop has not been recovered. However, OCIO Security confirmed the laptop was encrypted. As such, further containment measures are not warranted.	False	False	False	False	Social	Children and Family Development
2019-002175	22-Oct-19	10-87: A Caller advised that she had received a Photo BC Services Card for a family member (Client A) who is no longer residing at that address. The Caller advised that Client A was using her address as a mailing address since they had no fixed residence. The personal information involved included: Client A's BC Services Card with a photograph, their full name, personal health number, and date of birth.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002152	17-Oct-19	A criminal record check consent form intended for Organization A was faxed to Organization B in error. The personal information involved included: a individual's full name and date of birth.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002026	1-Oct-19	10-03: A BCSC was returned to HIBC opened and marked "not at this address". The card included the client's name, address, PHN, DOB and Gender. The address was not invalidated in RAPID as the client was not the account holder. The card was marked as undelivered.	False	False	False	False	Health	Health
2020-000100	16-Jan-20	Client A submitted an application for assistance that included an incorrect Social Insurance Number (SIN). As a result, a record for an unknown individual was added to their client file. The record included the individual's name, CPP benefit amount and indicated the benefit type.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002189	23-Oct-19	As reported on October 23, 2019, two government issued laptops cannot be located. It is unknown if the devices were locked or if IDIR credentials were stored on or near the device when they were lost. OCIO Security were unable to confirm if both laptops were encrypted. It is likely the laptops were password protected with a secure password that would not be easily guessable. Additionally, there is no evidence there would be any personal or confidential information stored on the device.	False	False	False	False	Financial	Finance

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002007	26-Sep-19	As reported on August 26, 2019, A letter was included amongst forms mailed to a client that was not intended for the client who received it. The letter contained the name of the child, the mother's name, the authorization number, the type of service being funded (speech therapy) and the amount covered. The client called to report the error and confirmed they would mail the letter back to the Ministry, containment is underway. A second error also occurred whereby the note entered in ICM recording what had occurred was added to the incorrect client account. Confirmation has been received that the letter has been returned to the custody of the Ministry, and the incorrect information has been removed from the client's account. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2020-000102	16-Jan-20	As reported on January 16, 2020, it was discovered a government issued laptop was stolen. It was noted that an unknown individual was in the local office the day before and may have taken the laptop. An investigation was conducted to determine if additional information was stolen. OCIO Security confirmed that the laptop was encrypted. It is was confirmed the laptop was powered off and no passwords or credentials were written on the device at the time it was stolen. No personal or confidential information was stored on the device. It has been confirmed that the last active user of the laptop was the government employee assigned to the laptop. Additional information was not stolen.	False	False	False	False	Health	Health
2019-001661	13-Aug-19	A government employee faxed documents regarding Client A's consent forms to a banking institution. Subsequently, the government employee received a call on their personal cellphone from the banking institution regarding Client A's forms. The employee confirmed the faxed documents did not include their personal phone number; however, they have a personal banking account with the banking institution. As such, it is believed an employee with the banking institution searched the government employee's name and contacted them using their personal phone number.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002675	19-Dec-19	It was discovered a Ministry contractor's system was attacked for ransomware. It was determined the information accessed does not contain personal information; however, may contain confidential information. As such, an investigation is underway.	False	False	False	False	Transportation	Transportation and Infrastructure
2020-000118	17-Jan-20	01-62: As reported, the incorrect practitioner/payee information was entered on a claim leading to patient information going to the wrong practitioner's office on their remittance statement. The personal information disclosed included: a clients' full name, personal health number, fee item service code, ICD diagnostic code, and date of service.	False	False	False	False	Health	Health
2020-000605	23-Mar-20	As reported on March 23, 2020, personal information regarding Client A was provided to a Third Party Client Advocate without valid consent on file. Upon review, it was discovered that numerous disclosures have been made by the Ministry while the consent was invalid. The personal information disclosed included: Client A's full name, information on whether comforts would be provided, whether he would be receiving money, what dollar amount he had been approved for, and how to pick up the funding.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002487	27-Nov-19	As reported on November 27, 2019, Client A's information was faxed to an unintended recipient in error. The personal information disclosed includes Client A's name, date of birth, social insurance number, date of death, place of birth, place of death, and residency information. The unintended recipient forwarded the fax to the correct recipient and confirmed no copies were made. Containment has been achieved.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001461	18-Jul-19	On July 17, 2019, an email containing an attachment with a foster child's care plan was sent to the wrong foster parent and external organization. The care plan included the child's first name, date of birth, and detailed life history including illnesses, behaviours, and the reason for the ministry's involvement. The error was discovered on July 18, 2019 when both recipients alerted the sender to the error.	False	False	False	False	Social	Children and Family Development
2020-000630	26-Mar-20	As reported, a hacker had gained access to a third party's email inbox, and the third party, a non-government lawyer, notified the Ministry of the security issue. Sensitive information had been communicated by the Ministry via email regarding the third party's clients and issues with their regulator which may have been accessed by the nefarious actor. The program area has been advised of the third party's security incident, however, given the information is regarding the third party's clients and the information was not in the custody and control of government, the incident is outside the jurisdiction of the Investigations Unit (IU). Confirmation has been received that the hacker was removed from the third party's system. It is unknown if any personal information was accessed by the hacker, as such, containment measures are limited.	False	False	False	False	Justice	Attorney General
2020-000414	26-Feb-20	02-126: Please be advised that a client was added in error by MSP direct and HIBC is currently investigating.	False	False	False	False	Health	Health
2019-001501	24-Jul-19	The Complainant received an email from a PSA employee requesting medical information and the Complainant alleges that the PSA employee was not authorized to collect that information.	False	False	False	False	Service	BC Public Service Agency



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001750	23-Aug-19	As reported, the Complainant alleges the Ministry collected, used and disclosed personal information without the Complainant's consent.	False	False	False	False	Health	Health
2019-001620	7-Aug-19	On June 28, 2019, a notation regarding a child was added to the wrong case. The note included the child's name and childcare arrangements including the care provider's name and dates and times of care. This was also added again by another employee working on the case on July 17, 2019.	False	False	False	False	Social	Children and Family Development
2019-001401	11-Jul-19	As reported on July 11, 2019, a Ministry employee disclosed an incorrect individual's name to the Royal Canadian Mounted Police (RCMP) regarding an allegation of misconduct. The personal information disclosed includes the individual's first and last name. Upon noticing the error, the Ministry called the RCMP and provided the RCMP with the correct individual's name. As the disclosure was made verbally. Containment activities were limited.	False	False	False	False	Social	Children and Family Development
2019-001437	16-Jul-19	A Ministry employee reported that a physician under contract with MCFD had accessed MCFD client files in the course of their providing care to the clients. A concern was noted that the appropriate approvals and practices prior to their accessing these files were potentially not present or followed and the incident was reported. A review of the requirements is currently underway and measures to prevent further access have been implemented.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000368	19-Feb-20	As reported on February 20, 2020, Third Party A's email system has been compromised. Three provincial government employees are associated with Third Party A and their email accounts may be at risk. An employee of Third Party A clicked on a malicious link which allowed a nefarious party to forward three emails sent by the three employee's to their Gmail account. Upon further investigation, it has been determined that no personal information was contained in any of the forwarded emails. Confirmation has been received that Third Party A has reset all email and domain passwords, and removed all inbox forwarding rules. Containment has been achieved.	False	False	False	False	Education	Advanced Education, Skills and Training
2019-001805	29-Aug-19	As reported, a document was faxed to an unintended recipient in error. The personal information involved includes Client A's full name, account number, address, amount owing and monthly premium amount. It was determined that the unintended recipient is a trusted third party. Confirmation has been received that the unintended recipient has destroyed the document received in error. Containment has been achieved.	False	False	False	False	Financial	Finance
2019-001538	29-Jul-19	A Ministry employee sent an e-mail to another employee regarding a client's child subsidy inquiries, and Cc'd the client who is also an employee at their government e-mail address. The main recipient employee complained to the employee who sent the e-mail that it was not proper protocol to have Cc'd the client in this manner.	False	False	False	False	Social	Children and Family Development
2020-000574	17-Mar-20	Review of the related SR on a shelter updated is a service request for another person, appears completely unrelated to the client who the shelter update is for. the incorrect SR that was related appears to be the one that shows up at the top of the list when you first press the 'Add' button.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001407	12-Jul-19	A Ministry employee inadvertently e-mailed an ex-employee the details of an upcoming trip for children to an Indigenous event. The attachments to the e-mail included the names of children attending, their parents, and the employees chaperoning. The personal information of these individuals disclosed included their names, file numbers, descriptions of the trip, dates, flights and accommodations, and approximate costs.	False	False	False	False	Social	Children and Family Development
2019-002500	28-Nov-19	Employee A received a subpoena in the mail requesting they attend a court and interview date in order to provide witness information. The personal information involved includes Employee A's full name, home address, personal cellphone number, an offender's name, the offense they are being charged with, court date and interview date. The letter was addressed to Employee A, however, it is believed they are not the intended recipient as they are not familiar with the incident.	False	False	False	False	Justice	Attorney General
2019-002684	19-Dec-19	Client A was incorrectly prospect-matched with Client B resulting in a message intended for Client A to be sent to Client B. The personal information includes Client A's name, date of birth, and email address.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001849	6-Sep-19	Employee A logged onto the MyHR system and was able to view Employee B's information. The two individuals share the same last name. The personal information involved included Employee B's first and last name, previous service requests submitted, and paystubs.	False	False	False	False	Service	BC Public Service Agency

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000348	18-Feb-20	Employee A sent Employee B an email requesting confirmation of an offender's restitution payment. Employee B responded confirming the restitution payment had not been paid by the offender. A review was conducted to determine if Employee B was authorized to disclose the payment had been made by the offender. It was determined disclosure of the offender's personal information was necessary for the performance and duties of the employee to conduct a background check on the offender and was therefore authorized.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002008	27-Sep-19	A government issued cellphone was lost. The cellphone was not locked, and was not password protected. Upon further investigation, the government issued cellphone has been found.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000437	2-Mar-20	03-03: A non-photo BC Services Card (BCSC) was returned to HIBC opened and marked "not here". The personal information disclosed includes a client's name, address, gender, date of birth and personal health number. The address was invalidated in RAPID and the card marked as undelivered.	False	False	False	False	Health	Health
2019-002677	19-Dec-19	As reported on December 19, 2019, 21 government-issued computers have gone missing. OCIO Security has confirmed that 12 of the computers are encrypted. Four of the devices are being utilized by current employees. The remaining devices have been confirmed as disabled by the OCIO Workplace Technology Refresh team. As such, the assets are considered secure.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000546	13-Mar-20	As reported on March 13, 2020, Employee A profiled Client A's monthly report and paystub to Client B's account in error. Employee A noticed their error immediately and corrected the information. While in the process of correcting the information they noticed that Employee B had profiled Client C, D, and E's monthly reports and paystubs to Client B's account as well. The information disclosed includes Client A, C, D, and E's name, employment and income information. Confirmation has been received that Client A, C, D, and E's information has been removed from Client B's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001955	23-Sep-19	As reported on September 23, 2019, a Ministry employee sent an email containing Business A's information to Business B in error. The information disclosed in the email is regarding confirmation of Business A's license. Containment activities are underway, specifically, a request has been sent to Business B to double-delete the email.	False	False	False	False	Justice	Attorney General
2019-002341	12-Nov-19	A notice of hearing document was emailed to the incorrect client in error. The personal information involved includes a tenant and landlord's first and last name, address, phone number, email address and hearing details. Containment is underway; specifically, the unintended recipient has been requested to double delete the email.	False	False	False	False	Economic	Municipal Affairs and Housing
2019-002308	6-Nov-19	As reported, documents intended for Client A's file were inadvertently profiled to Client B's file. The personal information involved includes Client A's first and last name, banking information and T4's from 2017 and 2018. Client A's documents were removed from the incorrect client file. Containment was achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002653	18-Dec-19	As reported on December 18, 2019, Client A and Client B were provided each other's cheques, cheque stubs and cash disbursement receipts in error. The personal information involved included: Client A and Client B's full names, NFA (no fixed address) in address fields, cheque amounts, and an acronym for the correctional facility from which they were released. Containment has been attempted; specifically, both cheques, cheque stubs and one cash receipt has been returned to the ministry. One cash receipt has not been returned.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002227	29-Oct-19	An employee transferred positions from CITZ to AG. An error occurred and the contents of their home drive/mailbox were accidentally transferred with them to their new position. As such material from their previous Ministry was inadvertently provided to them in their new Ministry account.	False	False	False	False	Service	Citizens' Services
2020-000254	5-Feb-20	As reported, the Complainant has provided supervised access for their sibling, and given their peripheral involvement in the file, advised the Ministry of an incident they witnessed involving the Sibling's Ex-Spouse and the Police. The Complainant has indicated they saw a document that states the Ministry identified them as the reporter for the police incident to the Sibling's Ex-Spouse, and as such believes their privacy has been breached.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002245	30-Oct-19	On October 28, 2019, an email intended for a caregiver was sent to an unintended recipient in error and cc'd to an entire care team (11 people in total). Subsequent responses from the care team were also emailed to the unintended recipient (an unknown individual). The personal information disclosed in the email thread included: the first name and last initial of a youth, the first name and last initial of youth's boyfriend, the youth's caregiver's full name, a doctor's last name, and a discharge plan for the youth.	False	False	False	False	Social	Children and Family Development
2019-001701	19-Aug-19	08-50: Doctors office received information on remittance for unknown patients and wrong doctor.	True	False	True	False	Health	Health
2020-000632	26-Mar-20	Client A came into a Ministry office to pick up his cheque and was given Client B's cheque in error. It is believed that Client B was given Client A's cheque as well through a mix-up, as both Clients share the same first and last names (but different middle names). The personal information involved on the cheques included the same type of information: the client's full name (identical, except for the middle name), a GA number, and possibly an address.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000095	15-Jan-20	As reported on January 15, 2020, Applicant A's information was inadvertently included in an email response to Applicant B. The personal information includes Applicant A's name. Confirmation has been received that Applicant B has double-deleted the email containing Applicant A's information. Containment has been achieved.	False	False	False	False	Service	Citizens' Services
2020-000436	2-Mar-20	A government printer has been fully exposed to the internet. It is unknown at this time if personal or confidential information has been accessed. Investigation is underway.	False	False	False	False	Service	Citizens' Services
2019-002546	5-Dec-19	A ministry family plan contract with Client A, Client B and Client C was stolen from Employee A's vehicle. The personal information involved included: Client A's and Client B's full names and addresses, and Client C's full name and date of birth, as well as information on the family plan.	False	False	False	False	Social	Children and Family Development
2020-000306	11-Feb-20	02-60 Caller was an agent at Service BC. Police confiscated a Photo BC Services Card from someone trying to use as ID. Police tried to return the card to the Breached Person, but were unable to verify current address. Police have taken the card to Service BC Agent who has shredded the Photo Card. Bad address has been applied to the RAPID account. Nothing to be returned to HIBC as card was destroyed by Service BC Agent.	False	False	False	False	Health	Health
2020-000398	25-Feb-20	A referral document was faxed to an incorrect service provider in error. The personal information involved includes the client's name, date of birth, address, phone number and a child's name, date of birth and reasons for requesting the service. The service provider immediately contacted the sender to notify that the error occurred.	False	False	False	False	Social	Children and Family Development



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001893	13-Sep-19	An alert was added to a ministry client's contact screen that listed the names of people he had (allegedly) victimized in the past. The alert contained the full name and age of two children and outlined allegations that the client was implicated in several other sexual assaults and not charged. A review of the information provided in the alert will be conducted to determine if the alert should be amended.	False	False	False	False	Social	Children and Family Development
2020-000200	29-Jan-20	On January 16, 2020, a 202-page disclosure package was provided to an applicant prior to the owner ministry providing sign-off. Upon review, it was determined that the package did not contain any personal or sensitive information, and as such no privacy or information incident has occurred.	False	False	False	False	Service	Citizens' Services
2019-001613	7-Aug-19	On s.22 an employee resigned from government. While in the process of submitting a request to decommission the employee's IDIR and access, it was discovered that the employee had left an out of office message indicating that information could be forwarded to their personal email address. In the employee's role with government, s.22 s.22 At this time, it is unknown if the employee received any emails to their mailbox since their departure or if any information has been sent to their personal email address.	False	False	False	False	Health	Health
2019-002528	4-Dec-19	As reported on December 4, 2019, Employee A was issued a new IDIR and it was discovered that they could see the personal information of Employee B via PeopleSoft. The personal information involved includes Employee B's name, employee number, learning centre courses and time and leave information. Employee A's account has been corrected; Employee A can no longer view Employee B's information. As such, containment has been achieved.	False	False	False	False	Economic	Jobs, Trade and Technology

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001579	1-Aug-19	Review of Email Gateway logs A former employee sent confidential information to their personal email account without authorization. The information involved included business sensitive reports and personal information, such as staff performance reviews.	False	False	False	False	Financial	Finance
2019-001594	2-Aug-19	A former government employee is alleging that a current Director of Operations accessed their employee record and other records without authorization.	False	False	False	False	Social	Children and Family Development
2020-000509	10-Mar-20	As reported, an envelope containing personal information belonging to 28 individuals was received by the reporter in error. Personal information disclosed includes information regarding WCB claims. A courier will be sent to collect the information.	False	False	False	False	Service	BC Public Service Agency
2019-001956	23-Sep-19	As reported on September 23, 2019, Employee A's information was profiled to Employee B's account in error. This resulted in Employee B receiving an email containing Employee A's information. The personal information disclosed includes Employee A's first and last name, date of birth, policy number, and gender. Employee A's information has since been removed from Employee B's account.	False	False	False	False	Service	BC Public Service Agency
2019-002367	13-Nov-19	11-57: As reported, a caller advised HIBC that they received a letter addressed to another client. The caller confirmed the letter was not opened by caller and will be returned. The personal information involved includes a client's first and last name and MSP account number. It was determined the client address was incorrectly entered on RAPID and has since been corrected. The caller was instructed to return the letter; however, HIBC has not received the letter to date. Due to the passage of time, containment is unlikely to be successful.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001491	23-Jul-19	A complainant alleges that a Ministry of Children and Family Development staff disclosed their confidential medical information to the RCMP without authorization.	False	False	False	False	Social	Children and Family Development
2019-001677	15-Aug-19	As reported on August 15, 2019, a Ministry employee discovered that Client A's direct deposit form had been profiled to Client B's account in error. The personal information involved includes Client A's first and last name, address, and banking information. Confirmation has been received that Client A's information has been removed from Client B's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001578	1-Aug-19	A contractor has been experiencing an issue where their mainframe has been sending some e-mails, but has also not been sending others. This situation appears to have been misdirected to the Privacy, Compliance and Training Branch (PCTB) when Informational Technology (IT) support was intended to be contacted.	False	False	False	False	Health	Health
2019-002186	23-Oct-19	A document was profiled to two clients' files in error. The document was provided by and profiled to Clients A's and D's files, but it contained the personal information of Clients B and C. All four clients previously lived together and the document was provided by their landlord. The personal information involved included: Client B's and Client C's first and last names, address, a landlord's first and last name and details regarding a right of possession to vacate the property.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002136	15-Oct-19	A Briefing Note was included in a calendar invite that was sent to an external recipient. The note was informational and contained an overview of the meeting, the external recipient's biography (which was found online), and a background of government's investment.	False	False	False	False	Service	Office of the Premier

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000146	22-Jan-20	Client A's consent form has been invalid since May 2017. It is unknown if personal information has been disclosed during the time of invalid consent. Containment efforts are underway; specifically, account notes have been created to indicate invalid consent, a ticket will be placed to remove the invalid consent on file and the client has been asked to provide valid consent.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001795	29-Aug-19	Child and Youth Mental Health files from 2000-2003 were located in a Ministry office shredding bin. It is believed that they may have been insecurely stored prior to being placed in the shredding bin. The personal information involved may include: the first and last names of the children and youth involved, the first and last names of the parents and/or legal guardians, details about their involvement with the Ministry, and mental health information.	False	False	False	False	Social	Children and Family Development
2020-000458	3-Mar-20	As reported on March 3, 2020, Employee A sent text messages to Employee B regarding an audit case from their personal cell phone as they are currently out-of-country. The information disclosed includes the company's name, and information regarding their audit assessment. Confirmation has been received that the text messages have been deleted by Employee A and B. Containment has been achieved.	False	False	False	False	Financial	Finance
2019-001791	28-Aug-19	As reported on August 28, 2019, it was discovered that a Ministry audit report was published online with identifying information for Client's A,B,C, and D in error. Through the mosaic effect and with specialized knowledge an individual may be able to identify Client's A, B, C, and D through their designation at school. An investigation is underway.	False	False	False	False	Education	Education

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001887	12-Sep-19	Client A received a Revenue Services of British Columbia (RSBC) invoice intended for Client B. HIBC is currently investigating the account.	False	False	False	False	Health	Health
2019-002572	9-Dec-19	As reported, a consent form was provided to Client A; however, it contained the first and last name of Client B. Client A returned the consent form to the Ministry. Containment was achieved.	False	False	False	False	Social	Children and Family Development
2019-002643	16-Dec-19	12-80: Please be advised that a caller opened and read mail (NP BCSC) intended for an unknown individual with the same surname. The mail will not be returned to a supervisor by the caller (caller refuses - she will cut up the card). The invalid address process has been followed.	False	False	False	False	Health	Health
2019-001565	31-Jul-19	07-159: HIBC sent out a letter that only included the first initial and last name on it and the wrong client from the same household completed the form. The clients are twins and HIBC received the wrong twin's information for Premium Assistance and applied it to the wrong account. The personal information disclosed included both clients' Social Insurance Numbers and Personal Health Numbers.	False	False	False	False	Health	Health
2020-000508	10-Mar-20	It was discovered that Client A's paystub was attached to Client B's monthly report in ICM. Personal information disclosed includes Client A's name and employment and income information. The document was unprofiled from Client B's file and re-profiled to Client A's file in ICM. As such, containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000647	27-Mar-20	Employee A sent an email containing personal information via a non-government email to Employee B. The email contained a report that included a client's name, address, personal history, criminal history and sentencing options. As per the appropriate use policy, in extenuating circumstances, employees may use their personal email or other non-government email as long as certain conditions are met. The IU has reviewed the appropriate use policy and determined the employee has met the required conditions.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002362	13-Nov-19	As reported on November 13, 2019, a family service file could not be located. The personal information involved included a client's and spouse's first and last name, medical records and history with the Ministry. The package was located at its offsite storage facility. As such, containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-001807	30-Aug-19	As reported, a Ministry employee disclosed Client A's personal information to a social worker; however, it was determined the consent on file was invalid due to signing as a witness. The personal information disclosed includes Client A's bus pass and transportation supplement information. Given that disclosure was made verbally, containment was limited.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002049	3-Oct-19	As reported on October 3, 2019, during a call with a client's advocate, a Ministry employee noticed there was invalid consent on the client file. It has been determined that the consent form was not completed properly. The personal information disclosed includes information regarding the client's involvement with the Ministry. As the disclosure was made verbally, containment activities were limited.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002660	18-Dec-19	As reported, Client A and Client B's decision notice was emailed to an incorrect party. The personal information involved included: Client A and Client B's full names, the dispute address and outcome. Containment activities were successful; specifically, the incorrect party has double-deleted the email. As such, containment has been achieved.	False	False	False	False	Economic	Municipal Affairs and Housing

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001884	11-Sep-19	On September 10, 2019, a face sheet was lost by a Ministry Employee. The face sheet was not believed to have been stolen by an inmate as footage showed the Employee entering an area with the sheet before exiting without it. The personal information contained on the face sheet included the full names, CS numbers (correctional numbers), dates of birth, and pictures of all 26 inmates currently in that unit.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000560	16-Mar-20	Employee A sent an email regarding Client A to four recipients. It was confirmed two of the recipients were required to receive the email however, upon review, it was determined two recipients should not have received the email. The personal information disclosed included Client A's name and specific details regarding disciplinary actions. The two unintended recipients are trusted third parties who are involved with Client A's file and will likely become aware of the information contained in the email however, they were not required to have the information at the time the email was sent.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002156	17-Oct-19	It was reported by a Third Party that one of their employees (Employee A) had sent an email containing personal information about an inmate to two personal email addresses. The personal information involved includes: one inmate's CS number, an officer's name, and a description of the incident involved. The Ministry's Privacy Officer confirmed that an Information Sharing Agreement (ISA) is in place between BC Corrections and the Third Party. As the breach originated from the Third Party, and PCT has confirmed that they have opened a file to investigate it, PCT is closing the file and the Third Party will address further actions as required for this privacy incident.	False	False	False	False	Not a Ministry	Broader Public Sector
2019-002600	11-Dec-19	A government-issued workstation cannot be located. It is likely that the workstation was secure when misplaced, and encryption and last access date/time has yet to be confirmed.	False	False	False	False	Transportation	Transportation and Infrastructure

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000098	15-Jan-20	A practicum student disclosed they accessed their own ministry record. The student's practicum has been terminated and their access has been revoked. However, an investigation is needed to determine the extent of the personal information that was viewed.	False	False	False	False	Social	Children and Family Development
2020-000177	24-Jan-20	As reported on January 24, 2020, a records package intended for Employee A was emailed to Employee B in error and cc'd to three intended recipients. Information disclosed included: a Third Party's business records, information about ongoing investigations, and financial information. It has been confirmed that Employee B and the three intended recipients have double-deleted the email. As such, containment has been achieved.	False	False	False	False	Justice	Attorney General
2019-001862	9-Sep-19	As reported, an email intended for an employee was sent to First Nations Band A in error. The confidential information disclosed in the email includes details regarding land authorization with First Nations Band B. The unintended recipient confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-001434	16-Jul-19	A government issued cellphone was lost over the weekend. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was stolen. A remote wipe of the phone has been initiated.	False	False	False	False	Natural Resources	Energy, Mines and Petroleum Resources
2019-002340	8-Nov-19	As reported, Employee A attempted to print out a document from a multi-function device (a printer) using her FOB, and another employee's (Employee B's) personal document printed instead. The same issue has occurred three times with different employees. The personal information involved includes: Employee B's full name and SIN number, her two children's names and SIN numbers, and her property value and property tax information. Containment efforts are currently underway; specifically, both documents have been provided back to Employee B. An email was sent to the team requesting that if this document prints again, that it be immediately shredded and not read.	False	False	False	False	Social	Children and Family Development



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002553	5-Dec-19	As reported on December 5, 2019, Employee A discussed personal information pertaining to Employee B with several other employees. The personal information disclosed included: Employee B's name and state of their mental health. As the disclosure was verbal, containment activities were limited. Employees who discussed Employee B's personal information were advised to discontinue further discussions pertaining to the incident.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-002612	12-Dec-19	As reported, an electronic deposit form was faxed to an unintended recipient in error. The personal information involved includes a client's name, address, phone number, SR number and file number. The unintended recipient confirmed the document was destroyed in a timely manner. As such, containment was achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002277	1-Nov-19	A shared drive containing personal information of government employees was accessible by eight different business lines who had access to that server. These different business lines were not authorized to see this information. The personal information involved included: full names, addresses, personal mobile phone numbers, serial numbers for mobile phones, alternate contact information, and personal vehicle information for multiple employees.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-000151	22-Jan-20	Client A came in to pick up his government issued cheque and was given Client B's (a family member's) cheque in error. Client A immediately advised the Employee of the error, handed back the cheque, and was provided with the correct one. Client A stated he would let Client B know she has a cheque waiting to be picked up at the Ministry. The personal information disclosed included Client B's full name, mailing address, and possibly her cheque amount.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001758	26-Aug-19	A government- issued cellphone and security pass were lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost.	False	False	False	False	Financial	Finance
2019-002163	18-Oct-19	As reported, an email intended for a client included an additional notice of hearing attached in error. The personal information involved includes a client and landlords first and last name, address, phone number, email address and a description of a dispute. The unintended recipient proactively notified the Ministry of the error. The unintended recipient confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Economic	Municipal Affairs and Housing
2020-000680	6-Apr-20	04-05: A caller reported receiving a RSBC invoice to her home and had not yet applied for MSP, the invoice is for another client with the same name. A wrong select was done by the Document Processing agent when processing an application for another applicant [other than the person breached] who has same PI.	False	False	False	False	Health	Health
2019-001971	24-Sep-19	As reported on September 24, 2019, a Ministry employee sent an email with an encrypted attachment containing clients information to an intended recipient. This was done without the proper authorization by the Ministry. The personal information disclosed in the email includes the clients first and last names, social insurance numbers, and dates of birth. Confirmation has been received that the intended recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2020-000333	14-Feb-20	As reported, an email containing Taxpayer A's information was inadvertently sent to Taxpayer B. The body of the email contained Taxpayer A's name. The email was updated and a second email was sent to Taxpayer B, however, it was discovered the attachment contained Taxpayer A's name, address and indicated an error in their audit.	False	False	False	False	Financial	Finance

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001972	24-Sep-19	As reported, a government-issued laptop cannot be located. It is unknown if the laptop was secure when it was misplaced, and encryption and last access date and time has yet to be confirmed.	False	False	False	False	Financial	Finance
2019-002443	22-Nov-19	Double report, x-ref. 2019-2440. A fax containing a youth client's personal information was sent to the BC Government's payroll operations in error. The personal information involved includes: the youth's full name, mental health evaluation, and potentially any recommendations made by their mental health clinician. Containment efforts are underway; specifically, payroll operations will confirm deletion of the misdirected fax.	False	False	False	False	Service	BC Public Service Agency
2019-001420	15-Jul-19	A contractor employee intended that their e-mail correspondence remain internal to their external organization, but inadvertently sent a Ministry employee the hardship appeal letters for seven clients. The personal information of the clients included their names, addresses, internal account numbers, and having each applied for a hardship exemption.	False	False	False	False	Health	Health
2019-002661	18-Dec-19	Service Provider A's electronic information was accessed by a malicious third party who has encrypted basic document files such as Word, PDF, Excel using a ransomware program. The documents are not believed to contain personal information. Containment efforts are underway; specifically, Service Provider A's technical team is working on remediating the incident.	False	False	False	False	Education	Advanced Education, Skills and Training
2019-002268	1-Nov-19	On September 25, 2019, a client's credit card was scanned and erroneously coded as identification, thereby making the information viewable to other ministries. The personal information includes the client's name, credit card information, and signature. Containment efforts are underway; specifically, a remedy ticket has been submitted to have the credit card removed as identification.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001958	23-Sep-19	As reported, a client's family member attended a local office to drop off a direct deposit form they had signed on behalf of the client. It was determined the family member does not have consent on file. The direct deposit form was successfully removed from the client file. Containment was achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001554	30-Jul-19	A Ministry Employee sent an email containing Client A's information to an unintended recipient in error. The unintended recipient was a Ministry boardroom. The personal information disclosed in the email included Client A's first and last name, telephone number, and personal health number. The owner of the boardroom email has confirmed double-deletion and that the email was unread prior to deletion. Containment efforts were completed.	False	False	False	False	Health	Health
2019-002028	1-Oct-19	10-01: A GA entered a wrong personal health number in MSP direct and added an unknown person as an employee. The unknown person has been removed. The personal information was viewed by the GA.	False	False	False	False	Health	Health
2019-001410	12-Jul-19	An incident was reported where a client's banking information was added to the incorrect account. This may have resulted in funds being deposited into the wrong account. Efforts are underway to resolve the account error and recover the funds if required. The information affected include the clients baking information (account number, transit number, branch number etc.).	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002488	27-Nov-19	11-132: Client A received a Non-Photo BC Services Card (BCSC) with Client B's date of birth and last name. Upon review, it was determined Client B's inactive account was updated with Client A's information and mailed a BCSC.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001567	31-Jul-19	BC Corrections records for Client A were sent by a law firm to the Ministry via Dropbox. It was discovered that a letter was erroneously included with these records that referred to Clients B and C. The letter was further disseminated amongst Ministry staff to determine if it was related to their files. The only personal information contained in the letter included the first and last names of Clients B and C. It was subsequently determined that a third-party, BC Mental Health and Substance Use Services (BCMHSUS), was responsible for this error.	False	False	False	False	Justice	Attorney General
2020-000472	5-Mar-20	A Freedom of Information (FOI) records package was mailed to Information Access Operations so that they could review and redact as required, prior to sending it out to the applicant. It was discovered that the Ministry included 9 pages of documents that were unrelated to the original FOI request. The personal information involved included an unrelated client's full name, medical history, and interim care plan with the Ministry.	False	False	False	False	Social	Children and Family Development
2019-002431	21-Nov-19	As reported, an email containing a psychiatric assessment was sent to an unintended recipient in error. The personal information involved includes two parents' names, a youth's name and psychiatric information about the family. Although multiple attempts have been made to contain the email, the unintended recipient has not responded confirming double deletion.	True	False	True	False	Social	Children and Family Development
2019-001488	23-Jul-19	It was discovered on July 22, 2019, that court documents containing sensitive information regarding a client were faxed by the Ministry to a third party. The employee also works for the third party. The fax was sent to the correct recipient, however, the fax machine is public, and the information could have been accessed by an unintended recipient.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002183	22-Oct-19	A government issued cell phone cannot be located. The device was locked with a dead battery, password protected with a password that is not easily guessable, and the password was not written on or near the device. A remote wipe of the phone will be initiated through 7-7000 Option 4.	False	False	False	False	Justice	Attorney General
2020-000476	5-Mar-20	As reported, a government issued laptop was discovered to be missing in January 2020. It was previously disabled on December 14, 2019, and has not been located since. No personal or sensitive information was stored on the laptop. The laptop has not been recovered. However, confirmation has been received that the laptop was encrypted. As such, further containment measures are not warranted.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000010	3-Jan-20	Client A's worker contacted the Ministry regarding Client A, who was recently released from jail. During this conversation, the Ministry Employee noted that information about Client A was put on Client A's father's (Client B's) file in error. Client A and Client B share similar names. The personal information profiled incorrectly included: the city where Client A now resides, his previous incarceration period, and the fact that there was a potential overpayment on his account. It is unknown whether personal information of Client A was provided to Client B in error during subsequent phone conversations with the Ministry.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002439	21-Nov-19	A Complainant alleged that personal information about their file was disclosed by a Ministry Employee without authorization during a social event with the Complainant's family members and the Ministry Employee. Containment efforts need to be addressed.	False	False	False	False	Social	Children and Family Development
2020-000064	10-Jan-20	A government issued phone was taken outside of Canada during a personal trip. It was confirmed the employee's government email was not accessed, the phone remained in the employee's possession the entire duration of the trip and the device is now back in Canada. There is no evidence to suggest the phone was accessed by an outside organization during the trip.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000611	24-Mar-20	A Ministry laptop was reported missing, likely stolen. There was no evidence of a break-in. The laptop was powered off at the time it went missing, and it was password protected and secure. Only one of two drives were encrypted, but the asset had just been refreshed and it was confirmed that no one had logged onto it. It is not believed that any personal or sensitive information was stored on it.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-000682	6-Apr-20	04-10: It was discovered Client A's file was updated with Client B's address in error. It was confirmed no correspondence was sent to the incorrect address. The error occurred due to a wrong select as Client A and Client B share the same name and date of birth.	False	False	False	False	Health	Health
2019-002518	2-Dec-19	12-05: As a result of Health Insurance BC's ongoing employee privacy audit program, they have identified an employee who accessed the accounts of 3 individuals without operational need. Containment measures have been completed and notification of the impacted individuals will follow shortly.	True	False	False	True	Health	Health
2019-002036	1-Oct-19	As reported on October 1, 2019, a Record of Employment intended for Employee A and Company A (both external to government), was emailed to Employee B and Company B, and a hard copy was also mailed to Company B, in error. The personal information involved includes: Employee A's full name, and the name of Company A. Confirmation has been received that Company B has double-deleted the email and they have destroyed the hard copy they received in error. However, although numerous attempts were made, the Ministry employee was unable to confirm double-deletion of the email by Employee B. Containment was not fully achieved.	False	False	False	False	Economic	Labour

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000676	6-Apr-20	As reported, Client A had requested a copy of their birth certificate but erroneously received Client B's original marriage certificate by mail instead. Personal information disclosed includes Client B's full name, place of birth, date of birth, date of marriage and place of marriage for both parties. The marriage certificate was proactively returned to Service BC by Client A. As such containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000593	19-Mar-20	As reported, an criminal record check was sent to a third party organization in error. The personal information disclosed includes the individual's full name, year of birth and criminal record clearance results. It was determined the error likely occurred due to a system error.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002474	26-Nov-19	As reported, an email intended for Employee A was inadvertently sent to Employee B. The personal information involved includes Inmate A and Inmate B's names and health related information. Employee B notified the sender of the error and confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002407	19-Nov-19	As reported, the Complainant alleged that a Ministry Social Worker inappropriately disclosed their personal information and the personal information of their (relative who was under the age of 12) to a doctor, which resulted in the doctor not providing care to the child. The personal information allegedly disclosed included details about the child's home environment while under the care of the Complainant, as well as the Social Worker's opinion that any psychiatric concerns were the result of the child's home environment and not the result of an underlying mental health issue.	False	False	False	False	Social	Children and Family Development
2020-000158	23-Jan-20	An asset that was a part of the Refresh can no longer be located, despite attempts from NCCS and Device Services.	False	False	False	False	Service	Citizens' Services



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002256	31-Oct-19	As reported on October 31, 2019, a Ministry employee profiled Client A's information to Client B's account in error. A cheque intended for Client A was then provided to Client B. The personal information involved includes Client A's first and last name, social insurance number, and cheque amount. Confirmation has been received that Client A's information has been removed from Client B's account and the cheque has since been returned to the custody of the Ministry, and cancelled. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000251	4-Feb-20	As reported on February 4, 2020, Client A's address was added to Client B's account in error. The personal information disclosed included Client A's address. Client B's account has been corrected. As such, containment has been achieved.	False	False	False	False	Health	Health
2019-002446	22-Nov-19	11-96: medical files were stolen from a doctor's vehicle. The caller is one of the impacted individuals. Further investigation is required.	False	False	False	False	Health	Health
2019-002668	18-Dec-19	As reported on December 18, 2019, the Complainant (a government employee) alleged that a MyHR ticket they had submitted was misinterpreted and partially disclosed to their supervisor without authorization. The MyHR ticket sought information on the process for filing a counter-complaint, as there is an ongoing investigation against this particular Complainant. The personal information disclosed to the supervisor included the fact that the Complainant wished to lodge a counter-complaint against unnamed employees relating to workplace conflict.	False	False	False	False	Service	BC Public Service Agency

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002052	3-Oct-19	As reported on October 3, 2019, Client A called into a Ministry office requesting Client B's file. Client B is the child of Client A. The Ministry office then provided Client A with Client C's file. Client C is also the child of Client A. Client A is concerned that the Ministry has lost Client B's file. Confirmation has been received that the Ministry has found Client B's file and have since provided it to Client A. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002648	17-Dec-19	As reported, the Complainant alleged that the ministry had used information from their file without authorization to track the Complainant in their personal life. The Complainant alleged that the Ministry, in tandem with family members and utility and phone providers, used surveillance measures to track the Complainant via their phone, email, and computer, as well as through surveillance technology placed in their home without their knowledge.	False	False	False	False	Social	Children and Family Development
2020-000292	10-Feb-20	Client A's name was incorrectly added to the notes field in Client B's file. Personal information disclosed included Client A's full name. Containment efforts are underway; specifically, the removal of Client A's name from Client B's file will be requested.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001524	25-Jul-19	As reported, it has been discovered that a laptop is missing. It was initially believed that the laptop had not been accessed in a significant amount of time, but upon consulting with Security Investigations, it has been determined that the device was last accessed by an Employee on July 22, 2019. This Employee was previously approached regarding returning the laptop, to which they denied any knowledge of it's whereabouts. Confirmation has been received that the laptop has been found and the Employee has returned it to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000562	16-Mar-20	As reported on March 16, 2020, Employee A emailed information regarding Client A to one correct recipient and one incorrect recipient. The personal information involved includes: Client A's initials and a general description of their daily activities. It was confirmed by both recipients that the emails have been double-deleted. As such, containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-001490	23-Jul-19	As reported, a physician from another province has received numerous patient documents from Interior Health Authority in error. The documents appear to be intended for a physician with Interior Health that shares the same last name as the recipient. The personal information contained on the documents is extensive and includes information such as the patient's name, date of birth, personal health number, diagnosis, description of treatment, and more. These incident have been reported to Interior Health on three occasions but the issue persists.	False	False	False	False	Not a Ministry	Broader Public Sector
2019-002402	19-Nov-19	As reported, two government-issued laptops cannot be located. It is unknown if the laptops were secure when last used, and encryption and last access date and time has yet to be confirmed. OCIO Security confirmed one of the laptops is currently in use and encryption of the second laptop could not be confirmed. Upon review, it was determined that the laptop was likely password protected with a secure password that would not be easily guessable and there was likely no personal or confidential information stored on the device.	False	False	False	False	Transportation	Transportation and Infrastructure
2020-000142	21-Jan-20	As reported on January 21, 2020, shelter documents for Client A were profiled to Client B's account in error. Client A and Client B share the same name; during a phone conversation, Client B's home address and landlord information was disclosed to Client A by the Ministry. As the information disclosed over the phone was verbal, containment measures were limited. The appropriate system corrections have been made and the accounts have been corrected. As such, containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002404	19-Nov-19	A client's relative contacted the ministry requesting information about the client's file; however, the relative does not have valid consent on file as the consent form had expired. . Upon review of the client file, it was determined that requests were actioned on the client file without valid consent.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002165	18-Oct-19	Double report of 2019-2163. As reported, an email intended for a client included an additional notice of hearing attached in error. The personal information involved includes a client and landlords first and last name, address, phone number, email address and a description of a dispute. The unintended recipient proactively notified the Ministry of the error.	False	False	False	False	Economic	Municipal Affairs and Housing
2019-002058	3-Oct-19	As reported on October 3, 2019, Organization A called into the Ministry to report a potential concern regarding Caregiver A. This concern was then passed on to the appropriate Ministry office. A Ministry Employee then disclosed to Caregiver A that a concern had been reported by Organization A which they were not privy to. As the disclosure was made verbally, containment activities were limited.	False	False	False	False	Social	Children and Family Development
2019-002074	7-Oct-19	As reported on October 7, 2019, an email was sent to 12 candidates of an internal job competition with an incorrect employee listed as a contact for feedback. The personal information disclosed includes the incorrect employee's email address that contains their first and last name. Confirmation has been received that the program area has sent a revised email to the 12 candidates with the correct employee's contact information for feedback. Thus, mitigating the risk that a candidate would contact the incorrect employee for feedback. As the original email sent only contained business contact information, no privacy breach has occurred.	False	False	False	False	Service	BC Public Service Agency

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002426	20-Nov-19	As reported, a client's income assistance cheque was mailed to their previous address in error. Personal information disclosed includes the client's first and last name, GA number, former address, amount of income assistance, and indicates they are a client of the Ministry. The client was informally advised of the error and the client expressed that they did not want the previous landlord to be contacted to contain the cheque, as such no containment measures have been attempted.	True	False	False	True	Social	Social Development and Poverty Reduction
2020-000033	7-Jan-20	A fax intended for Doctor A was sent to Doctor B's office in error. The personal information involved included a patient's full name, date of birth, and a list of medications.	False	False	False	False	Health	Health
2019-001601	6-Aug-19	A Ministry employee mistakenly e-mailed 51 invitees to a training course for caregivers having used the 'Cc' rather than the 'Bcc' function. The invitees' personal information disclosed included some of their first and last names, which could be discerned from their e-mail addresses, and having been invited to a caregiver related training course. These invitees will be requested to double delete the erroneously sent e-mail and to provide confirmation of having done so.	False	False	False	False	Social	Children and Family Development
2019-002468	26-Nov-19	Client A submitted a document that was profiled to their client file containing the social insurance number (SIN) of Client B. The document will be removed to ensure the incorrect SIN provided in error will not cause harms to accrue to Client B.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002503	28-Nov-19	As reported on November 28, 2019, Employee A sent an email regarding Client A to Client B and a third party in error. Personal information disclosed included: Client A's first and last name, references to invoices and information pertaining to an appeals case. Containment activities were attempted; specifically, it was confirmed by Client B that the email was double-deleted. The third party was requested to confirm double-deletion of the misdirected email. However, to date they have not responded. The program area will continue to track a confirmation of double-deletion.	False	False	False	False	Financial	Finance
2019-002283	4-Nov-19	11-12: As reported, a Non-Photo BC Services Card (BCSC) was returned to HIBC opened and marked "not at this address". The personal information disclosed includes the client's first and last name, address, date of birth, gender and personal health number. The address has been invalidated in RAPID and the card has been marked undelivered. The unintended recipient returned the BCSC received in error. Containment was achieved.	False	False	False	False	Health	Health
2019-002401	19-Nov-19	While in a social situation, a ministry employee provided unsolicited client information to a person believed to be the reporter of a child protection concern. The personal information included details relating to the child's disclosure and the ministry's safety plan.	False	False	False	False	Social	Children and Family Development
2019-002131	15-Oct-19	10-46 A client received an incorrect PHN during a visit to a courthouse.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001725	21-Aug-19	As reported, a Ministry employee was tasked with removing notes relating to Client A from Client B's file from a government database.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002014	30-Sep-19	09-123: A BC Services Card was returned to HIBC opened and marked "No such address". The personal information involved includes a client's first and last name, address, date of birth, gender and personal health number. The card was marked as undelivered and the address was not invalidated in RAPID as the client was not the account holder.	False	False	False	False	Health	Health
2020-000027	7-Jan-20	An unsigned and unwitnessed consent form was added to Client A's account, and information was provided to Individual A (Client A's sibling) without valid consent in place. The personal information involved included: Client A's full name, details about a moving supplement request, and the fact that the request was denied and why.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001963	23-Sep-19	09-103: Please be advised that a BC Service card was found. The caller will submit the wallet with the card enclosed to the police.	False	False	False	False	Health	Health
2019-002020	30-Sep-19	It was discovered a note was added to Client A's file indicating their children could not be added to the file due to being on Client B's file. Containment is underway; specifically, the note will be removed from Client A's file.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001456	18-Jul-19	On July 17, 2019, an employee had submitted a request to a government helpdesk to set up a employer supplier number for a client. The employee received an email response back from the helpdesk asking for confirmation of the client's address, which was included in the response. The client's address was not included on the initial submission of the form as it was not information that the employee was privy to and as such, the helpdesk should not have provided that information back to the employee.	False	False	False	False	Financial	Finance
2020-000587	19-Mar-20	03-41A non-photo BCSC was returned to HIBC opened and marked "return to sender". The card contained the clients name, address, gender, DOB, and PHN. The address was invalidated in RAPID and the card marked as undelivered.	False	False	False	False	Health	Health
2019-001675	15-Aug-19	Client A attended a Ministry office to renew their driver's license. It was believed that the Ministry Employee (Employee A) assisting Client A inadvertently provided Client B with Client A's driver's license in error. The personal information contained on the license included Client A's first and last name, address, date of birth, and driver's license number.	False	False	False	False	Service	Citizens' Services
2019-002067	4-Oct-19	As reported, a Ministry employee suspected suspicious activity on their government computer and email account. However, upon further investigation, it has been determined that there was no suspicious activity found on the computer.	False	False	False	False	Education	Advanced Education, Skills and Training
2020-000268	6-Feb-20	02-39: As reported on February 6, 2020, a caller received a fax containing a client's information in error. The personal information disclosed included: the client's name, personal health number, date of birth and address. The caller has destroyed the fax. As such, containment has been achieved.	False	False	False	False	Health	Health



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001603	6-Aug-19	As reported, a Ministry employee has been searching for a missing Family Service file since June 2019 that involves 5 family members. The file was recorded as having been off-sited with Iron Mountain, but could not be recalled from them after multiple attempts. Due to these failed attempts Iron Mountain returned the box that the file should have been within to the Ministry. However, despite Iron Mountain's records indicating that the file had never been removed from this box, it was still not present. The personal information of the 5 family members affected by the lost file include their names, birth dates, and the type of help the family had sought from the Ministry. All attempts to locate the file were unsuccessful and no other apparent search options remain at this time. As such, no further containment activities are recommended.	False	False	False	False	Social	Children and Family Development
2020-000035	7-Jan-20	As reported, a government issued cellphone was lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone will be initiated through a call to 7-7000 Option 4.	False	False	False	False	Not a Ministry	Other
2020-000620	25-Mar-20	As reported on March 25, 2020, a Ministry employee sent multiple emails intended for Client A to an unintended recipient in error. The personal information contained in the email includes an inmates name, their court dates, and bail order information. Confirmation has been received that the unintended recipient has double-deleted all emails they received in error. Containment has been achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000104	16-Jan-20	It was discovered a government employee provided statistical information regarding oil and gas wells to media without approval. It is unknown if further information has been disclosed and as such, an investigation is underway.	False	False	False	False	Natural Resources	Energy, Mines and Petroleum Resources

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002625	13-Dec-19	A fax intended for a doctor's office was sent to a lawyer's office in error. The doctor's and lawyer's fax numbers are very similar. The personal information included in the fax was a patient's full name, personal health number, date of birth, and medication.	False	False	False	False	Health	Health
2020-000409	26-Feb-20	A reported, Employee A sent out an email intended for his local office to all Ministry of Children and Family Development (MCFD) supervisors and a few non-supervisors/other Ministry employees, in error. The email was sent out to approximately 997 government employees. The personal information involved included a youth's first initials and last name, the fact that they were refusing court, and implies that they were charged with a crime.	False	False	False	False	Social	Children and Family Development
2019-002321	6-Nov-19	A document containing personal information was faxed to a third party business in error. The personal information contained in the document included: an applicant's first and last name, home address, and phone number.	False	False	False	False	Service	Citizens' Services
2019-001432	16-Jul-19	As reported on July 16, 2019, a Ministry employee profiled Client A's information to Client B's account in error. The personal information involved includes Client A's name, and employment insurance information. Confirmation has been received that Client A's information has been unprofiled from Client B's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001657	13-Aug-19	As reported on August 13, 2019, a Ministry employee sent an email containing Employee A's information to an unintended recipient in error. The personal information disclosed includes Employee A's first and last name, and indicates they will be on leave for six months. Although numerous attempts have been made, the Ministry employee has been unable to confirm containment of the information from the unintended recipient. There is a low risk of harm due to the passage of time and the low sensitivity of the information disclosed.	False	False	False	False	Justice	Attorney General
2019-001860	9-Sep-19	A Complainant alleges that his personal information was shared with his ex-partner by a Ministry Employee without authorization. The Complainant also alleges that his case information is being added onto his ex-partner's case by the Ministry. The personal information disclosed includes the fact that the Complainant was not engaging in Ministry services. Containment measures are currently underway, and the Employee will be asked not to share further information with the ex-partner until proper consent has been established.	False	False	False	False	Social	Children and Family Development
2019-001534	29-Jul-19	07-144: An HIBC customer service representative (CSR) discovered two students with the same information whose accounts had been interchanged by their Group Administrator (GA). The GA through Medical Services Plan (MSP) Direct selected an incorrect beneficiary and updated their temporary account. The wrong beneficiary then called HIBC and another CSR changed their name and date of birth (DOB) on the account. As a result, a non-photo BC Services Card (BCSC) was sent to the wrong student. The personal information of the affected student that was disclosed included their name, DOB, and Personal Health Number (PHN) on their non-photo BCSC.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001924	18-Sep-19	On September 12, 2019, a contracted Employee was observed potentially taking a video of a youth at a care facility. The Employee was confronted at the time and they denied taking a video; however, they were observed potentially attempting to take a video of the youth a second time before being asked to leave. The personal information involved may have included a video of the youth and the staff who were attending to the youth.	False	False	False	False	Social	Children and Family Development
2019-002629	13-Dec-19	A Ministry employee received an email from an external sender containing a citizen's information in error. The personal information disclosed includes the citizen's full name, date of birth, address, and driver's license number.	False	False	False	False	Service	Citizens' Services
2020-000349	18-Feb-20	A government building was broken into and a laptop and brown envelope were stolen. It is confirmed the laptop was powered off and no passwords or credentials were written on the device at the time it was stolen. Encryption and last access date and time has yet to be confirmed. It is unknown what information was contained in the brown envelope and further follow up is underway.	True	False	False	True	Justice	Attorney General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002701	23-Dec-19	During a meeting, a youth disclosed that their youth worker from a contracted agency had sent a group text to multiple youths indicating that they would no longer be their worker. The message could potentially identify each recipient as a youth in care. Further investigation is underway to determine the scope of the incident.	False	False	False	False	Social	Children and Family Development
2019-002289	4-Nov-19	As reported on November 4, 2019, Client A's service requests were incorrectly profiled to Client B's account on October 31, 2019. Client B was also incorrectly issued Client A's assistance cheques. The personal information involved includes: Client A's first and last name and information regarding the ministry services they requested. Client A's information has been removed from Client B's account. The cheques were never picked up or cashed and have since been cancelled. As such, containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002536	4-Dec-19	A letter intended for Student A was inadvertently mailed to Student B. The personal information included Student A's full name, mailing address, school, amount of funding, application number, and MSFSA agreement error. It appears the error occurred due to a double stuffed envelope. Containment is underway; specifically, Student B will be asked to provide confirmation that Student A's letter has been destroyed.	False	False	False	False	Service	Citizens' Services
2019-002235	29-Oct-19	An email containing an inmate's information was sent to an unintended recipient. The personal information includes the inmate's name and CS number. The unintended recipient shares the same last name with the intended recipient, and both are internal to government. Containment efforts are underway; specifically, the unintended recipient has been asked to provide confirmation of double-deletion.	False	False	False	False	Justice	Public Safety and Solicitor General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000524	11-Mar-20	It was discovered that a Ministry building had been broken into and multiple assets (3 computers, 25 cell phones, and 1 ipad) were stolen. It was confirmed that the computers had recently been reimaged, the phones were wiped, and the iPad was believed to be no longer in use and not connected to the internet. There was no personal or sensitive information stored on any of the assets.	False	False	False	False	Service	BC Public Service Agency
2019-002103	10-Oct-19	On October 9, 2019, it was discovered that Client A's GA number had been added to Client B's file in error. Containment efforts are underway; specifically, a remedy ticket will need to be submitted to have Client A's GA number removed.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000069	10-Jan-20	A letter intended for Client A was included in a package that was mailed to Client B in error. The personal information includes Client A's name, address, dates of service, and name of grandchild. Containment efforts are underway; specifically, Client B will be contacted and asked to destroy the letter.	False	False	False	False	Social	Children and Family Development
2019-001788	28-Aug-19	three government issued laptops were stolen in 2017. The laptops were locked, password protected with strong passwords, and the passwords were not written down on or near the devices when the devices were stolen.	False	False	False	False	Not a Ministry	
2019-001487	23-Jul-19	During an administrative review, it was determined that a social worker collected medical information without the appropriate consent or authority to do so. The personal information involved includes whether a child protection reporter has a specific medical record.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000523	11-Mar-20	03-26: As reported on March 11, 2020, due to a wrong select, Client A's account was updated with an incorrect address. The information disclosed includes Client B's address. Containment activities were successful; specifically, Client A's account has been updated with the correct address.	False	False	False	False	Health	Health
2019-002685	19-Dec-19	As reported, a 132 page FOI package was provided to an applicant in June, 2019, that contained un-severed confidential information. The confidential information disclosed includes a supplier code. The error was discovered prior to being published to the Open Information website. Given the passage of time and minimal information disclosed, containment from the applicant was not pursued. However, the information will be severed prior to the package being published to the Open Information website.	False	False	False	False	Service	Citizens' Services
2019-002693	20-Dec-19	As reported on December 20, 2019, a Ministry employee sent an email containing Client A, Client B, and Client C's information to an unintended recipient in error. The personal information disclosed includes Client A, B, and C's first and last name, and their children's first and last names. Confirmation has been received that the unintended recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-001773	27-Aug-19	08-86: A Non-Photo BC Services Card was returned to HIBC opened and Marked "RTS, not at this address". The personal information involved includes Client A's name, address, personal health number, date of birth and gender. The address was invalidated in RAPID and the card marked as undelivered.	False	False	False	False	Health	Health
2019-001606	6-Aug-19	As reported, documents intended for Client A and Client B's joint file were inadvertently profiled to Client C and D's joint file. The personal information involved includes the first and last name, address, tax assessments and 2018 GST assessments for Client A and Client B. Client A and Client B's documents were successfully removed from the incorrect client file. Containment was achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000230	31-Jan-20	A unsevered Freedom of Information (FOI) response letter was published on the Open Information website in error. The personal information disclosed included an applicant's first and last name.	False	False	False	False	Service	Citizens' Services
2019-002708	27-Dec-19	A citizen contacted the Ministry and advised that an assessment document was located at an external organization and provided to their service desk. There were two names on the document, and they were paged on the organizations intercom. The citizen advised that the Ministry would be contacted if the document was not claimed. Upon review, it was determined two names on the document are Ministry social workers. Each social worker was contacted and confirmed they were not aware of the incident. Based on a balance of probabilities, it is likely the individual that misplaced the documents retrieved them from the service desk and the incident did not occur on behalf of the government.	False	False	False	False	Social	Children and Family Development
2020-000299	11-Feb-20	A government issued laptop was stolen in a break-in.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-001903	13-Sep-19	As reported, a Statement of Declaration was received from ICBC with the incorrect personal health number of a client. It was determined that the client's address had also been updated incorrectly. There was no correspondence released and the client was not provided with the incorrect personal health number. The client account has since been updated with the correct address.	False	False	False	False	Health	Health



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001711	20-Aug-19	As reported, Client A contacted the Ministry and provided a government employee with a file number to discuss their client file. The government employee searched the file number and determined Client A was provided with the incorrect file number. Client A then indicated they visited a local office on July 9, 2019, and a government employee provided the first and last name and file number of Client B on a piece of paper. Further review determined that file notes do not indicate Client A attended a local office on such date. Client A did not clarify if the document included any further personal information. Upon further review, it was determined that Client A was provided with Client B's 2018 notice of assessment that included Client B's first and last name, address, income and file number. In addition, it was confirmed the document was profiled to the incorrect client file. Client A returned the document to the Ministry and it was successfully removed from the incorrect file. As such, containment was achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000569	17-Mar-20	03-34: Six NP BCSCs, RSBC invoices, and HIBC letters were opened and all sent in from the same school board with a letter that says these students are no longer with the school board. Bad addresses.	False	False	False	False	Health	Health
2020-000567	17-Mar-20	A letter was sent to Client A that contained an unknown individual's last name. A review of Client A's file determined their file was updated with the unknown individual's last name in error. Subsequently, this information was sent to the CRA and their file was updated with Client A's first name and the unknown individual's last name.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000557	13-Mar-20	An employee accessed their Time Online and discovered they were given the option to view the time and leave via a manager window. They were able to view a number of employee names and time and leave information. The employee immediately closed out of their Time Online and reported the incident. It was determined the error occurred due to requesting manager access in error.	False	False	False	False	Service	Citizens' Services
2020-000225	30-Jan-20	As reported, information regarding Client A was provided to Client B over the phone in error. The personal information disclosed included: Client A's employee number. Client B confirmed that they have shredded the information. As such, containment has been achieved.	False	False	False	False	Service	BC Public Service Agency
2019-002676	19-Dec-19	It was discovered a client file was updated with the incorrect address. The address has since been updated and containment was achieved. Follow up is required to address prevention.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001721	20-Aug-19	A missing information letter meant for Client A was attached to Client B's papers and sent it to Client B. The personal information involved included Client A's first and last name, address, and the fact that they had applied for Affordable Childcare Benefits.	False	False	False	False	Social	Children and Family Development
2019-002083	8-Oct-19	10-28: Client A went to ICBC for a combo BC Services Card (BCSC) and the wrong account was selected causing Client A to receive Client B's personal health number (PHN). Client A's name and address was also updated to that of Client B's. Client A contacted Health Insurance BC (HIBC) that day to ask why her PHN had been changed. The personal information disclosed included the first and last name of Client B and Client B's PHN.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002358	13-Nov-19	In August 2017, Client A's case was overridden, and changed into Client B's case in error. Clients A and B share the same first and last names, but are not related or known to each other. The personal information involved includes Client A's social insurance number and date of birth, which were left on the case when it was overridden. Containment efforts are underway; specifically, a ticket has been placed with the Service Centre to remove Client A's information from Client B's case. Further containment efforts may include getting in touch with the Canada Revenue Agency to ensure that the information on their file is correct.	True	False	False	False	Social	Social Development and Poverty Reduction
2019-002132	15-Oct-19	A government issued cellphone was lost. The cellphone was locked, password protected with a password that is not easily guessable, and the password was not written on or near the device. A remote wipe of the phone has been initiated.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-000335	14-Feb-20	On February 4, 2020, an email containing an invitation to take a survey was sent to 20 recipients using the "To" field instead of the "bcc" field in error. The personal information involved includes: 20 email addresses and potentially some names (if they formed part of the email addresses) for 20 individuals. Three of the emails were undeliverable, but 17 were delivered. Containment activities are currently underway; specifically, all 17 recipients will be asked to confirm double-deletion of the email.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002507	29-Nov-19	As reported, a client contacted the Ministry alleging a relative's personal information had been inappropriately disclosed after inputting it into a government database for tax purposes. The personal information involved includes the client's first and last name, address and social insurance number. The account management software platform was reviewed and there was no evidence to suggest it was compromised by an outside agency. It was confirmed a limited number of employees have access to the social insurance number on client accounts. An audit of the account management software did not indicate an unauthorized access of the client account occurred. As there are no other apparent avenues of inquiry for further follow up and there is no evidence to support an unauthorized access of personal information occurred on behalf of the government, the investigation will be concluded.	False	False	False	False	Financial	Finance
2020-000065	10-Jan-20	On January 10, 2020, letters intended for Students A and B were profiled to Student C's dashboard in error. The personal information included the students' names and student loan application numbers.	False	False	False	False	Education	Advanced Education, Skills and Training
2019-001755	23-Aug-19	As reported on August 23, 2019, a Ministry employee sent an email containing a screenshot of a remedy ticket to an unintended recipient outside of government. The personal information involved includes a client's first and last name, service request number and case number. Confirmation has been received that the unintended recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-001868	9-Sep-19	As reported, an outlook email invitation intended for an employee was inadvertently sent to a client. The meeting invite included the date, time and the location of the meeting. The unintended recipient confirmed the email was double deleted.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000549	13-Mar-20	A consent form for an advocate was signed by Client A's parent instead of Client A. There was no legal documentation on the file to authorize the parent to act on Client A's behalf in signing this document; therefore, the consent was invalid. Personal information about Client A was released to the advocate on three separate occasions. The personal information disclosed included confirmation that Client A was on social assistance and a request for a crisis grant.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001405	12-Jul-19	A Ministry employee failed to notice that a client had submitted a tax information consent form with their first and last names transposed. The client's tax information was subsequently pulled from the Canada Revenue Agency (CRA) despite this deficiency. However, the client has now provided a corrected tax consent form.	False	False	False	False	Social	Children and Family Development
2019-002229	29-Oct-19	As reported, an employee introduced a youth in care to their spouse. The personal information disclosed includes the youth's first name and their status as a youth in care. Given disclosure was in person, containment activities are limited. However, given the relationship of the spouse to the employee, it is unlikely they would use this information to cause harms to accrue.	False	False	False	False	Social	Children and Family Development
2020-000665	2-Apr-20	As reported, an order letter was inadvertently emailed to an unintended recipient. The personal information disclosed included the first and last name of the applicant and the respondent, the dispute address and the order findings.	False	False	False	False	Economic	Municipal Affairs and Housing
2020-000228	30-Jan-20	01-134 A non-photo BC Services Card (BCSC) was sent to HIBC opened and marked "I have no idea who this person is but she does not reside at this address". The card contained the client's name, address, personal health number, date of birth, and gender. The card has been marked as undelivered and the address invalidated in RAPID.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002406	19-Nov-19	A Ministry Employee received an email and a voice message from a Individual requesting the Employee's assistance with a anti-defamation order lodged against him by an external law firm. The Ministry Employee was not involved in this defamation case, and was unsure why the email was directed to him. The Employee forwarded the email to the lawyer who is representing the law firm, and who is in charge of enforcing the anti-defamation order. The personal information involved in the email included the Individual full name, personal cell phone, email address, and information about the defamation order against him and another individual. Containment and notification measures need to be addressed.	False	False	False	False	Justice	Attorney General
2020-000467	4-Mar-20	On January 28, 2020, Employee A ordered 10 meal ticket booklets. The booklets were sent out, but there was a failed delivery attempt and sorting error delay. Proof of delivery was provided, but the tickets cannot be located. Upon further discussion, it was determined that there was no personal or sensitive information involved. A GILR has been submitted by the program area regarding the monetary loss.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000042	8-Jan-20	On September 25, 2019, a cover sheet containing the wrong client's personal information was faxed to two Bands. The personal information included the client's first and last name. Containment efforts are underway; specifically, the two Bands will be contacted and asked to confirm the fax cover sheet has been destroyed.	False	False	False	False	Social	Children and Family Development
2019-002495	28-Nov-19	11-140: As reported on November 28, 2019, Client A's information was profiled to Client B's account in error. Client A subsequently a BC Services Card with Client B's information. Personal information disclosed included: Client B's name, account number and personal health number. The BC Services Card has been invalidated and account corrections have been completed. As such, containment has been achieved.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000025	7-Jan-20	A Complainant alleges that their social worker (Social Worker A) left their work cell phone with Social Worker A's family member in error, and the family member texted the Complainant to advise that the cell phone was left with them. It is unknown exactly what personal information was viewed by the family member, but it may have included the Complainant's name and phone number, as well as potentially other Ministry clients' names and contact information. The Complainant also alleges that their child has been hearing details from other children at school about their family's ministry case information and other clients' case information that they should not be privy to. Containment efforts need to be addressed.	False	False	False	False	Social	Children and Family Development
2019-002062	4-Oct-19	As reported, information was provided to a client's sibling without valid consent. Personal information disclosed includes details regarding required documentation and information about client's shelter funds. A consent is in place, but was not properly witnessed, therefore invalidating it; however, three employee's provided the information without confirming the consent was valid. The invalid consent has been cancelled and a note has been placed on the file indicating there is not valid consent in place; as such, containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002674	19-Dec-19	A clinic fee request form was profiled to the incorrect client file. The personal information involved includes a client's name, personal health number and date of birth. As a result, the clinic received a cheque with incorrect client name. The clinic confirmed the cheque was destroyed and the request form was successfully unprofiled from the incorrect client file. Containment was achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001761	26-Aug-19	08-80: As reported, an overage claim approval was faxed to the incorrect doctor's office. The personal information involved includes a client's personal health number, date of medical service, fee item of medical service, practitioner name and practitioner number. The incorrect doctor's office confirmed the document was destroyed.	False	False	False	False	Health	Health
2020-000162	23-Jan-20	A letter was sent to Client A containing an incorrect child's first name. Client A called in to advise that the child listed was not theirs. The personal information disclosed was a first name only.	False	False	False	False	Social	Children and Family Development
2019-001558	30-Jul-19	As reported on July 30, 2019, a Ministry employee provided a document containing Client A's information to Client B in error. The personal information disclosed includes Client A's first and last name, address, and cheque amount. Client B returned the document containing Client A's information immediately upon receipt to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001539	29-Jul-19	A Ministry employee attached an incorrect order to a file, which was then e-mailed to file's landlord by another employee. The landlord printed this incorrect order out and served it on their two tenants, gave it to their agent and bailiffs, and submitted to the Supreme Court. The order contained the personal information of a corporate landlord and single tenant which included the disputants names, dispute address, file number, and the type of order that was granted. The unintended recipients will be requested to double delete all e-mails that contain the incorrect order and securely destroy any physical copies made.	False	False	False	False	Economic	Municipal Affairs and Housing



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001910	16-Sep-19	The Ministry drafted and sent a letter to a number of external stakeholders and indigenous communities to initiate an engagement/consultation process regarding the topic of predator reduction for caribou recovery. The letter was then forwarded by an unknown individual to an advocacy group who posted the letter on their website.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-001418	15-Jul-19	As reported, a government employee intended to email a supervisor and inadvertently emailed a recipient outside of government. The personal information involved includes the first and last name of the employee and shift start time. The unintended recipient notified the sender of the error. Although multiple attempts to contact the unintended recipient were made requesting double deletion, no response was received. Due to the passage of time, successful containment is unlikely to occur.	False	False	False	False	Economic	Municipal Affairs and Housing
2019-001752	23-Aug-19	As reported, a client received an email regarding an income verification request with the incorrect document attached. The document contained Client A's first and last name, student loan application number and indicates their application will require verification. The unintended recipient confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Education	Advanced Education, Skills and Training
2019-002267	1-Nov-19	As reported, a computer has been deemed missing while conducting a recent inventory. The program area has been searching for the computer since May 2019, but cannot locate it. It is unlikely that the computer contains any client personal information. It is unknown whether the computer was locked or password protected when lost, or who the last user would have been.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000465	4-Mar-20	As reported on March 4, 2020, a government issued computer cannot be located. It is likely the laptop was locked, password protected, and the password was not written on or near the device when lost. Encryption and last access date and time has yet to be confirmed. Upon review, it was confirmed the laptop is encrypted and as such, the device is secure.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001684	16-Aug-19	Thank you for reporting this privacy incident and for discussing it with me. As reported, on August 16, 2019, a Ministry Employee discovered a number of travel authorizations on the street near their office building containing the personal information of employees and confidential government information. The personal information disclosed included the names of two Employees, their Ministry branches and divisions, account numbers, flight itineraries, and invoice details. A third employee's signature was also included.	False	False	False	False	Service	Citizens' Services
2019-002310	6-Nov-19	A fax was sent to three recipients and inadvertently included an incorrect client's notice of constitutional challenge. The personal information involved includes a client's first and last name, review division number, WorkSafe BC claim number and indicates they are challenging the act. Containment activities were attempted; specifically, two recipients have confirmed that the information was destroyed. The third recipient is unable to remove the incorrect information on file, but has advised that they will not action the documents further.	False	False	False	False	Economic	Municipal Affairs and Housing
2019-002482	27-Nov-19	As reported on November 27, 2019, a Ministry employee sent an email containing a client's information to an unintended recipient in error. The personal information disclosed includes the client's first and last name, email address, and medical information. Confirmation has been received that the unintended recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002094	9-Oct-19	As reported on October 9, 2019, a government-issued laptop went missing from a Government office last week. The personal information contained on the laptop includes: client information regarding assets, client emails, file accesses, and information on new employees and their IDIRs (no passwords included). The laptop was locked, password protected, and in sleep mode at the time it was lost. The IDIR credentials and password were not stored on or near the device. Confirmation has been received that the government-issued laptop has been found. Containment has been achieved.	False	False	False	False	Economic	Municipal Affairs and Housing
2019-001870	10-Sep-19	A Notice of Investigation letter intended for Health Authority A was mailed to Health Authority B in error. Health Authority B subsequently scanned the letter and forwarded it to Health Authority A's regional manager. The personal information involved included a Client's first and last name, address, their certification type, information regarding allegations towards their practice as an early childhood educator, and Health Authority A's regional manager's first and last name.	False	False	False	False	Social	Children and Family Development
2020-000086	14-Jan-20	As reported on January 14, 2020, Client A received a letter intended for Client B in error. The personal information disclosed includes Client B's full name, service request number, and case number. Client A notified the Ministry of the error immediately upon receipt of the letter and agreed to return the letter to the custody of the Ministry. However, the Ministry has not received Client B's letter to date. Due to the passage of time, it is unlikely that containment will be achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002032	1-Oct-19	As reported, it was discovered a document intended for Client A's file was profiled to Client B's file in error. The personal information involved includes Client A's first and last name, date of birth, phone number, address, time the client has lived at that address, rent amount and their landlord's first and last name, phone number and address. Client A's document was unprofiled from the incorrect client file. Containment was achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001976	24-Sep-19	On September 24, 2019, Employee A accidentally attached a copy of a confidential email in a reply to Employee B. The email contained the name of a briefing note and an indication that the rushed briefing note was approved. Employee B alerted Employee A to the error upon discovering the attached email.	False	False	False	False	Justice	Attorney General
2019-002588	10-Dec-19	12-35 A Caller found a BC Services Card (BCSC) on the road in Vancouver. The personal information on the card included a client's name, gender, address, date of birth, and a personal health number. The address that was on card did not match the address in RAPID, so bad address was not applied as it is not current on breached client's account.	False	False	False	False	Health	Health
2019-002228	29-Oct-19	As reported, a document intended for Client A was emailed to Client B in error. The personal information disclosed includes Client A's first and last name, address, PID number and charge number. Client B confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Financial	Finance
2019-002300	5-Nov-19	A Ministry Clients dependant who was end dated from their file (aged out) had dependants address update form profiled on Client's (parent) ICM file instead of the dependants. The personal information includes: Full name, address and rental information. In addition, it has been discovered there is unrelated information added to parents file that should have been added to dependant file.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000624	25-Mar-20	As reported on March 25, 2020, a Ministry employee sent an email containing an incorrect attachment to a third party in error. The personal information contained in the attachment includes inmate last names, and the last three digits of their CS number. Confirmation has been received that the third party has double-deleted the email. Containment has been achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000141	21-Jan-20	Individual A sent a series of emails regarding a sports enquiry to Employee A. The emails contained personal information regarding Individual A, Individual A's ex-spouse, and their child. Employee A then forwarded on the initial email to Service Provider A, who deals with the sports-related issues described. The personal information disclosed to Service Provider A included: the full names of Individual A, the ex-spouse, and their child, Individual A's email address, information about ongoing divorce proceedings, as well as sports and educational concerns.	False	False	False	False	Economic	Tourism, Arts and Culture
2019-002018	30-Sep-19	As reported, an email was sent to an unintended recipient in error. The personal information disclosed includes Employee A's first and last name and their request to withdraw from a competition. The unintended recipient notified the sender of the error. The unintended recipient confirmed double deletion of the email. Containment was achieved.	False	False	False	False	Service	BC Public Service Agency
2020-000084	14-Jan-20	As reported on January 14, 2020, a Ministry employee sent an email to their intended recipient, however they sent the wrong attachment. The personal information disclosed in the attachment included the first and last name of the applicant and the respondent, and the address under dispute. The intended recipient proactively reported the error and confirmed double-deletion of the email. Containment has been achieved.	False	False	False	False	Economic	Municipal Affairs and Housing

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002154	16-Oct-19	An employee clicked on a link imbedded in a malicious phishing email and entered their credentials (IDIR and password). Another employee in same work unit was also confirmed to have clicked on the link but did not enter any credentials. Containment efforts are currently underway; specifically, the employees' passwords were changed and their workstations reimaged. Greg Clarke from Security Investigations is already involved with this incident.	False	False	False	False	Service	Citizens' Services
2019-002314	6-Nov-19	Employee A returned to their workstation to discover Employee B using their laptop. It was confirmed Employee B was logged in using their own IDIR credentials; however, Employee A left documents on their desk with their IDIR credentials written down. Out of an abundance of caution, Employee A has updated their password.	False	False	False	False	Social	Children and Family Development
2020-000604	23-Mar-20	A approval letter intended for a treatment clinic was sent by fax to an unintended Third Party in error, due to a keying error. The personal information included: one individual's first and last name, the name and fax number of the clinic, and the approval of the individual's clinic fees.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000499	9-Mar-20	As reported on March 9, 2020, a Ministry employee sent an email containing a client's information to an unintended recipient in error. The personal information disclosed includes the client's first and last name. Confirmation has been received that the unintended recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001828	4-Sep-19	As reported, a lawyer contacted the Ministry on a client's behalf and during the call an employee disclosed that the client file had been closed and to contact another office for follow up. It was determined that the client was present during the phone call, however, verbal consent was not provided prior to disclosing the client file was closed. Given that disclosure was made verbally, containment was limited.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000415	27-Feb-20	As reported on February 27, 2020, a Ministry employee was preparing a document to fulfill a Freedom of Information (FOI) request from an applicant. The Ministry employee then emailed the document to the applicant directly, instead of sending it to the Ministry for final sign-off. Upon further investigation, the information that was inadvertently sent to the applicant will be fully disclosed to them in their release package. Although numerous attempts were made, the employee was unable to confirm double-deletion of the email by the applicant. However, the information that was inadvertently disclosed to the applicant will be fully disclosed to them in their release package. As such, further containment activities will not be pursued.	False	False	False	False	Service	Citizens' Services
2019-001595	2-Aug-19	Branch A's records for a freedom of information request were included in a records package emailed to three recipients at Branch B. The Branch A package contains confidential information that does not need to be reviewed by Branch B. One of the recipients alerted the sender to the error immediately. Containment efforts are underway; specifically, a request has been made to have all three recipients confirm double-deletion of the email.	False	False	False	False	Justice	Attorney General
2019-002718	31-Dec-19	As reported on December 31, 2019, Employee A's laptop bag had been lost; included within the laptop bag was Employee A's laptop and a file with Client A, Client B and Client C's personal information. Personal information within the file included: Client A, Client B, and Client C's full names, the court file number and a summary of allegations against Client A and Client B. It was likely that the laptop was locked and password protected when lost. Employee A recovered the client file and laptop from the location in which they were lost. As such, containment has been achieved.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000449	3-Mar-20	As reported on March 3, 2020, a contractor sent an email containing a client's information to an unintended recipient in error. The personal information disclosed includes the client's name, address, their child's name, and income information. Confirmation has been received that the unintended recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001608	7-Aug-19	On August 6, 2019, two historic design site plans were emailed to a recipient in error. The site plans depict the locations of the sewage system and observation walls; however, the plans do not contain any trade information. Containment efforts are underway; specifically, a request has been sent to the recipient asking for confirmation of double-deletion.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy
2019-002134	15-Oct-19	On October 15, 2019, Client A's audit referral document was sent to Client B via MyFS in error. The personal information contained on the document included Client A's name, three children's names, case number, care provider name, reason for referral, and the estimated amount of overpayment.	False	False	False	False	Social	Children and Family Development
2019-002115	10-Oct-19	As reported, two government computers cannot be located. It is unknown if the computers were secure when they were misplaced, and encryption and last access date and time has yet to be confirmed.	False	False	False	False	Service	Citizens' Services



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000187	27-Jan-20	As reported on January 27, 2020, Client A went into a WorkBC Service Centre for assistance with their resume, and saved their document locally to the computer in the office. Client B then entered the WorkBC Service Centre and used the same computer to upload documents to their MySelfServe account. While in the process, Client B uploaded Client A's information to their MySelfServe account in error. The personal information involved includes Client A's first and last name, address, and phone number. Confirmation has been received that Client A's information has been removed from Client B's account. Additionally, the WorkBC Service Centre has deleted all client saved documents from their computer. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002360	13-Nov-19	A citizen emailed their own personal information to an incorrect CITZ service desk email in error. It is unknown where the information should have been sent. The information includes the citizen's name, email address, SIN, EI Number and a scanned copy of the ID. The citizen will be informed of the error and the email will be fully deleted from all CITZ email accounts.	False	False	False	False	Service	Citizens' Services
2020-000203	29-Jan-20	A government-issued laptop cannot be located. It is unknown if the laptop was secure when last used, and encryption and last access date and time has yet to be confirmed.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy
2019-001633	9-Aug-19	As reported on August 9, 2019, a Ministry employee sent an email in December 2018 containing Client A's information to an unintended recipient in error. The personal information disclosed in the email includes Client A's first name, and a request to fill out a Ministry template. While containment cannot be confirmed as the responsible employee is currently on leave and the unintended recipients email address is unknown, there is a low risk of harm due to the passage of time and the low sensitivity of the information disclosed.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002129	15-Oct-19	As reported on October 15, 2019, it was discovered that Client A was mailed Client B's birth certificate, and vice versa. The personal information includes the client's name, date of birth, place of birth, registration number, and their parents' names and places of birth. Confirmation has been received that Client A and Client B have both returned each others birth certificates to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Service	Citizens' Services
2019-002076	7-Oct-19	A Ministry employee received an email from Organization A requesting information for Client A. The Ministry is unsure if they can disclose Client A's information to Organization A.	False	False	False	False	Social	Children and Family Development
2019-001496	24-Jul-19	It was discovered that a family services file for two parents and one child was missing. The personal information included names, dates of birth (DOB), phone numbers, and the history of the clients' involvement with the Ministry.	False	False	False	False	Social	Children and Family Development
2019-002081	8-Oct-19	As reported, an email with the incorrect attachment was sent to a client in error. The confidential information disclosed includes a company name, address, PID number, legal land description and amount owing to the Ministry. The unintended recipient confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Financial	Finance
2019-002475	26-Nov-19	The Complainant alleges that a Social Worker collected their psychiatric assessment without their consent.	False	False	False	False	Social	Children and Family Development
2019-002200	24-Oct-19	A letter intended for Client A was sent to the address of Client A's ex-spouse in error. Client A never lived at that address, and the ex-spouse was removed from their file in 2012. The personal information involved included: Client A's first and last name, and a letter of acceptance of Persons with Disability (PWD) benefits.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002461	25-Nov-19	On November 25, 2019, a client's relative contacted the Ministry and requested information regarding the client file; however, the relative does not have valid consent on file as the consent form was completed incorrectly.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001879	11-Sep-19	On September 10, 2019, a note pertaining to Client A was inadvertently added to Client B's file. The personal information on the note included Client A's name and cheque information. Clients A and B are spouses; however, their Ministry files are no longer shared. Containment efforts are underway; specifically, a remedy ticket has been submitted to remove the note from Client B's file.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001708	20-Aug-19	On August 19, 2019, an Employee sent an email to Landlord A, that was intended for Landlord B. The email contained an attached Order of Possession, and the personal information disclosed included Landlord B's first and last names and home address.	False	False	False	False	Service	Citizens' Services
2019-002066	4-Oct-19	As reported, on October 4, 2019 two emails containing sensitive client information were sent to an unintended recipient in error. Personal information disclosed in the emails includes the client's full name, date of birth, mailing address, phone number, the organization's name they were applying for, CSC number, written submission from the client, names of two references, and information directly related to the individual's offense history, such as their charges and the report to Crown Counsel that outlines the details of the offense. There is no reason to believe the unintended recipient knows the client as they both live in different regions within the province. Confirmation has been received that the unintended recipient has double-deleted the emails. Containment has been achieved.	False	False	False	False	Justice	Public Safety and Solicitor General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000643	27-Mar-20	As reported on March 27, 2020, an employee has been using a government software system to contact clients via phone. The employee confirmed that this system will show up as a 1-800 number when the client receives the call. If the client does not answer, the employee confirmed they do not leave a message with a phone number. The employee has since received three phone calls to their personal phone number from clients they have contacted. It is unknown how the employee's phone number was accessed by the clients. After conducting an investigation into the system, it was unable to be determined how the clients obtained the employee's personal phone number. As the events were isolated to one portion of one day, the employee has been advised to report the issue again if it occurs.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000217	30-Jan-20	As reported on January 30, 2020, 290 government issued computers cannot be located. It is unknown if the computers were locked or password protected when lost. Upon review, it was confirmed that 29 of the computers are encrypted and as such, those devices are secure. However, two of the computers were determined to be unencrypted and the program area was unable confirm if the remaining computers were encrypted at last use or who the last user was. Based on a balance of probabilities, it is unlikely that any harms could accrue given the passage of time since these computers have been missing. As such, the devices have not been recovered, containment was not achieved.	False	False	False	False	Natural Resources	Agriculture
2020-000236	31-Jan-20	On January 30, 2020, a fax containing client information was sent to an unintended recipient. The fax contained the client's name and referenced a request for information relating to the client's involvement with the ministry, mental health, and group sessions. The fax was retrieved from the unintended recipient; however, the unintended recipient indicated they are related to the client.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001544	29-Jul-19	An email intended for Employee A was sent to Employee B in error. The two employees have almost identical names. The email included a complaint from an individual about the termination of a former government employee and referenced a child on the former employee's caseload. The personal information included the first and last name of the individual and the former employee as well as the individual's email address. A recall was initiated and was successful. It was also confirmed that Employee B did not receive or review the email; therefore, containment was successful.	False	False	False	False	Social	Children and Family Development
2020-000421	27-Feb-20	02-136: A Non-Photo BCSC was returned to HIBC opened and marked "we don't know these people. never lived at this address". The card included the clients name, address, DOB, gender and PHN. The card has been marked as returned in RAPID and the address was not invalidated as the client was not the account holder.	False	False	False	False	Health	Health
2019-001577	1-Aug-19	As reported on August 1, 2019, a Ministry employee sent documents to Client A that contained Client B's information in error. The personal information disclosed includes Client B's first and last name, address, phone number, and personal health number. Client A immediately notified the Ministry of the error upon receipt of the documents and confirmation has since been received that Client A has destroyed the document that contained Client B's information. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002037	1-Oct-19	Double report of 2019-2000. As reported, an email containing the personal information of Employee A was sent to Employee B in error. The personal information in the email included Employee A's name and references an issue with their pay increments. Recognizing the email was not for them, Employee B forwarded the email to Employee C as they share the same first and last name. Employee B believed the email was intended for Employee C, although it was not. Employee C then alerted the sender to the original error. Employees B and C confirmed double-deletion of the email. Containment was achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000276	6-Feb-20	02-45: A customer service representative was processing a Digital Enrolment application where the client provided a personal health number (PHN). It was determined the PHN belongs to a child. There is no known connection between the applicant and this child. Further investigation is required to determine if a breach has occurred.	False	False	False	False	Health	Health
2019-002003	26-Sep-19	As reported, it was discovered two client files cannot be located. The personal information involved includes name, date of birth, phone number, medical information and history with the Ministry. A thorough search was conducted; however, the client files could not be located.	True	False	True	False	Social	Children and Family Development
2019-002435	21-Nov-19	An External Agency Worker (Worker A) called in to try and obtain consent to access information on a client file. Consent was denied, as Worker A had witnessed their own consent form. Worker A stated that they had exchanged information with the Ministry previously about this client, and upon a review of the file notes it was determined that Worker A's name was spelled differently in the past. It is unknown what personal or confidential information was shared with Worker A previously. Containment efforts are underway; specifically, it was recommended that the Ministry place a note on the file or flag it to indicate that the consent is invalid.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002541	4-Dec-19	On November 28, 2019, an email containing client information was sent to an unintended recipient in error. The personal information included a potential caregiver's name, address, family history, and a description of the child's needs. The unintended recipient alerted the sender to the error on December 4, 2019. Containment efforts are underway; specifically, the unintended recipient will be asked to provide confirmation of double-deletion of the email.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001498	24-Jul-19	While in a meeting a Ministry employee had their cellphone start ringing, and while attempting to quickly silence it, inadvertently and unknowingly initiated the call. The foster parent calling could then overhear the meeting which concerned a child. The personal information overheard by the foster parent included a child's name, and that they were to be removed from the custody of their long-term caregiver. Once the foster parent realized they were not speaking with the employee, they immediately disconnected the call, and reported the incident to the Ministry later in-person. Since the affected child and the foster parent reside 2.5 hours apart, the likelihood that either one knows the other is remote.	False	False	False	False	Social	Children and Family Development
2019-001441	17-Jul-19	A Ministry employee was distributing cheques and mistakenly provided the incorrect one to a client. The employee attempted to immediately retrieve this cheque, but the unintended recipient client had already left. However, this client came back soon after and returned the incorrect cheque to the employee. Thereafter, both clients were then given their correct cheques. The personal information of the affected client disclosed by the cheque included their name, amount of benefit, and type of benefit.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000057	10-Jan-20	A Complainant has alleged that their file and their grandchildren's files were inappropriately accessed by a relative who is a ministry employee. The Complainant alleges the employee then disclosed information to other family members.	False	False	False	False	Social	Children and Family Development
2020-000584	18-Mar-20	A email containing an incorrect attachment was sent out to four caregivers in error. The personal information contained in the attachment included a list of all 50 children in care and 25 caregivers, including full names, addresses, and phone numbers.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002087	8-Oct-19	As reported on October 8, 2019, it was discovered that Client A's monthly report was profiled to Client B's case in error. The personal information contained in the monthly report includes Client A's name, phone number, SIN, and invoices. The error was discovered when Client A attended the local office for assistance in uploading their monthly report. A Ministry employee showed the client that a monthly report had been uploaded, and at that time the employee and client realized it was another client's report. Confirmation has been received that Client A's information has been removed from Client B's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001428	16-Jul-19	As reported on July 16, 2019, a Ministry employee sent client information intended for Organization A to Organization B in error. The personal information disclosed includes the client's name, date of birth, personal health number, and address. Organization B notified the Ministry of the error immediately upon receipt, and has since returned the information to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Service	Citizens' Services
2019-001404	12-Jul-19	A Ministry employee mistakenly e-mailed 10 training course attendees having used the 'Cc' rather than the 'Bcc' function. The attendees' personal information disclosed included some of their first and last names, which could be discerned from their e-mail addresses, and having had taken a training course relating to the opening up of private educational institutions.	False	False	False	False	Education	Advanced Education, Skills and Training
2019-001988	25-Sep-19	As reported, an employee inadvertently selected Client A's file when Client B called to discuss their file. The personal information disclosed includes Client A's monthly assistance amount, indicated no children were on the file and provided the service provider name. It was determined Client A is related to Client B and the error occurred due to sharing similar names. Given that disclosure was made verbally, containment was limited. Containment was achieved.	False	False	False	False	Social	Social Development and Poverty Reduction



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002279	1-Nov-19	Per our conversation, an individual alleged that he and his wife were riding motorcycles in an area with active logging operations going on. A loader was backing up and ran over the individual's wife, badly injuring her leg. There was no personal or sensitive information involved.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-001869	9-Sep-19	Two Fire Department Employees accessed a list of Fire Services Personnel and contacted them via email to set up training. This was done without the authorization or consent of the Office of the Fire Commissioner or the Personnel themselves. The list was only intended to be used to call upon these Personnel when extra resources were needed to combat fires. The personal information involved included: full names, departments, emails, phone numbers, a list of positions the Personnel were qualified to hold, and their availability.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002265	1-Nov-19	A Ministry Social Worker texted the Caregiver of a Ministry client (Child A), and advised the Caregiver that they could keep Child A long-term if they want. This message was sent prior to a permanency planning meeting with the Ministry, and Child A's family was not privy to any discussions about the permanency plan at that time.	False	False	False	False	Social	Children and Family Development
2019-001961	23-Sep-19	As reported on September 23, 2019, it was discovered that in October 2018, Client A was added to Client B's account as a spouse in error. As a result, CRA information was pulled for Client A in error. This led to Client B receiving a benefit plan based on Client A's information. The personal information involved includes Client A's first and last name, CRA information, and information regarding their Ministry involvement. It was determined that Client A shares the same first and last name as Client B's spouse. Containment is underway; specifically, Client A's information will be removed from Client B's file.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000433	2-Mar-20	As reported on March 2, 2020, an email regarding Client A and Client B was sent to an unintended recipient. The personal information disclosed includes: Client A and Client B's first names and scheduling information for a ministry group session. Containment activities were attempted; specifically, the five email recipients were asked to confirm double-deletion of the email. To date, the four intended recipients have confirmed double-deletion. The program area will continue to track the remaining confirmation of double-deletion from the unintended recipient.	False	False	False	False	Social	Children and Family Development
2019-001619	7-Aug-19	On July 31, 2019, a letter intended for Client A was sent to Client B in error through MySelfServe. The letter included Client A's name, address, and child's first name. The error was discovered on August 7, 2019 and it appears the letter was read by Client B; however, Clients A and Client B live in different cities are not likely to be known to one another.	False	False	False	False	Social	Children and Family Development
2019-002184	22-Oct-19	As reported, an employee inadvertently sent an email to one recipient and cc'd an unintended recipient in error. The personal information involved includes a client's first and last name, property tax amount, property number and banking information. Upon review, it was determined the banking information disclosed is confidential information of the Ministry and not the client's personal information. In addition, the client's personal information including their name, property tax amount and property amount is publicly available. Each recipient confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Financial	Finance

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001810	30-Aug-19	An email was sent to three intended recipients and one unintended recipient (an individual) in error. The information involved included the transformation of a liquor license from one business to another and the liquor license number, and the personal information disclosed included one individual's private email address.	False	False	False	False	Justice	Attorney General
2020-000280	7-Feb-20	Employee A logged into Time and Leave (TLAM) and Employee Self Serve (ESS) and was able to view Employee B's personal information. The extent of the personal information viewed is unknown at this time. It is believed that this may be the result of a recycled IDIR issue. Containment activities were already completed, and it was reported that Employee A's IDIR issue has now been fixed. Notification and prevention measures need to be addressed.	False	False	False	False	Justice	Attorney General
2019-002123	11-Oct-19	An anonymous citizen, who may be a government employee using an anonymous email address, has sent a number of emails to the Minister of Citizens' Services and others, including the media, raising concerns about personal information transiting through the US. Their most recent email references confidential information about contract negotiations with a major service provider to government and was copied to the media, the Privacy Commissioner, and other interest groups.	False	False	False	False	Service	Citizens' Services
2019-002603	11-Dec-19	12-58: As reported, a Non Photo BCSC was returned to HIBC opened and marked "return to sender. No longer at this address". The card contained the clients name, address, DOB, Gender and PHN. The address was not invalidated in RAPID as it has since been updated. The card has been marked as undelivered.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001712	20-Aug-19	As reported, while assisting Client A with an error with their monthly assistance report, it appears as though an employee referenced Client B's name in the file notes in error. Client B is Client A's daughter. The personal information involved includes Client B's name. The note on the incorrect client file was successfully removed. Containment was achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001783	27-Aug-19	As reported on August 27, 2019, a Ministry employee sent an email containing a client's information to an unintended recipient in error. The personal information disclosed includes the client's name, their child's name, and their phone number. Confirmation has been received that the unintended recipient has double-deleted the email containing the client's information. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002012	30-Sep-19	09-119: HIBC received a call from a social worker advising that a client may be using the incorrect personal health number. An investigation is underway.	False	False	False	False	Health	Health
2020-000503	9-Mar-20	A caregiver's car was broken into and a binder containing Client A's information dating back to 2017 was stolen. The personal information involved includes Client A's initials, records of Client A's medications and log notes describing Client A's daily activity.	False	False	False	False	Social	Children and Family Development
2019-001822	3-Sep-19	09-03 Please be advised a Non Photo card was received in error. We have updated the account and the Non-photo card will be returned to a HIBC Supervisor.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000091	15-Jan-20	A third party service provider under contract with the Ministry (JTT) have reported that they have experienced a total system outage. Initial discussions with have confirmed that they suspected that the outage is the result of an attack and they have hired an outside IT experts to look for evidence of data extraction. The company provides service to the Career Paths for Skilled Immigrants program (career counselling etc. for skilled immigrants). They would store private client data for the skilled immigrants they provide Career Paths services for under contract with JTT and possibly for other BC government funded programs they serve.	False	False	False	False	Economic	Jobs, Trade and Technology
2019-001812	30-Aug-19	As reported, Client A submitted a form to an employee with the incorrect email address and as a result, five emails were sent to the incorrect email address between June 20, 2019 and August 30, 2019. The personal information involved includes Client A's first and last name, address, support type and funding amount received. The unintended recipient notified the Ministry of the error and confirmed the emails were double deleted. Containment was achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001983	25-Sep-19	As reported, a government employee inadvertently sent an email to an unintended recipient outside of government. The personal information involved includes a client's first and last name, file number, SR number and information regarding a cheque that was issued. The unintended recipient confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000253	5-Feb-20	02-27 As reported, a caller was contacted by a Pharmacy to discuss her medications. During the call, the Pharmacy realized that they had the wrong client, and were actually discussing another person's medications. Caller and breached person have the same first and last names, but different date of birth and different middle names. Pharmacy advised caller that they got their number from Pharmanet.	False	False	False	False	Health	Health
2019-002092	8-Oct-19	An individual (external to government) was reported as being in receipt of confidential government records. The individual confirmed when asked that the documents were provided to them by a Ministry employee. The exact contents of the records have not yet been assessed, an assessment of the material is currently underway. Full containment of the records will be pursued.	False	False	False	False	Justice	Attorney General
2020-000385	21-Feb-20	An email containing a client's personal information was sent to an unintended recipient in error. Personal information contained in the email includes .... The Employee has attempted a message recall and has emailed the three recipients requesting they all double-delete the message and confirm once completed. As such, containment is underway.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001899	13-Sep-19	A resident in another Province called to report that they had found Ministry records on their printer that did not belong to them. The records relate to a family that the resident confirmed they had no connection to. The records contained sensitive Ministry details and it was confirmed that some would likely be consider court documents. As such this incident will also be referred to the Court Services Branch for review. An investigation into the cause of the error is underway. It appears as though these records were faxed to the resident in error, however, this has not yet been confirmed. The reporter of the incident confirmed that the resident was requested to shred the records prior to reporting the incident to our branch. As such copies of the records are not available for review.	False	False	False	False	Social	Children and Family Development
2019-002583	10-Dec-19	As reported on December 10, 2019, Employee A received an email intended for Employee B in error. The personal information disclosed in the email includes Client A and Client B's first and last names. Confirmation has been received that the recipients of the email have confirmed double-deletion. Containment has been achieved.	False	False	False	False	Justice	Attorney General
2019-001573	1-Aug-19	A client submitted their request to waive a warrant court document to the Ministry. An employee then scanned this court document and profiled it to their file, despite policy stating that staff will not scan or copy clients' court documents.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002364	13-Nov-19	Employee A sent a fax with Client A's information to Organization A in error. The personal information disclosed included: Client A's full name, date of birth, personal health number, the caregiver's full name, and a notification letter of Client A's legal status. It was confirmed by Organization A that the fax was received and has been shredded. As such, containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002197	24-Oct-19	In March 2019, it was discovered during a physical inventory count that a laptop had gone missing. The last login dates back to January 2018. It is unknown whether the laptop was locked or powered off at the time it went missing. As this was believed to be a shared laptop, the IDIR credentials and password were likely not stored on or near the device or written down on or near it prior to it going missing. It is unknown what personal or sensitive information may have been contained on the laptop. Containment activities are currently underway; specifically, 7-7000 was called and the laptop has been underutilized. Therefore, a call to 7-7000 is required in order to log in to it, should it be located. Security will need to be notified of the asset number so they can provide information on encryption and last login dates and users.	False	False	False	False	Justice	Attorney General
2020-000533	12-Mar-20	As reported, a note was added to the incorrect client file. The personal information disclosed includes a care provider's first and last name, the first name of a child and details regarding the child care agreement. A ticket was submitted to have the note removed from the incorrect client file.	False	False	False	False	Social	Children and Family Development
2019-001944	19-Sep-19	As reported, the Complainant alleges that a social worker inappropriately accessed their file and shared information relating to an investigation.	False	False	False	False	Social	Children and Family Development



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002201	24-Oct-19	An email thread was attached to a Service Request and mis-profiled to Client A's file in error. The email thread was unrelated to the Service Request, and the personal information involved included: first names of four other Ministry clients and two client email addresses. This information was viewed by employee only, who was privy to both the email and Client A's Service Request. Containment activities were successful and the email thread was removed from Client A's file by the employee.	False	False	False	False	Service	BC Public Service Agency
2020-000284	7-Feb-20	The Complainant, a Ministry client, alleged that the Ministry disclosed their personal information to their Ex-spouse during a phone conversation, and the Ex-spouse shared this information and its source with unknown third parties. The personal information allegedly disclosed included the Complainant's mailing address unit number, and confirmation they were a Ministry client.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000575	17-Mar-20	An email that may be a phishing scam was received on an employee's personal email account on a government issued work phone. The email contained a PDF attachment which was opened by the employee.	False	False	False	False	Natural Resources	Energy, Mines and Petroleum Resources
2020-000066	10-Jan-20	It has been alleged an employee has collected and stored court service records in their work locker for an unknown amount of time. It is unknown what court records are alleged to be stored at this time, however, it is estimated they contain both personal and confidential information.	False	False	False	False	Justice	Attorney General
2019-002195	23-Oct-19	An employee's voice mail message was playing a saved voice mail message while recipients were on a conference call. It was confirmed no personal or confidential information was disclosed and assistance was required to fix the technical issue.	False	False	False	False	Not a Ministry	Broader Public Sector

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000623	25-Mar-20	As reported on March 25, 2020, a Ministry employee sent an email to Organization A containing a client's information instead of Organization B in error. The personal information disclosed in the email includes the client's name, and year of birth. Confirmation has been received that Organization A has double-deleted the email. Containment activities have been achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000585	19-Mar-20	As reported on March 19, 2020, a government issued laptop was stolen from an Employee's vehicle last night. The laptop was password protected and the IDIR credentials and password were not written on or near the device prior to the theft. It is believed that no personal or sensitive information was stored on the laptop. Upon review, it was confirmed the laptop was encrypted and as such, the device is secure.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002075	7-Oct-19	A government issued UC phone has been lost. The phone had no information written down on or near the device when the phone was lost.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy
2019-001827	4-Sep-19	It was discovered that a box which was meant to be mailed to the Northwest Fire Centre had never arrived there. The box contained old fire incident files, and its whereabouts are unknown at this time. Efforts have been made to track the box, but these were unsuccessful. There was no personal or confidential information involved.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-000030	7-Jan-20	A Ministry document intended for Client A was sent to Client B in error. The personal information involved included: Client A's full name, date of birth, place of birth, and the law office where they filed a will.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000529	11-Mar-20	A Third Party dropped off a re-sealed envelope from the Ministry of Social Development and Poverty Reduction that they had received in their mailbox. They advised that they had opened it, realized it was not intended for them, and resealed it. The personal information involved included: a client's T5, including a full name, address, date of birth, social insurance number, and GA number.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002696	20-Dec-19	a government issued cellphone was lost. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone has been initiated.	False	False	False	False	Justice	Attorney General
2019-002589	10-Dec-19	As reported on December 10, 2019, a Ministry employee sent an email containing Client A's information to Client B in error. The personal information disclosed includes Client A's first and last name, and phone number. Confirmation has been received that Client B has double-deleted the email. Containment has been achieved.	False	False	False	False	Justice	Attorney General
2019-002623	13-Dec-19	On December 2, 2019, a fax containing a client's information was sent to the wrong doctor's office in error. The personal information contained on the fax included the client's name, date of birth, personal health number, and medication. The doctor's office reported the error the same day the fax was received.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002531	4-Dec-19	On October 25, 2019, a FOI records package was provided to an applicant that contained un-severed information. The information disclosed included directions to a individual's property.	False	False	False	False	Service	Citizens' Services
2020-000660	1-Apr-20	Two separate incidents were reported involving Employee A. The first incident is in regards to Employee A leaving a confidential letter for Client A in Client A's doorframe, where it could have easily been viewed by others without authorization. The Client's two daughters may have viewed the letter without authorization, and were upset by it. The personal information involved included Client A's full name, address, allegations of child neglect, and possibly the names of her four children. The second incident is regarding the allegation that Employee A was discussing and disclosing information about another client family's (Family B's) file with an External Party without authorization. The External Party is an acquaintance of Family B's, and Employee A and the External Party were allegedly discussing safety concerns regarding the Mother involved, her parenting abilities, and the External Party's that Employee A was not taking the involved child's safety concerns seriously. A PSA investigation is already underway, and Employee A will be interviewed shortly. Witness interviews were completed.	False	False	False	False	Social	Children and Family Development
2020-000180	27-Jan-20	As reported on January 27, 2020, a client's parent contacted the ministry requesting information about the client's file; however, the parent does not have valid consent on file as the consent form had expired. Upon review, it was discovered that a disclosure was made by the ministry while the consent was invalid.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000422	27-Feb-20	02-137: An MSP enrolment notification letter was returned to HIBC opened and marked "RTS. Jan 23 2020. Wrong address. [clients name & phn]". The letter included the clients name, address and MSP account number not phn. The clients PHN was written on the outside of the envelope so it was exposed to anyone handling it before reaching HIBC. The address has been invalidated in RAPID.	False	False	False	False	Health	Health
2019-001999	26-Sep-19	A criminal record check clearance letter intended for Organization A was sent to Organization B in error. The personal information involved included a Client's full name and year of birth, and the fact that they were cleared to work with children and adults.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002378	15-Nov-19	Employee A sent an email to Employee B's old third party agency email rather than their government email. The personal information involved included: the names of approximately 25 Ministry clients and their addresses, as well as disease diagnoses on their farms. It was confirmed by Employee B that the email was sent to a deactivated account, therefore the email could not be accessed. As such, containment is considered to be achieved.	False	False	False	False	Natural Resources	Agriculture
2019-001574	1-Aug-19	A Ministry employee was using approved software from an external vendor to analyze data related to the BC Rural Dividend Program. While an analysis was being performed the software crashed and corrupted the data. The employee then sent the corrupted data to the vendor for troubleshooting. While not containing any individualized personal information, the data involved the names and addresses of the entities receiving funding such as villages, amounts of funding awarded, how much was spent and on what, and what the benefits were. The employee became aware that they should not have sent the corrupted data to the vendor when their confidentiality policy was displayed during a subsequent upload process.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001482	23-Jul-19	As reported on July 23, 2019, it was discovered that an employee sent an email to three other government employees in error. The email contained a report detailing the behavioural issues of a child in care. The personal information involved includes the child's first and last name, date of birth, address, name of group home provider, history with the Ministry and indication of specific behavioural concerns. Confirmation has been received that all three government recipients have double-deleted the email. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002222	28-Oct-19	10-106 A caller has received a Pharmacare letter for another person that is not related to them. The address for person breached was updated by a Group Administrator in December 2018. Bad address has been applied.	False	False	False	False	Health	Health
2020-000364	19-Feb-20	An officer attended a Ministry office requesting to view files regarding an open investigation they were conducting. A Ministry employee then provided the officer with the files for review at the Ministry office. Upon review, it was determined the officer did not provide the appropriate written request to view the information prior to being provided the files. The confidential information disclosed includes land title documents for businesses, property development documents, maps and geotechnical information. The officer then requested certified copies of several documents for further review. The officer was contacted and asked to provide their request in writing including the necessary information required for disclosure of the documents. The officer complied and provided their request in writing. It was determined the appropriate process when disclosing files to law enforcement was not followed, however, the required documentation was provided upon request.	False	False	False	False	Transportation	Transportation and Infrastructure

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000224	30-Jan-20	As reported, information regarding Organization A was emailed to an incorrect party. The business information involved included: Organization A's name, address and a listing of contraventions pertaining to the organization. The incorrect party has double-deleted the email. As such, containment has been achieved.	False	False	False	False	Economic	Labour
2019-002332	8-Nov-19	Employee A attempted to print out a letter from a multi-function device (a printer) using her FOB, and another employee's (Employee B's) personal document printed instead. The same issue occurred with two other employees who also found Employee B's same personal document in their printing queue. The personal information involved included: Employee B's full name and SIN number, her two children's' names and SIN numbers, and her property value and property tax information.	False	False	False	False	Social	Children and Family Development
2019-002122	11-Oct-19	10-43: As reported, a caller contacted HIBC and notified them that a BC Services Card (BCSC) was found on the street. The personal information involved includes a client's name, address, date of birth, gender and personal health number.	False	False	False	False	Health	Health
2020-000145	22-Jan-20	As reported on January 22, 2020, applications for five clients have been incorrectly profiled to three client's accounts in error. The personal information disclosed included: client's full names, dates of birth, telephone numbers, addresses, diagnosis information and therapy goals, outcomes and summaries. All affected accounts have been corrected. As such, containment has been achieved.	False	False	False	False	Social	Children and Family Development
2020-000522	11-Mar-20	A question was posed regarding the privacy and security implications of using Skype with a government contractor. No personal information has been disclosed. Given that there was no personal or business confidential information disclosed by the Ministry, this incident is outside PCT's scope. The incident has therefore been rejected.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000305	11-Feb-20	As reported, a client's record was uploaded to a health authority SharePoint site in error. The personal information disclosed includes a client's name, address, date of birth and personal health number.	False	False	False	False	Health	Health
2020-000491	6-Mar-20	As reported on March 6, 2020, a physical Employment and Assistance file has gone missing. The file was discovered to be missing when a Freedom of Information request came in regarding records from it. The file was last accessed in September 2019, and was believed to have been sent to a centralized Hub. The personal information involved includes: five contacts on the file (two parents and three children), their full names, dates of birth, social insurance numbers, personal health numbers, addresses and some contact information, as well as history of their involvement with the Ministry. Upon further investigation, the Employment and Assistance file has been located. As such, no privacy incident has occurred. Containment activities are not warranted as no privacy incident occurred.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002381	15-Nov-19	11-64: Please be advised that an individual may have been given the wrong personal health number by a third party. An investigation is currently underway.	False	False	False	False	Health	Health
2019-001617	7-Aug-19	A Ministry employee was reported as having inmates present at their workstation for approximately half an hour as confirmed by facility video surveillance footage. It is currently unknown what was accessed or viewed during this period. A review of the system and workstation logs will be conducted as will a review of which inmates were present at the workstation.	False	False	False	False	Justice	Public Safety and Solicitor General



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002497	28-Nov-19	Employee A provided Client A with information regarding Client B's report. The information disclosed included Client B's last name, the report number and feedback provided to Client B regarding the report.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-001717	20-Aug-19	As reported on August 20, 2019, a Ministry employee discovered that an individual has been calling into the Ministry and receiving information on a client's behalf without valid consent on file. The consent obtained is considered invalid because the individual signed as the client's witness. The personal information disclosed includes the client's first and last name, and information regarding their Ministry involvement. Given that disclosure was made verbally, containment was limited.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000124	20-Jan-20	An employee uploaded a letter (BC Loan Forgiveness Program (BCLFP) Removal letter) via the StudentAid BC dashboard to the incorrect client. The error was recognized approximately 20 mins later and the letter was promptly removed. When a letter is uploaded to a client's dashboard they will receive an automatic email advising that there is activity on their account. The Ministry is unable to verify if the client viewed the information or not during the 20 mins it was posted. The information exposed in the letter includes the name of the student and confirmation that they are being removed from the BCLFP due to not having received the required confirmation of employment letter. No other information is divulged in that letter to the client.	False	False	False	False	Education	Advanced Education, Skills and Training

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002159	17-Oct-19	An Individual (Individual A) called the Court Services Branch and asked for information on a family file. Individual A would not give the names involved in the family file, so that the Employee who responded to the call was unable to look it up. Individual A said that the involved parties for this file visited the Court Services Branch on Monday, October 14, 2019, and that one of the involved parties gave Individual A verbal consent to access the family file. The Employee stated that he could not provide Individual A with any information as they require written consent from all involved parties on the file in question.	False	False	False	False	Justice	Attorney General
2020-000443	2-Mar-20	It was determined Employee A emailed a document to their personal email address and accessed the document on their personal computer. Employee A then emailed the document to Employee B using their personal email address. The personal information disclosed included 121 tax payer names, addresses, business numbers, email addresses and 83 social insurance numbers. It was confirmed Employee B was authorized to receive the document, however, it was determined Employee B did not require social insurance numbers when a business number was provided. The personal information contained in the document was provided by an external organization.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-000375	20-Feb-20	As reported, information regarding Client A was faxed to an incorrect party. The personal information involved included: Client A's full name and their court plan of care. The incorrect party has returned the faxed information. As such, containment has been achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000322	13-Feb-20	It was reported that 11 laptop/desktop computers were identified to be missing. It is unknown if there was any personal or sensitive information stored on the assets, whether they were locked or password protected at the time they went missing, or whether the passwords/IDIR credentials were stored on or near the devices.	False	False	False	False	Service	Citizens' Services
2020-000666	2-Apr-20	As reported, an email was sent to an unintended recipient. The personal information disclosed included the first name of a child, details related to the services provided to the child, referral for home support and the referral number.	False	False	False	False	Social	Children and Family Development
2019-002681	19-Dec-19	As reported, Client A's information was added to Client B's MySelfServe account in error. The personal information involved includes Client A's first and last name, date of birth, child benefit plan and benefit amount. Client A's information was successfully removed from Client B's MySelfServe account. Containment was achieved.	False	False	False	False	Social	Children and Family Development
2019-002624	13-Dec-19	As reported on December 13, 2019, changes were made to the Criminal Records Review Program, and on December 12, 2019, an email was generated in error by the system and sent to seven employees plus a general government inbox. The personal information in the email included an individual's full name and date of birth, and the fact that their criminal record check was not clear. Confirmation has been received that all recipients of the email have double-deleted it and the Business Unit has removed the emails from the system so their error will not occur in the future. Containment has been achieved.	False	False	False	False	Justice	Public Safety and Solicitor General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001978	24-Sep-19	As reported, on September 24, 2019 Client A's mother contacted the Ministry and requested confirmation regarding documents submitted for Client A; the Mother indicated there was valid consent on file and the employee confirmed that the documents had been received by the Ministry. Upon further review it was determined that there was no consent on file. The Mother often advocates for Client A and attends the office with the client. Given the disclosure was verbal, containment measures are limited. However, a note has been placed on Client A's file requesting the Mother pursue valid consent prior to workers disclosing information.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002670	18-Dec-19	A government issued USB stick was lost. The USB stick contains the first and last name and personal phone number for approximately 20 employees. It was confirmed the USB stick is encrypted and password protected.	False	False	False	False	Economic	Municipal Affairs and Housing
2020-000298	11-Feb-20	As reported on February 11, 2020, between January 13 and February 7, 2020, Client A's PWD approval letter was sent to ten recipients in error. The personal information contained on the letter included Client A's name, address, case number, and reconsideration service request number. Confirmation has been received that three of the ten unintended recipients have either destroyed or returned Client A's information to the custody of the Ministry. However, the Ministry has been unable to confirm containment with the remaining unintended recipients. As such, containment has not been achieved.	True	False	True	False	Social	Social Development and Poverty Reduction
2019-002481	27-Nov-19	As reported on November 27, 2019, an employee clicked on a link that potentially may be a phishing scam. The employee confirmed that as soon as they clicked on the link and determined it was suspicious they immediately disconnected their workstation from the network and reset their IDIR password. The employee has confirmed that their workstation contains extensive client personal information and sensitive government information.	False	False	False	False	Financial	Finance

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000361	19-Feb-20	As reported on February 19, 2020, a private citizen reported to the Ministry alleging that a Ministry employee sent them documents electronically containing inmate information. The personal information disclosed includes Inmate A, B, and C's names, and sensitive information regarding their Ministry involvement. An investigation is underway.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-002031	1-Oct-19	As reported, a client's advocate contacted the Ministry and it was discovered consent on file was invalid. The personal information disclosed includes the client's name, case number, personal health number and medical information. As the disclosure was made verbally, containment activities were limited.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000564	16-Mar-20	As reported, four cheques intended for Daycare A were sent to Daycare B containing Client A's personal information. The personal information disclosed includes: Client A's first initial and last name and cheque amount. The four cheques have been cashed by Daycare B. As such, containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-002005	26-Sep-19	A marriage commissioner lost their receipt book and has been unable to locate it since July/Aug. The receipt book had ten receipts that were filled out that would contain the two names of the parties getting married and the date the receipt was issued.	False	False	False	False	Health	Health
2019-002006	26-Sep-19	As reported on September 27, 2019, two government issued laptops cannot be located. It was confirmed the devices were locked, password protected and the passwords were not written down on or near the devices. Confirmation has been received that both government issued laptops have been found. Containment has been achieved.	False	False	False	False	Economic	Municipal Affairs and Housing

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000149	22-Jan-20	As reported, Client A and Client B's decision notice was emailed to an incorrect party. The personal information involved included: Client A and Client B's full names, the dispute address and outcome. Containment activities were successful; specifically, the incorrect party has double-deleted the email. As such, containment has been achieved.	False	False	False	False	Economic	Municipal Affairs and Housing
2020-000241	3-Feb-20	As reported, the Complainant alleges their file was inappropriately accessed by a ministry employee and information was disclosed outside of government without authorization.	False	False	False	False	Social	Children and Family Development
2019-002243	30-Oct-19	Client A's assistance cheque was given to Client B and Client B's monthly report was profiled to Client A's case in error. The personal information contained on the cheque included Client A's name, address, GA number, and cheque amount. The personal information on the monthly report includes Client B's social insurance number, signature, and monthly income. Containment efforts are underway; specifically, Client A's cheque was cashed and is no longer in the possession of Client B, and Client B's monthly report will be unprofiled from Client A's case.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001793	28-Aug-19	As reported, Employee A provided Employee B with their IDIR credentials as they were trying to resolve a technical issue. Upon review, Employee B confirmed no confidential or personal information was accessed when provided with Employee A's credentials. It was confirmed Employee A's IDIR password was reset in a timely manner.	False	False	False	False	Economic	Municipal Affairs and Housing
2019-002196	23-Oct-19	10-96: A group administrator contacted HIBC to report that a spouse was added to the incorrect account. The personal information involved includes a client's name, date of birth and personal health number. The client account has since been corrected and containment was achieved.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002180	22-Oct-19	10-90: An address change notification letter was sent back to HIBC opened and the client's (Client A's) name and account number was scratched out. It appears that an HIBC agent updated the wrong client's account with an address change. The client (Client B) living at the address sent back the letter but included their own cheque for MSP invoice. The personal information disclosed included Client A's name and account number.	False	False	False	False	Health	Health
2019-002302	5-Nov-19	It was determined that a Family Service client file cannot be located. The personal information in the file includes: Child A's full name, date of birth, address, PHN, copies of their care card and birth certificate, and possible medical history and assessments. It also includes Child A's Mother's full name, date of birth, address, and possible medical history.	False	False	False	False	Social	Children and Family Development
2019-002188	23-Oct-19	A client contacted the Ministry and advised that they received a call from the Ministry requesting personal information regarding taxes. Upon review, it was confirmed the Ministry did not contact the client requesting such information and it appears the call was a scam.	False	False	False	False	Financial	Finance
2019-001876	10-Sep-19	As reported, a government issued laptop cannot be located. It is unknown if the device was locked or if IDIR credentials were stored on or near the device when it was lost. Further review is required to determine the last access date and if the device was encrypted.	False	False	False	False	Justice	Attorney General
2019-002171	21-Oct-19	10-83: An employee audit revealed some employee searches that may potentially not be linked to operational need.	False	False	False	False	Health	Health

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000264	6-Feb-20	A government employee's car was broken into and their laptop was stolen. The laptop was locked, password protected, and the password was not written on or near the device. Encryption and last access date and time has yet to be confirmed.	False	False	False	False	Education	Advanced Education, Skills and Training
2019-001662	14-Aug-19	A Ministry employee inadvertently e-mailed a residential tenancy hearing adjournment letter to another employee with the exact same first and last name as the intended recipient. The unintended recipient replied that they believed the e-mail was sent to them in error. The hearing adjournment letter contained the personal information of the two clients who are the parties to the dispute including their first and last names, addresses, and phone numbers.	False	False	False	False	Economic	Municipal Affairs and Housing
2019-002210	25-Oct-19	As reported on October 25, 2019, a Ministry employee sent a fax containing Client A's information to an unintended recipient in error. The personal information disclosed includes Client A's first and last name, address, and health information. Confirmation has been received that the unintended recipient has double-deleted the email. Containment has been achieved.	False	False	False	False	Service	BC Public Service Agency
2020-000654	31-Mar-20	As reported on March 31, 2020, a Ministry employee accessed a client's file without a valid working purpose to do so. The information involved includes the client's name and information regarding their Ministry involvement. The client's file has since been restricted in ICM. An investigation is underway.	False	False	False	False	Social	Children and Family Development
2020-000059	10-Jan-20	As reported, Taxpayer A and Taxpayer B submitted an appeal for Property A. A decision letter was mailed to their lawyer; however, it included the address of Property B. Upon review, it was determined Property B is owned by Taxpayer A and both taxpayers provided Property B as their mailing address. As such, a privacy incident has not occurred. As no privacy incident occurred, containment measures were not warranted.	False	False	False	False	Financial	Finance



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002328	7-Nov-19	Employee A sent an email with personal information about Client A, Client B and Client C to Employee B in error. The personal information disclosed includes: Client A, Client B and Client C full names, information regarding the office that is providing services to Client C, and the nature of the social worker's relationship with Client A and Client C. Containment activities are underway, specifically, Employee B will be asked to double-delete the email.	False	False	False	False	Social	Children and Family Development
2019-001852	6-Sep-19	Two documents intended for Client A's file were inadvertently profiled to Client B's file in error. The personal information involved included Client A's first and last name, address, date of birth, social insurance number, rental information, personal health number and signature.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001942	19-Sep-19	It was discovered that a marriage license for two clients was received by an unintended recipient. The license contains the two clients' names, dates of birth, places of birth, and date and place of marriage. It was confirmed the license was mailed to the address provided by the clients. As such, the clients will be contacted to confirm the correct mailing address. Containment efforts are underway; specifically, the unintended recipient agreed to mail the license back.	False	False	False	False	Health	Health
2019-001847	6-Sep-19	As reported, a government employee contacted a hospital to obtain information regarding Client A. The government employee requested to speak to a specific hospital employee and they were then provided with a phone number. The government employee contacted the phone number and disclosed the first and last name of Client A and their injuries. At this time, the recipient indicated they were the incorrect recipient, confirming they were a nurse with the same first name as the intended recipient. Upon review, it was determined that the hospital employee provided the incorrect phone number to the caller. Given that disclosure was made verbally, containment was limited. The nurse confirmed the personal information disclosed would not be shared.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002176	22-Oct-19	10-62: A caller (Client A) advised HIBC that they received correspondence for another person (Client B) who does not reside at that address. Client A confirmed that the mail was not opened and agreed to return the misdirected mail to HIBC. It is unknown what personal information was disclosed other than Client B's full name.	False	False	False	False	Health	Health
2019-001547	30-Jul-19	07-150: A CSR is processing Premium Assistance applications and came across a PA application that was sent in under then wrong PHN. Applicant and PHN owner are brothers. There is a possibility that the applicant has been using the wrong PHN. PHN Merge will be notified.	False	False	False	False	Health	Health
2020-000668	2-Apr-20	An employee sent an email to a client with the incorrect attachment. It was confirmed the attachment was a court record that contained the names of an unknown number of clients and social workers.	False	False	False	False	Justice	Attorney General
2019-001444	17-Jul-19	A community Services group that contracts with the Ministry (MCFD) and with the local School District (SD) is currently engaged in litigation with the SD. Several news articles were recently published confirming that eight of the 12 young parents in one of their programs have active open files with MCFD. It was confirmed that this information was obtained from the notice of civil claim that was filed by the community services group. The claim document is publicly available and was published alongside the articles posted online.	False	False	False	False	Social	Children and Family Development
2019-002164	18-Oct-19	A government issued laptop was stolen. The laptop was locked, password protected and the password was not written on or near the device when the device was stolen. It was confirmed the device is encrypted.	False	False	False	False	Social	Children and Family Development
2020-000599	20-Mar-20	As reported March 20, 2020, a Ministry employee disclosed a client's personal information to a caller that they were not privy to. The personal information disclosed includes the client's last name. As the disclosure was verbal, containment activities were limited.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001641	9-Aug-19	08-20: As reported, HIBC provided a document to a health authority group administrator in error. The document contained the personal information of 18 clients including their names, dates of birth, and personal health numbers. It was determined the 18 clients were provided new personal health numbers and guardian consent was required prior to submitting the document to the group administrator. The group administrator is a trusted third party and confirmed the document was destroyed.	True	False	True	False	Health	Health
2019-002320	6-Nov-19	11-30: a caller received bills for a person they does not know. Upon review, it was discovered that the caller had been added to a group account through MSP Direct by a group admin. Invalid address has been applied to breached person's account and billing is to be returned by caller to a supervisor.	False	False	False	False	Health	Health
2019-002198	24-Oct-19	An individual contacted the Ministry to report that they had received a Ministry client's mail in error. The individual and the client are not known to each other. The personal information involved included the client's full name, case number, and the fact that he would no longer be eligible for disability assistance.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000377	20-Feb-20	As reported on February 20, 2020, Client A's application was profiled to Client B's account in error. The personal information involved includes: Client A's name and request for assistance. Confirmation has been received that Client A's information has been unprofiled from Client B's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000138	21-Jan-20	Employee A compiled a spreadsheet of staff information, and sent it as an email attachment to three separate teams to request that they confirm their information was correct. The personal information involved included: government-issued cellphone numbers and the cellphone passwords for approximately 15 employees. It was discovered that Employee A had kept track of all 15 employees' cellphone passwords in a spreadsheet, in case they went on leave suddenly and information within their cellphone was needed for a court hearing, or the employee forgot their password.	False	False	False	False	Social	Children and Family Development
2020-000498	9-Mar-20	As reported on March 9, 2020, a Ministry employee sent a letter containing Client A's information to Client B in error. The personal information disclosed includes Client A's first and last name. Confirmation has been received that Client B has destroyed the letter containing Client A's information. Containment has been achieved.	False	False	False	False	Social	Children and Family Development
2019-001775	27-Aug-19	As reported, an email was sent to two recipients with an incorrect document attached in error. The personal information involved includes the name, phone number, address and tenancy dispute issues of three clients. One of the recipients contacted the sender to notify of the error and each recipient was requested to double delete the email. The two recipients confirmed the email was double deleted and containment was achieved.	False	False	False	False	Economic	Municipal Affairs and Housing
2019-001391	10-Jul-19	A government issued cellphone was stolen on July 3, 2019. The cellphone was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was lost. A remote wipe of the phone has been initiated and the incident was reported to police.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002505	29-Nov-19	As reported on November 29, 2019, a Ministry employee provided Inmate A with a letter intended for Inmate B in error. The personal information disclosed includes Inmate B's first and last name. Confirmation has been received that Inmate A returned the letter to the Ministry employee. Containment has been achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001388	10-Jul-19	On July 8, 2019, it was discovered that a Ministry employee's personal phone number was included on Enhanced Security Clearance application forms provided to applicants. The information was pulled from a government database which contains a profile for the employee. Confirmation has been received that the Ministry employee's personal phone number has been removed from the Enhanced Security Clearance application forms. Containment has been achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2019-001802	29-Aug-19	A Ministry fleet vehicle left at the mechanic's for repairs was broken into overnight. A gas card and vehicle insurance papers were stolen. No personal or confidential information was involved and nothing else was taken from the vehicle.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-002396	18-Nov-19	As reported, during a conference disciplinary hearing, it was discovered that an employee was in a vehicle with members of their family while an inmate's personal information was disclosed. Personal information disclosed included the Inmate's name, CS number, the role they are charged with and the details related to their role in the incident. Upon review, it was determined that the employee's supervisor was aware they were in the vehicle during the call and the employee was instructed to exit the vehicle at that time. The employee confirmed they were not on speaker phone and exited the vehicle when instructed to for the remainder of the call; therefore, no personal information was disclosed while the employee was in the vehicle with family members.	False	False	False	False	Justice	Public Safety and Solicitor General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001446	17-Jul-19	An individual contacted the Ministry by phone to report that a voicemail had been left for them in error by a Ministry employee. The caller confirmed they were not a client and that this message was not intended for them. The message included the client's first name and file number which they provided back to the Ministry to investigate the matter. It is unknown if any additional information was left on the message as this was not asked at the time of the report by the caller. However, given the notes on file it is likely that the message was left due to the client's application being unclear/incomplete which may have been referenced in the voicemail message.	False	False	False	False	Economic	Municipal Affairs and Housing
2019-001575	1-Aug-19	A client's landlord called into the Ministry to advocate on their behalf, but was informed by an employee that they had no valid consent on file to do so. There had been a consent on the client's file for the landlord, but it had expired back in 2014. Since the consent expired, on at least three occasions employees had spoken with the landlord about the client. Though it is unknown the exact personal information of the client that was disclosed by these employees, topics discussed included various types of federal and provincial benefits such as Old Age Security, Fair PharmaCare, and the Community Volunteer Supplement, as well as the completion of their taxes on-time. The landlord was directed that if they would like to continue advocating for the client that they would have to submit a new valid consent form.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000677	6-Apr-20	A landlord signed 3 separate Lost & Stolen declarations, submitted them for processing and they all got scanned to the same Service Request instead of 3 separate ones. All three documents ended up in one clients file instead of three separate files. Error was identified by another employee in the office.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000143	21-Jan-20	01-88: A non-photo BC Services Card (BCSC) was returned to HIBC opened and marked "moved, accidentally opened". The card contained the client's name, address, date of birth, gender, and personal health number. The card was marked undelivered in RAPID.	False	False	False	False	Health	Health
2019-002065	4-Oct-19	It was discovered that a laptop went missing; the asset was shipped from Office A by BC Mail Plus on September 11, 2019 and signed for at Office B, but it could not be located. The device was not wiped prior to transporting as it was anticipated this would be done by Office B. The owner of the laptop is no longer with the BC Government, and as such, it is unclear if there is any personal or business confidential information stored on the device.	False	False	False	False	Economic	Tourism, Arts and Culture
2019-001731	21-Aug-19	On August 21, 2019 a Ministry employee discovered a folded-up piece of paper in a parking lot outside their offices. It was a report printed off late yesterday afternoon by an after-hours employee with important information for conducting a check-in at a client's home. It appears that the after-hours employee inadvertently dropped the report in the parking lot. It was still folded-up when the other employee found it, and while possible it had been read by passersby, there is no evidence that it had been opened while left outside. The personal information contained in the report included the names, addresses, and phone numbers of the key player mother and 8 other people they have a relationship with, including their 2 daughters, whether they are Indigenous or not, and a brief description of their home situation.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001540	29-Jul-19	It was discovered that funds meant for Client A were accidentally direct deposited into Client B's bank account. Client A contacted the Ministry to state that they had not received their cheque yet, and Client B contacted the Ministry to ask why they received both a cheque and a direct deposit. Upon further investigation, it was determined that a direct deposit form meant for Client B had been profiled and actioned on Client A's file in error. The personal information involved included Client B's name and banking details. The information was not provided outside of government and it has been confirmed that Client B's direct deposit information has been removed from Client A's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000165	23-Jan-20	On January 21, 2020, an email regarding reportable circumstances intended for Employee A was sent to Employee B in error. Personal information disclosed in the email includes a child's name, date of birth, and date of incident, as well as an attachment. On January 22, 2020, Employee B contacted the Ministry to advise of the error and confirmed the message had been double deleted. Employee A and Employee B share the same name, work in the same Ministry, and share similar roles but on different teams. A request will be sent to the additional intended recipients to request double-deletion of the email.	False	False	False	False	Social	Children and Family Development
2019-002607	12-Dec-19	An Official's vehicle was broken into on December 11, 2019 and a government issued iPad and a copy of confidential documents relating to a Treasury Board Submission were stolen. A remote wipe of the iPad has been completed and it is believed that a police report was filed.	False	False	False	False	Economic	Municipal Affairs and Housing



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000250	4-Feb-20	As reported on February 4, 2020, it was discovered an employee on long-term disability received a letter from the union requesting documents. It is alleged the union has disclosed the employee's name, address and that the employee is on long-term disability. It was confirmed the employee is not a member of the union and therefore, the union should not have been disclosed the employee's personal information. Confirmation has been received that the union has destroyed all information pertaining to the employee. Containment has been achieved.	False	False	False	False	Service	BC Public Service Agency
2019-001506	25-Jul-19	A fleet vehicle was broken into in a private residence driveway early in the morning. No damage was done to the vehicle, but a binder with the car information was taken. Video surveillance was provided to the RCMP.No personal or confidential information was contained in the binder.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-000155	23-Jan-20	01-96 As reported, a caller received a Photo Services Card for someone that he says has never resided in his building as it is brand new. Caller opened the mail and stated he will return attention to Supervisor. It appears that ICBC mailed the card to an address that was not on the card, so this is a third party breach. Bad address has been applied to breached person's account in RAPID although it was not the address where the Services Card was sent by ICBC. Also, the breached person's account is closed as a permanent move OOP.	False	False	False	False	Health	Health
2020-000651	31-Mar-20	As reported on March 31, 2020, a Ministry employee is alleged to have contacted Client A in an attempt to have them disclose Client B's personal information. The employee was trying to receive information regarding an ongoing court case with Client B. An investigation is underway.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002080	8-Oct-19	A general email inbox received an email with a client form attached from a doctor's office in error. The personal information disclosed in the email includes a client's first and last name, gender, year of birth, type of service requested, phone number, email address and signature. It was determined that the client form should have been faxed rather than emailed. All recipients confirmed the email was double deleted. Containment was achieved.	False	False	False	False	Health	Health
2020-000661	1-Apr-20	04-02: This involves a Customer Service Representative (CSR) error, where an immigration document was updated to the wrong beneficiary. The wrong beneficiary is a family member of the client, and an investigation will follow.	False	False	False	False	Health	Health
2019-001925	18-Sep-19	Employee A resigned in August 2019, and a ticket was placed to have his employee accesses terminated. However, it was discovered that this was never completed, and on Sept. 17, 2019, Employee A accessed his Ministry email account and emailed another Employee. It was determined that Employee A would have had access to the Ministry database containing client information, iconnect, and outlook, and that he forwarded emails containing client information to his personal email. The personal information involved in those emails included: a client's full name, file number, the client's spouse's first name, and a few details regarding setting up a meeting with the client and the Ministry.	False	False	False	False	Social	Children and Family Development
2019-001505	25-Jul-19	On July 24, 2019 a Ministry employee sent two e-mails to two intended recipients that contained their personal information in addition to the other two other complainants. This e-mail was in reply to the complainants seeking a clarification of the allegations against them. The personal information disclosed in these e-mails included the names of the complainants, and a general summary of evidence the employer was relying on for each complainant. The four complainants all know one another and were aware of each other's complaints previously, since they are pursuing them collectively.	False	False	False	False	Economic	Labour

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002001	26-Sep-19	A Ministry Social Worker (Social Worker A) was contacted via skype messenger by another Social Worker (Social Worker B) regarding a Client that Social Worker A is involved with (Client A). Social Worker B informed Social Worker A that they are personally familiar with Client A, and provided a positive character reference for them. The personal information involved includes: the fact that Social Worker B is aware that Client A is a Ministry Client, working with Social Worker A, and a positive character reference. They also mentioned Client A's spouse, and provided a negative character reference for them. Containment and notification measures need to be addressed.	False	False	False	False	Social	Children and Family Development
2020-000073	13-Jan-20	A Government Employee discussed government plans and intentions with their union. There is no personal information involved, but the sensitive information included details about permits and approval dates for forestry companies. Upon review by Legal Services Branch (LSB), s.13; s.14  s.13; s.14 The BC Public Service Agency has been engaged and is looking at this from a stands of conduct viewpoint.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-000614	24-Mar-20	A staff member at a contracted agency erroneously Facebook livestreamed a conversation they were having with a youth in care. Upon investigation, it was determined that personal information included the first name of a client only and no other personal information was disclosed. Further, it was determined that no images were captured, only audio, as the camera was blocked. Confirmation was received that the Facebook livestream is no longer visible and that it was not saved on the Contracted Employee's Facebook page. As such containment has been achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001447	17-Jul-19	A private individual has alleged that an employee on long term disability (LTD) has inappropriately accessed and disclosed the personal information of Ministry clients. It is alleged that the employee searched up two clients on income assistance using license plate numbers, and then subsequently cancelled their benefits cheques. The complainant further alleges the employee looked up their father and disclosed that they have had issues with small children, but the employee would not have had access to this type of information. Finally, it is alleged that the employee disclosed that all the households across their street were on welfare, and that they were going to have a child removed from one of them. Investigations are also already underway by Human Resources (HR) and the BC Public Service Agency (BC PSA) into this complaint.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002577	9-Dec-19	A letter intended for Client A was mailed to Client B in error. The personal information involved includes Client A's first and last name, SR number, Case number and templated language regarding applying for federal benefits. The error occurred due to the letter containing Client B's address. In addition to the document being mailed, the letter was profiled to Client A's file.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000544	13-Mar-20	An pre-filled template letter was completed for Client A and mailed with Client A's invoice to another Ministry. However, the template letter contained Client B's full name in error.	False	False	False	False	Service	BC Public Service Agency

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000625	25-Mar-20	As reported on March 25, 2020, a Ministry employee profiled Client A's information to Client B's account in error. A cheque intended for Client B was then sent to Client A's address in error. The personal information profiled in error includes Client A's first and last name, address, and information regarding their Ministry involvement. The personal information disclosed on the cheque includes Client B's first and last name, and cheque amount. Confirmation has been received that Client A's information has been removed from Client B's account, and the facility where Client A resides has agreed to destroy the cheque intended for Client B. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000576	17-Mar-20	03-37: Caller has lived at her address for 10 years and received a bill and a combo card for another person she does not know. Address for breached person was updated by ICBC during the IDP process for breached person. Caller will return bill and BCSC to Supervisor at HIBC.	False	False	False	False	Health	Health
2019-001841	5-Sep-19	An email containing sensitive information of a deceased client was sent to an unintended recipient in error. The email included correspondence with the deceased's friend and included the deceased's name, birthplace, date of death, friend's name, address, and details relating to their relationship. The unintended recipient alerted the sender to the error and has confirmed the email has been deleted.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002627	13-Dec-19	It was discovered that a link found on the Data BC website contains a download that includes employee personal information. Specifically: the link includes the IDIRs of employees who have made changes to the Drive BC website. Containment activities are currently underway; specifically, the link has been restricted until this issue is resolved.	False	False	False	False	Transportation	Transportation and Infrastructure

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002398	18-Nov-19	On November 8, 2019, during a pre-trial conference, at the Judge's request, a document was provided to Individual A that had Individual B's information attached. The information was 6-pages of an email string discussing Individual B's performance on bail, and an offer regarding disposition of their charges. Personal information disclosed includes Individual B's name, charges, housing and health status. Individual A notified the Ministry of the error and the document was proactively returned to the Ministry on November 18, 2019 in the same condition it was given.	False	False	False	False	Justice	Attorney General
2019-001414	12-Jul-19	A Ministry employee was forwarding an inquiry from a client to another employee but due to an auto-populate error sent it to a non-government e-mail address. The client's inquiry was a general question about marriage registration when there has been a change of name. The personal information of the client that was disclosed included their first name, phone number, and having asked a marriage-related question.	False	False	False	False	Health	Health
2019-002072	7-Oct-19	10-22 Client A called HIBC to ask if their Medical Services Plan (MSP) coverage was active. They were told that it was active (it was not) and provided with the Personal Health Number (PHN) of a family member (Client B). Client A then called in again because their clinic stated that it was the incorrect PHN given that the date of birth, names, and gender did not match. Client B has coverage, lives at the same address as Client A, and has a very similar name. The personal information disclosed included Client B's full name and personal health number.	False	False	False	False	Health	Health
2019-001967	24-Sep-19	On September 20, 2019, a community member attended a local office and returned an envelope containing sensitive information that had been addressed to them. The envelope was intended for a social worker but included the community member's mailing address. The envelope contained a court order that included the names of two children in care and their parents, their date of births and details regarding a hearing. All documents were accounted for and returned to a local office. Containment was achieved.	False	False	False	False	Social	Children and Family Development

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2020-000356	18-Feb-20	02-87: a caller received a letter addressed to a person unknown to them. The personal information disclosed includes a client's first initial, last name and MSP account number. It was determined the error occurred due to a customer service representative updating an address on an incorrect account. The caller confirmed the letter was not opened and they were requested to return the letter to HIBC.	False	False	False	False	Health	Health
2019-002254	31-Oct-19	10-120: As reported on October 31, 2019, a Group Administrator faxed documents with client information to an unintended recipient in error. The Group Administrator and the unintended recipient are both federal departments. The personal information disclosed includes: group change forms, group application forms, copies of passports, birth certificates and other supporting documents for multiple accounts. The unintended recipient faxed the documents to the intended recipient on behalf of the Group Administrator. It was confirmed by the unintended recipient that the original fax has been shredded. As such, containment has been achieved.	False	False	False	False	Health	Health
2020-000291	10-Feb-20	Two government issued laptops and one government issued tablet have been stolen. One laptop has been confirmed as secure at last use, with no password written on or near the device. The program area will report the theft to the police. Encryption status and last access date/times have yet to be confirmed.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2019-001421	15-Jul-19	As reported, a Ministry employee was preparing a redacted copy of a document to fulfill a Freedom of Information (FOI) request from an applicant. When the FOI request was e-mailed to the applicant a redline box inexplicably moved revealing the title of the briefing note. The confidential information disclosed by this incident was only the vague briefing note title, which are always severed per procedure. Confirmation has been received that the applicant has double-deleted the email. Containment has been achieved.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001857	6-Sep-19	On September 5, 2019, Client A's Notice to Resolve application was sent as an attachment to Client B in error. The personal information contained on the application included Client A's name, date of birth, address, phone number, the contact information of Client A's former partner, and what assistance was being requested. The error was discovered approximately 10 minutes after the email was sent and Client B was contacted.	False	False	False	False	Justice	Attorney General
2020-000078	13-Jan-20	01-36: A caller received a letter asking her about absences. A Customer Service Representative (CSR) had processed an application for someone else and closed the wrong account. The person who submitted the application may have received the incorrect personal health number from an external Third Party.	False	False	False	False	Health	Health
2019-001813	3-Sep-19	As reported on September 3, 2019, a Ministry employee accidentally gave Contractor A's driver's license to Contractor B. The personal information contained on the license includes Contractor A's name, address, date of birth, driver's license number, and physical characteristics. Confirmation has been received that Contractor B returned Contractor A's license to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-000324	13-Feb-20	Client A's clearance letter was sent to a Third Party Organization instead of Client B's, in error. The personal information involved includes: Client A's full name, year of birth, and the fact that they had been cleared.	False	False	False	False	Justice	Public Safety and Solicitor General



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001639	9-Aug-19	As reported, a third party insurer received a remittance statement that included two incorrect claimants. The personal information involved includes the first and last name, personal health number and claim amount of two clients. The third party notified HIBC of the error and confirmed the incorrect claimants information will be redacted. The third party insurer is a trusted recipient and confirmed the personal information of the two claimants will be redacted.	False	False	False	False	Health	Health
2019-001477	23-Jul-19	An IT Contractor was updating resource centre computers and left a computer unattended when they were called away to deal with an urgent matter. Subsequently, Client A sat down at the unattended computer and saw Client B's information as it was visible on the screen. The personal information involved include Client B's first and last name and address.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002669	18-Dec-19	Client A was incorrectly prospect-matched with Client B resulting in a message intended for Client A to be sent to Client B. The personal information includes Client A's name, date of birth, and email address. Containment efforts are underway; specifically, the message will need to be removed from Client B's account.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001994	26-Sep-19	The Office of the Information and Privacy Commissioner reported receiving information that a secure file transfer protocol system being used by various government ministries may have a security vulnerability.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001806	29-Aug-19	As reported, an Employee (Employee A) was working on a Service Request for Client A, and discovered that on August 26, 2019, another Employee (Employee B) had "related" or linked a Service Request for Client B on Client A's account. This resulted in both Client A's and Client B's accounts being linked. The link was made internally, and neither Client could access the other Client's account information. The personal information involved included: Client B's full case file, including first and last name, service requests processed for them, and a history of their involvement with the Ministry.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002285	4-Nov-19	As reported on November 4, 2019, a Ministry employee profiled Client A's information to Client B's account in error. The personal information disclosed includes Client A's first and last name. Confirmation has been received that Client A's information has been removed from Client B's account. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002139	15-Oct-19	As reported, a government-issued laptop cannot be located. It is unknown if the laptop was secure when it was misplaced, and encryption and last access date and time has yet to be confirmed.	False	False	False	False	Economic	Municipal Affairs and Housing
2019-001843	6-Sep-19	A complainant alleges that a social worker disclosed a discussion regarding removal of knives from their family home to their son during the son's counseling meeting without authorization.	False	False	False	False	Social	Children and Family Development
2019-001431	16-Jul-19	An employee discovered that a client's information was accidentally profiled to the incorrect client account in 2012. The information profiled included the client's status card (name, DOB, first nations band, registry number) and their SIN that was written on a sticky note attached to the card.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002447	22-Nov-19	11-97: A pay patient dental claim was sent to HIBC by a law office who received the form in error. The letter from the law office stated they believe they received the letter in error as they do not have a client by the name indicated on the form. The personal information involved includes a client's name and personal health number. A copy has been made to be entered into regular workflow. No address invalidation was necessary.	False	False	False	False	Health	Health
2020-000323	13-Feb-20	Seven assets (3 desktop computers and 4 laptops) were discovered to be missing during a refresh. It is unknown if personal or sensitive information was stored on the assets. Although it is not known for sure, the Ministry believes that the assets likely were locked or powered off at the time they went missing, and they were password protected.	False	False	False	False	Justice	Attorney General
2019-002084	8-Oct-19	As reported, a private individual sent three email threads to 10 employees containing the personal information of Employee A. The email was sent with malicious intent and contained personal information that may cause damage to reputation of Employee A. As discussed, although personal information was contained in the emails, this incident was not the result of any government action and as such would be outside the IU's scope to investigate. The incident was assigned until all copies were confirmed double deleted. All recipients confirmed the emails were double deleted. As such, the incident is not considered a collection of personal information.	False	False	False	False	Economic	Municipal Affairs and Housing

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001634	9-Aug-19	As reported on August 9, 2019, a Ministry employee discovered that their briefcase was missing. The briefcase contained sensitive and confidential Ministry information. Upon further investigation, the Ministry employee was able to locate the briefcase in a private business that is in the same building as the Ministry. The briefcase was recovered the next business day the private business was open. Containment was achieved.	False	False	False	False	Transportation	Transportation and Infrastructure
2019-001756	23-Aug-19	08-77: As reported, a cheque intended for Payee A was sent to Payee B in error. The personal information involved includes Client A's first and last name and personal health number. The recipient proactively returned the cheque to HIBC. Upon review, it was determined that a remittance statement contains Client A's personal information; however, the recipient is unable to return the statement. It was confirmed that the recipient is a trusted third party and the information would not be used for an untoward purpose.	False	False	False	False	Health	Health
2019-002383	15-Nov-19	On Tuesday, November 12th, a Freedom of Information sign off records package intended for Ministry approval was sent to the applicant in error. There was no personal information involved, but the package did contain sensitive government information that was intended to be severed under Sections 12 (Cabinet Confidences), 13 (Advice and Recommendations), and 16 (Intergovernmental Relations). The applicant also received the Ministry approval form containing recommendations on redaction.	False	False	False	False	Service	Citizens' Services
2019-001904	16-Sep-19	A new employee was unable to login to MySelfServe. The error was reported to the appropriate contacts and the issue has since been fixed. No personal information was accessed or viewed by the new employee.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001399	11-Jul-19	As reported on July 11, 2019, a Ministry employee updated the address for an organization incorrectly. This resulted in an unknown individual receiving correspondence for the organization in error. The information involved includes the organization's name, account number, amounts owed, and invoice numbers. Confirmation has been received that the unintended recipient has returned the organization's correspondence to the custody of the Ministry. Containment has been achieved.	False	False	False	False	Financial	Finance
2020-000357	18-Feb-20	It was discovered two users were identified as having a high level of activity accessing PharmaNet. At this time, it is unknown if PharmaNet is being accessed for an untoward purpose. The personal information with the potential to be accessed includes practitioner names, college ID numbers, date of births and contact information.	False	False	False	False	Health	Health
2019-001392	10-Jul-19	A meeting invite containing some sensitive information was sent to the correct recipient and then forwarded to another intended party. Initially, there was a concern that the information contained within the meeting invite was forwarded as well. However, it was determined that the contents of the meeting invite were not forwarded as originally believed. As such, it was confirmed the correct parties did receive the correct information.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-002544	4-Dec-19	As reported on December 4, 2019, The parent of a ministry client received a letter that wrongly identified them as the ministry client. It appears this incident was called by a system glitch as the letter was system-generated. The personal information includes the parent's name, address, and association with the ministry. Confirmation has been received that the parent has destroyed the letter. Containment has been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001682	15-Aug-19	As reported on August 15, 2019, a Ministry employee disclosed Client A's information to an individual without proper consent on file. Client A and the individual are related and Client A is aware of the individual's role with their file. The personal information involved includes Client A's involvement with the Ministry. As the disclosure was made verbally, containment activities were limited.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001891	12-Sep-19	A Complainant alleges that he received an email from a Work BC branch that contained the emails of all other Work BC clients. It is unknown if this included all Work BC clients of that specific branch or in general. Some of the emails contain the clients' first and last names, including that of the Complainant. The personal information disclosed includes: the first and last names of some of the Clients, as well as their personal email addresses. Containment activities need to be addressed, and the Complainant has been asked to provide a phone number where he can be contacted.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000573	17-Mar-20	A Ministry building experienced a 6th break-in, and a laptop was stolen. The laptop was powered off at the time of the theft, and it was password protected and secure. It is not believed that any personal or sensitive information was stored on it. Containment activities are currently underway, and encryption status and last user date/time will need to be assessed. The theft has been reported to the police, and it is related to previously reported incidents 2020-0413 and 2020-0291.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-000052	9-Jan-20	One of Program Area A's LAN folders had been moved from its original location to an incorrect location. Program Area A's employees do not have permissions to move LAN folders. The confidential information involved included cabinet documents. At this time it is not possible to discern who moved the folder and why, due to the enhanced auditing option not being enabled.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002220	28-Oct-19	A government issued laptop cannot be located. While the laptop was password protected, it is unknown if the asset was locked or powered down after last use. As such, an investigation is underway.	False	False	False	False	Justice	Attorney General
2019-002631	13-Dec-19	An email intended for Company A was sent to both Company A and B in error. The personal information involved included an individual's full name, address, email, phone number, and details of a workplace complaint against Company A.	False	False	False	False	Economic	Labour
2019-002101	9-Oct-19	On October 9, 2019, it was discovered that Client A's shelter document had been scanned with Client B's shelter document and profiled onto Client B's file. The personal information contained on the document included Client A's name, date of birth, address, rent amount, and landlord information.	False	False	False	False	Social	Social Development and Poverty Reduction
2019-001970	24-Sep-19	A government issued cellphone was determined to be missing on September 20, 2019. The cellphone was powered down, password protected with a password that was not easily guessable, and the password was not written on or near the device when the phone was stolen. A remote wipe of the phone will be initiated through 7-7000 Option 4.	False	False	False	False	Financial	Finance

Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-002191	23-Oct-19	As reported on October 23, 2019, an employee inadvertently sent a text message to an unintended recipient. The personal information disclosed includes Client A's first name, the first initial of a child and advised they are now the current social worker assigned to the client file. Although numerous attempts were made, the Ministry employee was unable to confirm deletion of the text message from the unintended recipient. Containment has not been achieved.	False	False	False	False	Social	Children and Family Development
2019-001413	12-Jul-19	A government issued iPad was lost. The device was locked, password protected with a password that was not easily guessable, and the password was not written on or near the device when the device was lost. It was recommended that a remote wipe of the device be initiated with ServiceNow/7-7000 using Option 4.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-000556	13-Mar-20	As reported, Client A's repayment agreement was printed with Client B's reconsideration package and provided to Client B. The personal information disclosed includes Client A's name, GA number and repayment amount. Client B attended an agency for assistance with their package and a staff member noticed the repayment agreement included in the package in error.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-000358	18-Feb-20	02-92: a Revenue Services of British Columbia (RSBC) invoice received addressed to caller in same name but with different account numbers. Investigation needed to determine cause. Mail to be returned to CC sup.	False	False	False	False	Health	Health
2020-000459	3-Mar-20	As reported, a notice of cancellation was sent to Company A. However, the Ministry has received confirmation from Canada Post that the letter was not delivered to Company A and is lost. The information contained in the letter includes Company A's name, address, and information regarding their cancellation.	False	False	False	False	Justice	Attorney General



Incident Number	Reported Date / Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Organizational Rollups. Sector	Organizational Rollups. Ministry
2019-001821	3-Sep-19	On August 21, 2019, an email containing sensitive client information was sent to an unintended recipient. The personal information contained in the email included the client's name, partner's name, former partner's name, children's names, address, SR number, and details relating to a domestic dispute. Containment has been achieved as the email has been double-deleted by the unintended recipient.	False	False	False	False	Social	Children and Family Development
2019-002242	30-Oct-19	10-113 We paid the wrong third party payee.	False	False	False	False	Health	Health