

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2020-001797	21 October 2020	A doctor sent an email to six Ministry employees which included their practitioner number and payee number. It was confirmed that the Ministry is authorized to receive this information, however, it should be sent via a secure method including secure method.	False	False	False	False	Health	Health
2020-001787	19 October 2020	10-35 Caller received a letter regarding their new self-administered account. This letter contained the name and PHN of a child that is not theirs. Upon review, the child was added in error to the wrong account by a Doc Processing CSR back in 2013. The child has now been removed and placed on the correct account. Caller was asked to return the correspondence but indicated to the CSR that they want to keep a copy of the letter. Supervisor will follow up with the caller and ensure that the letter is returned and no copies are made.	False	False	False	False	Health	Health
2020-001715	06 October 2020	A document was sent through a messaging portal to an unintended recipient in error. The personal information involved includes a client's full name, their address, the full name of a child, the child's date of birth, and their funding amount.	False	False	False	False	Social	Children and Family Development
2020-001713	06 October 2020	A form submitted by Client A was profiled to Client B's case with the same name. This resulted in an authorization form being emailed to two unintended recipients in error. The personal information involved includes Client A's full name, their address and indicated medical equipment that had been authorized.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001789	20 October 2020	10-39: A practitioner submitted a claim using the wrong payee number and a remittance statement was sent to a different practitioner. The practitioner that received the remittance in error is retired.	False	False	False	False	Health	Health
2020-001790	20 October 2020	It has been discovered that an email was sent to Company A with Company B carbon copied in error. Confidential information contained within the body of the email included Company A's name, and the date and amount of money paid by electronic funds transfer.	False	False	False	False	Financial	Finance

2020-001730	08 October 2020	A third Party associated an incorrect PHN with a beneficiary and listed an incorrect address. HIBC has also reported that a Revenue Services BC invoice may have also been sent out. The address has since been changed back to the previous address and all records with have since been corrected.	False	False	False	False	Health	Health
2020-001813	23 October 2020	It was discovered that a proposal package given to a potential adoptive parent was then given to the current caregiver of a child in care in error. The personal information involved includes the child's name and details related to the child's history with the Ministry. Containment activities are currently underway; specifically, the unintended recipient will be requested to return the package to the Ministry.	False	False	False	False	Social	Children and Family Development
2020-001836	28 October 2020	10-54: A caller reported that they received a HIBC letter that explained that an unknown person had been added to their account. This appears to be a mistake by a document processing agent. Document processing will be responsible for the Internal Breach Report.	False	False	False	False	Health	Health
2020-001781	19 October 2020	A complainant alleging their information was inappropriately accessed. Personal information involved: ministry involvement.	False	False	False	False	Social	Children and Family Development
2020-001695	02 October 2020	An employee sent an email intended for Client A to Client B. Personal information disclosed in the email includes Client A's first, middle, last name, contact phone number, a c/o name and address, and related financial statements such as tax return information, BC Family Maintenance payment information, and BC Assessment property assessment information.	False	False	False	False	Justice	Attorney General
2020-001700	02 October 2020	During a workplace investigation, it has been discovered that the spouse of an involved employee (the Complainant) has accessed internal emails and forwarded the information to the union with the respondent of the investigation copied. As such, it is believed the Complainant sent confidential materials outside of government. The PSA has been engaged.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development

2020-001771	16 October 2020	An employee was attending a virtual training session, there was a break in the session and a call was placed by the employee to a colleague within the Ministry. The employee had muted their microphone and turned off their camera when they placed the call, however, the settings became altered resulting in the participants overhearing what was discussed. There is the potential that a first name may have been overheard by the attendees and that that this employee was currently off sick.	False	False	False	False	Transportation	Transportation and Infrastructure
2020-001757	14 October 2020	Client information profiled to incorrect account in error. Personal information involved: name, date of birth, address, and Ministry information.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001739	09 October 2020	Client A's identification was profiled to Client B's case in error. The personal information involved includes Client A's name, date of birth, PHN, identification number and a previous address.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001802	21 October 2020	A Ministry office received a client file intended for the Ministry office next door. An employee opened the file and read the client's name and FS number at which time they recognized the file was not intended for their office. The file was placed back in the envelope and it was confirmed they will directly deliver the client file to the intended office.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001706	05 October 2020	Approximately two petty cash receipts could not be located.	False	False	False	False	Social	Children and Family Development
2020-001764	15 October 2020	It was discovered that a client, who is representing themselves in court, reported they lost their copy of a file for a child in care. It is suspected that the file was left on a city bus. The personal information involved includes the child's name, the child's current address, client's name, caregiver's name and detailed history of Ministry involvement.	False	False	False	False	Social	Children and Family Development
2020-001709	05 October 2020	Client A received a copy of Client B's driver medical exam in error. The personal information involved includes first and last name, driver's licence number, class of licence they hold, and brief information on any medical diagnoses.	False	False	False	False	Justice	Public Safety and Solicitor General

2020-001769	15 October 2020	An employee sent an email to an incorrect individual in error. The email contained a notice letter for a liquor licensee. The notice letter contained information regarding the potential cancellation of a liquor licence given the closure of the establishment. The contact information in the notice includes the name of licensee corporation, physical location address of establishment and licence number.	False	False	False	False	Justice	Attorney General
2020-001691	01 October 2020	A Ministry employee contacted an unknown individual and disclosed the name of a client and identified them as being a client of the Ministry.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001703	02 October 2020	A government issued laptop and a Surface Pro cannot be located. It was confirmed that the laptop and the Surface Pro were locked and password protected when lost. Encryption and last access date and time have been confirmed and there is no apparent risk to the devices or the information contained within.	False	False	False	False	Service	Citizens' Services
2020-001708	05 October 2020	Information regarding Client B was recorded in the note field for Client A. The personal information involved including details regarding consent to disclose information for the purposes of eligibility and interest in a wellness program.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001804	22 October 2020	Client A's information profiled to Client B's account in error. Personal information involved: name, DOB, PHN.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001834	28 October 2020	It was discovered that a Ministry employee recorded a meeting with their supervisor without the supervisor's knowledge or consent. An investigation is underway.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-001833	28 October 2020	A package was mailed to the intended recipient (Client A); however, the second page of the document was intended for Client B. The personal information involved includes Client B's name, date of birth, place of birth, Client B's parents name, the parents dates of birth and place of birth. .	False	False	False	False	Health	Health
2020-001779	19 October 2020	A client's file cannot be located. Personal information involved: name, address, date of birth, Ministry involvement.	False	False	False	False	Social	Children and Family Development
2020-001692	01 October 2020	Email containing care giver information sent to unintended recipient. Personal information involved: care giver names.	False	False	False	False	Social	Children and Family Development

2020-001688	01 October 2020	A government employee received voice mail via email from a citizen. The voice mail disclosed the name of the individual, where they had travelled from and where they arrived in the province. The email containing the voice mail was also forwarded to the employee's supervisor. It was confirmed the citizen would be contacted and advised of the correct number to report such incidents. Upon contacting the citizen, the employee confirmed they would delete any records of the voice mail and request the same of the their supervisor.	False	False	False	False	Health	Health
2020-001726	07 October 2020	As reported, a client's document was profiled onto another client file in error. The personal information involved includes a client's name and personal health number.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001819	26 October 2020	An opened letter was found on an employee's desk that contained a citizen's personal information. The personal information involved included a citizen's name, date of birth, address, phone number, email address, date they arrived to Canada and details regarding their self isolation plans. The Ministry confirmed that the letter was opened on their desk and could not confirm who had viewed the completed form.	False	False	False	False	Health	Health
2020-001762	15 October 2020	The Ministry received an email from a third party that was intended to be sent through a secure method. The personal information involved includes a practitioner's name and practitioner number.	False	False	False	False	Health	Health
2020-001711	06 October 2020	A work unit moved from one floor to another within an office building and an interior door was left propped open overnight. It was confirmed that the elevator requires a swipe card to access the floor; however, one of the stairwell locks was not operating properly and was accessible without a swipe card. As such, the floor was not secure. It was confirmed that the lock on the stairwell has since been fixed and it did not appear that any personal or sensitive information had been accessed.	False	False	False	False	Social	Children and Family Development
2020-001740	09 October 2020	An individual sent a document to the Ministry which contained an unknown individual's information in error. The personal information involved includes the unknown individual's name, their student number and details of courses they have taken.	False	False	False	False	Social	Children and Family Development

2020-001745	13 October 2020	10-19: during a call to the contact center it was discovered that a child may have two Personal Health Numbers (PHN). A review is underway.	False	False	False	False	Health	Health
2020-001736	08 October 2020	10-18: a letter was mailed to an unintended recipient. The caller confirmed the letter would be returned to HIBC. This appears to be a postal delivery error.	False	False	False	False	Health	Health
2020-001743	09 October 2020	It was discovered that post secondary institutions were able to view student information intended for another post secondary institutions on a spreadsheet that was shared through SharePoint. The personal information involved includes the student names, email addresses, date of birth, personal education number, student number, gender, citizenship, name of the institution, date the student started, and indicated if the student had been approved for the program.	False	False	False	False	Education	Advanced Education, Skills and Training
2020-001690	01 October 2020	As reported Employee A disclosed details regarding Employee B's leave of absence during a branch meeting. Personal information disclosed includes the reason the employee was on medical leave.	True	False	True	False	Social	Children and Family Development
2020-001832	28 October 2020	You received a phone call from an individual claiming to be from ICBC, conducting a survey about your recent experience renewing your insurance. It was confirmed that you did not provide the caller with any personal information and ended the call. You then contacted ICBC to inquire about the caller and they confirmed they did not contact you to conduct a survey. As advised by ICBC, you contacted your private insurer who also confirmed they had not contacted you to conduct a survey.	False	False	False	False	Not a Ministry	Citizen
2020-001774	16 October 2020	A My Service Centre (MySC) ticket was submitted by a third party that contained an IDIR username and password. With these credentials, employees with access to the MySC application could have accessed the third party's government account and viewed available personal or confidential information. However, it is believed the ticket was only accessed by a limited number of employees for business reasons.	False	False	False	False	Service	Citizens' Services
2020-001791	20 October 2020	It has been discovered that an encrypted CD containing an applicant's FOI package cannot be located. Personal information on the disk is in relation to a foster file.	False	False	False	False	Service	Citizens' Services

2020-001755	14 October 2020	Laptop has been damaged. No personal information involved.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-001693	01 October 2020	A meeting invite was sent to 46 clients, however, each clients email address was visible to all recipients.	True	False	False	True	Social	Children and Family Development
2020-001748	13 October 2020	It was discovered a government issued laptop was lost, however, it was located by an external organization.	False	False	False	False	Service	Citizens' Services
2020-001784	19 October 2020	Client A's information profiled to Client B's account in error. Personal information involved: name, address, date of birth, SIN.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001758	14 October 2020	A Ministry employee sent an email to an unintended recipient in error. The personal information involved includes an employee's name, employee number, their hours, rate of pay, job code and vacation bank.	False	False	False	False	Service	BC Public Service Agency
2020-001780	19 October 2020	A complainant alleges their information was inappropriately accessed by a government employee. Personal information involved includes their date of birth.	False	False	False	False	Natural Resources	Energy, Mines and Petroleum Resources
2020-001816	26 October 2020	An office received a package that contained client information in error. The package was sent by a dentist's office and the personal information involved included a client's name, date of birth, address and dental information. It was confirmed containment measures have been addressed and the package will be sent back to the dentist's office.	False	False	False	False	Not a Ministry	Other
2020-001782	19 October 2020	Client information sent by email in error. Personal information involved: name, and test results.	False	False	False	False	Service	BC Public Service Agency
2020-001807	22 October 2020	Information was potentially disclosed to an employee that they were not privy to. Personal information involved: name, information regarding labour relations.	False	False	False	False	Not a Ministry	
2020-001828	27 October 2020	A client's file cannot be located. Personal information involved: name, date of birth, address, information regarding Ministry involvement.	False	False	False	False	Social	Children and Family Development
2020-001747	13 October 2020	It was discovered a number of papers were left unattended outside a government building. A property worker noticed the documents and believed they originated from a government office. It is unknown at this time if the documents contain confidential or personal information.	False	False	False	False	Service	Citizens' Services

2020-001824	27 October 2020	The Complainant (Ministry employee) has alleged that their personal information was disclosed without authorization. The personal information allegedly disclosed includes the employee's medical condition and details regarding their medical condition.	False	False	False	False	Education	Education
2020-001775	16 October 2020	An employee sent a family conferencing report to members of the family and others who were in attendance at the time of the meeting. Their email addresses were double checked prior to them being sent out and they were sent out one by one to each email address. The employee thought that she had encrypted the document but found out that the encryption did not work. The emails went to the correct locations with an unencrypted attachment.	False	False	False	False	Social	Children and Family Development
2020-001687	01 October 2020	A caller contacted the Ministry and advised they received another client's decision within a decision addressed to them. The caller indicated the documents contained information regarding the conclusion of another decision. It is unknown if there is identifying information in the conclusion of the decision and further follow up is required.	False	False	False	False	Economic	Municipal Affairs and Housing
2020-001808	22 October 2020	Client A's information profiled to Client B's account in error. Personal information involved: name, address, DOB, SIN, PHN, Ministry involvement.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001778	16 October 2020	A potential third party breach was reported involving MSP Direct incorrectly adding a spouse and dependents on to another individual's account.	False	False	False	False	Health	Health
2020-001773	16 October 2020	A criminal record check was conducted for an incorrect individual as a result of a data entry error (wrong select) by an employee in a Ministry database. The error resulted in a clearance letter being sent to an external organization that contained the incorrect individual's name, year of birth and confirmation that they have been cleared (e.g. no criminal record).	False	False	False	False	Justice	Public Safety and Solicitor General
2020-001829	28 October 2020	A government building was broken into and an employee's government issued laptop was stolen.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development

2020-001793	20 October 2020	An automated email was received by Employee A that disclosed Employee B's personal information. Personal information disclosed includes Employee B's name and that they had not reviewed and accepted a policy electronically.	False	False	False	False	Transportation	Transportation and Infrastructure
2020-001719	06 October 2020	An email was sent to an intended recipient containing information they were not privy to. Personal information involved: name, return to work date, eligibility information.	False	False	False	False	Social	Children and Family Development
2020-001794	20 October 2020	A text message intended for Client A was sent to Client B in error. Personal information disclosed includes Client A's first name, Client A's child's first name, and a request for an expense sheet to be submitted.	False	False	False	False	Social	Children and Family Development
2020-001799	21 October 2020	A criminal record check clearance letter was emailed to the incorrect organization. The personal information involved includes an applicant's name, date of birth and confirmation no record was found.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-001707	05 October 2020	On August 27, 2020, a padlock drive containing a disclosure package was couriered to a federal institution. The institution confirmed the package arrived at the main entrance on August 28, 2020, however was never processed by the administrative staff and now cannot be located. The personal information involved includes: first and last names of five accused, first and last name of a deceased victim, dates of birth of both the accused and victim, email addresses, and telephone numbers from wire intercepts.	False	False	False	False	Justice	Attorney General
2020-001705	05 October 2020	A government issued cell phone could not be located.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-001701	02 October 2020	A Supplier's direct deposit information had been incorrectly profiled to a client's account. Personal information disclosed includes the Supplier's name and banking information for the purposes of direct deposit.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001749	13 October 2020	As reported, a student was provided with the incorrect information through a link via email. The personal information involved includes a student's full name, date of birth and personal education number.	False	False	False	False	Education	Education

2020-001742	09 October 2020	Client A was provided Client B's personal information over the telephone in error. The personal information involved includes Client B's EFT details.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001720	07 October 2020	Employee profiled information to incorrect account. Personal information involved: name, address, income information.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001768	15 October 2020	An email regarding weekly dispatch was sent to the intended recipients, however, it contained an incorrect attachment. A recall was performed and an email was sent requesting all recipients double-delete the email.	False	False	False	False	Not a Ministry	Other
2020-001772	16 October 2020	A concern has been reported regarding a compromise to an external counsel (defence counsel) members technical infrastructure. It appears as though cyber-attackers have taken control of the defence counsel's workstation as emails between defence counsel and Ministry Crown Counsel were found to have been sent in a malicious attempt to compromise other workstations. Further investigation to ensure government information is secure is underway.	False	False	False	False	Justice	Attorney General
2020-001731	08 October 2020	It was discovered an employee accessed a client file without a valid work purpose. The personal information involved includes a client's name, date of birth, address and criminal history.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-001817	26 October 2020	It was discovered a cheque was provided to the incorrect client. The personal information involved includes a client's name, address and cheque amount.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001783	19 October 2020	Government office broken into and four laptops were stolen. No personal information involved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001785	19 October 2020	Government issued cellphone lost. No personal information involved.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-001831	28 October 2020	It was discovered that an external contractor was able to view a Ministry employee's screen during a conference call through Web X. No personal or sensitive information was viewable; however, given that the moderator stated this has happened before, further investigation is required to determine the cause of the error.	False	False	False	False	Social	Children and Family Development

2020-001806	22 October 2020	Employee potentially accessed a client's file without a valid business reason. The extent of personal information involved is unknown at this time.	False	False	False	False	Social	Children and Family Development
2020-001821	26 October 2020	An email was sent to approximately 100 care givers and foster parents of the Ministry. It was discovered their email addresses were not blind carbon copied and therefore each email address was disclosed in error.	False	False	False	False	Social	Children and Family Development
2020-001796	21 October 2020	An employee's government issued laptop was stolen. There was potentially sensitive information stored locally to the device which may have included summary statements made by clients.	False	False	False	False	Justice	Attorney General
2020-001835	28 October 2020	A Ministry employee sent an email containing client information to two unintended recipients in error. The personal information involved includes four decedent's names, their dates of death, the date the coroner was notified and their case numbers.	False	False	False	False	Justice	Attorney General
2020-001776	16 October 2020	An adjudicator sent fax for a cosmetic approval document with a patients personal information to the wrong doctors office. The adjudicator was notified by the office with returning the fax and indicating it was the incorrect office that the form was sent to. The personal information sent is still being determined.	False	False	False	False	Health	Health
2020-001721	07 October 2020	Four laptops cannot be located. No personal information involved	False	False	False	False	Transportation	Transportation and Infrastructure
2020-001712	06 October 2020	A government issued iPad was lost. It was confirmed 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 the iPad was lost. It was confirmed the iPad did not contain any personal or sensitive business information.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-001777	16 October 2020	A service provider's void cheque was profiled to a client's account in error. The personal information disclosed includes the service provider's name, signature, and bank account information.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001786	19 October 2020	Ministry office received fax from RCMP in error. No personal information involved.	False	False	False	False	Not a Ministry	

2020-001756	14 October 2020	It was discovered two family members with the same first and last names ²² applied for MSP individually; however, they used one personal health number. This resulted in an RSBC invoice being sent to the incorrect client.	False	False	False	False	Health	Health
2020-001761	15 October 2020	It is suspected that the letter was opened by a client who was in the lobby at the time the letter was returned. The personal information involved includes an individual's name and details of a protective order.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-001689	01 October 2020	It was discovered a document was attached to the incorrect client file and two notes were added in error. The personal information involved includes the client's name and care provider's name.	False	False	False	False	Social	Children and Family Development
2020-001751	13 October 2020	A decision letter was added to the incorrect file and emailed to two incorrect recipients. The personal information involved includes five applicant names, two respondent names, dispute address, dispute codes and indicated no one had attended the hearing.	False	False	False	False	Economic	Municipal Affairs and Housing
2020-001825	27 October 2020	Employee emailed client information to unintended recipients in error. Personal information involved: name, phone number, email address, and date of birth.	False	False	False	False	Social	Children and Family Development
2020-001752	14 October 2020	10-22: An account was opened for the purpose of reviewing a contact ID, and it was noted that a child had been added in error. It was additionally noted that correspondence for this child had been sent to the incorrect address, although it is unknown if it has been delivered/opened. A ticket has been sent to SDPR as it is an SDPR account.	False	False	False	False	Health	Health
2020-001697	02 October 2020	A Complainant is concerned the Ministry is over-collecting personal information for the purposes of issuing Day-Use Passes. Specifically, the Complainant is concerned about the collection of birthdate information.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy
2020-001822	27 October 2020	Employee sent email with Client A's information to Client B in error. Personal information involved: name, Ministry involvement.	False	False	False	False	Social	Children and Family Development
2020-001818	26 October 2020	A letter containing a client memo was mailed to a care giver in error. The personal information involved includes a youth's name, date of birth, address and indicated the youth had returned to the resource home they attend.	False	False	False	False	Social	Children and Family Development

2020-001718	06 October 2020	A Ministry employee sent an email to an unintended recipient in error. The personal information involved includes a client's full name and details of an employment complaint. After further investigation, it was determined that the email was not delivered as the employee received a delivery failure notification. As such, a no privacy incident has occurred.	False	False	False	False	Economic	Labour
2020-001684	01 October 2020	A caller reported that their MSP account details were stolen as part of a cyber attack involving a health care centre. The personal information involved includes the client's name, PHN, Date of birth and test results.	False	False	False	False	Health	Health
2020-001699	02 October 2020	An email intended for Employee A was sent to Employee B in error. No personal information was disclosed, however the email included confidential materials relating to a Unit Chief exam. The error occurred as Employee A and Employee B share the same name.	False	False	False	False	Not a Ministry	Other
2020-001741	09 October 2020	An unencrypted email was sent to a Employee A who then forwarded the email to Employee B in error. The Ministry employees were the intended recipients of the information, however, the information was intended to be sent through a secure method. The personal information involved includes thirty individual's names.	False	False	False	False	Health	Health
2020-001760	14 October 2020	It was discovered that a third party's database has been compromised by a nefarious actor. The full extent of the information accessed is unknown at this time. An investigation is underway.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001814	23 October 2020	Client A went to a local Ministry office and impersonated Client B, which resulted in Client A receiving and cashing Client B's monthly cheque. The personal information involved includes Client A's name, dollar amount and GA number.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001738	09 October 2020	A Ministry employee sent an email to twelve intended recipients, however, the recipients were listed in the cc field, rather than the bcc field in error. The personal information involved includes the individual's email addresses and identifies that they applied on a position.	False	False	False	False	Service	BC Public Service Agency

2020-001803	21 October 2020	It was discovered that as part of a joint Human Resource and Privacy Investigation, Employee A was granted full access rights to Employee B's Outlook inbox in error. This access allowed Employee B to view incoming messages to Employee A's inbox in real time.	False	False	False	False	Social	Children and Family Development
2020-001811	23 October 2020	A government issued cellphone was lost. It was confirmed 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. It was confirmed the phone did not contain any personal or sensitive business information.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy
2020-001765	15 October 2020	It was discovered that a Ministry employee accessed their own information on a database without a valid business reason to do so. The extent of personal information accessed is unknown at this time. As such, an investigation is underway.	False	False	False	False	Health	Health
2020-001714	06 October 2020	A laptop could not be located, however, it was found. Personal information involved: none.	False	False	False	False	Natural Resources	Indigenous Relations and Reconciliation
2020-001696	02 October 2020	An employee's laptop was reported lost in transition to a different office. A thorough search as conducted and the laptop was located.	False	False	False	False	Social	Children and Family Development
2020-001725	07 October 2020	Two client's information was sent to unintended recipient. Personal information involved: name, address, insurance information.	False	False	False	False	Natural Resources	Agriculture
2020-001685	01 October 2020	A child's physical file was accidentally mailed to the parents home address. It was determined all the information contained in the file is authorized to be disclosed to the parents. The Ministry confirmed a courier is scheduled to pick up the file and return it to the correct Ministry office.	False	False	False	False	Social	Children and Family Development
2020-001698	02 October 2020	An employee faxed information belonging to two client's to two unintended recipients in error. Personal information disclosed includes the client's names, date of birth, whether their file was restricted, file number, and the drug screen being requested.	False	False	False	False	Social	Children and Family Development

2020-001766	15 October 2020	A government issued cellphone was lost. It was confirmed 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. It was also confirmed that a remote wipe of the device has been initiated.	False	False	False	False	Social	Children and Family Development
2020-001826	27 October 2020	A Federal government employee was noted as having accessed their own profile in PharmaNet. 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. Although the information pertains to the individual who accessed it, this would not be considered an appropriate use of their system access.	False	False	False	False	Not a Ministry	Not a Ministry
2020-001805	22 October 2020	Client A received Client B's cheque in error. Personal information involved: name, address, cheque amount, case number.	True	False	True	False	Social	Social Development and Poverty Reduction
2020-001830	28 October 2020	HIBC received a letter from the Public Guardian's Office, containing a financial document for an unknown individual.	False	False	False	False	Health	Health
2020-001702	02 October 2020	An unopened letter, marked confidential and addressed to an Employee, was found in the stairwell of a government building.	False	False	False	False	Service	Citizens' Services
2020-001727	07 October 2020	An employee sent an email to an unintended recipient. Personal information involved: name, email address.	False	False	False	False	Service	Citizens' Services
2020-001682	01 October 2020	A client's document was provided to third party in error. Personal information involved: Ministry involvement.	False	False	False	False	Social	Children and Family Development
2020-001823	27 October 2020	Client A was provided Client B's cheque in error. Personal information involved: name, cheque amount.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001729	08 October 2020	As reported, allegations were brought forward including unauthorized access of an internal government system by an employee. The personal information involved includes a client's driver's license.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-001759	14 October 2020	A student's information profiled to incorrect account. Personal information involved: name, ministry involvement.	False	False	False	False	Education	Advanced Education, Skills and Training
2020-001767	15 October 2020	A technical error caused student information to be visible that should not have been accessible. The information that could have been accessed included names, contact information.	False	False	False	False	Not a Ministry	Broader Public Sector

2020-001801	21 October 2020	Caregiver A disclosed a client's information to Caregiver B in error. Personal information involved: medication information.	False	False	False	False	Social	Children and Family Development
2020-001770	16 October 2020	Ministry records were sent to a correct inter-provincial office in Ontario. An administrative error then occurred at the Ontario office resulting in the records being provided to an incorrect Children's Aid Society. The personal information disclosed includes the name and birth date of this child.	False	False	False	False	Not a Ministry	Broader Public Sector
2020-001820	26 October 2020	It was discovered a criminal record check clearance letter was emailed to the incorrect organization. The personal information involved includes a client's name, year of birth and confirmation no record was found. The incorrect organization was contacted and requested to double delete the email. The incorrect organization advised that the email address the clearance letter was sent to is not currently active and therefore they did not receive a clearance letter.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-001683	01 October 2020	While attempting to email Social Worker A, an employee inadvertently emailed Social Worker B; both social workers share the same last name and similar first names. The personal information disclosed includes the first and last name of a youth, date of birth, address, details related to the youth's history with the Ministry, and specifics regarding a critical injury incident.	False	False	False	False	Social	Children and Family Development
2020-001792	20 October 2020	An email regarding a job competition was sent to 13 recipients with their email addresses not blind carbon copied. Personal information disclosed includes the email address of the 13 individuals involved in the job competition.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001815	26 October 2020	10-47: It was discovered during an audit that an employee accessed a client file without authorization. It is unknown what personal information was accessed.	False	False	False	False	Health	Health
2020-001716	06 October 2020	A Ministry employee sent an email containing another employee's personal information to four individuals in error. The personal information involved includes the employee's name and the results of a medical test.	False	False	False	False	Social	Children and Family Development

2020-001686	01 October 2020	Client A's documents were profiled onto Client B's account in error. In addition, a letter was mailed to Client B and notes were added to Client B's file. The personal information involved includes Client A's name, the last 4 digits of their bank account number, case number and indicates the client is ineligible for services.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001710	06 October 2020	10-09: Medical and health information stolen from scooter rental company. Investigation to follow.	False	False	False	False	Health	Health
2020-001800	21 October 2020	An email containing an employee's personal information was sent to three internal recipients using a personal email address in error. The personal information involved includes an employee's initials and details regarding an assessment completed by a specialist.	False	False	False	False	Health	Health
2020-001750	13 October 2020	A document was inadvertently emailed to the incorrect client. The personal information disclosed included the first and last name of the landlord, the landlord's address, the first and last name of two tenants, each tenants address, one tenant's phone number and email address, file number, dispute address and claims involved in the dispute.	False	False	False	False	Economic	Municipal Affairs and Housing
2020-001734	08 October 2020	An incorrect response letter was emailed to an applicant. The personal information involved includes an applicant's name, email address, address and indicated their FOI request had been reviewed by the OIPC.	False	False	False	False	Service	Citizens' Services
2020-001744	13 October 2020	An email was sent to the incorrect employee. The personal information involved includes an inmate's first and last name, and two photographs of the inmate's face.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-001722	07 October 2020	An email was sent to an unintended recipient in error. Personal information involved: name, address, outcome information.	False	False	False	False	Economic	Municipal Affairs and Housing
2020-001728	07 October 2020	Client information mailed to unintended recipient. Personal information involved: name, account number, amount paid.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-001746	13 October 2020	An employee received an email from 7-7000 advising of an attempt to update their IDIR password via email. The email address used to attempt to update the IDIR password was a non-government email address that was not their own.	False	False	False	False	Not a Ministry	Other

2020-001763	15 October 2020		False	False	False	False	Social	Social Development and Poverty Reduction
2020-001788	20 October 2020	It has been discovered that personal information belonging to Client A was erroneously recorded in an ICM memo for Client B. Personal information disclosed included Client A's first name, Client A's child's first and last name, and details regarding an altercation that had occurred.	False	False	False	False	Social	Children and Family Development
2020-001717	06 October 2020	10-13: Personal Information including insurance and prescription information hacked from a Private health Services Computer System. Investigation to follow. Compromised PHN alert added to file.	False	False	False	False	Health	Health
2020-001735	08 October 2020	A fax was sent to an unintended recipient in error. The personal information involved includes the name of a client, the name of their partner, the name of four children, date of birth for all individuals listed, address and the reason why a criminal record check was being requested.	False	False	False	False	Social	Children and Family Development
2020-001753	14 October 2020	Information provided to client's advocate with invalid consent. Personal information involved: information regarding involvement.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001795	20 October 2020	10-40: A caller has reported that there is someone with a similar name that may have been associated with his PHN and Address. This situation has been brought to the attention of the PHN Merge Specialist to investigate and correct as necessary.	False	False	False	False	Health	Health
2020-001694	01 October 2020	10-04: a BC Services Card was mailed to the incorrect client. The personal information involved includes name, date of birth and personal health number.	True	False	False	False	Health	Health
2020-001737	09 October 2020	A Ministry employee sent a fax to an unintended recipient in error. The information disclosed includes a client's name, and the fact that there is Ministry involvement.	False	False	False	False	Social	Children and Family Development
2020-001798	21 October 2020	10-41: a document was sent to an incorrect third party payee. The personal information involved includes a client's name and personal health number.	False	False	False	False	Health	Health
2020-001827	27 October 2020	Decision letter emailed to incorrect recipient. Personal information involved: name, address, outcome.	False	False	False	False	Economic	Municipal Affairs and Housing

2020-001723	07 October 2020	10-14: Caller received a letter for someone that does not reside at that address. Doc Processing CSR entered the address incorrectly when processing the application. Caller will return the correspondence. I have sent a Service Desk ticket to cancel the Non Photo Card that has not yet gone out. Address for breached person has been corrected and a new Non-Photo Card has been ordered to go to the correct Address. Doc Processing breach	False	False	False	False	Health	Health
2020-001754	14 October 2020	Government tablet cannot be found. No evidence personal or confidential information would be stored on device.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-001724	07 October 2020	An employee entered their password into a conversation in error. Personal information involved: password.	False	False	False	False	Social	Children and Family Development
2020-001812	23 October 2020	An email with an attached document containing sensitive business information was sent to a government email inbox in error. The confidential information includes two Minister's names and details of a bargaining plan.	False	False	False	False	Transportation	Transportation and Infrastructure
2020-001810	22 October 2020	Client A's information profiled to Client B's account in error. This led to Client B receiving Client A's information in the mail. Personal information involved: name, date of birth, parent's names, parent's places of birth.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001733	08 October 2020	10-17: an administrator from a school called to report they had a wallet turned in to them for a person who does not attend the school. The caller indicated that there was a BC Services Card (BCSC) in the wallet. The caller will be returning the BCSC to HIBC attention to the Supervisor.	False	False	False	False	Health	Health
2020-001704	05 October 2020	A medical certificate of death could not be located following the move of a funeral home. The personal information involved includes: first and last name of the deceased, date of birth, age at death, date of death, personal health number, cause of death, name of physician, and manner of death. The certificate also includes medical coding and physician MSP billing number.	False	False	False	False	Health	Health
2020-001732	08 October 2020	An email was sent to the incorrect employee. The personal information involved includes a client's name, driver's license number, license class and indicated they were required to take a road test.	False	False	False	False	Justice	Public Safety and Solicitor General

2020-001809	22 October 2020	Client A's information profiled to Client B's account in error. Personal information involved: name, SIN, Ministry involvement.	False	False	False	False	Social	Social Development and Poverty Reduction
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