

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000120	21 January 2021	As reported, you received an email from a citizen who is concerned about ICBC emailing sensitive documents via email.	False	False	False	False	Justice	Attorney General
2021-000164	27 January 2021	As reported, an email for Client A was added to Client B's file in error. Personal information includes name and information regarding ministry services.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001921	10 November 2020	A pharmacist provided Client A with the PHN of Client B who has a similar name. Additionally, the pharmacist updated Client A's address in error. Containment activities are currently underway; specifically, PHN merge will correct Client A's PHN and address.	False	False	False	False	Health	Health
2020-001848	30 October 2020	During a review of prior FOI releases, it was discovered that two files were released without all the appropriate severing having been applied. The personal information left unredacted included a unique number, similar to an employee ID, associated to two parliamentary employees.	False	False	False	False	Service	Citizens' Services
2021-000852	11 May 2021	While loading onboarding documents for an employee, an alert popped up regarding saving information to One Drive. It was confirmed that the settings on the documents uploaded in error were set to private and unlikely to be at risk. The documents uploaded were human resource forms for a new employee. This included their personal information such as their DOB, home address and banking information.	False	False	False	False	Financial	Finance
2021-000734	27 April 2021	As reported, a mis-directed email was received by the reporter which appeared to contain sensitive personal information. The reporter will be double-deleting the email received in error.	False	False	False	False	Health	Health

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2020-002163	21 December 2020	A client's adult child often calls to talk about case and has been provided personal information. The system shows that at least six consent forms have been submitted through the clients account to my self serve over the last while, but when submitted they have been withdrawn shortly after. There is one consent on the file that is approximately six years old that has not been withdrawn. To date, efforts to get a hold of the client directly to confirm status of consent have been unsuccessful. Reporter does not believe the client has been spoken to directly in some time.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000167	27 January 2021	Employee A inadvertently CC'ed Employee B in an email instead of Employee C, as intended. The personal information disclosed includes the first and last name of a child in care, date of birth, address, names of support workers, details regarding an incident involving the child, Ministry involvement, and case number.	True	False	False	True	Social	Children and Family Development
2021-000598	06 April 2021	A government issued client cellphone was lost. It is unknown if the phone was password protected or unlocked at time of loss, however, no government information was contained on the cellphone.	False	False	False	False	Social	Children and Family Development
2021-000158	27 January 2021	As reported, a s.22 employee may have inappropriately accessed a court database and disclosed information to their colleagues.	False	False	False	False	Justice	Attorney General
2021-000952	26 May 2021	Client A called the Ministry to report that they had been given a cheque intended for Client B. The error was discovered when Client A tried to cash the cheque and the bank did not allow it. Client A has been asked to return the cheque to their local Ministry office and a further investigation is underway.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000818	06 May 2021	A government issued cellphone was lost. It was confirmed the device was password protected, however, the password was written on the device. The cellphone was used by various staff members and it was confirmed that there was no confidential or personal information stored on the device.	False	False	False	False	Social	Children and Family Development



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2020-001965	18 November 2020	11-49: A CSR came across a document where an International School has opened an bill for a student who is no longer on their group. The address for the bill does not match the school's address.	False	False	False	False	Health	Health
2021-000918	19 May 2021	As reported, the ministry received a letter indicating a client's account information does not match the account number on a letter. The personal information involved includes name, address and account number. Upon further investigation, the ministry determined this incident had been previously reported as a privacy breach and the letter was simply being returned to the custody of the ministry.	False	False	False	False	Health	Health
2020-002150	17 December 2020	It is alleged an employee may be accessing government information without authorization <sup>s.22</sup> . It is unclear at this time what information has been potentially accessed, however concerns were raised due s.22	False	False	False	False	Financial	Finance
2021-000333	25 February 2021	It was discovered a client's personal information was disclosed to their adult child and a service request was completed for the client's spouse without valid consent on file. The personal information involved includes shelter and bus pass information.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001942	13 November 2020	Employee disclosed client's information to an advocate without valid consent on file. Personal information involved includes: Ministry involvement.	False	False	False	False	Social	Social Development and Poverty Reduction

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2021-000427	09 March 2021	A message containing an attachment intended for Client A was sent through the My-Self Service portal to Client B in error. The personal information involved included the name of a service provider, Client A's first and last name, their parent's first and last name, services provided, amount paid for services and reason for denial. In addition, the attachment was profiled to the incorrect client file. Client B has confirmed deletion of the message including the attachment, however, the message is still visible on the My-Self Service and the document needs to be unprofiled from the incorrect client file.	False	False	False	False	Social	Children and Family Development
2020-001948	16 November 2020	It was discovered a client's personal information was disclosed to their parent without valid consent on file. The personal information disclosed includes details related to the client's medical equipment and medication.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000254	11 February 2021	As reported, a document for Client A was added to Client B's file in error. Personal information includes name and information regarding ministry services.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000083	18 January 2021	01-78: We have been advised that a Special Authority application was faxed from the Ministry of Health to an incorrect fax number in error. We have advised the Special Authority department of the error.	False	False	False	False	Health	Health
2021-000221	05 February 2021	It was discovered an electronic folder was created with the incorrect permissions and was viewable by a number of employees. The error was discovered prior to documents being saved in the folder and as such, no confidential or personal information was involved.	False	False	False	False	Service	Citizens' Services
2021-000814	06 May 2021	05-12: Client A contacted HIBC and confirmed they received a MSP letter intended for Client B. The letter advised Client B to contact HIBC due to a child on their account having a card that will expire.	False	False	False	False	Health	Health

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2020-002003	23 November 2020	A caregiver <sup>s.22</sup> referencing children they have been approved to provide care for. The personal information involved includes the children's photo, their Indigenous ancestry and indicates Ministry involvement.	False	False	False	False	Social	Children and Family Development
2021-000339	25 February 2021	Client A received services from the Ministry and it is believed they <sup>s.22</sup> . This was discovered when Client B forwarded the email to the Ministry requesting to discuss the payments.	False	False	False	False	Not a Ministry	Other
2020-002031	26 November 2020	An employee inadvertently sent a fax containing personal information of a member of the public to an incorrect recipient. The personal information involved includes: first and last name, address, and date of birth.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000014	05 January 2021	01-03: HIBC has received a Fair PharmaCare (FPC) Income Tax Return Filed form signed by another individual. The form contains a FPC registration number and PHN. It appears the form was signed by the account holder's mother as they have the same initials.	False	False	False	False	Health	Health
2021-000554	26 March 2021	03-70: a Ministry program area requested a child be added to a client account, however, the incorrect personal health number was provided. As a result, the incorrect child was added to the client's account.	False	False	False	False	Health	Health
2021-000256	11 February 2021	As reported, a decision letter was emailed to an unintended recipient in error. The personal information involved included name and address.	False	False	False	False	Justice	Attorney General
2021-000348	26 February 2021	A client's medical records were inadvertently included in a document package that was released to a contractor. The personal information contained in the records includes the client's medical information and psychological assessments. Containment efforts are underway.	False	False	False	False	Social	Children and Family Development

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2020-002185	29 December 2020	As reported, a Ministry client document from 1991 cannot be located. The personal information involved includes first and last name, date of birth, file number, first and last names of dependants, and names of worker(s) assigned.	False	False	False	False	Social	Children and Family Development
2021-000027	07 January 2021	Double Count of 2021-0021; It has been discovered 18 resumes were sent to an two unintended recipients. Personal information disclosed includes applicant's full names, contact information and work history. An email requesting double-deletion will be sent to the second unintended recipient; as such, containment is underway.	False	False	False	False	Natural Resources	Agriculture, Food and Fisheries
2021-000318	22 February 2021	As reported, Canada Post notified the ministry that post office boxes were broken into on February 21, 2021. It is unknown if any mail was removed.	False	False	False	False	Service	Citizens' Services
2021-000516	23 March 2021	A government issued cellphone was sold by a client 4 days after it was recieved. No personal or confidential information was stored on the phone.	False	False	False	False	Social	Children and Family Development
2021-000369	02 March 2021	As reported, a section 211 Report was emailed to an unintended recipient in error. The personal information involved included name, address, parenting information and financial information.	True	False	False	True	Justice	Attorney General
2021-000799	04 May 2021	An employee indicated they have been using employee IDIR credentials other than their own. Further follow up is underway.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000313	22 February 2021	Employee A has alleged Employee B accessed client files and disclosed personal information without authorization. Upon review, it was determined this is a double report of 2021-0179.	False	False	False	False	Service	BC Public Service Agency

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2021-000831	07 May 2021	It has become apparent that employee's have been using a cloud-based application to combine documents. It is unclear whether this application has been approved for Ministry use. An investigation is underway.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000367	02 March 2021	As reported, an email was sent to an unintended recipient in error. The email contained legal advice protected by solicitor-client privilege. No personal information was involved.	False	False	False	False	Justice	Attorney General
2021-000344	25 February 2021	A client's s.22 contacted the Ministry to advise that the s.22 s.22 during the call personal information of s.22 s.22 was disclosed to the caller. The personal information involved includes the client's social insurance number and banking institution name.	True	False	False	False	Social	Social Development and Poverty Reduction
2021-000464	15 March 2021	As reported, an email invitation was sent to an unintended recipient in error. The personal information included the first and last name of one client.	False	False	False	False	Social	Children and Family Development
2021-000336	25 February 2021	As reported, a folder containing client information was left unsecured in a Ministry office for one week. The personal information involved includes approximately 20 client names, personal health numbers and a doctor's referral with the reason for referral.	False	False	False	False	Social	Children and Family Development
2021-000335	25 February 2021	02-88: Client A contacted HIBC to advise they received a RSBC invoice intended for Client B. The personal information involved includes Client B's personal health number and RSBC account number.	False	False	False	False	Health	Health
2021-000782	03 May 2021	As per our conversation, it appears a caller to a ministry office was able to briefly overhear a conversation on another line before hanging up. The 77000 Service Desk has a ticket open to determine if there is an issue with the UC phone system.	False	False	False	False	Social	Children and Family Development

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2021-000423	09 March 2021	A citizen called a Service BC agent to assist with completing a tax declaration. The agent confirmed that the declaration was completed at which time the caller advised the information they provided to complete the declaration was for a family member residing at the home. It is unknown at this time if personal information was disclosed to the citizen and an investigation is underway.	False	False	False	False	Service	Citizens' Services
2021-000609	07 April 2021	An email was sent to the incorrect government employee. The personal information involved includes an employee's first and last name, position number and confirmed they are on a temporary appointment.	False	False	False	False	Justice	Attorney General
2021-000226	05 February 2021	02-08: It was discovered Client A's account was merged with Client B's in error. As a result, Client A's BC Services Card (BCSC) and a letter intended for Client A were mailed to Client B. The personal information involved includes Client A's name, gender, personal health number and account number.	True	False	False	False	Health	Health
2020-002045	30 November 2020	A government issued laptop cannot be located. No personal information involved.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-002044	27 November 2020	Allegation that a government contact inappropriately disclosed a third party's information. Personal information disclosed includes: information about their Ministry involvement.	True	False	False	True	Social	Children and Family Development
2021-000515	23 March 2021	Tax documents pertaining to Client A were mailed to Client B, although Client B does not have consent to access Client A's file. Personal information provided in these documents includes name, address, Social Insurance Number, and tax refund amounts.	False	False	False	False	Social	Social Development and Poverty Reduction

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2021-000243	10 February 2021	On February 9, 2021 an employee's building pass and printer FOB were lost. Personal information on the building pass includes an employee's name and photo. It is believed the building pass and printer FOB were misplaced within the building, but after a thorough search, the items have not been located.	False	False	False	False	Economic	Tourism, Arts, Culture and Sport
2021-000983	31 May 2021	Per our conversation, a government vehicle was stolen and subsequently recovered. It appears a GPS transponder was stolen and it is unknown if a radio inside the vehicle was also stolen.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-001962	17 November 2020	11-43: it was discovered an agent added a child to the incorrect account. Double report.	False	False	False	False	Health	Health
2021-000527	23 March 2021	It was discovered that an employee has been sending confidential government emails and Skype Instant Messages to s.22	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000382	03 March 2021	Client A received a letter intended for Client B as the result of a double-stuffed envelope. The personal information contained in the letter includes Client B's name, address, registration number and deductible amount. Containment efforts are underway; specifically, Client A will be mailing Client B's letter back.	False	False	False	False	Health	Health
2020-002144	16 December 2020	A document was faxed to the incorrect external organization in error. The personal information involved includes a client's name, date of birth, personal health number, details regarding medical care the client received and medical care costs.	False	False	False	False	Health	Health

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2020-002027	26 November 2020	It was discovered information was provided to a contact on a client (Client A)'s file without a valid consent in place. It was determined the consent was historically in place for the client but had expired. The personal information disclosed includes: a release of information to a college or university, information regarding Client A's student funding application, and details related to Client A's course registrations.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000817	06 May 2021	An email was sent to the incorrect government employee. The personal information involved includes the first and last name of a child, the child's date of birth, address and details regarding a critical incident the child was involved in.	False	False	False	False	Social	Children and Family Development
2021-000013	05 January 2021	01-06: a client's address was updated to a family member's where the client does not reside. As a result, a letter intended for Client A was mailed and opened by Client B. It was confirmed Client B then provided the letter directly to Client A. At the time the incident was reported, it was not confirmed what personal information was involved. In addition, the supervisor that reported the incident is currently on leave and the impacted client is not able to be identified.	True	False	False	False	Health	Health
2021-000251	11 February 2021	As reported, email was sent to MCFD staff and an unintended recipient in error. The unintended recipient is at trusted third party who confirmed the email was double-deleted. The personal information involved is the initials and first name of a youth.	False	False	False	False	Social	Children and Family Development
2020-001918	09 November 2020	An employee inadvertently sent an email to the incorrect employee. The personal information disclosed included a child's first and last name, date of birth and sensitive youth justice history.	False	False	False	False	Social	Children and Family Development
2020-001852	30 October 2020	A cheque intended for Client A was released to Client B in error, as both clients share a similar first and last name.	False	False	False	False	Social	Social Development and Poverty Reduction



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2021-000173	28 January 2021	A letter that contained the incorrect client information was emailed to an external organization. The personal information involved includes a client's name and address.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000154	26 January 2021	As reported, an email was sent to an unintended recipient which included payment amounts relating to five suppliers. There was no personal information included in the email.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2021-000698	21 April 2021	Employee A reported concerns regarding a potential unauthorized disclosure from Public Body A to Public Body B regarding a client. The personal information involved includes the outcome of a crisis grant request.	False	False	True	False	Social	Social Development and Poverty Reduction
2021-000390	03 March 2021	It has been discovered that documents have been uploaded to a SharePoint site with unusual naming conventions; when the employee who appears responsible for uploading the documents was asked about it, they indicated they had not uploaded any documents and had not accessed the site for several months. The documentation uploaded to the SharePoint site includes, but is not limited to, legal interests of land and sensitive negotiation advice.	False	False	False	False	Natural Resources	Indigenous Relations and Reconciliation
2020-002154	17 December 2020	A Ministry employee received a call on their work cellphone stating that their personal information had been used to open several bank accounts. The caller provided the employee with their home address, their banking institution and the last three digits of their SIN.	False	False	False	False	Natural Resources	Energy, Mines and Low Carbon Innovation
2021-000992	01 June 2021	It was discovered an employee's MyPerformance account was set up under the incorrect supervisor. The personal information involved includes the employee's first and last name, ID number and work performance goals.	False	False	False	False	Service	BC Public Service Agency

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2021-000447	11 March 2021	The documents of two clients of ICBC were switched inadvertently during a road test. ICBC has taken the appropriate steps required by their privacy protocol for containment.	False	False	False	False	Service	Citizens' Services
2021-000849	11 May 2021	As reported, a letter was mailed to an incorrect recipient. The personal information involved included name, address and notification of the closing of a file.	False	False	False	False	Social	Children and Family Development
2021-000081	18 January 2021	It has been discovered that a former Ministry EmployeeA former government employee was believed to have been using their government credentials s.22 after they were no longer employed with the Ministry. The potential sensitive government information included, but is not limited to, information related to s.22	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2021-000450	11 March 2021	A government vehicle was broken into; however, it was confirmed that no personal or confidential information was in the vehicle at the time of the break-in. As such, no privacy incident occurred.	False	False	False	False	Social	Children and Family Development
2021-000190	01 February 2021	It was discovered a document containing a client's BC Care Card was profiled to the incorrect client file. The personal information involved includes the client's name, address, personal health number, address and case number.	False	False	False	False	Social	Social Development and Poverty Reduction

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2021-000224	05 February 2021	Two applications (for Clients A and B) were mixed together by a Group Administrator resulting in an account error and unauthorized disclosure. Personal information related to the spouse of Client A (Client C) was included in Client B's application. As a result, Client C was added to Client B's application in error and sent a Missing Information letter. The error was discovered when Client B contacted HIBC to inquire about the letter. The personal information involved includes the first and last name of Client C.	False	False	False	False	Health	Health
2021-000480	17 March 2021	A misconfiguration of an integration system caused production data to be loaded into a test environment. The data included 24438 individual client numbers, but no other sensitive personal information of clients.	True	False	False	False	Justice	Attorney General
2021-000702	21 April 2021	A Service Provider was provided access to a document in which they were not entitled to view. The document contained no personal information at the time of containment.	False	False	False	False	Education	Advanced Education, Skills and Training
2020-001907	09 November 2020	Two emails were sent to two intended recipients and one unintended recipient in error. The personal information involved includes an employee's first and last name, two meeting dates and they could potentially be identified as being under a work place investigation.	False	False	False	False	Financial	Government Communications and Public Engagement
2021-000614	08 April 2021	An employee conducted an unauthorized search using a ministry database s.22 The personal information involved included their s.22 , gender, date of birth, age, s.22 s.22 and the context was regarding s.22 s.22	False	False	False	False	Justice	Public Safety and Solicitor General

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2020-001910	09 November 2020	A Complainant has alleged that a Ministry Employee inappropriately used their government email to forward information related to s.22	False	False	False	False	Social	Children and Family Development
2021-000574	31 March 2021	It was discovered the s.22 inadvertently mailed approximately s.22 via mail to incorrect contacts resulting in recipients receiving the inaccurate letter(s). The letters contained citizens' first and last names, addresses and significant date (birth date or anniversary date).	False	False	False	False	Financial	Finance
2021-000578	31 March 2021	An email containing court documents was sent to an organization in error. Personal information contained in the documents included child's name, child's date of birth, and information pertaining to the removal of the child from the home.	False	False	False	False	Social	Children and Family Development
2021-000967	27 May 2021	An approved visitor to an institution advised the Ministry they have received a series of virtual meeting invites for two inmates that they do not know. Personal information disclosed in the invites included the two inmate's first and last names and CS numbers.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000334	25 February 2021	An email was sent to an external organization with the incorrect attachment. The sensitive information involved includes another external organization's banking information.	False	False	False	False	Financial	Finance
2021-000973	28 May 2021	s.22 letters were sent to ans.22 via fax. Upon review, it was determined that the impound lot was managed by a new owner, however, the fax number was still set up with the previous owner. As such, during a period of six months, s.22 letters were sent to the incorrect recipient. The personal information involved includes the client's name, vehicle make and model, license plate number s.22	False	False	False	False	Justice	Public Safety and Solicitor General

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2021-000767	30 April 2021	A Service Provider's direct deposit application was profiled to a client's file in error. The document contained the Service Provider's full name, address, phone number, bank account number and signature. The document has since been removed from the file, however, prevention has yet to be discussed.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000040	11 January 2021	01-31: An HIBC agent incorrectly provided a linked spouses PHN to a caller. The agent has realized their mistake and has been coached as to why this should not happen.	False	False	False	False	Health	Health
2021-000395	04 March 2021	As reported, you noticed unexpected font changes in a Word document that was being worked on by yourself and your colleagues. The Word document contained information about current research found in literature.	False	False	False	False	Social	Children and Family Development
2021-000291	18 February 2021	It was discovered Contractor A was able to access Contractor B's monthly invoice in a government system. It was confirmed the invoice did not contain any personal information, however, did contain sensitive business information including Contractor B's monthly financial performance and payments.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-002046	30 November 2020	Employee sent email containing client's information to individual not privy to the information in error. Personal information involved: name.	False	True	False	False	Social	Children and Family Development
2021-000310	19 February 2021	On February 18, 2021, 40 boxes of warrant files were picked up by a courier to be transported for off-siting. While at the courier facility, a single warrant file fell out of one of the boxes. The personal information contained on the warrant file includes the inmate's name, court documents, and police information system record. The warrant file was not viewed and has been secured at the courier facility. Containment efforts are underway; specifically, the warrant file will be returned to the correctional facility.	False	False	False	False	Justice	Public Safety and Solicitor General

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2021-000762	30 April 2021	A monthly report for a client was delivered to a Ministry in error by a mail courier. The receiving Ministry office is directly across the hall of the Ministry where the letter was intended to be delivered. The personal information contained within the document included the client's name, Social Insurance Number and phone number.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000784	03 May 2021	A government issued laptop and mobile phone were damaged in a motor vehicle accident.	False	False	False	False	Economic	Tourism, Arts, Culture and Sport
2020-002153	17 December 2020	During a review of an FOI release package, Information Access Operations (IAO) discovered that documents for 9 clients were attached to Client A's account in error. The personal information involved includes full name, case number, SIN and monetary amount of previous month's cheque.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000320	22 February 2021	As reported, a Notice of Significant Measure was faxed to an external organization in error. The personal information involved includes name and date of birth.	False	False	False	False	Social	Children and Family Development
2021-000214	04 February 2021	Client A called the Contact Centre. During the call Client A became aware of an MSP Cancel Letter that was sent to an old address they no longer have access to the mail from. It is unknown whether this letter has been received and opened by Client B. Potentially breached information: First and Last Name, Address and Account#. This error appears to be an HIBC employee error. The employee updated the address incorrectly. Investigation and employee feedback to follow.	False	False	False	False	Health	Health
2021-000689	20 April 2021	It was discovered that a Service Provider's computer was being manipulated remotely. The computer was shut down and disconnected from the internet immediately. The Service Provider Manager has access to the Ministry's Network Drives. It is unclear if Network Drives have been accessed at this point. Incident referred to securities team.	False	False	False	False	Justice	Public Safety and Solicitor General

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2020-002073	03 December 2020	12-11: Employee processed an application and selected the wrong person resulting in a letter to a new resident being sent with an existing resident's account number. Caller has indicated they will return the correspondence.	False	False	False	False	Health	Health
2021-000438	11 March 2021	The Complainant alleged their personal information was inappropriately disclosed by a government employee to a representative.	False	False	False	False	Financial	Finance
2021-000948	25 May 2021	You reported that one government issued client cellphone was stolen, and one was damaged beyond repair. It is unknown if the phones were password protected or unlocked at time of loss, however, no government information was contained on the cellphones.	False	False	False	False	Social	Children and Family Development
2021-000730	26 April 2021	A letter was mailed to the incorrect service provider. The personal information involved includes the client's name, the child's name and type of services the child was receiving.	False	False	False	False	Social	Children and Family Development
2020-001859	02 November 2020	Employee A intended to scan documents containing their personal information to themselves but accidentally carbon copied Employee B with a similar last name. The personal information involved includes Employee A's name, address, drivers license number, year of birth, phone number, maiden name, personal email address and salary.	False	False	False	False	Education	Education
2020-002094	07 December 2020	It was discovered that Client A's shelter document was attached to Client B's account in error. The personal information involved includes the client's name, date of birth, address and rent amount.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-002071	03 December 2020	Information regarding Client A was saved on Client B's file in ICM. Personal information disclosed includes that cheques were released, the cheque numbers, and the name of the individual who picked the cheques up on behalf of the client.	False	False	False	False	Social	Social Development and Poverty Reduction

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2021-000101	19 January 2021	As reported, a letter was sent to an incorrect client in error. The type of personal information involved is first and last name.	False	False	False	False	Social	Children and Family Development
2021-000793	04 May 2021	An email was sent to two intended recipients and one general inbox in error. The personal information involved includes a client's last name, court file number, police file number and indicated they breached their probation.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000503	19 March 2021	An email was sent to an internal recipient that contained the incorrect attachment in error. The attachment included a client's land title document that identified their name and address.	False	False	False	False	Service	Citizens' Services
2021-000176	28 January 2021	An external organization sent an email to a government employee containing an employee's personal information. The personal information involved included the employee's medical lab test results. The Ministry confirmed they are not required to collect such information and double deleted the email.	False	False	False	False	Service	BC Public Service Agency
2020-002152	21 December 2020	An offer letter and criminal record consent form was sent by an employee to a candidate that is being hired. The criminal record check form that was sent was not blank, it was a consent that had been completed by another employee. Personal information includes – name, SIN, employee ID, address, DOB. The individual who received the documentation in error is internal to government, reported receipt of a completed form and requested a blank copy. Reporter has requested double deletion of incorrect form.	False	False	False	False	Justice	Attorney General
2021-000265	16 February 2021	It was reported an employee inappropriately accessed a client file as an effort to act as <sup>s.22</sup> . The potential personal information involved included the client's first and last name 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	Sector	Ministry
2021-000725	26 April 2021	An email regarding a Ministry competition was sent to the incorrect employee. The personal information involved included an applicant's first and last name.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-002053	30 November 2020	USB drive cannot be located. No personal information involved.	False	False	False	False	Education	Education
2020-001890	04 November 2020	Client A's information profiled to Client B's account in error. Personal information involved: name, address, dob, and banking information	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000084	18 January 2021	01-79 It has been discovered that a child born via surrogacy was added to the surrogate parent's account instead of the parent's account. As a result, the BCSC was sent to the correct address, but the wrong PHN was used. Further, the surrogate parent's address was updated incorrectly.	False	False	False	False	Health	Health
2021-000428	09 March 2021	While assembling a freedom of information request, it was discovered that documents for four clients were profiled as one document onto one client's case in error. It has been confirmed the incorrect records have been removed from the FOI package and were not released. Containment efforts are underway; specifically, the client documents will be removed from the case, separated, and profiled accordingly.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-002169	22 December 2020	It was discovered that in July 2020, a decision was sent to an incorrect address in error. Personal information disclosed includes full names, a third party business address, and details regarding a sexual assault incident.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000844	11 May 2021	A Ministry Social Worker was alerted to an incident wherein a client had made an arrangement with their Behavioral Interventionist to mis-use Ministry funds to purchase a car.	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	Sector	Ministry
2020-001956	17 November 2020	An income assistance application form intended for Social Worker A was emailed to Social Worker B in error. Personal information disclosed included the applicant's full name, date of birth, SIN, financial information, asset information, and other relevant details required to determine their eligibility for income assistance.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000542	25 March 2021	It was discovered that 4 bags of documents for shredding were removed from a Ministry office by the janitorial company working within the building. Containment efforts are underway to discover where the documents may have been taken and how they were disposed of.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000303	19 February 2021	A new employee was given a former employee's employee ID number in error, resulting in the former employee's social insurance number and date of birth being associated with the new employee's account. Containment efforts are underway to have the former employee's information removed.	False	False	False	False	Service	BC Public Service Agency
2021-000662	14 April 2021	As reported, it was believed that six devices could not be located. However, after a thorough search, it was determined that five of the devices were securely stored within a government office. The remaining device is strongly believed to be securely stored within a locked cabinet at a government office, although this cannot be confirmed at this time.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-001905	06 November 2020	Employee faxed a client's information to an unintended recipient in error. Personal information involved: name, address, driver's license number.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000263	12 February 2021	An email was sent to an external organization with the incorrect document attached. The personal information involved includes a client's full name, identifies them as an inmate, address, CS number, identification number, date of birth and requests records including their criminal record and logs.	False	False	False	False	Service	Citizens' Services
2020-002180	24 December 2020	Daily Deposit Sheet cannot be located. Information involved: financial 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	Sector	Ministry
2021-000384	03 March 2021	A Ministry employee reported that they have recently received several calls from mostly unknown individuals indicating that they missed calls from the employee. The number the callers cite as being contacted from is associated with the work cell phone of the employee who reported the concern. The employee confirmed they have checked their outgoing call log and verified that they had not in fact called these individuals. The employee has advised the callers that they did not place these calls. The employee confirmed that they have at all times been in possession of their work cell phone and they have no reason to believe that their phone or workstation was compromised.	False	False	False	False	Social	Children and Family Development
2021-000922	19 May 2021	As reported, an email was sent to a religious organization which included a report intended for a different organization. The report included names, addresses and phone numbers.	False	False	False	False	Health	Health
2020-001919	09 November 2020	A government vehicle was broken into and items were stolen. It was determined the items included equipment that collect geotechnical data. It was confirmed no other items were taken and no confidential or personal information was accessed.	False	False	False	False	Transportation	Transportation and Infrastructure
2020-001917	09 November 2020	A social worker disclosed the name and phone number of a s.22 It was confirmed the social worker did not identify anyone s.22 that previously resided at the s.22 residence and only business contact information was provided to the s.22	False	False	False	False	Social	Children and Family Development
2021-000152	26 January 2021	An email was sent to a service provider (CGI) to seek their technical assistance. The email included screenshots that contained the personal information of two citizens. The personal information consisted of their names, addresses, date of births, PHN's, hospital admission dates, discharge dates and hospital names.	False	False	False	False	Health	Health
2020-001934	12 November 2020	A Ministry employee sent client information (request to pay a service provider) via a Ministry portal to the incorrect client. The information sent included the name of a child and the name of the service provider who was to provide behavior intervention services to that child.	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	Sector	Ministry
2021-000350	26 February 2021	A letter intended for Client A was mailed to Client B. The personal information contained in the letter includes Client A's name and account number. A review is underway.	False	False	False	False	Health	Health
2020-001974	18 November 2020	Employee sent email to 280 recipients ccing them instead of bccing them in error. Personal information involved: email address	False	False	False	False	Economic	z_Jobs, Trade and Technology (2020-12-08)
2020-002026	26 November 2020	A file was emailed without having been encrypted or sent via secure file transfer protocol to a service provider. The file contained details regarding 2400 payments made between the Ministry of Health and medical practitioners and included practitioner number, payment number and dollar value. No first or last names were included.	False	False	False	False	Health	Health
2020-001980	19 November 2020	An email that included sensitive information was sent to an unintended recipient outside of government in error. The business sensitive information involved included data analysis on licensing timelines and trends in the application process.	False	False	False	False	Justice	Attorney General
2021-000422	09 March 2021	A criminal record check was conducted on an incorrect applicant and as a result a clearance letter was emailed to the incorrect organization. The personal information involved includes the applicant's first and last name, year of birth and cleared status.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000593	06 April 2021	An email was accidentally sent to an incorrect recipient external to government. No personal information was contained in the email and one attachment was included. The email did contain confidential business information. The information disclosed included details regarding a proposed Act amendment, as well email contacts/addresses for Indigenous Nation stakeholders. Containment of the email sent in error has since been received.	False	False	False	False	Financial	Finance
2021-000485	17 March 2021	As reported, an FOI package was released on September 18, 2020 which disclosed a personal email address of a physician in error.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000340	25 February 2021	02-94: it was discovered a client's vaccination history was added to the incorrect client account. It appears the error occurred due to the clients sharing the same name.	False	False	False	False	Health	Health
2021-000696	21 April 2021	A misdirected email containing screenshots of sensitive information was sent in error to multiple internal government parties. The screenshots included full names, personal email addresses and phone numbers. An investigation is underway.	False	False	False	False	Health	Health
2021-000901	14 May 2021	A misdirected email was sent to a trusted third party in error. The email contained a document which included the following Personal Information: employee name and return to work dates.	False	False	False	False	Service	BC Public Service Agency
2020-001960	17 November 2020	An email was sent to six applicants advising they were moving forward in a competition, however, the email addresses were cc'd instead of bcc'd. As a result, the applicants email addresses were viewable. Containment is underway; specifically, all recipients will be requested to double delete the email.	False	False	False	False	Health	Health
2020-001849	30 October 2020	It was discovered that an email containing Client A's personal information was received by Client B in error. Personal information disclosed includes the involved parties full names, addresses, and documentation regarding what the applicant had filed for.	False	False	False	False	Economic	z_Municipal Affairs and Housing (2020-12-08)
2021-000288	17 February 2021	It was discovered that a service provider's database was compromised by a nefarious actor and government documents were accessed. A risk assessment has been conducted and determined the majority of the compromised information is not a risk to the Province and no personal information was impacted, however the documents did contain change certificates that documented the changes in scope of a new courthouse.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000649	14 April 2021	A s.22 called in to inquire about no longer having access to the My Family Service portal for s.22. Prior to being directed to the portal support team, the s.22 and was provided with the service provider and general account amounts. It was then discovered s.22 and therefore the agreement signatory on file was no longer valid. As such, the disclosure relating to s.22 was not authorized.	False	False	False	False	Social	Children and Family Development
2020-001879	04 November 2020	Client A received email containing a letter intended for Client B. After further investigation, it was determined the letter did not contain personal information and as such, no privacy incident has occurred.	False	False	False	False	Service	Citizens' Services
2021-000651	14 April 2021	It was discovered that a client's documents had been inadvertently sent to a member of the general public through the CRA. Personal information contained within these documents included client name and address. Upon further investigation, it was determined that the client provided the wrong Social Insurance Number, and this is why the documents were sent to the unintended recipient.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000371	02 March 2021	As reported, an email was sent to an unintended recipient in error. The personal information involved included name.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000532	24 March 2021	A participant attendance list was faxed by an institution to the incorrect contractor in error. The list contained the name and phone numbers of four participants.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000774	30 April 2021	It was discovered that a client file is missing proper consent and has been accessed multiple times by a Social Worker. A note has been placed on the file and a new consent form has been requested, however, prevention has yet to be discussed.	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	Sector	Ministry
2021-000894	14 May 2021	Citizen A contacted the BC Recovery Benefit queue indicating they had received an email intended for Citizen B regarding their BC Recovery Benefit. The email contained Citizen B's full name and client number. An investigation is underway.	False	False	False	False	Service	Citizens' Services
2021-000916	18 May 2021	An employee contacted the 7-7000 general inbox, however, included personal information in error. The personal information involved includes a client's name, date of birth, ICM number and MIS number.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000750	28 April 2021	The assignment notice of a previously reported incident could not be located.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000995	01 June 2021	An email was sent to six intended recipients and one unintended recipient in error. The personal information involved includes a client's name and indicated a general incident occurred that was sensitive in nature.	False	False	False	False	Social	Children and Family Development
2020-002183	29 December 2020	As reported, a Complainant alleges their s.22 was inappropriately disclosed by a Ministry employee to the s.22. An investigation is underway.	False	False	False	False	Social	Children and Family Development
2020-001999	23 November 2020	A Complainant had concerns regarding a recent interaction with an employee from a s.22	False	False	False	False	Not a Ministry	Citizen
2020-002002	23 November 2020	Client B and Client C's documents were profiled to Client A's file in error. The personal information involved includes Client B's name, phone number and medical appointment details; Client C's name, date of birth, address, and phone number. The documents were successfully removed from the incorrect client file. Preventative measures need to be addressed.	False	False	False	False	Social	Social Development and Poverty Reduction

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2020-002108	09 December 2020	It has been discovered that a s.22 s.22 s.22 The personal information involved includes client names, dates of birth and MSP numbers. The number of clients affected is currently unknown. As such, an investigation is underway.	False	False	False	False	Health	Health
2021-000975	28 May 2021	During a review of a client's FOI package, it was discovered a client's document was profiled to the incorrect client file. The personal information involved includes the client's name, address and monthly income.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000218	05 February 2021	The Complainant alleges a Ministry employee inappropriately used their personal information s.22 The personal information involved includes the Complainant's s.22	False	False	False	False	Social	Children and Family Development
2020-002124	10 December 2020	An employee mislabelled an envelope with Lawyer A's address, instead of the intended Lawyer B. This resulted in Lawyer A receiving the incorrect letter. The personal information disclosed included personal health number, details regarding physician visits, and physician contact information.	False	False	False	False	Health	Health
2020-002025	26 November 2020	A report was inadvertently emailed to an incorrect recipient. The report contained the personal information of four students. The personal information involved included: first and last name, date of birth, school information, and grade information.	False	False	False	False	Education	Education
2021-000109	20 January 2021	A client's personal information was obtained from an external organization without proper documentation on file. The personal information involved includes the client's name, date of birth, social insurance number and tax information.	False	False	False	False	Social	Children and Family Development



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2021-000690	21 April 2021	A government issued cellphone was stolen from a vehicle. The cellphone was in factory mode and did not have any password protection as of yet. The phone was not yet connected to government emails and there was no sensitive content on the phone; as such, a virtual wipe is unnecessary.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2021-000889	13 May 2021	It was reported that when installed on a patient's tablet, the application "Hospital at Home" displayed information belonging to other individuals. Personal information disclosed includes names and notifications (such as heart failure).	False	False	False	False	Health	Health
2021-000810	05 May 2021	05-08: Upon verification it became evident a caller (Citizen A) had been assigned the PHN of another individual (Citizen B) with the same first and last name. It appears that this was a processing error by an HIBC Doc Ops Rep.	False	False	False	False	Health	Health
2020-002138	14 December 2020	Canada Revenue Agency (CRA) income information for Client A and Client B may have been pulled without valid consent on file. The personal information collected includes: the client's income information for 2018 and 2019. Further investigation is required.	False	False	False	False	Social	Children and Family Development
2021-000518	23 March 2021	An email was sent to an internal government recipient that contained names of six job applicants. No other personal information was included.	False	False	False	False	Service	BC Public Service Agency
2021-000909	18 May 2021	A contract was approved for the incorrect service provider. As a result, Service Provider A and Service Provider B could view each others contract name and contract amount. Upon review, it was determined Service Provider A had added client information that had the potential to be accessed by Service Provider B. The personal information involved included the name, date of birth, address, employment information and dependents information of five clients.	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	Sector	Ministry
2021-000863	12 May 2021	While court was in session, Employee A left their workstation and Employee B took over to document the court proceedings. Employee B then accessed Employee A's conversation history in Outlook and found messages Employee A had written about Employee B. A review is underway.	False	False	False	False	Justice	Attorney General
2021-000278	16 February 2021	As reported, an email was sent to an unintended recipient in error. The personal information involved includes name, address and email address	False	False	False	False	Not a Ministry	Broader Public Sector
2020-001984	19 November 2020	A Ministry office received a fax from an external organization advising that a dental office mailed a document intended for the Ministry to their office in error. The personal information involved includes two names of children in care, dental work that was completed, the amount covered by benefits and the amount owing. The fax confirmed that the original mail was sent back to the dental office and they were advised of their error.	False	False	False	False	Social	Children and Family Development
2021-000501	18 March 2021	On March 18, 2021 it was discovered that a client's information had been disclosed to an advocate without valid consent. Personal information disclosed includes details regarding their current circumstances for the purpose of assessing eligibility for income assistance.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000416	08 March 2021	As reported, the screen of a government issued laptop was damaged.	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	Sector	Ministry
2021-000566	29 March 2021	Two young adults were seen lingering in the lobby which has no security, and were asked by staff to leave. One additional youth managed to go up in the elevator and access the fourth floor of the building. When asked about why they accessed this floor, the youth indicated that they were using the washroom. The youth were escorted out of the building. It is unclear how they accessed the floor, as no staff has identified letting them in. Doors do have accessibility openers, so they may have tailgated and gained access that way. Nothing has been reported taken at this time. Additionally, it is unlikely that any information would be impacted given what was reported.	False	False	False	False	Social	Children and Family Development
2020-002064	02 December 2020	A ministry employee (the Employee) who reports directly to a <sup>s.22</sup>  s.22  it has been determined no privacy breach or information incident has occurred.	False	False	False	False	Transportation	Transportation and Infrastructure
2020-001857	02 November 2020	It was discovered that four decision letters were emailed to four incorrect recipients. The personal information involved includes four applicant names, four respondent names, dispute addresses and dispute codes.	False	False	False	False	Economic	z_Municipal Affairs and Housing (2020-12-08)
2021-000808	05 May 2021	05-07: Law Firm B contacted us to report they received documents where we processed a Request for Release of Medical Records to Law Firm A. However, Agent accidentally sent it out to Law Firm B. The PI included was: PHN, Medical Claims History, Name and DOB. Agent to contact Law Firm B to confirm the documents have been destroyed.	False	False	False	False	Health	Health

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000015	06 January 2021	An email containing the incorrect attachment was sent to six recipients in error. The personal information involved includes a youth's initials, age and a summary of the youth's involvement with the program area the previous week.	False	False	False	False	Social	Children and Family Development
2021-000624	09 April 2021	An email containing personal and sensitive information related to reporter's ethics role was inadvertently sent to an incorrect recipient with a similar name to the intended recipient. Specifically, the email contained a complainant's name and the concerns being reported. Containment achieved quickly.	False	False	False	False	Service	BC Public Service Agency
2020-001877	03 November 2020	A Fair PharmaCare income review application was noted as having a PHN that belonged to someone else.	False	False	False	False	Health	Health
2021-000917	18 May 2021	An employee contacted the 7-7000 general inbox, however, included personal information in error. The personal information involved includes the name and case number for two clients.	False	False	False	False	Social	Children and Family Development
2021-000710	22 April 2021	An email thread regarding Employee A's return to work was sent to a government employee in error. The email was then forwarded to another government employee. The personal information involved includes Employee A's name and identifies a doctor by name from whom the employee received medical treatment.	False	False	False	False	Service	BC Public Service Agency
2020-001881	04 November 2020	Email intended for Employee A was sent to Employee B in error. Personal information involved: program username and password.	False	False	False	False	Service	BC Public Service Agency
2021-000297	18 February 2021	On February 18, 2021, an email containing a new employee's security clearance was sent to an unintended recipient in error. The personal information contained in the clearance included the new employee's full name, date of birth, and clearance status.	False	False	False	False	Health	Health

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2021-000255	11 February 2021	As reported, information for Client A was added to Client B's file in error. Personal information includes name, date of birth, bank statement and income information.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000080	18 January 2021	A government employee has indicated they accessed s.22 using government devices. The s.22 analysis of the government devices, which are in the Ministry's custody and control.	False	False	False	False	Service	BC Public Service Agency
2021-000471	16 March 2021	A package of 10 blank disposition permits was mailed to a funeral home in November, but has not yet been received.	False	False	False	False	Health	Health
2020-001955	17 November 2020	A letter intended for Client A was mailed to Client B, and vice versa. The personal information involved includes the client's name, a child's name, the child's date of birth, an address and indicates they are enrolled in autism funding.	True	False	True	False	Social	Children and Family Development
2021-000550	26 March 2021	An employee reported that they suspected their government issued cellphone may have been compromised. The personal information contained on the cellphone includes client names, phone numbers and text messages confirming appointments.	False	False	False	False	Social	Children and Family Development
2021-000434	10 March 2021	A program area has been using MS Teams to distribute workload amongst employees by uploading files that often contain the personal information of clients. While MS Teams is not considered a records keeping system, information may be shared in this manner. It is recommended that access to the information in MS Teams be closely monitored and files containing personal information are deleted as necessary.	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	Sector	Ministry
2021-000409	08 March 2021	A government issued cellphone was reported lost.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2021-000627	09 April 2021	Corrections documents for a client were misfiled within the client's income assistance file and sent to the Ministry of Social Development and Poverty Reduction for filing/storage. The personal information contained in the documents included the client's identification card, transfer logs, and list of criminal history. Containment efforts are underway; specifically, the documents are securely stored and will be returned to the sending office or destroyed.	False	False	False	False	Justice	Attorney General
2021-000023	07 January 2021	A contractor sent an email containing the personal information of 10 clients to an unintended recipient in error. The email included an attachment that disclosed names and email addresses of the clients and the context was in regards to attendance at a job search course.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000274	16 February 2021	02-54: A client contacted HIBC and advised that they received a letter from their doctor's office which included personal information on the outside of the envelope. The personal information involved includes the client's name, date of birth, personal health number and phone number.	False	False	False	False	Health	Health
2021-000986	31 May 2021	As reported, an email was sent to an unintended recipient in error. The personal information included the names of two children.	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	Sector	Ministry
2021-000809	05 May 2021	As reported, an external party accessed the email account of a WorkBC contractor. A number of phishing emails were sent to vendors, clients and partner organizations. It is unknown the type of personal information affected or the number of individuals affected at this time.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000260	12 February 2021	A client contacted the Ministry and requested a crisis grant for food. The client's file was reviewed and notes indicated the client submitted the request the day before and picked up the cheque at a local office. The note also details that the appropriate verification steps were taken, however, the client stated they did not submit the request or pick up the cheque the day before. The personal information involved includes the client's name, address and cheque amount.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000996	01 June 2021	As reported, a foster parent may have disclosed personal information of children in their care to members of the s.22	False	False	False	False	Social	Children and Family Development
2021-000073	15 January 2021	it was discovered an assignment of benefits form was profiled to the incorrect client file in error. The personal information involved includes a client's name, social insurance number and benefits information.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000583	01 April 2021	An email response containing Citizen A's information was provided to Citizen B in error. The personal information involved included Citizen A's name and identified them as having expressed a similar concern to that of Citizen B. Containment efforts are underway; specifically, Citizen B will be asked to confirm double-deletion of the email.	False	False	False	False	Natural Resources	Energy, Mines and Low Carbon Innovation
2021-000835	07 May 2021	An email containing the personal information of Ministry employees was sent to multiple team members. The email contained names, addresses, personal cellphone numbers, emergency contact information and work cellphone numbers. Containment of the email is underway.	False	False	False	False	Justice	Attorney General
2020-001935	13 November 2020	Employee's laptop was stolen. No personal information involved.	False	False	False	False	Not a Ministry	

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2020-002001	23 November 2020	Two documents were profiled to the incorrect client file. The personal information involved includes the client's name, phone number, address, email, banking information, their landlord's name, phone number and address, and rent amount.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001846	30 October 2020	As reported, a s.22 personal home phone number is posted on websites within government. This is resulting in multiple telephone calls per day for s.22	False	False	False	False	Not a Ministry	Other
2021-000905	17 May 2021	The Complainant alleges that a ministry social worker has made multiple unauthorized disclosures.	False	False	False	False	Social	Children and Family Development
2021-000842	11 May 2021	A document containing the personal information of Client A and Client B was inadvertently emailed to Client C. The document contained the names of both parties, court registry location and the court file number. Containment of the document is underway.	False	False	False	False	Justice	Attorney General
2021-000209	04 February 2021	As reported, an email was sent to 12 recipients and included personal information of 1 recipient in error. The type of personal information involved includes name and address.	False	False	False	False	Social	Children and Family Development
2020-002016	25 November 2020	A Ministry office was broken into overnight. It was confirmed that the alarm was armed and the individual departed quickly due to the alarm being triggered. However; further investigation is required to determine if anything was stolen.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-001903	06 November 2020	Client alleges their information was inappropriately disclosed without their consent. Personal information involved: 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	Sector	Ministry
2021-000626	09 April 2021	The Complainant is concerned their personal information was breached due to a s.22 investigation is underway.	False	False	False	False	Health	Health
2021-000929	19 May 2021	As reported, a ministry file was stolen from a vehicle which contained approximately 10 birth certificates of ministry clients. The police have been notified.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000783	03 May 2021	It has been discovered that three Ministry of Advanced Education websites have been defaced by a nefarious actor. The impacted websites were replaced with "Guardiran Security Team" on the homepage with an explanation that the site had been hacked. It is unknown at this time if any personal information was accessed; the sites have been sequestered and a thorough review is underway.	False	False	False	False	Education	Advanced Education, Skills and Training
2021-000099	19 January 2021	An FOI package was provided to the incorrect client in error. The type of personal information is regarding the client's involvement with the ministry.	True	False	True	False	Social	Children and Family Development
2021-000906	17 May 2021	A package intended for Client A was found to contain a document with information pertaining to Client B. The document is being returned to the Ministry and further investigation is underway.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000657	14 April 2021	It was discovered that information was disclosed and services were requested by a client's mother and actioned on numerous occasions since 2016 without valid consent on file. The mother was advised the consent is not valid for requesting service and a new consent form will be mailed. A note has been placed on the file to indicate consent is not valid.	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	Sector	Ministry
2021-000021	07 January 2021	An email containing 18 resumes was inadvertently routed to 13 unintended recipients in error. The personal information disclosed included first and last name, contact information, and professional and education experience.	False	False	False	False	Natural Resources	Agriculture, Food and Fisheries
2021-000612	07 April 2021	A government computer was hacked and various programs were downloaded onto the computer. At this time, it is unknown if the hacker was able to access Outlook or other government programs containing sensitive client information. The incident was reported to security who wiped the computer and re-installed government-approved programs.	False	False	False	False	Social	Children and Family Development
2021-000305	19 February 2021	Client A received a letter intended for Client B. The clients are related and reside at the same address. Client A has indicated the letter will be given to Client B. Further investigation underway.	False	False	False	False	Health	Health
2021-000663	15 April 2021	Thank you for reporting this incident. Per your email, you were notified of a data breach at 211 British Columbia Services Society (bc211) and you are concerned about your personal information as you were previously employed at the organization.	False	False	False	False	Not a Ministry	Other
2020-001949	16 November 2020	A citizen received a phone call from an individual claiming to be calling from Service BC. The citizen stated that the caller advised that their BC Services Card had been found in a drug dealer's house and the citizen was now facing money laundering charges. The citizen provided the caller with their address and SIN before they realized it was a scam. It was confirmed that the you advised the citizen to call s.22 to report the incident.	False	False	False	False	Service	Citizens' Services
2020-001861	02 November 2020	A caller received a RSBC invoice intended for another individual with the same name in error. The personal information involved includes a client's name, account number, personal health number and mailing address.	False	False	False	False	Health	Health
2021-000119	21 January 2021	As reported, a government issued cell phone belonging to a ministry client was destroyed or lost. No personal or confidential information was 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	Sector	Ministry
2020-002166	22 December 2020	Caller reported they received and opened an RSBC Invoice for their former spouse that was sent to their updated out-of-province address. The Caller's account had not been updated correctly which resulted in the bill being sent to the caller's address.	False	False	False	False	Health	Health
2020-002019	25 November 2020	A USB drive containing a defence disclosure has been lost in the mail. The personal information involved includes first and last name, date of birth, address, phone number, email address, drivers license number, vehicle information, personal health number, medical history. Further investigation is required.	True	False	False	True	Justice	Public Safety and Solicitor General
2021-000398	04 March 2021	As reported, an letter was sent to an unintended recipient in error. The personal information involved included name and benefits amount.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000681	20 April 2021	A misdirected email was sent to a Ministry Service Provider in error. The personal information contained in the email included client's name, address, phone number and details of the case.	False	False	False	False	Social	Children and Family Development
2021-000052	13 January 2021	a letter was mailed to an incorrect recipient and a service provider, Both the incorrect recipient and service provider indicated they would destroy the letter.	False	False	False	False	Social	Children and Family Development
2021-000065	14 January 2021	As reported, employee B has been added to email distribution lists intended for employee A. It is not clear what, if any, personal information is involved at this point; however, employee B may be receiving sensitive business information as a result. An investigation is ongoing.	False	False	False	False	Service	Citizens' Services
2021-000286	17 February 2021	It was discovered that Client A's monthly report had been profiled to Client B's case in error. The personal information involved includes the client's name, date of birth, phone number, social insurance number, file number, and income 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	Sector	Ministry
2021-000094	19 January 2021	As reported, two documents were added to the incorrect clients file. The personal information involved includes: name and income information.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000798	04 May 2021	An MSP account status confirmation letter and non-photo BC services card were returned to HIBC with a note from the group administrator indicating the account holder was not with that group. The personal information involved includes first and last name, address, account number, and personal health number.	False	False	False	False	Health	Health
2020-002084	03 December 2020	A meeting was cancelled which resulted in an email advising of the cancellation being sent to 21 invitees which disclosed the invitees names and / or email addresses.	False	False	False	False	Social	Children and Family Development
2021-000126	22 January 2021	License plates from a government vehicle were stolen.	False	False	False	False	Social	Children and Family Development
2021-000495	18 March 2021	A client submitted a document through MySelfServe and a service request was automatically created. Before the service request was processed, it was discovered the document contained another client's personal information. The personal information involved includes a client's name, address, pay information and employer's name.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000181	29 January 2021	As reported, an email was sent to an unintended recipient. The personal information involved included the clients initials and their first name.	False	False	False	False	Social	Children and Family Development
2021-000836	07 May 2021	A misdirected email was sent in error. The email was returned to the inbox as "undeliverable"; as such containment has been achieved. Preventative measures have yet to be discussed.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2020-002101	08 December 2020	Complainant alleging an inappropriate disclosure of their information. Personal information involved: Ministry involvement.	False	False	False	False	Health	Health
2020-002186	31 December 2020	An employee provided personal information to a caller who was not properly verified to confirm their identity prior to providing this information. The report did not indicate what information was provided or who it was provided to (correct client or an unrelated client). Further investigation in underway.	False	False	False	False	Health	Health
2021-000276	16 February 2021	As reported, an investigation report was sent to an incorrect Health Authority. The information involved includes names, allegations, evidence and findings.	False	False	False	False	Social	Children and Family Development
2021-000850	11 May 2021	A client file cannot be located. The file records show that the file was off-sited in November 2014. An investigation is underway.	False	False	False	False	Social	Children and Family Development
2021-000231	08 February 2021	A client requested a copy of a complaint form and a redacted and unredacted copy were sent to an incorrect email address in error. Personal information included the Client's name, mailing address, phone number, and authorized a third party to act on their behalf and the context was regarding specific details of their concerns. Further, the Third Party's full name and phone number was also disclosed.	True	False	True	True	Economic	Labour
2021-000540	24 March 2021	A document containing personal information regarding Employee A was shared via email with Employee B and the Ministry's Facilities Co-Ordinator. The personal information found in the document included name, employee number, and work phone number.	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	Sector	Ministry
2021-000343	25 February 2021	A government employee was conducting a meeting with five clients over video when it was discovered one client started recording the meeting. It was not believed the clients images were captured or any sensitive information was discussed during the recording, however, the name of the clients that attended the meeting may have been recorded.	False	False	False	False	Social	Children and Family Development
2021-000216	05 February 2021	The Ministry disclosed the personal information of individual to an external organization. The personal information involved included confirming the individual does not hold a current certificate and there are no pending applications on file for a certificate.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000822	06 May 2021	In late 2020, an employee disclosed to a client about the ministry consulting on the potential removal of the client's child. The employee and client are from the same community and are known to one another. Further review is underway.	False	False	False	False	Social	Children and Family Development
2021-000988	31 May 2021	As reported, Employee A's MyPerformance profile was transferred to another supervisor in error. The other supervisor is the supervisor of Employee B who has the same name as Employee A. The personal information involved includes the employees name, employee number, work goals and performance plans.	False	False	False	False	Service	BC Public Service Agency
2021-000066	14 January 2021	As reported, a client alleges their child's personal information inappropriately disclosed to their ex-partner by a Ministry employee. The personal information allegedly disclosed includes identifying the child as attending counselling services.	False	False	False	False	Social	Children and Family Development
2021-000098	19 January 2021	a government employee provided their IDIR and password to a government employee in order to contact the ServiceDesk for an email issue.	False	False	False	False	Health	Mental Health and Addictions

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000204	03 February 2021	It was discovered that approximately 67,000 government records cannot be recovered from an government system. The potential personal information involved includes any personal information contained within a client record. Further diagnostics are underway.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000448	11 March 2021	An email was sent by the Ministry that included an unintended recipient. Confidential information disclosed included business contact emails of recipients as well as a proposed meeting date and time.	False	False	False	False	Education	Education
2020-002042	27 November 2020	As reported on November 27, 2020, a contracted agency worker verbally disclosed a youth's personal information in error to their child. This then resulted in the worker's child allegedly disclosing the personal information of the youth, as they attend the same school. The personal information disclosed includes details of an incident that occurred.	False	False	False	False	Social	Children and Family Development
2020-001867	02 November 2020	A government issued laptop is missing. It is believed the laptop has been misplaced in the office. It was confirmed the laptop was powered off, password protected with a password that was not easily guessable, and the password was not written on or near the device.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000944	21 May 2021	As reported, the Complainant alleges information was disclosed to a family member by a Delegated Aboriginal Agency employee.	False	False	False	False	Social	Children and Family Development
2021-000396	04 March 2021	Client Registry contacted PHN Merge to advise them of the following error. An Unknown Agent was processing Client A's temporary permit holder's application and made a Wrong Select. The Agent selected Client B's (deceased) PHN. A BCSC (presumed Non-Photo, not confirmed) has gone out to Client B. PHN Merge is working to remediate the Accounts.	False	False	False	False	Health	Health
2020-002182	24 December 2020	Employee sent client's information to unintended recipient in error. Personal information involved: name, and Ministry involvement.	False	False	False	False	Social	Children and Family Development

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2020-002161	21 December 2020	It has been discovered that a former Medical Office Assistant, who is also the spouse of the doctor at the clinic, has been accessing a government system for three weeks without a known business reason for doing so.	False	False	False	False	Health	Health
2021-000735	27 April 2021	As reported, an email was sent to a client in error. The personal information involved included a citizen's first and last name and court file number.	False	False	False	False	Justice	Attorney General
2021-000701	21 April 2021	04-62: A CSR was processing a document in Company Changes and received a letter from a lawyers office stating that they received a Medical Claims History Report for a beneficiary that was not their client. The Medical History Report included the Beneficiary's PHN, Name, Date of Birth as well as their claims history from 2018 to 2021. This was an error caused by the practitioner and patient area. Further investigation to follow.	False	False	False	False	Health	Health
2021-000075	15 January 2021	Client A received a letter intended for Client B. The personal information involved includes a client's name, address, child's name, social insurance number, annual income amount and benefits information.	False	False	False	False	Social	Children and Family Development
2020-001940	13 November 2020	Email containing three employee's IDIR passwords added to a call log in error. Personal information involved: IDIR passwords.	False	False	False	False	Service	Citizens' Services
2021-000165	27 January 2021	As reported, a member staff sent a probation order to the victim and didn't redact a person's name from that probation order	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000270	16 February 2021	Client A reported that they were handed the NP BCSC for their dependent child by one of their neighbors. This appears to be a potential third party breach by Canada Post delivering to the wrong address. The piece of mail that included the card had been opened in error by the neighbor.	False	False	False	False	Health	Health



Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000406	05 March 2021	Client A's T4 was given to Client B in error. s.22 The personal information contained on the letter includes Client A's name, SIN, and employment information. The letter has been returned to the local office; however, notification of Client A still needs to be assessed.	True	True	False	False	Social	Social Development and Poverty Reduction
2021-000349	26 February 2021	An email containing client information was sent to an unintended recipient in error. The personal information contained in the email included a child's name and address, and the contact information for three individuals.	False	False	False	False	Social	Children and Family Development
2021-000475	16 March 2021	Client A called into the Contact Centre and provided Client B's PHN. Client B's PHN had been previously provided to Client A by an SBC Health Agent. Client A was not provided any further details regarding Client B.	False	False	False	False	Health	Health
2021-000755	29 April 2021	04-96: A letter (from HIBC) was sent to Dr. A requesting more info re a patient. Dr. A accidentally faxed the request info to Dr. B instead of HIBC. Dr. B then faxed the info to HIBC on behalf of Dr. A when Dr. B realized it had been sent to then in error. (Trust third party error)	False	False	False	False	Health	Health
2021-000143	25 January 2021	As reported, a child used their parent's BCeID to apply for income assistance, this resulted in personal information being disclosed to their parent. Personal information disclosed includes clients name, address, phone number and social insurance number	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000142	25 January 2021	A new employee indicated that they can view another employees personal information in their My Service Center access. It appears as though their IDIR is linked to the former employee's account causing them to view their information rather than their own.	False	False	False	False	Service	BC Public Service Agency
2020-001892	04 November 2020	Employee disclosed service provider information to individual who was not privy to it. Personal information involved includes: 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	Sector	Ministry
2021-000823	06 May 2021	As reported, a fax containing personal information was sent to the incorrect section of the Fraser Health Authority. The personal information included name, personal health number, address, phone number, and adverse reaction to the COVID-19 vaccine. Containment activities are underway, specifically, the section has been contacted and asked to shred the fax.	False	False	False	False	Health	Health
2021-000034	08 January 2021	Cell phone that was provided to a child in care was taken and destroyed. Reporter confirmed this was not a government issued device and there was no PI on phone.	False	False	False	False	Social	Children and Family Development
2020-002143	16 December 2020	A contracted employee accidentally selected the incorrect client account which caused Client A's personal information to be auto-populated into Client B's application. The personal information involved includes Client A's name, date of birth and social insurance number.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000420	09 March 2021	As reported, a list of names of applicants who did not successfully screen through a competition was uploaded to the ticket of the another competition in error. The personal information involved includes the first and last names of 13 applicants and identified them as not moving forward in the competition.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy
2020-002145	16 December 2020	It was discovered Client A's rent payment was set up as direct deposit on Client B's account to Client B's landlord in error. As a result, for three months, a Landlord received documentation that included Client B's information. The document disclosed the name and shelter amounts for clients who pay rent direct to the Landlord, and as a result of the error, Client B's information was included.	True	False	True	False	Social	Social Development and Poverty Reduction
2021-000045	12 January 2021	It was discovered two client files were mailed to a ministry office, however, it was determined the office has since moved. The personal information involved includes name, address, date of birth, and information regarding ministry investigations	False	False	False	False	Social	Children and Family Development

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2021-000976	28 May 2021	A meeting invitation was sent to a Ministry employee, however, it contained personal information regarding the incorrect investigation. The personal information involved includes an employee's name and the reason for the purpose of the labour relations investigation. s.22	False	False	False	False	Service	BC Public Service Agency
2021-000252	11 February 2021	As reported. Client's A document was attached to client's B file. Client B is unaware that a document belonging to Client A was on file.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-002017	25 November 2020	A Ministry vehicle was unlocked and it was discovered that the previous years' insurance papers had been stolen. It was confirmed that the insurance papers did not contain any personal or sensitive business information and as such, no privacy or information incident has occurred.	False	False	False	False	Social	Children and Family Development
2021-000018	06 January 2021	It was discovered a client's claims history was sent to the incorrect law firm in error. The personal information involved includes the client's name, date of birth, personal health number and doctor visits.	True	False	True	False	Health	Health
2020-002049	30 November 2020	A contracted employee sent two emails with attachments containing client information in error. Personal Information involved: name, address, date of birth, personal health number and medical information.	False	False	False	False	Health	Health
2021-000009	05 January 2021	As reported, an email was sent to an incorrect recipient (WorkSafeBC employee) in error. The email contained a request for a family visit and detailed that the location for the visit would change. The request listed the first names of the parents, their phone number and the new address for the visit.	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	Sector	Ministry
2021-000712	22 April 2021	As reported, a benefits' service provider issued a policy ID card intended for Client A, however included details for Client B on the card in error given both clients share the same first and last name. The error was discovered when Client A attempted to use the policy ID card to fill a prescription. The personal information involved includes ID and policy number. Containment measures are underway.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000807	05 May 2021	As reported, an email was sent regarding a complaint and names of six individuals were not redacted in error. The personal information includes the names of witnesses.	False	False	False	False	Health	Health
2021-000731	26 April 2021	One cellphone was lost and two cellphones were stolen. It was confirmed that each cellphone was provided to a youth client and the cellphones were used for personal use unrelated to government.	False	False	False	False	Social	Children and Family Development
2021-000692	21 April 2021	Person A made a report against Person B and requested they s.22	False	False	False	True	Social	Children and Family Development
2021-000700	21 April 2021	The Complainant, a Ministry client, alleged their personal information had been inappropriately disclosed to theirs.22 s.22	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	Sector	Ministry
2021-000981	28 May 2021	A new employee notified their supervisor that when they log into their MyPerformance account, their supervisor's account appears which includes two employee accounts that they supervise. The personal information involved includes the employees names, employee number, work goals and performance plans.	False	False	False	False	Education	Education
2021-000092	19 January 2021	an email was copied to an incorrect recipient who is a family member of a client. The personal information included first and last name, and an update on the family.	False	False	False	False	Social	Children and Family Development
2021-000188	01 February 2021	A Ministry office submitted a letter regarding the disposal of garbage at an office entrance to the Service Provider responsible for the property's upkeep. The letter included the name of two government employees, their work contact information, as well as allegations related to another business in the complex who may be responsible. To resolve the issue, the Service Provider forwarded the letter to the landlord who provided it to the business named in the letter. Upon review of the circumstances, it was determined the information disclosed is considered to be business contact information and no personal information was involved.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000687	20 April 2021	Client A reported that they had received a letter intended for Client B along with a document intended for their child. Client A has confirmed destruction of this document. Preventative measures have yet to be discussed.	False	False	False	False	Social	Children and Family Development
2021-000150	26 January 2021	On January 25, 2021 an email was sent to seven employees in error. Personal information disclosed included a hiring update; specifically that a team member had accepted a permanent position. However, the offer had not been made or accepted by the employee.	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	Sector	Ministry
2021-000032	08 January 2021	01-13: A Palliative Care application was faxed to the wrong number in error. The recipient who received the application has destroyed the fax and the patient has been advised of the incident when it was reported to the hospice where the patient is currently admitted.	False	False	False	False	Health	Health
2021-000586	01 April 2021	A form containing personal information was emailed to an applicant's email address using an incorrect domain. The personal information involved the applicant's name, address, child's name and date of birth. Containment efforts are underway; specifically, a request for double-deletion will be sent to the email address with the wrong domain.	False	False	False	False	Service	Citizens' Services
2021-000228	08 February 2021	02-29: An Adjudicator sent a response to application via fax a for pre-authorization of payment surgery to the incorrect practitioners office. The wrong office sent the fax back and notified us that it was incorrectly sent to that particular office. The adjudicator called and left a voicemail with the incorrect office to notify them to shred the documents. The PI information on the form was a PHN number and the practitioner name.	False	False	False	False	Health	Health
2021-000561	29 March 2021	Client A contacted the call centre requesting information regarding Client B. Client A indicated they had opened the mail of Client B, as they were relatives. While unconfirmed, the personal information involved was likely first and last name, address, and details related to the expiry of Client B's BC Services card	False	False	False	False	Health	Health
2021-000980	28 May 2021	05-86: A Non-Photo BC Services Card (BCSC) was returned to HIBC and marked "return to sender". The personal information involved includes the client's name, address, gender, date of birth and personal health number. It was confirmed that the client's address was recently updated and it appears that the error was due to a bad address.	False	False	False	False	Health	Health

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000162	27 January 2021	01-121 Client A (family member with same first name initial, last name) opened Client B's Fair PharmaCare letter. Both clients/family members lives at the same address. These letters always go out First Initial, Last Name - it is system controlled. HIBC will update their address to include the full first name in the address and resend a new letter.	False	False	False	False	Health	Health
2020-001888	04 November 2020	Client A was provided with Client B's information in error. Personal information involved: name, address, ministry involvement.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000921	19 May 2021	As reported, the Complainant is concerned their personal information has been breached due to the Ministry contacting s.22	False	False	False	False	Social	Children and Family Development
2020-002058	01 December 2020	A criminal record check clearance letter was emailed to the incorrect organization. The personal information involved includes an applicant's name, year of birth and confirmation no record was found.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000523	23 March 2021	As reported, a client's file was accessed by an individual believed to be a family member using the client's ID. A cheque was issued and released to the individual. The error was brought to Ministry attention when the client requested their support cheque, but was informed they had already received it and where therefore ineligible.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000356	01 March 2021	It was discovered a client's personal information was disclosed to their parent and a service request was completed without valid consent on file. The personal information involved includes bus pass information. The client provided verbal consent over the phone and confirmed they will submit a new consent form. Further follow up is underway to address prevention.	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	Sector	Ministry
2021-000979	28 May 2021	A client's partner contacted the ministry regarding the client's file; however, the partner does not have valid authorization on file to discuss the client file. The Ministry employee that took the call discussed a determination regarding an audit that was conducted and the findings of the audit.	False	False	False	False	Economic	Labour
2021-000711	22 April 2021	An email was sent to six email addresses in error. The email address of each recipient was visible in the email. It was confirmed that all email addresses are for businesses and therefore are identified as business contact information. It was confirmed the body of the email contained no personal or confidential information.	False	False	False	False	Service	Citizens' Services
2021-000989	31 May 2021	As reported, an incorrect attachment was sent to a client. The personal information included the name and address of a care provider.	False	False	False	False	Social	Children and Family Development
2020-002083	03 December 2020	An incorrect address was provided to a program area, resulting in a registration package containing sensitive information being mailed to the incorrect recipient. Personal information disclosed in the package includes the first and last names of the involved parties, a unique ID, court file number, enrolment status, and the fact they are in arrears as well as the outstanding amount owed.	False	False	False	False	Justice	Attorney General
2020-001998	20 November 2020	As reported, a fax was sent to an incorrect recipient. Personal information disclosed in the fax includes a client's drivers license information, such as full name, address, and birthdate, as well as a request to cancel the license. It was confirmed the PHN was not included.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-001967	18 November 2020	Email containing decision letter was sent to unintended recipient in error. Personal information involved: name of applicant, name of landlord, dispute address, and outcome.	False	False	False	False	Economic	z_Municipal Affairs and Housing (2020-12-08)



Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000920	19 May 2021	05-60: Patient and Practitioner Services received a call from BCEHS (Ambulance Services) advising that they received a letter from HIBC. In the envelope they opened, there were 4 pages total, the first 2 pages was a letter to a Law Firm from BCEHS, and last 2 pages were documents from MoH (the Ministry) requesting medication information. It is unlikely that HIBC caused this breach. Other establishments utilize HIBC envelopes. Third Party Error. Additional investigation will follow - no more info to provide at this time as Agent did not use the correct form to complete the phone call and therefore did not get all the info (employee feedback will be given).	False	False	False	False	Health	Health
2021-000571	30 March 2021	03-86: A non-photo BCSC was returned to HIBC opened and marked "RTS". The card included Client A's name, address, DOB, gender and PHN. The address was invalidated in RAPID and the card marked undelivered.	False	False	False	False	Health	Health
2021-000950	25 May 2021	Per our conversation, a government issued cell phone was lost; however, the device was password protected, the password was not easily guessable, and the password was not written on the device	False	False	False	False	Social	Children and Family Development
2021-000819	06 May 2021	05-17: A Non-Photo BC Services Card (BCSC) was returned to HIBC. The personal information involved includes a client's name, personal health number, date of birth, gender and address.	False	False	False	False	Health	Health
2021-000885	13 May 2021	An offer letter for an employee starting next week was found face down in the file room. Personal information disclosed in the letter includes their full name, address, starting salary, position number and start date. It is believed the letter was printed in error and only left out for a couple of hours.	True	False	False	True	Social	Children and Family Development
2021-000805	05 May 2021	As reported, a misdirected email was sent to an internal employee in error. The email contained legal advice about a privacy impact assessment. No personal information was included.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000994	01 June 2021	An employee contacted the 7-7000 general inbox, however, included client personal information in error. The personal information involved includes one client's name and one client's birth certificate including their name, date of birth, place of birth, gender and registration number.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000613	08 April 2021	As reported, Client A received a document intended for Client B. The personal information involved includes name, address and date of birth. Containment efforts are underway; specifically, Client A has been asked to delete the document and the document will be deleted off of the online portal.	False	False	False	False	Social	Children and Family Development
2021-000940	21 May 2021	As reported, a message was sent via online portal to an incorrect client. The personal information involved is name.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000341	25 February 2021	Client A's Persons with Disability application was attached as a document on a MySelfServe message for Client B in error. The personal information contained in the application includes Client A's name, date of birth, address, medical information, and a written summary of the nature of their application. Containment efforts are underway to have Client A's application completely removed from Client B's case and MySelfServe account.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-002139	15 December 2020	A reconsideration package was provided to the incorrect client. The personal information involved includes a client's name, GA number and indicated the reconsideration package was regarding monthly payments.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000524	23 March 2021	A document containing health information regarding Client A was included in an FOI package emailed to Client B. The personal information found in the document included Client A's name, Personal Health Number, and sensitive information regarding their health (ie: doctors notes and recommendations)	False	False	False	False	Social	Social Development and Poverty Reduction

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2021-000207	03 February 2021	As reported, an email was sent to an unintended recipient in government. Containment efforts are underway, specifically, the unintended recipient will be asked to double-delete the email.	False	False	False	False	Social	Children and Family Development
2020-001993	19 November 2020	11-74: an individual received a RSBC invoice in error. The caller indicated they are new to the province and have never applied for coverage.	False	False	False	False	Health	Health
2021-000709	22 April 2021	It was discovered that a client was provided with the incorrect cheque. The personal information involved includes a client's first and last name, address, GA number and cheque amount.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000436	10 March 2021	An employee has expressed concern over being contacted by a contracted professional development company to participate in career coaching sessions, some of which are recorded. The employee is unclear how the company obtained their contact information. An investigation is underway.	False	False	False	False	Service	Citizens' Services
2021-000568	30 March 2021	As reported, a letter was uploaded to an incorrect clients online portal. The personal information involved included name, date of birth, phone number and address.	False	False	False	False	Social	Children and Family Development
2020-001931	12 November 2020	A government issued laptop (Surface Pro) cannot 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	Sector	Ministry
2021-000169	28 January 2021	An employee's government issued computer was compromised as a result of cyber attack. It was confirmed the employee did not have any personal information stored locally to the device.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2021-000414	08 March 2021	As reported, notes intended for Client A were inadvertently entered onto Client B's case in a Ministry system on two separate instances by Employees A and B. The personal information involved included address and details regarding Client A's rental subsidy	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000888	13 May 2021	Twelve instances of personal information being erroneously included in a ticketing system have been discovered. Personal information disclosed included, but is not limited to, full names and PHN's. All individuals with access to view this information had appropriate system credentials and authority to do so.	False	False	False	False	Health	Health
2021-000206	03 February 2021	As reported, Claimant A received a decision letter for Claimant A and for Claimant B. The type of personal information involved includes name, address, claim number, amount of benefits and a description of the incident.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000146	25 January 2021	As reported, two client files were merged in error. The type of personal information involved includes clients name.	False	False	False	False	Social	Children and Family Development
2021-000587	01 April 2021	Client A received a letter containing Client B's information. The personal information contained on the letter included Client B's last name. The clients are related and live at the same address.	False	False	False	False	Health	Health

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2021-000085	18 January 2021	01-80 As reported, FPC correspondence was received and opened by an Account Holder. The letter included the personal information of their former spouse; specifically the former spouse's name was disclosed. Upon investigation it was determined that Rapid had been corrected but FPC still had the two joined. The account information has been separated in both Rapid and FPC and the mail will be shredded by the Account Holder.	False	False	False	False	Health	Health
2020-002060	01 December 2020	An email was sent to a government employee and an unintended recipient was cc'd in error. The email contained an attachment that included the an exam answer key.	False	False	False	False	Service	Citizens' Services
2020-002013	25 November 2020	Sensitive client information was shared in the chat function of MS Teams during a meeting between Employee A and Client A. It was confirmed only Client A and Employee A were party to the chat at the time of the disclosure. The sensitive personal information disclosed included mental health details related to Client A.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000299	18 February 2021	It was discovered that an employee's s.22 s.22 The incident was recorded during a TEAMS meeting. The personal information involved included a client's name and GA number.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001858	02 November 2020	You were inquiring about the process for deactivating an employee's IDIR upon termination.	False	False	False	False	Social	Children and Family Development
2021-000353	01 March 2021	A client contacted the Ministry to advise they did not update their account address. As a result, a tax form was mailed to a previous address. The personal information involved includes the client's name, social insurance number and tax information regarding a grant.	False	False	False	False	Education	Advanced Education, Skills and Training
2021-000174	28 January 2021	Client A found Client B's legacy care card and contacted HIBC to advise. The personal information involved includes Client B's first and last name and personal health number.	True	False	False	False	Health	Health

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2020-001863	02 November 2020	A Ministry employee sent a letter to Client A which included a page intended for Client B. The personal information involved includes Client B's name and address.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000446	11 March 2021	An employee from a Non-Profit Agency forwarded emails containing the personal information about staff members to their private email account. Not a government privacy breach.	False	False	False	False	Not a Ministry	Other
2021-000778	03 May 2021	As reported, a criminal record check clearance letter was sent to an organization that listed an incorrect applicant. The personal information involved includes the applicant's first and last name, year of birth and clearance status.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000930	19 May 2021	It was discovered that there have been multiple instances of contact centre agents disclosing information to a caller without following the proper verification procedure. A total of eight incidents occurred where some of the following personal information was disclosed by the agent to the caller: name, PHN, and date of birth.	False	False	False	False	Health	Health
2021-000330	24 February 2021	A service provider manages the Speculation and Vacancy Tax call centre on behalf of government and submits declarations for callers. It was determined there were nine instances whereby a client completed a declaration over the phone with an agent, only for the agent to discover a discrepancy that may question the validity of the declaration that had been submitted.	False	False	False	False	Service	Citizens' Services
2020-001891	04 November 2020	Employee accessed clients files on government system without a valid business reason to do so. Personal information involved is unknown at this time.	False	False	False	False	Health	Health
2021-000131	22 January 2021	Client A received correspondence intended for Client B given they shared the same name and date of birth. The personal information involved included first and last name, date of birth, personal health number, and Revenue Services BC account number.	False	False	False	False	Health	Health

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2021-000740	27 April 2021	As reported, it was discovered that a client was provided with the incorrect cheque. The personal information involved includes a client's first and last name, address, GA number and cheque amount.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-002012	24 November 2020	An email containing a court document was sent to two intended recipients and one unintended recipient in error. The unintended recipient included a distribution list of approximately 51 employees. The personal information involved includes a client's name, date of birth and details regarding a breach of probation.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-001870	03 November 2020	A supervision note for a client was added in error to the incorrect client file in a Ministry system. The note contained the first names of a client and the client's mother in addition to listing various programs available to the client as optional supports.	False	False	False	False	Social	Children and Family Development
2021-000100	19 January 2021	As reported, two documents were profiled on an incorrect clients file. The type of personal information involved includes name, phone number and social insurance number.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001978	18 November 2020	11-65 Client B received an incorrect non-photo BC Services Card due to a similar first and last name to Client A. The personal information includes: first and last name, date of birth, and personal health number. See related incident 2020-1602.	False	False	False	False	Health	Health
2021-000203	03 February 2021	As reported, Employee A sent an email to Employee B which contained a conversation thread regarding Employee C. The personal information disclosed identifies Employee C as being under investigation and indicates they should not have contact with Employee D.	True	True	False	True	Transportation	Transportation and Infrastructure
2021-000879	13 May 2021	A client's address was changed without their knowledge. The error was discovered when the client renewed their driver's license with ICBC.	False	False	False	False	Service	Citizens' Services

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2021-000282	17 February 2021	A meeting invite was sent to a s.22 and three documents were inadvertently shared with the s.22 in error.  The documents would contain significant personal information of the child to which the mother has guardianship for. It is currently unknown if the personal information of others was included in the records, a harms assessment to determine this is underway.	False	False	False	False	Social	Children and Family Development
2021-000769	30 April 2021	A misdirected email was sent to an internal government employee in error. The email contained employee numbers but no additional personal information.	False	False	False	False	Not a Ministry	Other
2021-000599	06 April 2021	A government employee from a Department A was added to the MS Teams Chat Messages of Department B. This was discovered when they voluntarily left the chat. The IU is determining if this employee still has access to the MS Teams Chat Messages.	False	False	False	False	Social	Children and Family Development
2021-000544	25 March 2021	It was discovered that a monthly report was profiled to an incorrect file. The report has since been removed and profiled to the correct file, however, preventative measures have yet to be discussed.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000499	18 March 2021	A document was faxed to the incorrect lawyer. The personal information involved includes a client's name, personal health number, date of birth, date of injury and costs associated with their injury.	False	False	False	False	Health	Health
2021-000294	18 February 2021	02-28: it was discovered Client A's study permit was added to Client B's account in error. A letter was then sent to Client A including Client B's personal health number and account number.	True	False	False	False	Health	Health
2021-000462	15 March 2021	As reported, an email was sent to an unintended recipient in error. The email was in relation to a public report, no personal information was included.	False	False	False	False	Justice	Attorney General



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2020-001860	02 November 2020	a Ministry employee sent a message through the MyFamilyServices (MyFS) portal to Client A with an attachment intended for Client B. The personal information involved includes the names of two children.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000016	06 January 2021	An email containing an annual visitor list was sent to three unintended recipients in error. The personal information involved includes the client name, phone number and the reason for their visit to the organization for approximately 70 clients.	False	False	False	False	Social	Children and Family Development
2021-000459	15 March 2021	As reported, an employee used their supervisors IDIR credentials (as directed by the supervisor) to access Time and Leave.	False	False	False	False	Health	Health
2020-001926	10 November 2020	A Ministry employee left an envelope containing notes from a competition on an unintended individual's desk in error. The personal information involved includes the candidates initials and details of their interview.	False	False	False	False	Service	BC Public Service Agency
2021-000936	20 May 2021	An email intended for 2 Ministry Social Workers was emailed to Client A in error. The email contained the first and last name Client B.	False	False	False	False	Social	Children and Family Development
2021-000815	06 May 2021	A government issued computer cannot be located. The computer was a shared device and was not assigned to a specific employee. Given this, there was no reason to believe that credentials were stored on or near the device. In addition, it was not believed any personal or confidential information was stored on the device.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-002074	03 December 2020	A laptop cannot be located. It is unknown at this time if there is any personal or confidential information saved on the device.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy

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2021-000520	23 March 2021	A BC government issued cellphone was stolen from a vehicle on March. 20, 2021. The device was locked at the time of loss, password protected with a password not easily guessable, and the password was not written on or near the device. A virtual wipe will be initiated through 7-7000 option 4, as well as a request for factory reset through the Ministry Voice Coordinator.	False	False	False	False	Transportation	Transportation and Infrastructure
2021-000582	01 April 2021	It was discovered that six transcripts from a test environment were mailed to four schools in error. The transcripts contained the personal education numbers of actual students; however, the names were fictional having been scrambled in the test environment.	False	False	False	False	Education	Education
2021-000451	11 March 2021	A fax intended for a doctor's office was sent to a private citizen's fax number in error. Personal information disclosed included a patient's name, PHN, date of birth and the name of the medication the doctor was requesting.	False	False	False	False	Health	Health
2021-000433	10 March 2021	Client A's document was profiled to Client B's file in error in 2009. The document contained Client A's name and social insurance number. Containment efforts are underway to have the document removed from Client B's file.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000825	06 May 2021	It was discovered that a client file intended for a Ministry district office was mailed to the incorrect address. The personal information involved includes a child's name, date of birth, address and complete Ministry involvement.	False	False	False	False	Social	Children and Family Development
2021-000682	20 April 2021	A misdirected email was sent to a Service Provider email address which is no longer in use. The email was rejected and bounced back into senders junk-mail.	False	False	False	False	Justice	Attorney General
2020-002129	11 December 2020	It was reported confidential information was uploaded to a government website in error. The information involved included identifying why a product was no longer covered by a Ministry program.	False	False	False	False	Health	Health

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2020-002127	10 December 2020	An email was sent to an incorrect recipient by mistake. The email contained a request for a visit extension s.22 for a child in care. The request listed the first and last name of the child, the first name of the s.22, the duration of the visit extension and confirmation that there were no issues identified with the s.22 that would prevent the approval of the request.	False	False	False	False	Social	Children and Family Development
2020-002032	26 November 2020	As reported, an employee emailed a screenshot of information within a government database to three recipients; it is unclear why the employee was emailing a screenshot but believed to be done in error. The screenshot contained the personal information of five Ministry clients and included: first and last name, case number, and details regarding their Ministry involvement.	False	False	False	False	Social	Children and Family Development
2021-000606	07 April 2021	A letter was sent to an incorrect recipient in error. The personal information involved includes an applicant's name, a teacher certification number and the position they were hired for.	False	False	False	False	Education	Education
2021-000552	26 March 2021	A remote wipe was initiated for two government issued cellphones and all information was removed. It was determined photos taken on the phone for business purpose were removed in error.	False	False	False	False	Transportation	Transportation and Infrastructure
2020-001991	19 November 2020	A client has alleged that a Social Worker disclosed sensitive information to their ex-partner. Personal information involved includes knowledge regarding the Client's current partner's history.	False	False	False	False	Social	Children and Family Development
2021-000455	12 March 2021	A letter containing sensitive client information was inadvertently mailed to a service provider not associated with the client. Personal information in the letter included the name, address, service provider's name and address, child's name and information pertaining to the case including an invoice for services rendered. The recipient will be contacted to request that they mail the letter back to the Ministry, but as we have not yet confirmed this action, containment has not been achieved.	False	False	False	False	Social	Children and Family Development

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2021-000461	15 March 2021	As reported, Client A called into the Contact Centre and reported that they were told by their Doctor that their PHN was used by another Client B.	False	False	False	False	Health	Health
2021-000304	19 February 2021	A report containing Employee A's information was sent through Employee B's portal in the internal communications system. The personal information contained on the report included Employee A's last name. Containment efforts are underway to have the report deleted by the recipient.	False	False	False	False	Service	BC Public Service Agency
2021-000895	14 May 2021	An employee recently transferred Ministries and they retained access to information contained in their MS Teams application (chats). It was reported that personal information would be contained within those chats on the application and that this information would still be accessible to the employee despite their being transferred. Although the employee was authorized to have access to the information in their former role, they would no longer require such access in their new role. A review is underway to determine why the access was not automatically severed when their IDIR was updated following the transfer.	False	False	False	False	Service	Citizens' Services
2021-000961	27 May 2021	A form was faxed to the incorrect health clinic. The form contained the following personal information: first and last name, client health number, personal health number, date of birth, address, and description of adverse reaction to the Covid vaccine.	False	False	False	False	Health	Health
2021-000125	22 January 2021	A government issued cellphone cannot be found.	False	False	False	False	Justice	Attorney General
2021-000227	08 February 2021	An employee inadvertently sent an e-mail to the wrong recipient. The content of the e-mail involved a question about an item for sale through <sup>s.22</sup> page. The e-mail did identify four staff by their first and last name as government employees and listed the contact number for the staff member who sent the message.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-001972	18 November 2020	Citizen sent fax to government office in error. No personal information involved.	False	False	False	False	Health	Health

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2021-000054	13 January 2021	As reported, an email regarding a job search intended for Client A was sent to Client B in error. The personal information involved is the email address.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000669	15 April 2021	As reported, a ministry contractor has been destroying physical records after uploading the documents to ICM. The personal information involves but not limited to name, contact information and services accessed.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000927	19 May 2021	As reported, a misdirected email was sent to an unintended recipient in error. The personal information involved includes the first and last name of two individuals.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000854	11 May 2021	A government issued cellphone has been lost. The phone was password protected with a strong password which was not written on or near the device. The phone contained text communication with clients as well as access to government email. The reporter will contact 7-7000 option 4 to request a virtual wipe of the phone, as well as request a factory reset by contacting their Ministry Voice Coordinator.	False	False	False	False	Social	Children and Family Development
2021-000872	13 May 2021	It was discovered that three emails were sent to an unintended recipient in error. The emails contained the names of the complainants and certificate holder, and the allegations of the complaint. Further review is underway.	False	False	False	False	Education	Education
2021-000500	18 March 2021	As per our conversation, you received a call from a citizen today who indicated that they received a call from your phone number which you did not make. This appears to be a "spoofing" incident.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000095	19 January 2021	An email containing sensitive information was sent to two government employees in error. No personal information was disclosed, however an excel spreadsheet attached to the email disclosed sensitive facility sites that the government employees should not have been privy to.	False	False	False	False	Service	Citizens' Services

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2021-000785	03 May 2021	As reported, a letter was sent via online portal to a client that listed an incorrect child's name. The personal information involved is the name of a child. Containment is underway, specifically, the letter will be removed from the client's online portal.	False	False	False	False	Social	Children and Family Development
2021-000130	22 January 2021	The incorrect supervisor was provided access to an employee's self service account. It is unknown what personal information the supervisor had access to, however, it is believed it included the employee's MyPerformance profile.	False	False	False	False	Service	BC Public Service Agency
2021-000796	04 May 2021	Client A received a letter intended for Client B as the result of a double-stuffed envelope. The personal information involved includes Client B's name, address, service request number and case number.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000876	13 May 2021	An email containing business confidential information was sent to an unintended internal recipient. The email contained an invoice which included a business and amount owing.	False	False	False	False	Financial	Finance
2021-000217	05 February 2021	An employee was re-directed to a malicious looking website and their device began to receive pop up notifications. The employee confirmed they did not click on the pop up notifications, did not enter their IDIR credentials on the website and promptly turned off their device. There does not appear to be a concern about personal or confidential information being at risk at this time and therefore, this incident is outside the jurisdiction of the Privacy, Compliance and Training branch.	False	False	False	False	Natural Resources	Energy, Mines and Low Carbon Innovation
2020-001977	18 November 2020	11-60: It was discovered that a customer service representative did not properly verify a caller prior to disclosing information regarding the processing of a client file.	False	False	False	False	Health	Health
2021-000911	18 May 2021	A government issued cell phone was lost; however, the device was password protected, the password was not easily guessable, and the password was not written on the device.	False	False	False	False	Social	Children and Family Development

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2020-002006	23 November 2020	It has been discovered that an employee has accessed a government system without a known business reason for doing so. Personal information involved included information related to the Client's Ministry file; specifically as related to their current address.	True	False	False	True	Social	Social Development and Poverty Reduction
2021-000736	27 April 2021	As reported, the name of a ministry client was added into a ticket management system in error. The type of personal information is first and last name only.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000136	22 January 2021	A third-party administrator reported that they provided a client with the incorrect cheque. The information contained on the cheque would include the client name, GA number, cheque amount and potentially their address. Containment efforts to retrieve the cheque are underway and a new cheque will be issued.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000309	19 February 2021	As reported, a decision letter was emailed to an unintended recipient in error. The personal information disclosed included the first and last name of the applicant and the respondent, the dispute address, and hearing findings.	False	False	False	False	Justice	Attorney General
2021-000821	06 May 2021	A client attended a Ministry office and was provided with the incorrect stub. The personal information involved includes a client's name, phone number, signature, social insurance number and income amount.	False	False	False	False	Service	Citizens' Services
2021-000939	20 May 2021	An employee's personal Hotmail account was compromised by unknown actors. The employee indicated that their Hotmail account had been used in the past to send client government information. An assessment of the information in the email account will be conducted.	False	False	False	False	Social	Children and Family Development
2021-000001	04 January 2021	As reported, a Ministry laptop cannot be located. The device cannot be confirmed as encrypted at this time. An assessment of the potential confidential or sensitive information associated to the device is pending and continuous search efforts are underway.	False	False	False	False	Justice	Public Safety and Solicitor General

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2020-001966	18 November 2020	Employee sent an email containing a client's information to an unintended recipient in error. Personal information involved: name, address, date of birth, Ministry involvement.	False	False	False	False	Social	Children and Family Development
2021-000008	05 January 2021	An employee at a Post-Secondary Institution sent Ministry records by email to a student. One of the records sent contained information (name and SIN) for another student in error. The personal information sent in error was listed on Permanent Disability Application form. The Ministry was copied on the error and they discovered the error when the records were reviewed. The email was also sent to an additional third person who is not yet known. The student sent the records has been contacted and has deleted what they were sent in error. Further containment with the unknown party is being sought.	False	False	False	False	Education	Advanced Education, Skills and Training
2021-000655	14 April 2021	It was discovered that the reporter's bank account had been hacked and a large sum of money removed from the account. The reporter accesses online banking using a government computer - it is unclear if this computer has been compromised.	False	False	False	False	Social	Children and Family Development
2021-000301	19 February 2021	Upon rebooting the MFD printer, a scan containing Employee A's information was emailed to Employee B in error. The personal information contained on the scan included Employee A's name and banking information. At this time, it is unclear why the scan was sent to Employee B.	False	False	False	False	Social	Children and Family Development
2021-000435	10 March 2021	An email containing a clients personal information was sent to an unintended internal recipient. The personal information contained in the email included the clients name, personal health number and information about the case file.	False	False	False	False	Health	Health



Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000338	25 February 2021	An employee was potentially a victim of a cyberattack on their personal computer and their government email account may have been impacted. The personal information that was involved includes employees employment information. The device was turned off and the employee updated their government password.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy
2021-000742	27 April 2021	As reported, a criminal record check clearance letter was sent to an organization that listed an incorrect applicant. The personal information involved includes the applicant's first and last name, year of birth and clearance status.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000326	23 February 2021	An email was sent to an internal unintended recipient in error. The personal information contained on the email included a client's name and email address.	False	False	False	False	Justice	Attorney General
2021-000838	10 May 2021	As reported, a letter was sent via online portal to a client that listed an incorrect child's name. The personal information involved is the name and address of a child.	False	False	False	False	Social	Children and Family Development
2021-000943	21 May 2021	As reported, it is alleged an employee may be accessing time and leave management information for another employee without authorization.	False	False	False	False	Social	Children and Family Development
2021-000140	25 January 2021	01-111: A response, along with Over-Aged Claims Requests that contained 5 PHNs and fee items planning to be billed, was faxed to Physician A at Med Office A via the fax number provided on the request form. However, a fax was received back from Med Office A stating that Physician A who sent the request is actually at Med Office B now. Both offices are trusted third party MSP registered practitioners offices. HIBC Adjudicator was requested to contact Med Office A to destroy any document received. More info to come	False	False	False	False	Health	Health

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000302	19 February 2021	A complaint has been received regarding an inadvertent disclosure of personal information that occurred when an email was sent to an incorrect individual. The personal information contained within the email included the Complainants names. <sup>22</sup>	False	False	False	False	Justice	Attorney General
2021-000569	30 March 2021	03-81: Group Administrator (GA) opened and returned Client A's HIBC letter regarding Absence. (Client A, was understood by HIBC, to have moved out of the country.) PI within: Client A's name, address and account number. This incident was discovered by an HIBC Agent while document processing. It is unknown at this time whether the GA should have had access to Client A's information. This is a Third Party breach.	False	False	False	False	Health	Health
2021-000359	01 March 2021	A program area received what they believed was a threatening email. The email contained an individual's name, email address and a child's name. As such, the program area reported the threatening email to the police and the police opened a file. The email was then forwarded to the police as per their request to assist in their investigation.	False	False	False	False	Service	Citizens' Services
2021-000332	24 February 2021	As reported, an email was sent to 88 applicants and one applicants email address was added to the subject line in error. The personal information involved is email address.	False	False	False	False	Service	BC Public Service Agency
2021-000322	23 February 2021	A system-generated letter was sent to Client A that included two of Client B's dependents. At this time, it is believe the personal information contained on the letter included the names of Client B's two dependents. The client accounts have been remediated.	False	False	False	False	Health	Health

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000589	06 April 2021	An employee reported that they were sharing their screen in a s.22 The employee confirmed that all staff on the call were able to view information that pertained to one of the staff members who was also on the call. s.22 s.22	False	False	False	False	Health	Health
2020-002096	07 December 2020	A caller received a letter from HIBC intended for their relative who resides at the same address. The personal information involved includes the client's name and MSP account number. Upon review, it was confirmed the letter was mailed to the correct address and addressed to the correct client. No information was disclosed to the caller when they contacted HIBC. Given this, it was determined that no privacy incident occurred.	False	False	False	False	Health	Health
2021-000977	28 May 2021	A Complainant has alleged that a Ministry Social Worker disclosed their personal information to s.22 s.22	False	False	False	False	Social	Children and Family Development
2021-000331	24 February 2021	As reported, a ministry laptop which was due for a system refresh is unable to be located.	False	False	False	False	Service	Citizens' Services
2021-000820	06 May 2021	A client contacted HIBC to advise that their BC Services Card (BCSC) was mailed to their previous address in February 2021. The client had their friend retrieve the unopened mail and return it to a government office. Upon further review, it was determined the card was ordered in July 2020; however, the client moved out of province in August 2020 and coverage was cancelled in October 2020. However, it remains unclear why the BCSC was produced on an account that was closed and delivered in February 2021.	False	False	False	False	Health	Health

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000985	31 May 2021	As reported, an email was sent to all staff instead of one staff member in error. The personal information is regarding an employee's connection to a recent tragic event.	False	False	False	False	Justice	Attorney General
2020-002173	23 December 2020	Client A received a letter for Client B. Client B is their ex-spouse's partner and Client A stated they have a no contact order with Client B. Client A was concerned their address was disclosed to Client B, however, upon review of the circumstances it was determined Client A's information was not provided to Client B. Personal information disclosed includes Client B's name and Pharmacare Registration Number. It was determined the issue was the result of an address update for a shared child who was on Client A's ex-spouse's account.	False	False	False	False	Health	Health
2021-000452	11 March 2021	03-34: Law Enforcement officer found 2 BC Service Cards for 2 citizens and returned the cards into Service BC center. The Service BC agent will be mailing the 2 cards back to HIBC.	False	False	False	False	Health	Health
2021-000873	13 May 2021	An employee's workbag was stolen from a vehicle. The bag included a laptop and several documents and notes. The documentation would include some personal information of foster parents and the children in their care. The laptop was password protected and locked at the time it was stolen, and the incident has been reported to police.	False	False	False	False	Social	Children and Family Development
2021-000482	17 March 2021	Client A's document was profiled to Client B's file in error. The document contained Client A's name, birthdate, Drivers License number, address, driver class, Drivers License expiry date and driving violations. The document has successfully been removed from Client B's file.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000851	11 May 2021	A Ministry employee was alerted to an individual impersonating a Ministry client over the phone. The individual knew the correct answers to all security questions, and the Ministry employee did not share any personal information with the caller, however, unauthorized access of the account has occurred. 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	Sector	Ministry
2021-000426	09 March 2021	It was discovered a tax document intended for Client A was mailed to their address on file, however, it was received by Client B. The personal information involved includes Client A's first and last name, social insurance number and bus pass payment amount.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000513	22 March 2021	Per our conversations, a government office building was broken into and a laptop was stolen and subsequently recovered by police. The laptop was password protected with a strong password which was not written on or near the device. It has been confirmed that the laptop was encrypted and secure. No personal or government information was stolen as a result of this incident.	False	False	False	False	Service	BC Public Service Agency
2020-002091	07 December 2020	Iron Mountain offsite storage delivered a client's file to the incorrect Ministry in error. The personal information involved includes details of the client's history with the Ministry.	False	False	False	False	Social	Children and Family Development
2021-000846	11 May 2021	During a conversation with a Service BC Representative, Citizen A discovered that their name was listed on the Fair PharmaCare account of Citizen B. This has been brought to the attention of Admin Review in order to make any necessary corrections.	False	False	False	False	Health	Health
2021-000632	12 April 2021	As s.22 reports, s.22 was inadvertently disclosed to parties not authorized to view the information. The personal information involved included the names s.22 s.22 It was determined the report was disclosed to six additional contacts.	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	Sector	Ministry
2021-000897	14 May 2021	After being directed to speak with the Service BC Call Centre by a Covid19 Call Queue Agent, it became evident that Citizen A had been provided the Personal Health Number of Citizen B, who has the same name and birthdate. This was a Wrong Select on the part of the Covid19 Agent. The Service BC Call Centre representative provided Citizen A with the correct Personal Health Number after following the verification steps and identifying the error. Citizen A would have been provided the following Personal Information: Name, date of birth and Personal Health Number of Citizen B.	True	True	False	False	Health	Health
2021-000720	23 April 2021	As reported, an email was sent to a contractor with an incorrect document which included financial information. No personal information was involved.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000761	29 April 2021	As reported, a client's physical file may be missing. It is unknown if a physical file was created for this client. The client file would include an application for family maintenance. After further investigation it was determined no physical file was created and there has been no breach.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000966	27 May 2021	05-80: Please be advised Citizen A opened mail and received a NP BCSC for a Citizen B. Citizen A and Citizen B both live in the same Apartment complex but have different suite numbers. The postal service delivered the mail to the wrong suite. Citizen A will be returning the NP BCSC to a SBC Supervisor.	False	False	False	False	Health	Health
2021-000208	04 February 2021	As reported, an employee screening questionnaire was visible to ministry employees on an internal website. The personal information involved includes an employee's first and 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	Sector	Ministry
2021-000481	17 March 2021	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. A remote wipe of the device will be initiated through 7-7000, option 4.	False	False	False	False	Social	Children and Family Development
2021-000469	16 March 2021	An email intended for Client A was sent to Client B in error. Personal information included client name, address, and terms of tenancy agreement.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-001862	02 November 2020	Client A reported they were provided a reconsideration package intended for Client B in error. The personal information involved includes Client B's name, address, social insurance number, case number and details of their history with the Ministry.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-002110	09 December 2020	When a new employee started, the GAL was set up with their home address rather than their work address and needed to be updated.	False	False	False	False	Not a Ministry	Broader Public Sector
2021-000866	12 May 2021	The Ministry was notified that a client was denied access to book a vaccination appointment as they were advised they had already received their vaccination. The client confirmed they did not yet receive their vaccination. It is believed that their relative may have used their personal health number to receive a vaccination.	False	False	False	False	Health	Health
2021-000664	15 April 2021	04-44: Client A called the SBC Call Centre. SBC Health Agent noted that Client A had received an invoice with Client B's PHN on it. Further investigation showed that this error was due to an HIBC Agent Wrong Select. Client A and B have the same name but different DOB. SBC Health Agent verified that paperwork received by Client A has been destroyed. Account correction and remediation in progress.	True	False	True	False	Health	Health

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2021-000293	18 February 2021	A medical office notified HIBC that they received an envelope containing Client A's letter, however, it also included letters for Client B and Client C in error. The personal information involved includes the client's name, personal health number and fee items.	False	False	False	False	Health	Health
2020-002079	03 December 2020	A unique link was sent to 24 unintended recipients. The link led recipients to a landing page where a Childcare Facility name and Childcare Facility ID was displayed and a survey with questions regarding how the facility is run, programs, hours of operation and financial information were asked.	False	False	False	False	Social	Children and Family Development
2020-002069	02 December 2020	An unknown third party accessed Client A's MySelfServe account and updated their method of payment to an EFT account which the third party had set up in Client A's name. This resulted in the unknown third party receiving the client's funds in error. The personal information accessed includes the client's name, and method of payment.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001997	20 November 2020	The incorrect registration number was provided verbally to a beneficiary. The beneficiary then provided the number to two third parties in error. The personal information involved includes a registration number.	False	False	False	False	Health	Health
2021-000802	05 May 2021	As reported, an email sent to Client A contained personal information of Client B in error. The personal information involved includes first and last name, and email address.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000441	11 March 2021	An employee's laptop and work mobile phone have been stolen from their residence. The laptop was password protected with a strong password, which was not written on or near the device at the time of the theft. It has been confirmed the laptop was encrypted and information was saved to the LAN and not to the desktop. The mobile phone was not enrolled in the Mobile Device Management Services (MDMS) and therefore was only used to send and receive calls. The phone was locked with a pin-code that was not written on or near the device.	False	False	False	False	Justice	Attorney General



Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000960	26 May 2021	Client A's cheque was given to Client B in error. The personal information contained on the cheque included Client A's name, address, and cheque amount.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000110	20 January 2021	A client's monthly report was profiled to the incorrect client file. The personal information involved includes the client's name, date of birth, phone number, social insurance number, file number and income information.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000473	16 March 2021	One laptop and one desktop computer cannot be located. The last known users could not be contacted as they no longer work for government and given this, it could not be determined if any personal or confidential information was saved locally on the device. It was confirmed that each device was password protected with a password that was not easily guessable and the password was not written on or near the device.	False	False	False	False	Transportation	Transportation and Infrastructure
2021-000236	09 February 2021	As reported, an attachment was incorrectly profiled to a clients file. The personal information involved includes name and date of birth.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000376	03 March 2021	It was discovered that a document for Client A had been attached and processed for Client B. Personal information involved includes Client A's full name, GA number and details of the request. As a result, Client B received a direct deposit payment intended for Client A, but no personal information was disclosed outside of government.	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	Sector	Ministry
2021-000749	28 April 2021	<p>During Client A's discussion with a virtual physician, Client B joined the call, s.22</p> <p>s.22</p> <p>Therefore, Client A's record contains Client B's information and Client B's record contains Client A's information.</p>	False	False	False	False	Health	Health
2020-002093	07 December 2020	It was discovered that the first half of a special authority was faxed to an unintended recipient in error. The personal information involved includes a client's first and last name, date of birth and PHN.	False	False	False	False	Health	Health
2021-000114	20 January 2021	As reported, a contractor which conducts security screening interviews was not aware records obtained through the screening process are required to be encrypted. The personal information involved includes the applicant name, date of birth, address and details regarding substance use, criminal activity and employment history.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000007	05 January 2021	An email was sent to an incorrect recipient (Out of Care Provider) due to an auto-complete error. The recipient is an individual who provides care for a family member. The email contained a spreadsheet listing the first and last names of approximately 50 foster parents. The lists also contained the date of their last criminal record check (CRC) and the date these checks needed to be re-done.	False	False	False	False	Social	Children and Family Development
2021-000053	13 January 2021	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. A remote wipe of the device will be initiated through 7-7000, option 4.	False	False	False	False	Social	Children and Family Development
2021-000287	17 February 2021	Request for evidence collection of a Skype phone log for a specific timeframe and phone number.	False	False	False	False	Not a Ministry	Broader Public Sector

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2021-000410	08 March 2021	Reporter indicated that her phone number was previously listed online as a Covid-19 support line should individuals have s.22 questions. She indicated that her number was taken down, however, it appears as though some calls are still being received for this purpose. Reporter indicated that two voicemails were received from citizens reporting quarantine violation concerns. On the voicemail the callers disclosed names, addresses and medical information. Reporter confirmed that the callers were called back and informed that this was not where they should direct their calls. The voicemails have since been deleted.	False	False	False	False	Health	Health
2021-000828	07 May 2021	An email was sent to a business contact that contained an incorrect attachment. The attachment sent in error pertained to a different business contact. Both private business sell fishing and hunting licences and the email/attachment was sent to process payments for returns. The attachment sent in error contained the following information: business owner name, vendor number, business name and the number of fishing and hunting sales. No client personal information was listed on the attachment.	False	False	False	False	Service	Citizens' Services
2021-000361	01 March 2021	A subpoena and witness statement were emailed to the incorrect recipient. It was confirmed the subpoena is a court record and as such, a portion of this incident will be referred to court services branch. The Ministry confirmed the trial has not started and therefore the witness statement is not a court record at this time. The witness statement contained the individual's name, the name of the business they were employed, their address and details of an incident they witnessed which occurred in s.22	False	False	False	False	Justice	Attorney General
2020-002176	23 December 2020	A decision letter was inadvertently added to the incorrect client account and subsequently 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 hearing findings.	False	False	False	False	Justice	Attorney General

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2020-001994	19 November 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.	False	False	False	False	Not a Ministry	Broader Public Sector
2021-000163	27 January 2021	01-126 Client A (family member with same first name initial, last name) opened Client B's Fair PharmaCare letter. Clients/family members both live at the same address. These letters always go out first initial, last name - it's a system issue. HIBC will update Client B's address to include full first name and will send out a new letter.	False	False	False	False	Health	Health
2021-000787	03 May 2021	As reported, a document was attached to a letter and provided to a client via online portal. The personal information involved is the name of a child.	False	False	False	False	Social	Children and Family Development
2021-000650	14 April 2021	An email containing a client's information was sent to an unintended recipient in error. The personal information contained in the email included the client's name, date of birth, address, and phone number.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-002090	07 December 2020	A Ministry employee released information regarding Client A to a judge in error. The personal information involved includes confirmation of Ministry involvement and the city where they reside.	True	False	False	True	Social	Children and Family Development
2021-000855	12 May 2021	The Complainant alleged that a Ministry social worker disclosed their identity as a child protection reporter. In addition, the Complainant alleged that their husband's personal information regarding their employment was disclosed.	False	False	False	False	Social	Children and Family Development
2021-000439	11 March 2021	An email was inadvertently sent to the personal gmail account of an employee. Personal information included client name, case number, and dates when cheques were received.	False	False	False	False	Service	Citizens' Services

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2021-000958	26 May 2021	A client file appears to have been accessed by a client advocate without proper consent on file. Containment measures have been taken and a further investigation is underway.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000729	26 April 2021	An email was sent to the incorrect citizen in error. The personal information involved included a citizen's first and last name, email address, confirmation number and case number.	False	False	False	False	Financial	Finance
2021-000641	13 April 2021	Incorrect offender information was written in a client file and was subsequently verbally disclosed to the client. The personal information disclosed included the offender's name.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-001885	04 November 2020	Work is currently being done to determine if data sets collected for the Agricultural Land Use Inventories include some personal information. The inventories have been in use for some time; however, some concerns have been raised by citizens how some of the information is collected and used as part of these data sets.	False	False	False	False	Natural Resources	z_Agriculture (2020-12-08)
2020-001981	19 November 2020	A meeting invitation to attend a virtual meeting was sent to the incorrect individual. The personal information involved included an inmate's first and last name, the date and time of scheduled meeting and the link to attend the meeting.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000507	19 March 2021	Client A was mailed Client B's documentation and Client B was mailed Client A's documentation in error. The documentation included the client's name, file number, and referenced an overpayment. Containment efforts are underway; specifically, Client A agreed to destroy the documents and Client B will be contacted to ask for containment.	True	False	False	True	Social	Social Development and Poverty Reduction

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2021-000443	11 March 2021	An employee sent a text message containing personal information regarding Client A to Client B in error. Personal information disclosed included Client A's first name and the context is regarding the employee offering to assist the client, but the offer was declined.	False	False	False	False	Social	Children and Family Development
2020-002037	26 November 2020	A report was run on Client A when the request should have been made for Client B. Upon review of the circumstances, it was determined no personal information was disclosed in error and the report, while unnecessary, was attached to the correct client's file (Client A).	False	False	False	False	Social	Children and Family Development
2021-000180	29 January 2021	As reported, the reporter received a notification from Chrome about a data breach and advised the reporter to change passwords to a ministry program.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000418	08 March 2021	As reported, a s.22 employee was able to edit their TELUS voicemail account to allow voicemails to be forwarded to their personal email account. This resulted in one voicemail being sent to the personal account. Upon investigation, it was confirmed no personal information was included in the voicemail.	False	False	False	False	Economic	Labour
2021-000476	16 March 2021	A document meant for Client A was mailed out, but was discovered later to contain the name of Client B. No other information regarding Client B was included in the document, containment efforts are underway and an amended document has been mailed to Client A.	False	False	False	False	Economic	Labour
2021-000093	19 January 2021	a release of information was provided to the son of a client without current and valid consent in place. The type of personal information included first and last name and income assistance information.	False	False	False	False	Service	Citizens' Services

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2021-000631	12 April 2021	An email was sent to two recipients that work for agencies outside of the Ministry containing client personal information. The two recipients then forwarded the email to three additional recipients that work for the agencies. The personal information involved includes the first name and last initial of three children, the first name of a foster parent and concerns reported by the children regarding the foster parent.	True	False	True	True	Social	Children and Family Development
2021-000880	13 May 2021	05-48: A letter intended for Client A was mailed to Client B in error. The personal information contained on the letter included Client A's name, personal health number and MSP account number. It was determined Client A's personal health number was selected in error, resulting in the letter being sent to Client B.	True	False	True	False	Health	Health
2021-000934	20 May 2021	As reported, Client A contacted the Ministry to report a letter they had received which was not intended for them. The letter contained the first name of Client B and last name of Client C. No other personal information was contained within the letter.	False	False	False	False	Justice	Attorney General
2021-000105	19 January 2021	01-88: A caller reported that she had received an MSP Letter with her name but another person's PHN on it. The letter will be returned to an HIBC Supervisor by the caller. This appears to be due to a Doc Ops wrong select.	False	False	True	False	Health	Health
2021-000155	26 January 2021	A government employee could not locate their mobile device.	False	False	False	False	Social	Children and Family Development
2021-000019	07 January 2021	A government flip phone, programmed to only call the probation office, has been lost by a client. No personal or confidential information was stored on the device.	False	False	False	False	Justice	Public Safety and Solicitor General

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2021-000161	27 January 2021	As reported, notes for Client A were added to Client B's file in error. Personal information includes name and information regarding ministry services.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000686	20 April 2021	A misdirected email was sent in error to multiple parties within and outside of Government. Containment efforts are underway. Personal information contained in the email included the name of a BC Public Service Member and training notes.	False	False	False	False	Social	Children and Family Development
2021-000234	08 February 2021	An email related to an ongoing labour relations proceeding was sent to the former investigator associated to the file. The personal information involved included the employee's name, meeting time, and the name of the employee's union representative.	False	False	False	False	Transportation	Transportation and Infrastructure
2020-002055	01 December 2020	A fax was sent to the incorrect supplier in error. The personal information involved includes a client's name, address and indicated they were requesting a type of medical equipment.	True	False	True	False	Social	Social Development and Poverty Reduction
2020-002075	03 December 2020	A youth criminal justice file was being transferred to another ministry and cannot be located. Personal information contained in the file includes sensitive information regarding the criminal activity of a youth who is now an adult.	False	False	False	False	Service	Citizens' Services
2021-000145	25 January 2021	As reported, Client A was sent a completed form of Client B. Personal information disclosed includes name, phone number, SIN, and income information.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000178	28 January 2021	A letter containing the incorrect document was mailed to a business in error. The confidential information involved includes a business name, identification number and business spending amounts.	False	False	False	False	Natural Resources	Agriculture, Food and Fisheries



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2021-000677	19 April 2021	An email containing a youth's information was sent to 136 internal recipients in error. The email contained the youth's name, PHN, diagnosis, and parent contact information. The recipients work at the same facility; however, not all recipients needed to be provided this information.	False	False	False	False	Social	Children and Family Development
2021-000858	12 May 2021	A contracted employee clicked on suspicious link and entered their SharePoint credentials. The employee confirmed that six documents were currently saved in the SharePoint file. The personal information involved includes a client's first and last name and details regarding their current mental health status.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-002107	09 December 2020	An insurance decal for a government vehicle was lost in the mail. It was confirmed that the decal only contained information about the vehicle and did not include sensitive personal or business information .	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000107	20 January 2021	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. A remote wipe of the device will be initiated through 7-7000, option 4.	False	False	False	False	Social	Children and Family Development
2021-000249	10 February 2021	A binder containing a client's information was stolen from a contracted agency's vehicle. The personal information involved includes the client's full name, date of birth, personal health number, address, phone number, diagnosis, as well as their parent's name, Social Worker's name, and the Contractor's name.	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	Sector	Ministry
2020-001987	19 November 2020	It was discovered that two privacy incidents had been identified on a client's file. The first was a Release of Information (ROI) for Client B had been added to Client A's file in error. Personal information disclosed includes Client B's full name, date of birth, SIN, and signature. The second involved Client B's documentation being sent to Client A's address. Personal information disclosed in the documents include Client B's full name, SIN, date of birth, and some monetary amounts Client B may be eligible for.	True	False	False	False	Social	Social Development and Poverty Reduction
2020-002023	25 November 2020	A document intended for Client A's case was attached to Client B's case in error. The personal information involved includes the client's name, date of birth, address, social insurance number and details of their class schedule.	False	False	False	False	Social	Children and Family Development
2020-001990	19 November 2020	Two emails were added to the incorrect service request in an internal system. As a result, attachments containing the emails were then sent the incorrect employee in error. The personal information involved includes an employee's name, advising they won a competition and salary.	False	False	False	False	Service	BC Public Service Agency
2021-000465	16 March 2021	Client A's document was profiled to Client B's file in error. The document contained Client A's name, parent's name and address, and list of equipment requested by family. Containment efforts are underway to have the document removed from Client B's file.	False	False	False	False	Social	Children and Family Development
2021-000935	20 May 2021	05-67: SBC Covid Line provided Client A with Client B's Personal Health Number. When call transferred to Service BC Personal Helpline, Call Centre agent caught the error and provided Client A with the correct Personal Health Number.	False	False	False	False	Health	Health
2020-001943	13 November 2020	Client A and Client C's information profiled to Client B's account in error. Personal information involved: names, addresses, phone numbers, SIN's, and 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	Sector	Ministry
2021-000800	04 May 2021	Institution A was provided with Institution B's account password in error. The personal information involved includes the name, personal education number and transcript information for 78 students.	False	False	False	False	Education	Education
2020-001850	30 October 2020	A letter intended for Child A was created and profiled to Child B's portal in error. The letter listed the name of Child A's family physician however did not contain any personal information for Child A as the letter generated using Child B's contact information.	False	False	False	False	Social	Children and Family Development
2021-000840	11 May 2021	A client is concerned that their private information has been shared with members of their community by a member of the BC Public Service.	False	False	False	False	Social	Children and Family Development
2021-000617	08 April 2021	As reported, an incorrect letter was added to a student's dashboard. The type of personal information included name and loan application number.	False	False	False	False	Education	Advanced Education, Skills and Training
2021-000564	29 March 2021	A letter was mailed to the incorrect service provider. The personal information involved includes a client's name, their child's name, address, type of services received and indicated that a partial payment was completed.	True	False	False	True	Social	Children and Family Development
2021-000189	01 February 2021	It was discovered a document was profiled to the incorrect client file and a physical copy was provided to incorrect client in error. The personal information involved includes the client's name, address, income assistance start date and income assistance amount.	True	False	False	True	Social	Social Development and Poverty Reduction
2021-000062	13 January 2021	A Ministry employee logged into their Employee Self Service and noticed the Personal Details page listed information for another individual. The personal information involved includes a SIN and date of birth. Containment efforts are currently underway; specifically, MyHR will remove the incorrect 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	Sector	Ministry
2021-000137	22 January 2021	An email containing a client form was sent to a gmail.com account instead of the appropriate gov.bc.ca account. The personal information involved includes the client's first and last name, date of birth, associated clinician names, the client's community, the first and last names of the client's biological and foster parents, and the first and last names of the client's siblings.	False	False	False	False	Social	Children and Family Development
2020-002178	24 December 2020	Offender's probation order with a publication ban was posted to a citizen's facebook account. Personal information involved: name, DOB, and Ministry involvement.	False	False	False	False	Justice	Attorney General
2021-000051	13 January 2021	01-50: An s.22 submitted a pay dentist form but the s.22 put the wrong practitioner and payee number. The fee was refused and a remittance was sent to that wrong prac as indicated in the form. The PHN and names are indicated in the remittance, and this incorrect prac has no idea who this patient is. Therefore, I believe this is the 3rd Party breach. The practitioner was asked to destroy the information.	False	False	False	False	Health	Health
2021-000478	16 March 2021	As reported, 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. A remote wipe of the device was initiated through 7-7000, option 4.	False	False	False	False	Social	Children and Family Development
2020-001889	04 November 2020	A client's advocate was provided information without valid consent on file. Personal information involved: ministry involvement.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000525	23 March 2021	A decision letter was emailed to an unintended recipient in error. The personal information disclosed included the first and last name of the applicant and the respondent, the dispute address, and hearing findings.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2020-002081	03 December 2020	The Complainant indicates that in s.22 s.22 The Complainant is concerned that there may be other instances where their information was updated incorrectly s.22 which may have resulted in personal information being sent to the incorrect address.	False	False	False	False	Service	BC Public Service Agency
2021-000149	26 January 2021	An incorrect attachment was sent by email to three service provider employee's. The service provider employee's who received the document are contracted to provide employment services to citizens on behalf of the Province. The attachment contained a Program Results Summary/Dashboard for another service provider that provides similar employment services on behalf of the Province. The document contains a breakdown of the types of services offered by the service provider, it identifies where they are tracking in their plan, it lists how many clients are achieving employment and it outlines various information that the Ministry measures them on for efficiency of service (key performance indicators). There was no financial or personal information in the attachment.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-002184	29 December 2020	A Complainant alleges their personal information was used and disclosed for a purpose inconsistent with the purpose for which it was obtained. The personal information involved includes details related to a s.22	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000284	17 February 2021	The Complainant reported that they had engaged in an s.22 s.22 During that Inquiry, the Complainant alleges that the Ministry of s.22 s.22 and that the disclosure would not be authorized.	False	False	False	False	Health	Health

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000859	12 May 2021	An employee provided a medical note to their supervisor that contained a medical diagnosis. The medical note was then sent to the appropriate area for their records. It was confirmed all records that contained the medical note including emails and the physical copy were deleted.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000030	08 January 2021	An individual contacted a Ministry employee stating they had received an email from the employee in error. The employee reviewed their sent folder and believed they did not send an email to the individual. The individual shares the same first and last name with a client of the Ministry.	False	False	False	False	Social	Children and Family Development
2020-001953	16 November 2020	It was discovered that information was provided to a client's advocate without valid consent on file. The personal information involved includes information regarding the client's Ministry involvement. Containment activities are currently underway; specifically, the advocate will submit an updated consent form.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000039	11 January 2021	An email was accidentally forwarded to an incorrect recipient. No personal information was contained in the email, however, the email did contain confidential business information. A document was attached to the email that outlined potential legislative changes that may be forthcoming within the Ministry of Finance. The recipient was asked to delete the information and confirmation of deletion has since been received.	False	False	False	False	Service	Office of the Premier
2021-000117	21 January 2021	As reported, an email was sent to an unintended recipient. The type of personal information involved is name, address, birth date, and contact information.	False	False	False	False	Social	Children and Family Development
2020-001906	06 November 2020	Employee sent email with incorrect attachment to intended recipient. Personal information involved: two client names, an address and a date of birth.	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	Sector	Ministry
2021-000834	07 May 2021	Citizen A received correspondence from HIBC. Inside the correspondence addressed to them was another letter requesting more documents to determine eligibility addressed to Citizen B - an unknown person with a different address. PI involved: Name, Address and Account # of Citizen B.	True	False	True	False	Health	Health
2021-000508	22 March 2021	Per our conversation, a government vehicle was broken into and a significant amount of garbage has been left inside. No personal or government information was exposed or stolen as a result of this incident.	False	False	False	False	Social	Children and Family Development
2021-000011	05 January 2021	A Ministry client reported that they received a respite contract in the mail that was not intended for them. The contract contained a clients name, the name of their child, the child's date of birth, their home address and payment amounts. The contract was shredded by the client and an investigation is underway to determine if any other contracts were miss-directed.	True	False	True	False	Social	Children and Family Development
2021-000049	12 January 2021	As reported, an academic researcher had accessed a government data base without proper authorization. No personal information was accessed.	False	False	False	False	Service	Citizens' Services
2021-000275	16 February 2021	As reported, a individual called the ministry and the ministry confirmed the existence of a file and provided the name of a social worker to contact.	True	False	True	False	Social	Children and Family Development
2021-000392	04 March 2021	As reported, a client recorded a phone conversation with a probation officer and posted part of it on social media. The client has also posted parts of a police report on social media.	False	False	False	False	Social	Children and Family Development
2020-002126	10 December 2020	Individual alleging an inappropriate accesses of their child's information by a Ministry employee. Personal information involved is unknown at this time.	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	Sector	Ministry
2021-000956	26 May 2021	Law Firm A reported that they had received a Request for Release of Medical Records package wherein the Claims History which was included was linked to a different clients Personal Health Number. The Personal Information Data included was Personal Health Number, Medical Claims History, patient name and date of birth. Law Firm A has returned the documentation and an investigation is underway.	False	False	False	False	Health	Health
2021-000036	08 January 2021	A person opened a Fair Pharmacare letter thinking it was for them as they have the same initials and address as the person the letter is addressed to. This is 3rd party breach.	False	False	True	False	Health	Health
2021-000878	13 May 2021	An employee's identification card was misplaced a number of years ago. The card contained the employee's name and photo, and did not have building access capabilities.	False	False	False	False	Social	Children and Family Development
2021-000035	08 January 2021	As reported, an individual has reported receiving two medical certificates of death by fax, in error. The personal information involved includes: first and last name, date of birth, date of death, place of death, age, gender, immediate cause of death, manner of death, physician's name, physician's signature, physician's MSP billing number, and any other applicable details.	False	False	False	False	Health	Health
2020-001873	03 November 2020	A wrong select was done when a new beneficiary applied for coverage who had the same first name and last name and a very similar birthdate as an existing beneficiary. A letter then went out to the wrong person with the existing beneficiary's account number on it.	False	False	False	False	Health	Health
2021-000971	27 May 2021	The Complainant alleges their identity as a child protection reporter was disclosed by a government employee.	False	False	False	False	Social	Children and Family Development
2021-000058	13 January 2021	Citizen alleging an inappropriate collection of their social insurance number for the purposes of receiving the BC Recovery Benefit.	False	False	False	False	Financial	Finance



Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000773	30 April 2021	An email was sent to two Ministry Social Workers and two additional Ministry employees. The email contained information regarding a client's bail order. A training workshop has been organized to address policies around emailing sensitive documents and the recipients have been requested to double-delete the email; awaiting confirmation of containment.	False	False	False	False	Social	Children and Family Development
2021-000391	04 March 2021	As reported, an letter was sent to an unintended recipient in error. The personal information involved included name.	False	False	False	False	Social	Children and Family Development
2020-001951	16 November 2020	It was discovered that a Ministry employee collected information from a client's advocate; however, the consent on file was expired. The personal information involved includes a request for medical transportation.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000383	03 March 2021	A remittance statement was faxed to the incorrect practitioner's office. The personal information contained on the statement included six personal health numbers and the practitioner's number. Containment efforts are underway to confirm the receiving office has destroyed the fax.	False	False	False	False	Health	Health
2021-000463	15 March 2021	As reported, an email was sent to an unintended recipient in error. Personal information includes names.	False	False	False	False	Financial	Government Communications and Public Engagement
2020-001963	18 November 2020	Employee sent email containing client's information to an unintended recipient. Personal information involved: name, address, employer, and Ministry involvement.	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	Sector	Ministry
2021-000545	25 March 2021	A document intended for Employee A was inadvertently mailed alongside a letter addressed to Employee B. Personal Information contained in the document included name, employee number, address, birthdate, Ministry, and physician notes (return to work hours, diagnosis, etc.) Employee B reported the error to the Ministry.	True	False	False	True	Service	BC Public Service Agency
2021-000538	24 March 2021	A client's information was disclosed to an accounting firm in error. The personal information included the client's name.	True	False	False	True	Financial	Finance
2021-000097	19 January 2021	As reported, a government employee sent a text to an incorrect phone number. The personal information involved includes: name, gender, date of birth and safety planning information.	False	False	False	False	Social	Children and Family Development
2021-000541	25 March 2021	It was discovered that a test of the Incident Reporting Tool for workplace health and safety initiated by the program developer triggered an outgoing alert to a Ministry doctor.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000772	30 April 2021	A document and note were added to the incorrect client file. The personal information involved includes a child's name, date of birth, gender and personal health number.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000179	28 January 2021	An employee has alleged another employee accessed client file(s) and disclosed personal information without authorization. The personal information potentially involved includes client name, date of birth s.22	False	False	False	False	Service	Citizens' Services
2021-000205	03 February 2021	A client's medical information was emailed directly to the client instead of via a third party as per typical process. It was confirmed the email contained the client's medical record including first and last name, personal health number, physician details and medical history.	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	Sector	Ministry
2021-000949	25 May 2021	As reported, an email was sent to an internal unintended recipient in error. The type of personal information involved includes name, employee number and the nature of a recent medical absence. Containment activities are underway, specifically the unintended recipient has been asked to double-delete the email.	False	False	False	False	Financial	Finance
2021-000177	28 January 2021	Opened in error	False	False	False	False		
2021-000870	12 May 2021	It was discovered that information was disclosed to a client's relative on numerous occasions without valid consent on file. The client's relative was advised a new consent form must be submitted and a note has been placed on the file to indicate consent is not valid.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001847	30 October 2020	An employee inadvertently included the personal information of Client A in a note on Client B's ICM file. The personal information involved included first and last name of Client A and Client B's opinion of Client A.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000492	18 March 2021	It was discovered five monthly reports were scanned together and added to the incorrect client file. The personal information involved includes the name, social insurance number, phone number, file number and monthly income for five clients.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000693	21 April 2021	2 government issued client cellphones were lost, and 2 were damaged beyond repair. It is unknown if the phones were password protected or unlocked at time of loss, however, no government information was contained on the cellphones. The damaged phones have been destroyed.	False	False	False	False	Social	Children and Family Development
2021-000487	17 March 2021	A document meant for Client A was mailed to Client B in error, while Client B's document was mailed to Client C in error. The personal information contained in the documents included client's full name, address, child's full name and child's birthdate. The document received by Client B has been contained, however, containment is underway for the document received by Client C.	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	Sector	Ministry
2021-000366	02 March 2021	Client A called to SBC Contact Centre and Client B (CSR for SBC) did not verify caller. Client B only got Client A's PHN and no other account information. Client B transferred the call as verified to a Level 2 Agent (Client C) who then cancelled the account assuming it was verified as per the transfer note from Client B. Client C is calling the Citizen back and will verify account and ensure changes are made as appropriate. Client B has been coached and advised of error.	False	False	False	False	Health	Health
2021-000694	21 April 2021	A citizen contacted government concerned that their personal information had been erroneously associated with an unknown individual's information in the system responsible for booking the COVID-19 vaccine appointments. This resulted in the Citizen's personal information being identified in the database against another individual's PHN rather than their own. The citizen was concerned that this would allow the unknown individual to gain access to their personal information.	False	False	False	False	Health	Health
2021-000972	28 May 2021	A government office received 5 envelopes intended for other government offices. It appears that they were delivered by Canada Post to the incorrect office. It was confirmed that the letters were not read and all envelopes will be directly forwarded to the intended addresses.	False	False	False	False	Social	Children and Family Development
2020-001995	20 November 2020	As reported, HIBC has discovered a systems glitch that results in a Client's PHN being printed on the incorrect BC Service Cards (BCSC). This occurs when two BCSC's are sent to batch printing at the same time. As such, it has been discovered that as a result of this glitch, two incidents are being reported; first, a BCSC intended for Client A was printed with Client B's PHN and vice versa, and both cards were produced and mailed. The impacted clients have been asked to return the incorrect BCSCs and as such, containment is underway. Second, a BCSC intended for Client A was printed with Client B's PHN, and one card was produced and mailed. Containment is underway. A	False	False	False	False	Health	Health

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000938	20 May 2021	Per our conversation, a government issued cell phone was stolen; however, the device was password protected, the password was not easily guessable, and the password was not written on the device. A remote wipe of the device has been initiated through 7-7000, option 4.	False	False	False	False	Social	Children and Family Development
2020-001985	19 November 2020	An employee inadvertently placed a document in their buildings recycling bin in error. The document included a business name, business phone number, business address, a statement describing the contract, invoice numbers and the dollar amount of the contract.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2021-000090	18 January 2021	A client's PWD application package was added to the incorrect client file and sent as a message via MySelfServe. The personal information involved includes a client's name, date of birth, address, sensitive medical information and reasons for why their application was denied.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000160	27 January 2021	As reported, notes for Client A were added to Client B's file in error. Personal information includes name and information regarding ministry services.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000454	12 March 2021	A complaint was received regarding the requirement that they provide their social insurance number (SIN) number to participate in the speculation tax declaration for British Columbia.	False	False	False	False	Financial	Finance
2021-000262	12 February 2021	It was discovered a FOI package released to an applicant contained unredacted information in error. The personal information involved a citizen's address and it was disclosed on two pages.	False	False	False	False	Service	Citizens' Services

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2020-001909	09 November 2020	A client sent an email to a government employee that contained sensitive information regarding a minor. It was confirmed the minor is not a child in care of the Ministry. The employee confirmed they will take the steps to delete all records of the email containing sensitive information.	False	False	False	False	Social	Children and Family Development
2021-000479	17 March 2021	Client A has reported receiving a BC Services Card with their correct name but the Personal Health Number and Date of Birth of Citizen B. The citizens do not appear to know each other, but both appear to have been residents at the same address. Both have since changed addresses. It appears that Citizen A has been using the BC Services Card intended for Citizen B. The Service BC Health Agent has asked Citizen A to return the BC Services Card to a Service BC Health Supervisor.	False	False	False	False	Health	Health
2021-000327	24 February 2021	As reported, an Incident Allegation form for Client A was added to Client B's file in error. Personal information includes name and allegations.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000912	18 May 2021	It was discovered two cheques were mailed to the incorrect address. The personal information involved includes a client's name, GA number and cheque amount.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000365	02 March 2021	A security concern was identified regarding a browser plug-in being used by an employee for the purposes of providing translation services. At the time of reporting, it was believed the plug-in was sending sensitive government information outside of the country. The potential sensitive information involved included any information the employee typed into the plug-in during the course of their work duties.	False	False	False	False	Service	Citizens' Services
2020-002043	27 November 2020	an employee logged onto the MyHR system and discovered a service request in their log history that they did not submit. The personal information involved includes the last names of two individuals and indicated the request was made regarding a compassionate transfer.	False	False	False	False	Service	BC Public Service Agency

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2020-001855	30 October 2020	As reported, employees were inadvertently entering the personal information of children and youth in care onto a registration form for a service provider. The personal information involved includes and the first and last names of children in care and the addresses, whether permanent or temporary.	False	False	False	False	Social	Children and Family Development
2020-002149	17 December 2020	A contracted employee sent a message intended for Client A to Client B in error. The personal information involved included Client A's first name, an assessment link and password.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000608	07 April 2021	Per our conversation, you are concerned that MS Teams auto starts and there is a risk of employees entering their IDIR credentials into the chat window inadvertently. You confirmed that this has not happened to you but you are concerned about the risks and would like this matter addressed.	False	False	False	False	Natural Resources	Energy, Mines and Low Carbon Innovation
2021-000592	06 April 2021	It was discovered that a clients My Self Serve portal has been accessed by someone who is likely unknown to the client. Banking information has been changed and an unknown person has been sending service requests through the portal. It is unknown what type of personal information has been accessed at this time.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-002099	08 December 2020	2 client documents were left in a Ministry vehicle. The documents have since been returned to the custody of the Ministry. Personal information involved: name, and address.	False	False	False	False	Social	Children and Family Development
2021-000565	29 March 2021	03-80: It was discovered documents intended for Client A were mailed to Client B in error. It is unknown what personal information is involved, however, it is believed the documents include Client A's name, personal health number, medical information and invoicing.	True	False	True	False	Health	Health

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000067	14 January 2021	As reported, an employee misplaced some file notes and voucher information for a client. The personal information involved includes the client's first and last name, the names of the two children in their care, telephone number, file numbers, and voucher and location amount.	False	False	False	False	Social	Children and Family Development
2021-000121	21 January 2021	As reported, an email was sent to an unintended recipient. The type of personal information involved is name and date of birth date.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000403	05 March 2021	A private citizen alleges their information was inappropriately disclosed by a government employee.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-001844	29 October 2020	A letter was mailed to the incorrect service provider in error. The personal information involved includes a child's name, a parent's name, address and indicated that services were approved. In addition, the parent was mailed a letter containing the incorrect service provider's name in error.	False	False	False	False	Social	Children and Family Development
2021-000887	13 May 2021	As reported, while emailing a third party, an employee attached a copy of a tax notice to the email in error. The personal information disclosed includes the first and last name of the property owner.	False	False	False	False	Financial	Finance
2021-000425	09 March 2021	A letter containing the incorrect personal information was mailed to a service provider in error. The personal information involved includes a client's first and last name, their parent's first and last name, and advised that they were not set up for payment.	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	Sector	Ministry
2021-000630	09 April 2021	Corrections documents for a client were discovered within the client's income assistance file. The personal information contained in the documents included the client's identification card, transfer logs, and list of criminal history. The documents are being securely stored while the incident is reviewed to determine where the documents belong.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001996	20 November 2020	As reported, a client (the Complainant) has alleged that a Social Worker disclosed personal information about their s.22 s.22 Specific information disclosed is unknown at this time, but the Complainant indicated the disclosure could impact s.22	False	False	False	False	Social	Children and Family Development
2021-000951	26 May 2021	5 government issued cellphones were lost. The phones had not been assigned to employee's and did not contain any sensitive texts, photos, or access to government email or systems. As such, no privacy incident has occurred.	False	False	False	False	Social	Children and Family Development
2021-000453	12 March 2021	An email was sent to an unintended recipient outside of government. The personal information in the email included name, address, phone number, date of death and recovery benefit information. An email has been sent requesting double-deletion of misdirected email, but no confirmation has been received. As such, containment has not yet been achieved.	False	False	False	False	Financial	Finance
2021-000536	24 March 2021	As reported, it was believed a caller was impersonating a client although all information provided by the caller matched the client information. While reviewing the client case, it was discovered the direct deposit information had recently been changed on the client case.	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	Sector	Ministry
2021-000115	20 January 2021	A Ministry client reported that they did not receive their monthly assistance payment as they normally do. A review of their file determined that a my-self serve account had been opened in the clients name and a note had been sent through the clients account to the Ministry indicating that the payments were no longer required. As such the payments were stopped. Upon further review it appears as though the client has been the victim of fraud/ID theft and that the my-self serve account had been set up by an unknown party. The client confirmed that they had recently been the victim of ID theft. The my-self serve account has since been suspended and the payments have been restored. No payments were issued to the fraudulent actor and as such no recovery of funds is required for this incident.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000553	26 March 2021	Two government desktop computers cannot be found. It was confirmed that the computers were shared devices and it is not believed any personal or confidential information was stored locally on each device. It was confirmed both devices would have been locked, password protected and passwords would not be written down on or near the devices. It could not be confirmed if the devices were encrypted, however, OCIO Security has confirmed that by default all government workstations are encrypted and as such, based on a balance of probabilities, the devices are likely encrypted.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-001954	17 November 2020	An email was sent to 30 recipients containing an attachment in error. The personal information involved includes 50 employee names and indicated they received a flu shot.	False	False	False	False	Financial	Finance
2020-002131	11 December 2020	An email intended for a government employee was sent outside of government in error. The confidential information involved includes questions for grant applicants and identifies new grants that are being drafted.	False	False	False	False	Justice	Attorney General
2020-001925	10 November 2020	A Ministry employee attached Client A's monthly report to Client B's account in error. The personal information involved includes Client A's name, SIN, and 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	Sector	Ministry
2020-002155	17 December 2020	12-80: RSBC invoice received and opened by caller with same name different birthdate. Correspondence will be shredded by caller. Last address on file for breached beneficiary has been updated. Investigation to follow.	False	False	False	False	Health	Health
2021-000775	30 April 2021	It was discovered that a client file is missing proper consent and has been accessed multiple times by a Social Worker. A note has been placed on the file and a new consent form has been requested, however, prevention has yet to be discussed.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000466	16 March 2021	As reported, an email containing the personal information of 4 community members was disclosed to an unauthorized internal party. The email contained client names, corresponding ICM number, and type of entity (case, incident, report).	False	False	False	False	Social	Children and Family Development
2020-002102	08 December 2020	Employee sent an email containing a client's information to an unintended recipient in error. Personal information involved: first name.	False	False	False	False	Social	Children and Family Development
2020-001912	09 November 2020	A box containing 10 client files was delivered to the incorrect address by a third party. The personal information involved includes client name, date of birth, address and Ministry involvement.	False	False	False	False	Social	Children and Family Development
2021-000397	04 March 2021	It was discovered that personal information of employees was visible on the order history page of the Staples Advantage Employee Purchase Program that was accessible through the Employee Discount Store. The personal information involved included the names and addresses of employees that had placed orders.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000683	20 April 2021	04-55: Client A (mother) received a NP BCSC for her dependent daughter, Client B. The card has on it the address of Citizen A's ex-husband's girlfriend (Client C). The SBC CSR has forwarded this on to PHN Merge to review and correct. Known is that the card was ordered at an SBC Office. It's unknown how the card, noting a different address, was delivered to Client A. Reporting CSR will call Client A back for more information. Unlikely that this is a breach of privacy - it could have been that ex-husband ordered a card for Client B so he had one if needed - which is legitimate. PI on card is: Name, Gender, PHN and DOB	False	False	False	False	Health	Health
2021-000449	11 March 2021	An email intended for Client A was sent to Client B in error. The information included the names, addresses, phone numbers, and emails of four individuals as well as access codes and details regarding dispute. Client B called to alert the Ministry of the error when it was noticed, and confirmed double-deletion of the email. As such, containment was achieved.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-002098	08 December 2020	Employee provided Student A with Student B's information in error. Personal information involved: name, PEN.	False	False	False	False	Education	Education

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2020-002140	15 December 2020	An Admittance to a Facility form was submitted to the Ministry and profiled to Client A's account. Upon review, it was determined the form was submitted by a facility on behalf of a citizen. It was determined the citizen is a child of Client A and they used to be on Client A's account. It was confirmed the citizen is not a current client of the Ministry, however, as a result of the form being added, they were contacted and requested to submit additional forms to the Ministry including a tax return summary, bank statements and two vehicle registration documents. The personal information involved includes the citizen's full name, social insurance number, the type of facility they are attending, tax information, banking statements including transactions and account information, driver's license number and ICBC payment information. The Admittance to Facility form was successfully removed from Client A's account and steps are underway to remove the additional documents.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-002088	07 December 2020	Ministry A updated a beneficiary's address resulting in Client A receiving correspondence intended for Client B. The personal information disclosed included personal health number, Revenue Services BC account number, and first and last name.	False	False	False	False	Health	Health
2021-000832	07 May 2021	A third party vendor whose account appears to have been spoofed has been sending emails to the Liquor Distribution Branch (LDB) Accounts Payable department. It appears as though emails from LDB to the third party vendor are also being intercepted. An investigation is underway.	False	False	False	False	Financial	Finance
2021-000082	18 January 2021	It has been discovered that in 2007, supplier cheque arrangements for four Ministry clients were attached to Client A's file in error. Personal information disclosed includes the names, SINS, service provider's name, and monies allocated for each of the four clients.	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	Sector	Ministry
2021-000069	14 January 2021	As reported, a break-in occurred to a ministry office and four unlocked cabinets were able to be accessed. The personal information involved includes: name, address, employment history and hiring information. There is no evidence that any personal information was stolen or accessed.	False	False	False	False	Justice	Attorney General
2020-001913	09 November 2020	A letter and invoice were sent to a client via MySelfServe and a service provider by mail in error. The personal information involved includes a child's name, a parent's name, address, child's date of birth, request to pay for the service provider and invoice amount.	False	False	False	False	Social	Children and Family Development
2021-000841	11 May 2021	The Provincial Health Services Authority is looking for guidance on creating a protocol for reporting privacy incidents.	False	False	False	False	Not a Ministry	Broader Public Sector
2021-000022	07 January 2021	A Client has alleged their personal information was provided to their ex-partner on court documents. Personal information disclosed on the documents include the client's address and phone number.	False	False	False	False	Social	Children and Family Development
2020-001947	16 November 2020	A Ministry employee sent an email regarding a disclosure of records and may have included an unintended email address in error. The personal information involved includes four client's full names and dates of birth. An investigation is underway.	False	False	False	False	Social	Children and Family Development
2021-000412	08 March 2021	A consent order package for Client A was inadvertently sent including documents intended for Client B. The personal information involved includes first and last name, address, salary information and location of employment. It was confirmed the documents had not yet been received at court.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000185	01 February 2021	An email was sent to a government employee's personal email address, however, the email address did not include a period when it should have. It was confirmed the external email service does not recognize periods and it is believed the email was sent to the intended recipient. The personal information involve includes the employee's name, indicates they are on leave and details regarding their medical symptoms. Upon review, it was confirmed the employee received the email intended for them. Given this, it was determined that a privacy incident did not occur.	False	False	False	False	Financial	Government Communications and Public Engagement
2021-000602	07 April 2021	Three client documents were faxed to an unintended recipient in error. The personal information involved includes client names, client date of births, children names, children date of births, and reasons why an agreement was in place.	False	False	False	False	Social	Children and Family Development
2021-000135	22 January 2021	As reported, a service provider employee sent an email containing the personal health number of a patient. While the recipient was authorized to receive the information, the information should have been sent by secure file transfer, and not emailed. The personal information involved includes a personal health number.	False	False	False	False	Health	Health
2020-001969	18 November 2020	Client's information disclosed to an individual without valid consent on file. Personal information involved: Ministry involvement.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000175	28 January 2021	01-134: it was discovered Client A submitted an application and attached another client's study permit. However, upon review a duplicate PHN had been issued for Client A; as such, no breach occurred.	False	False	False	False	Health	Health
2021-000557	29 March 2021	A letter was mailed to the incorrect client. The personal information includes a client's name, address, their child's name, a service provider's address, and reasons why payments were unable to be completed.	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	Sector	Ministry
2021-000891	14 May 2021	Multiple folders and documents kept on a shared LAN have been removed and are missing. Information kept in these folders includes data associated with learning needs such as, interview notes containing personal information of interviewee's and multiple presentations containing data analysis. An investigation is underway.	False	False	False	False	Social	Children and Family Development
2021-000419	09 March 2021	As reported, you received a notification from the police that the Canada Post mail box was broken into on March 4, 2021. It is unknown if any mail was expected to be received at this time.	False	False	False	False	Service	Citizens' Services
2020-001878	04 November 2020	11-13 Caller found purse which contained identification including BC Services Card. Caller has been advised to surrender purse to local police department.	False	False	False	False	Health	Health
2020-001929	12 November 2020	An email with an incorrect attachment was sent to a Ministry client in error. The attachment contained a list of fish licensers in the Province along with their physical and email address. This information is publicly posted online, however, the email addresses are not published.	False	False	False	False	Natural Resources	z_Agriculture (2020-12-08)
2021-000732	26 April 2021	04-83: it was discovered a remittance statement was mailed to the incorrect recipient. The personal information involved includes a client's first initial and last name and personal health number.	False	False	False	False	Health	Health
2021-000317	22 February 2021	As reported, on February 22, 2021 an employee realized they had lost two building access cards and a printer fob.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2021-000833	07 May 2021	A misdirected email was sent in error. The email bounced back to the sender's inbox as 'undeliverable', as no such email address exists. As such, containment has been achieved.	False	False	False	False	Justice	Attorney General



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2021-000675	19 April 2021	An iPad cannot be located. The iPad is used to conduct field reviews that include plot information of trees. The iPad may have been unlocked at the time it was lost.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2021-000437	10 March 2021	It was discovered that a FOI disclosure package was released to an applicant in March 2020 that contained an unsevered email address and vacation calendar. Containment efforts are underway; specifically, the applicant has been asked to confirm double-deletion of the release package.	False	False	False	False	Service	Citizens' Services
2020-001982	19 November 2020	An email containing the incorrect attachment was sent to applicants of a job competition. The personal information involved included screening information for 13 applicants including name, phone number, email address and questionnaire answers detailing applicants qualifications.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy
2021-000904	17 May 2021	This is a double-report of 2021-0873.	False	False	False	False	Social	Children and Family Development
2021-000843	11 May 2021	05-33: Law Firm B contacted the Ministry to report they had received documents in which a Request for Release of Medical Records was processed for Law Firm A and was accidentally mailed to Law Firm B. The Personal Information included a Personal Health Number, Medical Claims History, Name and Date of Birth. HIBC will contact Law Firm B to confirm the documents have been destroyed.	False	False	False	False	Health	Health

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2020-002160	18 December 2020	it was discovered that a claim form was attached to Client A's account in error. The personal information involved includes Client B's case number, their care provider's name and supplier number and the full names of two children.	False	False	False	False	Social	Children and Family Development
2020-001976	18 November 2020	Employee sent email containing an attachment to unintended recipients in error. Personal information involved: name, position, salary.	False	False	False	False	Service	Citizens' Services
2021-000279	17 February 2021	A note in a client file referenced that an employee had spoken to the clients father, however, there was no mention that consent had been received from the client to authorize the discussion. It is unclear if any information was disclosed on the call. The call notes simply reference that the father wanted a call back from a supervisor to seek further details regarding intake policies. Prevention will be addressed and consent for the father is being sought to facilitate future discussions with the father on the clients behalf.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001944	13 November 2020	Employee's laptop was stolen. No personal information involved.	False	False	False	False	Not a Ministry	
2021-000860	12 May 2021	A school district notified employees that records saved on their desktop would be transferred to Microsoft OneDrive and therefore saved in the cloud. Employees expressed concern given records on their desktop may contain personal information.	False	False	False	False	Not a Ministry	Broader Public Sector
2021-000861	12 May 2021	A Client attempting to log into their BCeID found that their information had been overwritten by a family member who used the same computer to create a new BCeID for themselves. Containment has been achieved, however, further investigation into how the error occurred is necessary.	False	False	False	False	Social	Children and Family Development
2020-002106	09 December 2020	A Director Counsel's vehicle was broken into and their briefcase was stolen. The briefcase contained an affidavit and court documents that had been prepared for trial. All of the documents contained in the briefcase were pertaining to one client's file.	False	False	False	False	Social	Children and Family Development

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2021-000857	12 May 2021	It was confirmed that the incident was reported yesterday and a new incident was not being reported. The incident reported yesterday involved a message being sent to the incorrect client via MySelfServe. The personal information involved includes the client's first name and details about a service request.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000611	07 April 2021	As reported, a contractor entered personal information into a training environment instead of the live environment on a vaccine platform. The personal information involved includes name, address, personal health number, address, and clinically vulnerable status. An investigation is underway.	False	False	False	False	Health	Health
2021-000312	22 February 2021	02-70: A CSR received an opened HIBC letter concerning coverage periods back from an adult citizen's (Client B's) family member (Client A). The letter contained the citizen's (Client B's) name only, no other PI disclosed. The family member (Client A), who is not authorized to access the citizen's account, is attempting to clear up some information on the citizen's (Client B's) behalf and opened his mail while he has been hospitalized. Remediation is being investigated.	False	False	False	False	Health	Health
2021-000470	16 March 2021	Court documents containing personal information were faxed to an unintended recipient. The information contained in the fax included names, phone numbers, a court file number and mention of specific facilities visited by the client.	False	False	False	False	Social	Children and Family Development
2021-000037	08 January 2021	Four sets of documents with information that should have been severed were sent to an FOI applicant in error.	False	False	False	False	Service	Citizens' Services
2021-000405	05 March 2021	An instant message containing an applicant's credit card information was sent internally on Skype for Business. The personal information included the applicant's name, credit card number, and credit card expiry date. While the two employees were authorized to view this information, it is typically sent in a more secure manner.	False	False	False	False	Service	Citizens' Services
2021-000060	13 January 2021	As reported, a summons was delivered to an incorrect recipient with the same name. The personal information involved was first and last name.	False	False	False	False	Not a Ministry	Broader Public Sector

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2020-002103	09 December 2020	A contracted employee sent multiple generic emails detailing services available to potential clients. The emails were sent to approximately 80 clients. Upon review, it was discovered the email addresses were cc'd instead of bcc'd in error and therefore each client's email address was viewable.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000132	22 January 2021	As reported, an after hours kit was stolen from a vehicle. The kit contained business contact information for Band representatives; the first and last names, addresses and contact information of caregivers (approximately 50 people). The kit also contained a laptop shared by employees when working after hours and it is believed the laptop password was accessible in the kit.	True	False	False	True	Social	Children and Family Development
2021-000269	16 February 2021	01-127: Client A received PharmaCare letter for her ex spouse, Client B. This was Client B's old address. When an HIBC agent split Client A's and B's joint account they didn't have a new address for Client B so they left it blank. Proper processes were followed in separating their accounts. However, the system reverted the blank address back to the old address. We are calling this incident an HIBC System Error. Client A opened Client B's mail, has refused to return it and is instead sending it to her lawyer. Supervisor to call Client B.	False	False	False	False	Health	Health
2021-000685	20 April 2021	An email intended for specific team members was inadvertently emailed to your entire team. The email contained the names of aforementioned team members.	False	False	False	False	Social	Children and Family Development
2021-000509	22 March 2021	As reported, a client's information was disclosed to their mother without valid consent. Personal information disclosed includes pay stubs. A note has been placed on the file to indicate consent is not valid and the mother is aware they are to submit a new consent form.	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	Sector	Ministry
2021-000937	20 May 2021	Citizen A provided the Ministry with a new Study Permit for his spouse (Citizen B), however, Citizen B has never been added to Citizen A's account. The Document Processing Agent, in error, entered the Study Permit details under Citizen A's file. File to be corrected by Document Processing. Unsure whether any Personal Information was improperly disclosed.	False	False	False	False	Health	Health
2021-000862	12 May 2021	It was discovered that a contractor set up Client A on Client B's account in error. Client A then logged into their account, deleted Client B's personal information and submitted their own personal information. Client A's personal information included their name, BCeID, application, date of birth and social insurance number. Client B's personal information that was believed to be removed in error included their first and last name and phone number.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000394	04 March 2021	A non-photo BCSC was returned to HIBC opened and marked "Moved out" on the envelope. The card included the clients name, address, gender, DOB and PHN. The card was marked undelivered in RAPID. The address was not invalidated as it has since been updated.	False	False	False	False	Health	Health
2021-000118	21 January 2021	As reported, a criminal record check clearance letter was emailed to the incorrect organization. The type of personal information involved includes name and date of birth.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000517	23 March 2021	As reported, a misdirected email was sent to various unintended Health Authorities and Divisions of Family Practice within the interior region. The email included Excel documents containing financial information including specific salaries for each position within the Health Authorities. Names were not included, but as many of the communities are rural, it would be easy to determine an individual's salary based off of this information.	False	False	False	False	Health	Health

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2021-000489	18 March 2021	It was discovered a client file contained an invalid consent on file. It does not appear any services were completed with invalid consent on file, however, follow up is required to address prevention.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000491	18 March 2021	An email was sent to a student with the incorrect document attached. The personal information involved includes the name, date of birth and social insurance for 29 students.	False	False	False	False	Education	Advanced Education, Skills and Training
2021-000363	02 March 2021	As reported, a family services agreement was emailed to an unintended recipient in error. The personal information involved included name, date of birth, address, income information, relationship information and parenting arrangements.	False	False	False	False	Justice	Attorney General
2021-000945	25 May 2021	An email was received from a law-firm and when you clicked on a link to access documents you were directed to a suspicious website. You did not download any documents or enter your IDIR credentials and you immediately stopped using the computer.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000987	31 May 2021	Client A, a Group Administrator, contact SBC to advise that there was a person (Client B) on their monthly group summary that does not belong on their group. Up on review, Doc Ops CSR added this person to the group, but I am not sure how as there was no group number indicated on the app. The student has been removed from the group. Client A will not be returning the list to us as it has other active members of their group on it. Doc Processing will complete the breach report as it is a Doc Processing error.	False	False	False	False	Health	Health
2020-002065	02 December 2020	A Ministry employee sent an email intended for Client A and B to Client C in error. The personal information involved includes first and last name, city where they reside, and indicates their grandchild visited on specific dates.	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	Sector	Ministry
2021-000237	09 February 2021	As reported, an employee gave their phone to a third party repair service to have the phone screen replaced.	False	False	False	False	Service	BC Public Service Agency
2020-002164	22 December 2020	It was discovered that three monthly reports for Client A had been profiled and processed to Client B's file. Personal information disclosed includes Client A's name, SIN and file number. Client B is Client A's caregiver and is listed as an applicant on Client A's file. A request will be made to correct the information; as such, containment is underway.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001837	29 October 2020	A third party social worker contacted the Ministry and advised they uploaded the incorrect document to a client's MySelfServe account. The personal information disclosed included a client's name, SR number and doctor's appointment date and location.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000351	26 February 2021	An email thread was sent to an unintended recipient in error. The email thread contain no personal information, but it did contain confidential business information. The information in the email thread referenced an ongoing review and it identified potential implications for local governments which may need to be considered. The unintended recipient has since confirmed verbally and in writing that they have deleted the email they were sent in error.	False	False	False	False	Economic	Municipal Affairs
2021-000968	27 May 2021	An employee received an email containing client information that was related to their former role with a different ministry. The email contained an invoice that included a child's name and identification number. It is believed the error occurred as the result of a template not being properly updated. Containment has been achieved but further review is underway to address prevention.	False	False	False	False	Social	Children and Family Development
2020-002151	17 December 2020	A third party service provider had entered the incorrect address for a client into their system. The personal information involved includes the client's home address.	False	False	False	False	Health	Health

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2021-000924	19 May 2021	As reported, a client's file was updated incorrectly and a direct deposit was sent to the incorrect account. The personal information involved is account number.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000268	16 February 2021	As reported, an FOI package with an incorrect applicant was sent to a law firm. The personal information involved includes employment records.	False	False	False	False	Service	Citizens' Services
2021-000577	31 March 2021	A misdirected email was sent to an unintended recipient within government. The personal information contained in the email included driver first and last names, date of birth, DL number, vehicle and trailer information (make, model, colour, etc.), company owner's name, company mailing address, company owner's DL number, and information on if the company is being audited.	False	False	False	False	Transportation	Transportation and Infrastructure
2021-000623	09 April 2021	It was discovered that four emails containing employee security clearances were sent to the incorrect internal recipient. The personal information contained in the clearances included the employee's name, date of birth, result of clearance, and security recommendation.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000257	11 February 2021	Client A found a Client B's Photo BCSC and dropped it off at a Service BC office. The SBC agent called to report the breach. The SBC agent will send the card back to SBC Health attention to a supervisor.	False	False	False	False	Health	Health
2021-000679	19 April 2021	An email intended for a member of your team was instead sent to a Ministry Foster Parent. The personal information contained within this email included sensitive information regarding a child outside of their care.	False	False	False	False	Social	Children and Family Development
2021-000990	31 May 2021	Per our conversation, a file was received by Information Access Operations (IAO) that had not been requested. The file will be sent back to be stored appropriately by 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	Sector	Ministry
2020-002047	30 November 2020	Employee sent client's information to an unintended recipient in error. Personal information disclosed includes: name, and Ministry involvement.	False	False	False	False	Social	Children and Family Development
2021-000727	26 April 2021	An employee logged into a private VPN using their IDIR credentials. It was confirmed the VPN server is stored outside of Canada. The employee confirmed that their IDIR password has been updated.	False	False	False	False	Transportation	Transportation and Infrastructure
2020-001920	09 November 2020	An applicant contacted the Ministry and requested their job profile account be updated with a new email address. The Ministry completed the request, however, updated the incorrect account. The personal information involved includes an applicant's name, address and resume. The applicant then accessed the account and notified the Ministry of the error via email including a screenshot of the incorrect account.	False	False	False	False	Service	BC Public Service Agency
2021-000266	16 February 2021	As reported, an MS Teams notification is being sent to an external recipient in error.	False	False	False	False	Not a Ministry	Broader Public Sector
2020-001841	29 October 2020	A contracted agency provided a program area with three BCeID user names and passwords by email. It was determined the process to send both a user name and password in the same email is not a secure method and follow up is underway to address current practices.	False	False	False	False	Service	Citizens' Services
2021-000963	27 May 2021	An email containing client information was sent to an unintended distribution list. The personal information contained in the email included the name and dates of birth of four individuals that are in-custody. The distribution list consists of five recipients that are internal to government.	False	False	False	False	Justice	Attorney General

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2021-000076	15 January 2021	A Complainant alleges they had concerns with the language in the agreement section for a provincial benefit application. Specifically, the Complainant was concerned that, by applying for the benefit, a potential unauthorized disclosure of their personal information may occur, and they had concerns regarding where their personal information would be stored, for how long, and the security of the storage.	False	False	False	False	Financial	Finance
2021-000056	13 January 2021	01-56: Beneficiaries who both reside at the same address, but separate suites has very similar names. The incorrect beneficiary opened the other beneficiary's mail and returned the information requested.	False	False	False	False	Health	Health
2021-000510	22 March 2021	Per our conversation, a government laptop was damaged and is no longer usable. No personal or government information was exposed or stolen as a result of this incident.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2021-000070	14 January 2021	It was discovered a third party check was profiled to the incorrect client file in error. The personal information involved includes a client's name, date of birth, address, social insurance number, benefits start date, type of claim, benefit rate and entitlement rate.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000766	30 April 2021	A misdirected email containing information pertaining to sick leave taken by a staff member was inadvertently sent to a government employee in a different Ministry. 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	Sector	Ministry
2021-000055	13 January 2021	01-55: Caller received and opened an Confirmation of Coverage letter for someone. Caller indicated this is coming to his business and they have no employee by this name. Caller will return the correspondence attention to Supervisor. Bad Address applied to potentially breached person's RAPID account and in Client Registry. This would be a Third Party Breach as SDPR changed the address the Client Registry to the incorrect address.	False	False	False	False	Health	Health
2021-000232	08 February 2021	The Reporter received a request from an HR Divisional Contact for a "position list" for the division. Reporter pulled an establish report from HR analytics and copied relevant info requested and pasted into a new excel sheet. The list was sent it in an email to the divisional contact. The reporter received a response email that stated the list provided included other divisions' information from the same Ministry. Reporter had mistakenly sent establishment report will all of the information and not the filtered report.	False	False	False	False	Service	BC Public Service Agency
2021-000289	18 February 2021	It was discovered the incorrect attachment was included in an email sent to a citizen. The personal information involved included a citizen's name and email address.	False	False	False	False	Education	Advanced Education, Skills and Training
2020-002141	15 December 2020	During a review of an FOI release, it was discovered that a file was released without all the appropriate severing having been applied. The personal information left unredacted included a password for a government Skype meeting, an individual's name and an individual's personal email address. The personal information involved includes first and last name and email address; however, it is noted the subject matter being discussed within the records is controversial in nature and may associate the individual to the controversial topic.	True	False	False	True	Service	Citizens' Services
2021-000797	04 May 2021	A citizen called in with a PHN that was not valid. Further review determined the citizen had two PHNs assigned, which have since been merged. As such, no privacy incident occurred.	False	False	False	False	Health	Health

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2020-001952	16 November 2020	A Ministry employee sent an email intended for Client A to Client B in error. The personal information involved includes an Client A's name, an interpreter's name, file number, date of interview and indicates the interview is regarding building material.	False	False	False	False	Economic	z_Jobs, Trade and Technology (2020-12-08)
2021-000484	17 March 2021	A Complainant has alleged a Social Worker has disclosed sensitive information to the Complainant's family members.	False	False	False	False	Social	Children and Family Development
2021-000726	26 April 2021	Client A received and opened a Revenue Services BC invoice that belonged to Client B given they share the same first initial and last name. The personal information involved included first and last name, account number, personal health number, mailing address, and names of persons covered on the account.	False	False	False	False	Health	Health
2021-000346	25 February 2021	As reported, a letter addressing allegations made by Employee A towards Employee B was drafted by Employee C. Employee C then delivered the letter to Employee A. Upon review of the letter, it was determined that while addressing the allegations, the letter inadvertently disclosed the personal information of Employee B via the mosaic effect. The personal information disclosed included information related to Employee B's professional credentials and standings with a regulatory body.	True	False	False	True	Natural Resources	Energy, Mines and Low Carbon Innovation
2020-002132	11 December 2020	Documents were profiled to the incorrect client file and disclosed outside of governmnet. The personal information involved includes a client's name, business name identified as a landlord, dispute address, dispute details and the time and date of a hearing.	False	False	False	False	Economic	Municipal Affairs
2021-000415	08 March 2021	A break-in occurred on March 7, 2021; further investigation has determined there was no activity beyond the kitchen area and it was confirmed that no confidential or personal information was accessible as all sensitive materials are kept in a locked room in a safe.	False	False	False	False	Health	Health

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000893	14 May 2021	An email was sent out to 4 individuals, 3 internal to government and 1 external, in which the emails of the other recipients were clearly visible. Containment of the email is underway.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-002041	27 November 2020	A family maintenance file cannot be located. Personal information involved: name, address, dob, and ministry involvement.	True	False	False	True	Social	Social Development and Poverty Reduction
2021-000229	08 February 2021	As reported, a written assignment was sent to three internal government applicants who were not blind copied on the email.	False	False	False	False	Justice	Attorney General
2021-000781	03 May 2021	It was discovered that a contractor had submitted multiple records into JIRA that contained the personal information of clients. A further review determined there were 217 records that contained personal information including client name and PHN.	False	False	False	False	Health	Health
2021-000460	15 March 2021	As reported, an incorrect letter was added to a student's dashboard. The type of personal information included name, address and confirmation of permanent disability status.	False	False	False	False	Education	Advanced Education, Skills and Training
2021-000200	02 February 2021	As reported, a purchase authorization agreement for Client A was provided to Client B in error. The personal information involved includes first and last name and file number of 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	Sector	Ministry
2021-000997	01 June 2021	A service renewal agreement was mailed to the incorrect client. The personal information involved includes a client's name, their child's name, contract dates and indicates they are receiving Ministry services.	False	False	False	False	Social	Children and Family Development
2020-001900	06 November 2020	Government issued Ipad cannot be located. No personal information involved.	False	False	False	False	Transportation	Transportation and Infrastructure
2020-002114	09 December 2020	A government issued laptop was stolen. It was confirmed 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.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2021-000467	16 March 2021	A clearance letter was mailed to an unintended organization in error. Personal information in the letter included applicants name, date of birth, and clearance status. Containment efforts are underway.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-001871	03 November 2020	A Residential Tenancy Branch decision letter was emailed to the incorrect client. The letter contained the following information: tenant name, landlord name, rental address, amounts paid, background information, evidence, findings and confirmation that the tenant's application was dismissed.	False	False	False	False	Economic	z_Municipal Affairs and Housing (2020-12-08)
2021-000233	08 February 2021	An employee processed a request on client's file for medical transportation with invalid consent form. Individual had also signed as a witness (person being disclosed information) which makes the consent invalid. Individual has been notified that a new consent is required be reporter.	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	Sector	Ministry
2021-000223	05 February 2021	A suspected breach was reported in which the Ministry has been collecting, using and disclosing client personal information for the purpose of adoption without authorization.	False	False	False	False	Social	Children and Family Development
2021-000046	12 January 2021	The Complainant alleges that their supervisor inappropriately disclosed personal information regarding the Complainant's s.22	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000648	14 April 2021	A client file was inadvertently sent to the wrong government office. Upon receiving the client file at the correct office, it was noted that the file had not been packaged properly for transport and the envelope containing the file had been ripped open in various spots, exposing the file. Personal information contained within the file included client's name, all identity documents, case notes, legal documents, financial documents, health documents and various other documents related to the client.	False	False	False	False	Social	Children and Family Development
2020-002067	02 December 2020	A Ministry employee sent an email intended for Employee A to Employee B in error. The personal information involved includes Employee A's name, date of birth and SIN. Containment efforts are currently underway; specifically, the unintended recipient has been requested to double-delete the email.	False	False	False	False	Service	BC Public Service Agency
2020-002029	26 November 2020	An employee inadvertently mailed a portion of a leave form to two incorrect contacts within government. The personal information involved included the medical diagnosis of the employee.	False	False	False	False	Service	BC Public Service Agency
2021-000908	18 May 2021	An email was sent to the incorrect recipient. The information involved includes a client's name and business email address, however, this is identified as business contact information. The confidential information involved includes the name of two businesses and approved a transaction extension between the two businesses.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000102	19 January 2021	As reported, a letter was sent to an incorrect client in error. The type of personal information involved is name, birth date, and income information.	False	False	False	False	Social	Children and Family Development
2020-001899	06 November 2020	A client's file was delivered to incorrect office. Personal information involved: name	False	False	False	False	Service	Citizens' Services
2020-002020	25 November 2020	A spreadsheet containing project information was uploaded to OneDrive in error.	False	False	False	False	Financial	Finance
2020-001968	18 November 2020	Email containing decision letter was sent to unintended recipient in error. Personal information involved: name of applicant, name of landlord, dispute address, and outcome.	False	False	False	False	Economic	z_Municipal Affairs and Housing (2020-12-08)
2021-000059	13 January 2021	01-59 A CSR found that a group added a child to the wrong account in error. Further investigation will be needed to determine if any of the child's information was sent to the wrong beneficiary in error.	False	False	False	False	Health	Health
2021-000868	12 May 2021	A government issued laptop has gone missing. It appears likely that the laptop was disposed of as it was no longer in use by the Ministry and the last time it was seen was in a section reserved for electronics waiting to be disposed of. A General Incident Loss Report has been completed to report the missing device.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2021-000522	23 March 2021	A government issued laptop was lost. It was confirmed 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.	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	Sector	Ministry
2021-000493	18 March 2021	A government issued cell phone was lost; however, the device was password protected, the password was not easily guessable, and the password was not written on the device. A remote wipe of the device will be initiated through 7-7000, option 4.	False	False	False	False	Social	Children and Family Development
2021-000576	31 March 2021	03-97: Client A received and opened two letters intended for Client B and Client C. Client B and Client C are her twin adult children. The letter is an MSP letter that contains no PI other than the name and address. Client B and Client C both reside with Client A and she will be giving them the letters. No Bad address applied as the address for Client B and Client C are correct.	False	False	False	False	Health	Health
2020-001887	04 November 2020	Employee email individual's information to unintended recipient in error. Personal information involved: name.	False	False	False	False	Justice	Attorney General
2021-000201	03 February 2021	Document for Client A who requested service was accidentally attached to Client B's case. Another worker contacted Client B to ask about request and found out that Client B did not request service. Worker removed the document from Client B's case and attached to the correct Client A's case. Client B did not see the document. Spelling of Client A and B's names are quite close in spelling.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-002133	11 December 2020	A program area was reviewing a client file for an FOI request and discovered notes referring to a document sent in 2011; however, there was no record/copy of the document in the client file. It is unknown what personal information was contained in the document, however, it is believed to include client name, address, case number and indicate the Ministry was releasing maintenance rights regarding family maintenance payments.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001882	04 November 2020	Fax containing a client's information sent to unintended recipient in error. Personal information involved: name, date of birth, phone number.	False	False	False	False	Social	Children and Family Development

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2021-000830	07 May 2021	KAMAP040 Wireless access point gone missing after 2017/2018 fire season. May have been in temporary trailer that was moved off-site or may have been disposed of. Cause of loss unknown.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000123	21 January 2021	01-99: Call Centre received call. Client A reported that he has received an MSP Letter with the PHN of Client B, who has a similar name (Client A is a new resident w/out PHN. Client A and Client B share same first and middle name). Initial report states that address has been invalidated, but whether that is for Client A or B is not known at this time. The letter will not be returned to an HIBC Supervisor by Client A. This appears to be due to a wrong select by a Doc Ops agent. Further investigation to follow.	False	False	False	False	Health	Health
2021-000962	27 May 2021	A client ordered a certified photo and two birth certificates but reported only receiving the photo in the mail. The personal information contained on the birth certificates relates to one individual and includes their name, date and place of birth, and parents' names and places of birth.	False	False	False	False	Health	Health
2020-002148	16 December 2020	An employee sent a 3500 page confidential package through secure file transfer, however, the package was sent to the incorrect internal email address. The confidential information involved includes information pertaining to Ministry stakeholders. Upon review, it was determined the internal email address is not valid and therefore the package was not sent. In addition, out of an abundance of caution, the employee recalled the secure file transfer which was successful.	False	False	False	False	Education	Education

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000033	08 January 2021	01-17 Caller stated they were receiving Health Fee billing but their permit expired last year. Caller has not been opening the bills, simply returning to RSBC and the caller's last correspondence was received in 2018. Doc Processing CSR did a wrong select in July of 2020 and selected callers account in error for another person with same name, but different date of birth and different UCI# on permit. No correspondence to be returned by caller and address for caller has been updated correctly.	False	False	False	False	Health	Health
2021-000498	18 March 2021	As reported, two documents were emailed to the incorrect lawyer. The personal information involved includes a first and last name, date of injury and settlement amount for two clients.	False	False	False	False	Health	Health
2021-000993	01 June 2021	An employee contacted the 7-7000 general inbox, however, included client personal information in error. The personal information involved includes the name, date of birth, gender, address and personal health number for two clients.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000946	25 May 2021	As reported, the Complainant is concerned their privacy has been breached by a ministry social worker discussing the Complaint's personal information in a public setting.	False	False	False	False	Social	Children and Family Development
2020-001939	13 November 2020	Three employee's entered their IDIR password into a government system in error. Personal information involved: IDIR password.	False	False	False	False	Health	Health
2021-000272	16 February 2021	Client A called the Contact Centre. Client A found Client B's NP BCSC on the street. Client A intends to drop the card off at the nearest ICBC location.	False	False	False	False	Health	Health
2021-000315	22 February 2021	As reported, an employee has been entering sensitive information into the ServiceNow ticket resolution notes in error. The type of personal information involved includes name, correctional service number, file numbers and client information	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	Sector	Ministry
2021-000264	12 February 2021	A cheque was given to the incorrect client in error. The personal information involved includes a client's name, address, GA number and cheque amount.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000914	18 May 2021	An employee contacted the 7-7000 general inbox, however, included personal information in error. The personal information involved includes the name of two clients and two ICM numbers.	False	False	False	False	Social	Children and Family Development
2021-000883	13 May 2021	Client A received a letter that was intended for Client B in error. The personal information contained on the letter included Client B's name, which is the same as Client A's. A review is underway.	False	False	False	False	Health	Health
2021-000182	29 January 2021	As reported, an email was sent containing court documents to the intended recipient who was outside of government.	False	False	False	False	Social	Children and Family Development
2021-000925	19 May 2021	A contractor sent an email to an unintended recipient. The personal information involved includes the first name and last initial of five clients, their ICM number, identified their case manager and indicated whether they had attended a meeting.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000196	02 February 2021	It has been discovered that on December 7, 2020, an email intended for a client was sent to an unintended email address. Personal information disclosed included the client's full name, confirmed an application had been received and requested information from the client. Business contact information was also disclosed, including the client's business name and a request regarding the nature of the company.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000776	03 May 2021	On April 29, 2021 an employee's building pass and printer FOB were lost. The building pass was blank and did not contain the employee's name or photo. It is believed the building pass and printer FOB were misplaced after the employee gained entry to the building, but after a thorough search, the items have not been located.	False	False	False	False	Justice	Attorney General
2021-000458	12 March 2021	A cheque was requested by an outreach worker and released without valid consent on a client's file. The personal information involved details relating to the client's crisis supplement request.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000308	19 February 2021	Two emails were sent containing incorrect information; specifically, an employer received the name of the wrong applicant and an applicant received the name of the wrong employer. Containment efforts are underway to have the emails double-deleted.	False	False	False	False	Economic	Jobs, Economic Recovery and Innovation
2020-002121	10 December 2020	An attachment intended for Applicant A was emailed to Applicant B in error. Personal information disclosed includes Applicant A's first and last name, email address and the context was in regards to a request for more information.	False	False	False	False	Service	Citizens' Services
2020-002005	23 November 2020	A caller received a bill for a child who is not related to them. The child was removed from the caller's account; however, the file failed to auto-enroll and was not updated with active coverage. The child has since been enrolled onto their own MSP account and bad address was applied.	False	False	False	False	Health	Health
2020-002087	04 December 2020	Documents submitted by a citizen were profiled to the incorrect client file. The personal information involved includes the citizen's full name, social insurance number, the type of facility they are attending, tax information, banking statements including transactions and account information, driver's license number and ICBC payment information.	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	Sector	Ministry
2021-000604	07 April 2021	A program area purchased a cellphone from a third party and provided it to a client. It was determined the client then lost the cellphone. It is unknown if the phone was password protected or unlocked at the time it was lost, however, it was confirmed that the cellphone did not contain any information in the custody and control of the government.	False	False	False	False	Social	Children and Family Development
2021-000222	05 February 2021	It was discovered grant applications were reviewed and uploaded to an online system viewable by the applicant. The applications included the professional opinion of the reviewer in error.	False	False	False	False	Economic	Tourism, Arts, Culture and Sport
2020-002082	03 December 2020	An email intended for Facility A was sent to Facility B in error. Both facilities operate under the same organization, and information disclosed includes the status of an application request and rationale.	False	False	False	False	Social	Children and Family Development
2021-000786	03 May 2021	As reported, the Complainant alleged their personal information was disclosed as part of a meeting. The complainant has not provided enough information to proceed with an investigation at this time.	False	False	False	False	Not a Ministry	Broader Public Sector
2021-000358	01 March 2021	An extended family plan contract was faxed to the incorrect recipient. The personal information involved includes the caregiver's name, address, the child's name and the child's date of birth.	False	False	False	False	Social	Children and Family Development
2020-001854	30 October 2020	10-61: A No-Photo BC Services Card (BCSC) was issued to a beneficiary with their sibling's PHN and name.	True	False	True	False	Health	Health
2021-000803	05 May 2021	As reported, a new employee was provided the same government email address as a retiring employee. It is unknown the type of personal information affected at this time.	False	False	False	False	Service	BC Public Service Agency
2020-002078	03 December 2020	It has been discovered that on two occasions an employee has entered their IDIR password in a MS Teams chat.	False	False	False	False	Service	Citizens' Services
2021-000867	12 May 2021	An email was sent to a government employee with the incorrect document attached. The confidential information involved included a list of businesses, contract case file and a brief description of the contract work 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	Sector	Ministry
2021-000064	14 January 2021	As reported, an employee emailed an unintended recipient who is external to government. The unintended recipient is a trusted third party job applicant. The personal information involved includes name, email address, date of birth, SIN, phone number and hiring information.	False	False	False	False	Service	BC Public Service Agency
2021-000215	05 February 2021	02-13: it was discovered a Group Administrator faxed in a letter indicating that a student was added to an account in error. It appears the error was a result of a wrong select.	False	False	False	False	Health	Health
2021-000723	23 April 2021	As per our conversation, you received a call which appeared to be from a government employee however when you answered the call there was a recording from Service Canada. This appears to be a "spoofing" incident. From previous incidents where this has occurred, Security Investigations recommends that employees inform others of the scam as required and the calls will eventually reduce when the scammers move on. If this does not stop an employee could consider changing their number.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-001989	19 November 2020	There does not appear to be a concern about personal or confidential information being at risk at this time and therefore, this incident is outside the jurisdiction of the Privacy, Compliance and Training branch (PCT). I will be concluding my file and referring the incident to Security Investigations for review.	False	False	False	False	Service	Citizens' Services
2021-000071	14 January 2021	As reported, an employee sent an email to an incorrect email address. The email address where the information was sent was a distribution list that included 12 recipients within a particular branch of the Ministry. A recall was attempted, however, it was not successful in recalling all of the emails that were distributed. A request that the recipients delete the email will be sent. The email contained a MyHR request that had been submitted to update reporting changes for an employee and to amend their time and leave roles and group accesses. The email also listed the names and employee ID numbers for seven staff within the branch.	False	False	False	False	Health	Health

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000629	09 April 2021	An employee has been sending sensitive documents regarding their health to their supervisor, who is not authorized to receive these documents. These documents include employee information such as name, Personal Health Number, and sensitive health information such as diagnosis and surgeon notes.	False	False	False	False	Social	Children and Family Development
2021-000129	22 January 2021	An employee inadvertently disclosed information regarding a client to a third-party without a valid consent on file. The personal information disclosed included the results of a health supplement decision and details regarding the client's disability status.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000744	27 April 2021	As reported, part of a client's physical file is missing. The personal information involved includes the client's involvement with the ministry	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000496	18 March 2021	A data residency concern was reported regarding a contractors storage of Ministry data. The concern involves the potential storage of citizen personal information outside of Canada. The full scope of the information stored is unknown at this time. The personal information stored could include citizen names, phone numbers and emails along with any comments/concerns/complaints the citizens have submitted with regards to various Ministry initiatives.	False	False	False	False	Transportation	Transportation and Infrastructure
2021-000529	24 March 2021	Two physical files may be missing, although it is possible the physical files never existed. As the files relate to two active prosecutions, this incident is outside the scope of the Freedom of Information and Protection of Privacy Act (as described in section 3(1)(h)).	False	False	False	False	Justice	Attorney General
2021-000560	29 March 2021	A document was mailed to the incorrect client in error. The personal information involved includes a client's name, a child's name, the child's date of birth, address, a service provider's name and requests to pay for 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	Sector	Ministry
2021-000444	11 March 2021	A letter containing client information was inadvertently sent to an incorrect care provider. The letter included the client's name, client's child's name, type of care, fee's for services provided, and Case ID#. It was advised that the care provider be contacted to confirm destruction or return of the letter; as such, containment has not yet been achieved.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001897	05 November 2020	Double Report: It has been discovered that an employee has accessed a government system without a known business reason for doing so.	False	False	False	False	Health	Health
2021-000157	27 January 2021	On January 26, 2021 an employee sent two emails containing sensitive information to two unintended recipients. Confidential information contained in the emails included summaries of sensitive situations and requests for legal advice.	False	False	False	False	Service	Citizens' Services
2020-002076	03 December 2020	As part of a grievance, Employee A's timecard calendar was sent to the Union and Employee B in error. Personal information disclosed on the timecard calendar includes Employee A's full name, employee number, regular schedule, flex days, and department and pay codes. It was confirmed no SIN, date of birth or home address was disclosed.	False	False	False	False	Financial	Finance
2021-000373	02 March 2021	As reported, a criminal record check clearance letter was mailed to the incorrect organization. The type of personal information involved includes name and year of birth.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000225	05 February 2021	02-27: It was discovered seven BC Services Cards (BCSC) were mailed to the incorrect address. The recipient confirmed they will be mailed back to HIBC.	False	False	False	False	Health	Health
2021-000607	07 April 2021	An email intended for a government employee was sent to an unintended recipient outside of government. The personal information involved includes the first and last name and case number of 7000 clients.	False	False	False	False	Social	Social Development and Poverty Reduction

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2021-000028	07 January 2021	A staff member and a competition candidate accessed competition documentation that was in an unsecured area of a LAN. The candidate disclosed this access to the competition panel. It is unknown at this time if there were any other access to the information. Information included other candidates names and competition data. The information has since been secured.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-002007	23 November 2020	An email was sent to an unintended recipient in error. The personal information involved includes a client's name, address, date of birth, driver's license number, email address and phone number.	False	False	False	False	Social	Children and Family Development
2020-002028	26 November 2020	Client B's Intent to Rent form was incorrectly profiled to Client A's file within a government database system. The personal information involved included: first and last name, date of birth, and address of Client B, and the first and last name, telephone number, and address of Client B's landlord.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000913	18 May 2021	An incorrect letter was sent to a client via MySelfServe. The personal information involved includes a client's name, address and indicated they have been approved for disability services.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000788	04 May 2021	An email was sent to the incorrect employee. The personal information involved includes an inmate's first and last name, charges against the inmate and a resolution offer.	False	False	False	False	Justice	Attorney General
2020-001915	09 November 2020	A general inbox received an email from a citizen requesting assistance with accessing files. Upon investigation it was determined the email contained attachments. The attachments were not read, however, it is believed they contained personal information. The program area confirmed the email was double deleted.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000002	04 January 2021	A government issued cell phone was lost; however, it was confirmed the device was locked at the time of loss, password protected with a code not easily guessable, and the password was not written anywhere near the device.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-001840	29 October 2020	An employee received a suspicious email requesting they purchase gift cards online. The email appeared to have been sent by a colleague, however, upon further review it was determined the email address was from an unknown individual. It was confirmed the email did not contain any suspicious links.	False	False	False	False	Not a Ministry	Other
2021-000813	06 May 2021	Two clients received an email with the incorrect document attached. The personal information involved includes two clients names, a child's name, the child's date of birth, address, details of family issues, reasons for application for a supervision order and terms of the supervision order.	False	False	False	False	Social	Children and Family Development
2020-002147	16 December 2020	An employee sent an email to the service desk, however, they included an attachment that contained client personal information. The personal information involved includes a client's name, date of birth, social insurance number and payment amount.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000639	13 April 2021	A government issued cell phone cannot be located; however, the device was password protected, the password was not easily guessable, and the password was not written on the device.	False	False	False	False	Economic	Municipal Affairs
2021-000684	20 April 2021	A government issued cell phone was stolen from your vehicle; however, the device was password protected, the password was not easily guessable, and the password was not written on the device. A remote wipe of the device has already been initiated through 7-7000, option 4.	False	False	False	False	Transportation	Transportation and Infrastructure
2020-002181	24 December 2020	Client A received Client B's information in error. Personal information involved: signature.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000768	30 April 2021	04-101: Health Call Centre Services (HCCS) Agent took a call and did not fully verify the account. HCCS agent transferred the call to Fair Pharmacare Helpdesk as verified. Fair Pharmacare agent then provided account specific information to the caller about the Pharmacare questions.	False	False	False	False	Health	Health
2021-000329	24 February 2021	As reported, an FOI package was released on March 31, 2020 which contained flight booking numbers of an employee in error.	False	False	False	False	Service	Citizens' Services
2021-000747	28 April 2021	An email containing confidential information was sent to an external recipient in error. The email contained information relating to a work implementation plan of a police agency. The recipient has confirmed the email was deleted.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-001938	13 November 2020	Three employee's inputted their IDIR password into Microsoft TEAMS in error. Personal information involved: IDIR password.	False	False	False	False	Health	Health
2021-000127	22 January 2021	As reported, Employee A's H drive was accidentally copied onto Employee B's profile. The potential personal information involved includes any documents Employee A may have stored on the drive or any potentially sensitive government information.	False	False	False	False	Justice	Attorney General
2021-000713	22 April 2021	An incorrect organization was selected and as a result an email containing a clearance letter was sent to the organization. The personal information involved includes the applicant's first and last name, year of birth and clearance results.	False	False	False	False	Justice	Attorney General
2021-000688	20 April 2021	it was discovered that the reporter's government email address has likely been hacked. Multiple scam emails have been sent from reporter's account to email addresses across government. Securities has been engaged and will be actioning the items in relation to the phishing email as well as notifying anyone who received a malicious email from the reporter's account. An investigation to determine if any personal or confidential information was compromised 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	Sector	Ministry
2020-001988	19 November 2020	A service provider sent an email regarding a child to an unintended recipient in error. The personal information involved includes a child's name and details of the child's development.	False	False	False	False	Social	Children and Family Development
2021-000128	22 January 2021	A file closed in 2019 was published to Open Information with a supplier code left unredacted. The supplier code was a unique code assigned to a government employee for the purposes of travel expense reimbursement.	False	False	False	False	Service	Citizens' Services
2021-000792	04 May 2021	An email was sent to an employee with the incorrect attachment. The personal information involved includes an employee's name, phone number, address and two emergency contacts.	False	False	False	False	Justice	Attorney General
2021-000754	28 April 2021	During the break of a virtual training session, the presenter s.22	False	False	False	False	Social	Children and Family Development
2021-000534	24 March 2021	A government issued cell phone cannot be located	False	False	False	False	Education	Education
2021-000521	23 March 2021	Client A's pay stubs were profiled with Client B's monthly report to Client B's case. The pay stubs include Client A's name, address, and income information. The clients are related and have similar names. Containment efforts are underway; specifically, Client A's pay stubs will need to be separated from Client B's monthly report and profiled accordingly.	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	Sector	Ministry
2020-001864	02 November 2020	You are currently working remotely using VPN, you stepped away from your computer and when you returned there were web pages open and your mouse cursor was moving on its own. It was confirmed that you immediately shut down your computer and changed your password out of an abundance of caution. It was confirmed that you do not have any personal or sensitive business information stored on your computer.	False	False	False	False	Service	Citizens' Services
2021-000445	11 March 2021	As reported, a Vendor that manages a Ministry-approved application sent an unencrypted email to a Contractor that contained a database of client conversations; the conversations were text messages between clients and the Contractor.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000087	18 January 2021	On January 11, 2021 the Police advised the Ministry that their post office box had been broken into. Upon review, it was determined that it was possible that a vendor cheque and vendor remittance statement could have been in the mail box at the time of the break in. The Ministry has confirmed with the Vendor that the cheque was mailed to the office on January 4, 2021 and verified that the cheque had not been cashed. Upon review of the vendor remittance statement, it was confirmed there was no personal information on the statement; business information disclosed included the vendor business name, vendor number, the vendor address, vendor phone number, the number of licences sold, the type of licences sold and the amount owing by the vendor. It was confirmed there was no risk associated with the possible disclosure of this information, and as such it was determined no information incident has occurred.	False	False	False	False	Service	Citizens' Services
2020-002137	14 December 2020	12-55: A CSR received a returned, opened RSBC invoice with an attached letter from an adult beneficiary's parent. They share the same address, however, she is not listed as trusted third party or POA on the account.	False	False	False	False	Health	Health

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000017	06 January 2021	Please be advised that a caller received and opened mail which included a Non-Photo BC Services Card (BCSC) for their child. The card information appears to have been combined with the middle name of another client.	False	False	False	False	Health	Health
2021-000402	05 March 2021	An internal mail shipment containing a client file was received in an insecure manner. Follow up is needed to address prevention.	False	False	False	False	Social	Children and Family Development
2020-002014	25 November 2020	An inmate assessment was inadvertently emailed to an incorrect contact within government. The personal information involved includes first and last name, CS number, details of the inmate's charges, and information regarding behaviour. A request to double delete the email has been sent.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000488	18 March 2021	A document containing a child's personal information was emailed to two intended recipients and one unintended recipient in error. The personal information involved includes the child's first name, date of birth and a completed at home assessment. In addition, it was confirmed the first name of the child should have been redacted.	False	False	False	False	Social	Children and Family Development
2020-001884	04 November 2020	Client A's information was sent to Client B in error. Personal information involved: name, date of birth, and subsidy amount.	False	False	False	False	Social	Children and Family Development
2021-000902	14 May 2021	A meeting invite was sent to 17 recipients that included an unintended attachment. The attachment disclosed personal information of an individual as well as sensitive government information regarding the decision making process that government follows. Personal information disclosed in the attachment included the impacted individual's first and last name, educational history, employment history related to their education since 2004, and the projected starting enrollment and capacity of facilities for two proposed schools outside of Canada.	True	False	False	True	Education	Education

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000622	09 April 2021	As reported, client information was added to an incorrect file. Personal information involved includes name and date of birth. Containment activities are underway, specifically, the information will be removed from the client's file.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000210	04 February 2021	As reported, you received a call from a citizen yesterday who indicated that they were receiving multiple calls from your phone number which you did not make.	False	False	False	False	Justice	Attorney General
2021-000103	19 January 2021	A client posted information/records to their social media account that they received via a MCFD disclosure of records in advance of an upcoming trial. It is unclear what was posted and a request from counsel to remove the material has been sent.	False	False	False	False	Social	Children and Family Development
2021-000615	08 April 2021	Per our conversation, you received a notification from the police that the Canada Post mail box was broken into on March 4, 2021. It is unknown if any mail was expected to be received at this time.	False	False	False	False	Service	Citizens' Services
2020-001933	12 November 2020	An employee opened an email related to a s.22 while they were out of the country. Given that the information was accessed outside of Canada the incident was reported due to the data residency concerns (potential that personal information was stored outside of Canada). The information accessed consisted of a record of a s.22 and the appeal document that outlined concerns with the decision.	False	False	False	False	Not a Ministry	Broader Public Sector
2021-000413	08 March 2021	Two client letters were sent to the incorrect practitioner address. The letters contained the following personal information of the two clients: name, Personal Health Number, and fee items billed by the practitioner. While the letters were returned, the practitioner was using their home address as their payee address and it is unknown if the letters may have been viewed by someone other than the practitioner.	False	False	False	False	Health	Health



Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000337	25 February 2021	Client B was added to Client A's account in error. The error was discovered during a phone conversation with Client A; however, no personal information was verbally disclosed. The personal information involved includes all information within Client B's account including, but not limited to, first and last name, date of birth, address, and social insurance number.	False	False	False	False	Health	Health
2020-001876	03 November 2020	A foster parents Home Safe Study document was accidentally provided to the incorrect foster parent. The foster parent who received the document then reported the incident and confirmed they would shred what they were provided in error. The personal information impacted would include the names of the individuals at the residence, the address, personal history information of those at the residence and the Ministry's assessment of their suitability as a foster parent.	False	False	False	False	Social	Children and Family Development
2021-000472	16 March 2021	The Complainant alleged that <sup>s.22</sup> s.22	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000955	26 May 2021	A government issued cellphone which was due to be destroyed has gone missing. It was confirmed the cellphone was password protected with a password that was not easily guessable, and the password was not written down on or near the device. In addition, we were able to confirm that the cellphone was encrypted.	False	False	False	False	Education	Education
2020-001883	04 November 2020	11-16: Client A was added to Client B's account by a third party in error. The personal information involved includes a dependant's name.	False	False	False	False	Health	Health
2021-000490	18 March 2021	A decision letter was emailed to an unintended recipient in error. The personal information disclosed included the first and last name of the applicant and the respondent, the dispute address, and hearing findings.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000357	01 March 2021	Double report 2021-0303 As reported, a new employee was given a former employee's employee ID number in error, resulting in the former employee's social insurance number and date of birth being associated with the new employee's account. The employee account has since been corrected.	False	False	False	False	Service	BC Public Service Agency
2020-002175	23 December 2020	It is suspected that a fraudulent application has been made to a ministry program. It is unknown at this time if the personal information used to make the application was in the government's custody and control.	False	False	False	False	Financial	Finance
2021-000594	06 April 2021	A government issued cellphone has been lost. The phone was password protected with a strong alpha numeric password which was not written on or near the device. There were no sensitive texts or photos on the phone, only access to government email. The reporter will contact 7-7000 option 4 to request a virtual wipe of the phone.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2021-000848	11 May 2021	Client A attended a Ministry office and was provided three cheques, however, it was determined one of the cheques was intended for Client B. The personal information involved includes Client B's name, address, case number and cheque amount.	False	False	False	False	Service	Citizens' Services
2021-000584	01 April 2021	It was discovered that a client's information was disclosed to their mother on two occasions without valid consent on file. The personal information disclosed includes information relating to the client's medical supply needs. A note has been placed on the file to indicate consent is not valid and the client and mother were mailed a new consent form.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000187	01 February 2021	An employee inadvertently entered a portion of their IDIR password into an MS Teams meeting chat thread resulting in the password being visible to the meeting attendees. The personal information involved includes the employee's password.	False	False	False	False	Social	Social Development and Poverty Reduction

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2020-002119	10 December 2020	As reported, while clearing out their deceased parent's belongings, the children of the deceased found 3 binders containing government information. The 3 binders were returned to the Ministry of Children and Family Development, however are also believed to contain information related to the Ministry of Attorney General.	False	False	False	False	Social	Children and Family Development
2021-000375	03 March 2021	A letter was miss-directed to a government office as a result of a sorting error. The incident was discovered when the letter was opened and reviewed by a Ministry employee. The letter was sent by WorkSafe BC and it was intended for the Ministry of Children and Family Development (MCFD). The letter did not contain any names or specific identifiers, however, it did outline a complaint that had been reviewed and it provided the findings rendered by WorkSafe BC.	False	False	False	False	Service	Citizens' Services
2021-000381	03 March 2021	An email and an attached letter was provided to several Child Protection Mediators Outlining child protection concerns. The letter was authored by Ministry foster parents and the email was authored by an unknown individual. The email and the letter contained significant personal information with regards to various family members involved with the Ministry. An investigation into the disclosure is underway and containment of the emails/letters is being sought.	False	False	False	False	Social	Children and Family Development
2021-000261	12 February 2021	An unknown individual exploited a vulnerability that existed within a service providers Application Programming Interface (API). An API is a software intermediary that allows two applications to talk to each other. The unknown individual utilized a script they generated to access the undocumented and unprotected API. Once access to the API was obtained the individual was then able to retrieve the BC Liquor Distribution Branch (BCLDB) wholesale Cannabis price list. The price list was subsequently uploaded to a public website by the unknown individual.	False	False	False	False	Financial	Finance

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000242	10 February 2021	It was discovered that a monthly report for Client A was profiled to Client B's case. The personal information involved includes Client A's full name, telephone number, address, SIN, File number, and a declaration regarding monthly income with associated amounts and two pay records disclosing employment information.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000724	23 April 2021	04-80: A caller reported that she somehow ended up with someone else's photo BCSC in her wallet. s.22 s.22 . This citizen intends to drop this found BCSC off at the nearest ICBC office to where she lives.	False	False	False	False	Health	Health
2020-002168	22 December 2020	An email intended for a government employee was sent to a former client of the Ministry. The email contained details of a child welfare report and personal information disclosed included the first and last name of a client, the reporter's name, the child's name, the city the client works in, phone numbers, images of the child and another individual, as well as details regarding the client's employment.	False	False	False	False	Social	Children and Family Development
2021-000370	02 March 2021	Client A called to SBC indicating he has received and RSBC Invoice with another PHN. Upon Review, this appears to be a duplicate PHN and not a breach of PI as Client A and Client B have the same name, dob, gender, and have always had the same address. Both were placed on the same First Nations Account through MSP Direct on the same day for the same start. I am reporting as I have yet to confirm with PHN Merge on the duplicate PHN. Caller indicated he will return the correspondence attention to SBC Supervisor.	False	False	False	False	Health	Health
2021-000483	17 March 2021	A client file has been accessed multiple times by a s.22 s.22 without proper consent appearing on 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	Sector	Ministry
2021-000539	24 March 2021	As discussed, the helpdesk at ElectionsBC received two calls from an individual who appeared to be seeking information about a government employee. No information was disclosed to the caller, the caller was advised to contact their ministry helpdesk.	False	False	False	False	Not a Ministry	Broader Public Sector
2021-000389	03 March 2021	An issue was noted regarding an expired consent on a clients file. Several calls had been made in 2015-2016 by the clients mother to the Ministry when the consent had been expired. Valid consent is now on file and prevention will be addressed with regards to the calls that occurred previously.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000695	21 April 2021	As reported, a contractor entered personal information into a training environment instead of the live environment on a vaccine platform. The personal information involved includes name, address, personal health number, address, and clinically vulnerable status. An investigation is underway.	False	False	False	False	Health	Health
2021-000640	13 April 2021	A Service Provider's direct deposit information has been profiled to the client case in error. The personal information includes the Service Provider's name, address, telephone number, and banking details.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001904	06 November 2020	Employee sent an email containing incorrect attachment to their intended recipient. Personal information involved: two client names, an address and a date of birth.	False	False	False	False	Social	Children and Family Development
2021-000113	20 January 2021	A letter intended for Client A was inadvertently mailed to Client B. The personal information included Client A's name, address, claim number and deadline date for submission for review appeal.	False	False	False	False	Economic	Labour
2021-000752	28 April 2021	A law firm received an email containing a report that was purportedly sent by a government employee although the email was sent by a Yahoo account. The report is s.22	False	False	False	False	Justice	Public Safety and Solicitor General

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2021-000984	31 May 2021	As reported, a worker added a comment into the case management system regarding the name and GA number of two clients who reside at the same address.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000440	11 March 2021	An employee's laptop and work mobile phone have been stolen from their residence. The laptop was password protected with a strong password, which was not written on or near the device at the time of the theft. It has been confirmed the laptop was encrypted and information was saved to the LAN and not to the desktop. The mobile phone was not enrolled in the Mobile Device Management Services (MDMS) and therefore was only used to send and receive calls. The phone was locked with a pin-code that was not written on or near the device.	False	False	False	False	Justice	Attorney General
2021-000184	29 January 2021	As reported, s.22 inappropriately disclosed personal information regarding a s.22 s.22. Personal information disclosed included inaccurate details regarding the s.22 s.22; specifically, that they had not s.22 s.22	True	False	False	True	Social	Children and Family Development
2020-001964	18 November 2020	Document containing a client's information was sent to an unintended recipient in error. Personal information involved: details of allegations against the client.	False	False	False	False	Social	Children and Family Development
2020-002125	10 December 2020	a website was discovered that includes contact information for government employees. The website resembles the BC Government Directory and appears to contain only business contact information.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development

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2021-000141	25 January 2021	As reported, a government issued cell phone belonging to a ministry employee was stolen; however, the device was password protected, the password was not easily guessable, and the password was not written on the device.	False	False	False	False	Social	Children and Family Development
2021-000978	28 May 2021	A misdirected email was sent to an internal government employee in error. The email contained a spreadsheet which included titles of documents, names, and record numbers. Containment activities are underway.	False	False	False	False	Service	Citizens' Services
2021-000241	09 February 2021	As reported, an encrypted USB drive is unable to be located after an employee departed. It is unknown if any personal or government information was kept on the device.	False	False	False	False	Service	Citizens' Services
2021-000112	20 January 2021	01-92: Investigation to follow. Person with same name different dob may have been provided in error. Possible PHN wrong select.	False	False	False	False	Health	Health
2021-000634	12 April 2021	An email including a client report was sent to the incorrect government employee. The personal information involved includes a child's first and last name, date of birth, address and details regarding an incident involving the child.	False	False	False	False	Social	Children and Family Development
2021-000245	10 February 2021	02-36: It was discovered that information that had been overwritten in the system; information involved included the gender and DOB for a baby. Upon investigation, it was determined that that Client A had both their baby and Client B's baby attached to their account. As a result, Client A had been sent a Non Photo BCSC for Client B's baby.	False	False	False	False	Health	Health
2021-000537	24 March 2021	A government issued laptop cannot be located. Further assessment is need to determine if the device was secure/encrypted at last use.	False	False	False	False	Justice	Attorney General
2021-000106	20 January 2021	A client alleged their personal information was disclosed on a video call with family members. The personal information involved includes name and address.	False	False	False	False	Social	Children and Family Development

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2021-000563	29 March 2021	As reported, Client A contacted HIBC and advised that they received and opened mail addressed to their child, Client B. It was confirmed Client A and Client B reside at the same address. No personal information was contained in the letter and no personal information was disclosed to Client A on the phone.	False	False	False	False	Health	Health
2021-000733	26 April 2021	04-85: it was discovered a MSP letter intended for Client A was mailed to Client B. The personal information involved includes Client A's name, account number and personal health number.	False	False	False	False	Health	Health
2020-002050	30 November 2020	It has been discovered that nine marriage certificates cannot be located. Personal information involved: names, place of birth.	False	False	False	False	Health	Health
2021-000024	07 January 2021	An email containing client personal information was sent to multiple government employees, however an error was made and Employee A was included instead of Employee B. Personal information disclosed includes the first names of 3 clients, and context was in relation to sensitive subject matter. Employee A and Employee B share similar names, and the error was the result of an AutoComplete error.	False	False	False	False	Social	Children and Family Development
2021-000074	15 January 2021	As reported, a law firm has returned documents that were sent to the wrong law firm. It appears that containment has been successful as the information has been returned.	False	False	True	False	Health	Health
2020-002063	01 December 2020	As disclosed the personal information of two children in care to multiple contacts via email, including s.22 s.22 s.22 The personal information disclosed included the names of the children in care, s.22 s.22	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	Sector	Ministry
2020-002010	24 November 2020	An employee contacted ans.22 through a social media platform to request assistance for a client. The personal information disclosed on the platform includes the client's first and last name, advised of an incident that occurred at a Ministry office and provided information on the area they currently reside at.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000555	29 March 2021	It was discovered information regarding Client A was attached to Client B's file in error. The personal information involved includes Client A's first and last name, date of birth, address and allegations of fraud.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000042	11 January 2021	Employee sent email with incorrect attachment to their intended recipient in error. No personal information involved.	False	False	False	False	Social	Children and Family Development
2020-001901	06 November 2020	Email containing client's information sent to incorrect email address for service provider. Personal information involved: name, Ministry involvement.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-002130	11 December 2020	A government issued laptop that no longer powers on was mailed to an organization to fix the issue, however, it was never received at that location. It was confirmed that if the device could be turned on, it was locked, password protected with a password that was not easily guessable and the password was not written down anywhere. In addition, it was confirmed the device does not contain personal or confidential information.	False	False	False	False	Economic	Municipal Affairs
2020-001946	16 November 2020	A Ministry employee's vehicle was broken into and their laptop and handwritten notes regarding a family were stolen. The personal information involved includes: two applicant's first names, sensitive details of their history, and a child's initials.	True	False	True	False	Social	Children and Family Development

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2021-000665	15 April 2021	As reported, an employee was able to view client information on their ICM home page that the employee does not recognize. It is unknown how the client was added to the employees home page. Personal information involved includes client name and case number.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-002134	11 December 2020	A pay-day loan company has been robo-dialing multiple employees and disclosing the personal information of a colleague.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2021-000404	05 March 2021	It was discovered that Client A's account information was mixed with Client B's account information in error as Client A and Client B are siblings. When Client A applied for benefits, Client B's personal health number was selected resulting in Client A receiving a letter with Client B's personal information. The personal information involved includes Client B's account number.	False	False	False	False	Health	Health
2021-000959	26 May 2021	As reported, a letter and report was sent to a religious organization which included a report intended for a different religious organization. The report included names, addresses and phone numbers.	False	False	False	False	Health	Health
2021-000026	07 January 2021	As reported, an email intended for Employee A was sent to Employee B in error. Personal information disclosed includes Employee C's name and is in regards to a workplace investigation.	False	False	False	False	Financial	Government Communications and Public Engagement

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2021-000839	11 May 2021	A document intended for Client A was inadvertently uploaded to Client B's MyFamilyServices file. The document included Client A's name, address and client number. Client B notified the Ministry of the error, and containment is underway.	False	False	False	False	Social	Children and Family Development
2021-000212	04 February 2021	As reported, an s.22 of a ministry employee was sent to the s.22 and was copied to an incorrect recipient in error. Information involved includes names, employee IDIR and a description of the withheld record.	True	False	True	True	Justice	Attorney General
2020-002000	23 November 2020	An invoice was processed on an incorrect account. This resulted in a letter intended for Client A being sent to Client B, whose child has a similar name, in error. The personal information involved includes the child's first and last name and invoice amount; however, while different children, the first and last names were the same.	False	False	False	False	Social	Children and Family Development
2021-000408	08 March 2021	As reported, a letter intended for Client A was addressed to Client B in error as they share the same address. Client B opened the letter and posted details related to the letter on social media. The personal information disclosed includes identifying Client A as no longer eligible for income assistance benefits. A request to have the letter returned and the social media post removed has been placed.	True	False	False	True	Social	Social Development and Poverty Reduction
2021-000250	11 February 2021	As reported, a social worker disclosed information to an administrative worker without an operational purpose. The type of personal information involved includes the s.22	False	False	False	False	Social	Children and Family Development
2021-000900	14 May 2021	Client A and Client B's shelter forms were added to one service request and as such, Client A's form was profiled to Client B's in error. The personal information involved includes Client A's name, date of birth, address and their landlord's 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	Sector	Ministry
2021-000954	26 May 2021	It was discovered that 7 pages of documents related to Client A had been profiled to Client B's file in error. The documents have since been removed and profiled to the correct file, however, preventative measures still need to be addressed.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001916	09 November 2020	A Ministry employee reported that they received an email in error. The employee confirmed they share the same last name as the intended recipient and a selection error resulted in the email being miss-directed to them. The email contained the resume of a job applicant who was applying for a Ministry position. The email identified the job the applicant was applying for and their attached resume contained their name, email, phone number, home address and their educational and job history.	False	False	False	False	Economic	z_Municipal Affairs and Housing (2020-12-08)
2021-000010	05 January 2021	Client A's information profiled to Client B's account in error. Personal information disclosed includes: Client A's name, address, date of birth, phone number, social insurance number and monthly income amount.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001922	10 November 2020	A Ministry employee mailed a benefit plan letter to an incorrect child care provider in error. The personal information involved includes the child's name, the start date of benefits and approval amount.	False	False	False	False	Social	Children and Family Development
2020-002135	14 December 2020	Documents submitted by a citizen were profiled to the incorrect client file. The personal information involved includes the citizen's full name, social insurance number, the type of facility they are attending, tax information, banking statements including transactions and account information, driver's license number and ICBC payment information.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000379	03 March 2021	A work identification badge cannot be located. The loss has been reported to the police and a police file has been opened.	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	Sector	Ministry
2021-000122	21 January 2021	It was discovered that a note for Client A had been profiled to Client B's file in error. Personal information disclosed includes Client A's name.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001927	12 November 2020	A letter and a family plan intended for a Ministry client was accidentally mailed to the incorrect client. The client who received the documents reported the incident and the records have since been recovered. The personal information impacted includes the name of the client and their child, their address, details of the protection concerns and recommendations to address those concerns.	False	False	False	False	Social	Children and Family Development
2020-002068	02 December 2020	a Ministry employee was unable to access their Microsoft Team account as the license was associated with another employee's email address.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000431	10 March 2021	It was discovered that a laptop assigned to a government employee on leave from employment could not be located. Multiple attempts were made to contact the employee, however no response was received. As such, it was not possible to determine if the employee had saved any personal information locally to the device. It was determined the employee, via their job duties, had access to several government databases which require a username and password to access. While the laptop did have access to several government systems housing sensitive information such as emergency dispatch details or violation reports, it was determined this information would only be accessible via VPN access on the device.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000558	29 March 2021	Per our conversation, ICBC advised the ministry that they shared work phone numbers of staff as part of a joint project plan with their vendor. ICBC and the vendor had a contract in place but the contract had ended. Out of an abundance of caution, the vendor has confirmed the staff contact information has been deleted.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2020-001945	16 November 2020	a Ministry employee sent an email to their intended recipients; however, an attached document containing Ministry employee's personal information was included in error. The personal information involved includes 89 employee's names, identifies they are registered to receive a flu shot, and the time of their appointment.	False	False	False	False	Justice	Attorney General
2021-000258	11 February 2021	02-45: HIBC Agent received an email (MSP Direct Inbox) from a Group Administrator advising that an ex- spouse (Client B) was added to Client A's account rather than new spouse (Client C). No correspondence to Clients involved, the HIBC Agent believes the Group Admin is the only individual that knows about it. Client B was cancelled on Jan 15 2021 as per the Change Form received in MaxImage on January 2 2021 (they had been added November 23 2020). Client C has not been added yet as we now have to retro-cancel Client B as of the date added.	False	False	False	False	Health	Health
2021-000183	29 January 2021	01-139: As reported, Caller A was asking for an update on Client B's file. Caller A was a social worker calling on behalf of Client B.	False	False	False	False	Health	Health
2020-001975	18 November 2020	Program area is using technology that has not been properly assessed.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2021-000667	15 April 2021	As reported, a file containing an incorrect government bill that had not been introduced in the legislature was uploaded to a secure site that is not publicly accessible.	False	False	False	False	Service	Citizens' Services
2021-000020	07 January 2021	A government issued laptop cannot be located. No personal information involved. Upon further investigation, the laptop has been located. As such, no incident has occurred.	False	False	False	False	Economic	Municipal Affairs

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2020-001914	09 November 2020	A cheque was provided to the incorrect client. The personal information involved includes the client's first and last name, address, GA number and cheque amount.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000877	13 May 2021	s.22 Registrant A were disclosed to Registrant B in error. The information that was disclosed included s.22 s.22 The error was discovered when Registrant B indicated they had never worked at the facility involved. It was confirmed that Registrant B does not live in the same community as the facility and the facility has multiple locations. As such, it is unlikely Registrant A could be identified through mosaic effect.	False	False	False	False	Social	Children and Family Development
2021-000603	07 April 2021	An email was sent to a contractor that contained client personal information in error. The personal information involved includes a client's full name, email addresses and identifies them as being a Ministry client.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001869	03 November 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 will be initiated.	False	False	False	False	Natural Resources	z_Energy, Mines and Petroleum Resources (2020-12-08)
2021-000899	14 May 2021	An email containing client information was sent to the incorrect internal recipient. The personal information contained in the email included the client's name, date of birth, and COVID 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	Sector	Ministry
2021-000722	23 April 2021	As per our conversation, you received a call which appeared to be from a government employee however when you answered the call there was a recording from Service Canada. This appears to be a "spoofing" incident. From previous incidents where this has occurred, Security Investigations recommends that employees inform others of the scam as required and the calls will eventually reduce when the scammers move on. If this does not stop an employee could consider changing their number.	False	False	False	False	Economic	Labour
2021-000718	23 April 2021	As reported, a social worker disclosed information about a youth to another youth. The personal information involved is the living circumstances of the youth.	False	False	False	False	Social	Children and Family Development
2021-000506	19 March 2021	An email containing an employee's information was sent to the incorrect internal recipient. The personal information included the employee's name and return to work status.	False	False	False	False	Service	BC Public Service Agency
2021-000716	23 April 2021	Per our conversation, a Complainant alleged their personal information was inappropriately accessed by a Medical Office Assistant.	False	False	False	False	Health	Health
2021-000714	23 April 2021	04-69: Client A called to report that they had received a Missing Info letter that was asking for information regarding their new Mother-In-Law (Client B) who had been accidentally set as Client A's new spouse due to a Doc Ops wrong select. The only PI involved was Client B's name.	True	False	False	False	Health	Health
2021-000915	18 May 2021	A decision letter was emailed to an unintended recipient in error. The personal information disclosed included the first and last name of the applicant and the respondent, the dispute address, and hearing findings.	False	False	False	False	Justice	Attorney General
2021-000942	21 May 2021	Per our conversation, you are reporting that your government issued laptop has a crack in the screen which impacts your ability to work. You also confirmed that you submitted a General Incident Loss Report (GILR) regarding this matter.	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	Sector	Ministry
2021-000380	03 March 2021	It was discovered that an employee had been storing client information on a bookshelf in their office rather than appropriately filing the documentation. Personal information disclosed includes information relating to client Ministry involvement, some dating back to 2009.	False	False	False	False	Social	Children and Family Development
2021-000728	26 April 2021	The Complainant alleged their ST02 form was mailed to them, however, the envelope was not properly sealed. The personal information involved includes the Complainant's first and last name, phone number, email address, employee ID and confidential medical diagnosis.	False	False	False	False	Service	BC Public Service Agency
2020-001895	05 November 2020	An employee sent a client a message by My Self Serve (MySS) that included two unrelated phone numbers. The incident is the result of a copy and paste error.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000932	20 May 2021	A misdirected email was sent to a WorkSafe BC employee in error. The email contained the address and phone number of a licenced practitioner, as well as a case ID#. Containment is underway.	False	False	False	False	Social	Children and Family Development
2021-000170	28 January 2021	A program area uploaded an electronic form using a government application, however, it was believed the appropriate security and privacy assessments had not been conducted. The online form was available for clients to submit their personal information including their name, date of birth, gender and incident details.	False	False	False	False	Health	Health
2021-000104	19 January 2021	A new employee indicated that they can view another employees personal information in their My Service Center access. It appears as though their IDIR is linked to the former employee's account causing them to view their information rather than their own.	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	Sector	Ministry
2021-000923	19 May 2021	After a break-in at a Ministry office, it was discovered that two Ministry laptops had been stolen. It was confirmed the laptops would have been locked, and they were password protected with a password. There is no indication that the password was written down on or near the devices. I have done a search of the asset numbers provided in our encryption verification tool and was able to determine that bitlocker/encryption was applied. The reporter also indicated that one laptop had not yet been assigned to an employee, and one laptop had been used by a staff member who recently went on leave and who had cleared the computer before leaving. As such, it appears as though no information stored on these workstations would be at risk.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2021-000025	07 January 2021	A box containing training materials and a client list was sent to a trusted third-party in error. Personal information disclosed includes the full names, email addresses and phone numbers of clients participating in an anxiety group facilitated by the Ministry.	False	False	False	False	Social	Children and Family Development
2021-000926	19 May 2021	An employee sent an email to an incorrect email address. The email included a copy of their own personal T4 form that would include their name, SIN, income and tax information. The employee has since taken steps to protect themselves against identity theft and it was recommended that they request that the unintended recipient deletes the email sent error.	False	False	False	False	Health	Health
2021-000043	11 January 2021	01-40: A non-photo BCSC was returned to HIBC opened and marked "The card was mailed to wrong address. Perhaps there is a mixup. The first name and mailing address is correct but the card is not mine." The card was marked undelivered in RAPID. The address was not invalidated as the beneficiary was not the account holder.	False	False	False	False	Health	Health
2020-002158	18 December 2020	Two contracted employees sent emails containing client information to two unintended recipients in error. The information disclosed includes the client's name, date of birth and client 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	Sector	Ministry
2021-000678	19 April 2021	Documentation intended for Client A was mailed to Client B in error. The personal information contained in the documents included Client A's name, contact information, case number, and banking information. Containment efforts are underway; specifically, Client B agreed to return the documents to the local office.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001979	19 November 2020	An email containing an employee's personal information was sent to 9 government employees in error. The personal information involved includes an employee's first and last name and employee number. A follow up email was sent to 5 of the recipients requesting double deletion, however, it contained the same personal information in error.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2021-000088	18 January 2021	As reported, a file cabinet containing personal information was located in the caller's apartment building's storage area. Upon review, it was determined the records belonged to a private company that provides autism support.	False	False	False	False	Not a Ministry	Citizen
2020-002177	24 December 2020	12-96: Please be advised that a caller opened and read mail (NP BCSC) intended for a former tenant. The mail will be dropped off at an ICBC Office by the caller. The bad address process has been followed. This is an administrative error by a Document Operations clerk. Investigation to follow.	False	False	False	False	Health	Health
2021-000801	04 May 2021	An email containing Client A's information in the subject line was sent to Client B. The personal information included Client B's first name and initial of last name. The email contained resources relating to the program area.	False	False	False	False	Social	Children and Family Development
2020-002174	23 December 2020	An employee logged into their Career Centre account and discovered they had been logged into another employee's account. The personal information involved includes an employee's name, phone number, address, resume, cover letter and resume submission history.	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	Sector	Ministry
2021-000325	23 February 2021	An employee with a provincial health authority has sent sensitive patient information to the ministry from their personal Gmail account on at least one occasion.	False	False	False	False	Health	Health
2021-000751	28 April 2021	An Excel spreadsheet that was thought to be blank was sent to seven internal recipients; however, it was discovered there was one tab that contained the personal information of 20 current government employees. The personal information included the employees' name, age, and years of service.	False	False	False	False	Economic	Jobs, Economic Recovery and Innovation
2021-000933	20 May 2021	It has been discovered that s.22 has been included in a report written by a s.22 The personal information found in the report included s.22 s.22 An investigation is underway.	True	False	False	False	Social	Children and Family Development
2021-000704	22 April 2021	An email was sent to two internal recipients and one foster parent that contained a client's personal information. The personal information involved includes a child's first and last name, date of birth and details regarding the child. It was confirmed the email was sent to the correct recipients, however, the email should have been encrypted. Upon review of the incident, it was determined the external recipient's email address was incorrect and the sender received an undeliverable message. Given this, it appears that the unencrypted email was not sent to the incorrect email address as it was determined to be invalid.	False	False	False	False	Social	Children and Family Development
2021-000562	29 March 2021	A Ministry client reported that they believed a MySelfServe account was opened in their name by an unknown individual. A review of their client file confirmed a MySelfServe account was opened and linked to the client's account. The new account was associated with a crisis food service request. Further follow up is underway.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000890	14 May 2021	Information intended for Health Unit A was faxed to Health Unit B in error. The personal information included the clients Personal Health Number, date of birth, address and symptoms. Containment activities are underway.	False	False	False	False	Health	Health

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000029	08 January 2021	Reporter was organizing an online group for clients through MS Teams. Before commencing the group, a welcome letter was sent out via email group. Welcome letter was sent to 10 participants and email addresses were visible. One recipient notified reporter of the issue.	False	False	False	False	Social	Children and Family Development
2020-001853	30 October 2020	As reported, a document intended for Client A was included in Client B's file. Copies of the incorrect document exist in both electronic and physical form. The personal information involved includes the first and last name of Client A and identified Client A as attending advocacy sessions.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000535	24 March 2021	The Complainant alleged their information had been accessed and disclosed by a Ministry of Social Development and Poverty Reduction (Ministry) contracted employee (Employee) without authorization	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001941	13 November 2020	A citizen contacted the Ministry and advised they received a client's benefits document in error. The personal information disclosed included a client's name, date of birth, service request number, case number and indicates they are a client of the Ministry	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000837	10 May 2021	As reported, a fax intended for s.22 was sent to VIHA in error. The personal information included name, date of birth and address.	False	False	False	False	Social	Children and Family Development
2021-000874	13 May 2021	As reported, it was believed that a government issued laptop could not be located. However, it was determined that device is securely stored within a government office.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy
2020-002008	24 November 2020	An email was sent to approximately 40 employees and it identified 9 employees that will be receiving a flu shot.	False	False	False	False	Service	Citizens' Services
2021-000549	26 March 2021	A client was added to the incorrect group account in error. A letter was then sent to the group administrator containing the client's personal information including the client's name, personal health number, date of birth and account number.	False	False	False	False	Health	Health

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2020-002136	14 December 2020	Client A's information profiled to Client B's account in error. Personal information involved: name, DOB, address, SIN, ethnicity, banking information.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000156	27 January 2021	A Ministry employee believed their laptop was accessed by an unknown third party. The potential sensitive information involved included the employee's information regarding an education program and an executive employee's e-signature.	False	False	False	False	Financial	Finance
2021-000388	03 March 2021	It was discovered that a contractor was recording client personal information in two accounting programs that were not approved for use by the Ministry in the contract. A thorough review was conducted.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-002018	25 November 2020	A caller received and opened an MSP letter addressed to another individual; this appears to be the result of a spousal relationship error. Further investigation is required.	False	False	False	False	Health	Health
2021-000618	08 April 2021	As reported, as part of a court ordered disclosure to Client A, information about Client B was disclosed in error. Client A and Client B have the same first name and the same date of birth. An investigation is underway.	False	False	False	False	Social	Children and Family Development
2021-000116	21 January 2021	01-96: Please be advised a citizen mailed a application into HIBC and the citizen was added onto a wrong account in error. We are currently investigating the issue.	False	False	True	False	Health	Health
2021-000635	12 April 2021	It was discovered Client A's shelter form and two employment tax forms were added to Client B's file in error. The personal information involved includes Client A's name, address, property management name, rent amount, social insurance number, employer name, earnings and deductions.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000235	09 February 2021	As reported, an individual received an email from the BC Recovery Benefit and they believe the email came from an employee at Government House. After review, it was determined the email received was the proper government email. No privacy incident has occurred.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000089	18 January 2021	The Complainant, a Ministry Client, alleged the Ministry shared their personal information with their ex-partner. At this time, it is unknown what personal information was allegedly disclosed.	False	False	False	False	Social	Children and Family Development
2021-000645	13 April 2021	A client inadvertently uploaded a document containing sensitive medical information to the MyHR system. The reporter did not look at the entire document, but from the initial page it was clear that the document contained progress notes from the client's doctor, the client's name, address, Personal Health Number and notes regarding services rendered.	False	False	False	False	Service	BC Public Service Agency
2020-002171	23 December 2020	An email containing meeting notes with the paternal side of a family was sent to the maternal side of the family in error. The personal information involved includes client names and details regarding the meeting.	False	False	False	False	Social	Children and Family Development
2021-000086	18 January 2021	01-83 It was discovered Client A's personal information was added to Client B's account in error. The personal information involved includes Client A's name, address and phone number. Two letters were then mailed to Client A, however, the letters contained Client B's account number and coverage start date.	False	False	False	False	Health	Health
2020-002054	01 December 2020	An email containing the personal information of 53 clients was emailed to an unintended recipient. The personal information involved includes a list of the client's first and last names. The unintended email address is owned by government.	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	Sector	Ministry
2020-002120	10 December 2020	Employee A received an email from what they believed to be Employee B's personal email account. The email was requesting assistance with purchasing gift cards. Employee A responded to the email and agreed to purchase the gift cards, believing it was for a staff event. The personal information disclosed included details related to Employee A's schedule and availability. No financial information was provided and Employee A did not click any links or download any programs.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-001958	17 November 2020	A service provider of the Ministry of Children and Family Development received a referral email from the Ministry. The service provider then forwarded the email to a Ministry employee in error. The personal information involved includes a client's name, the foster home agency name and details regarding the client's behavioural challenges.	False	False	False	False	Social	Children and Family Development
2020-001845	30 October 2020	As reported, an email related to an FOI request containing two attachments was sent to an incorrect employee in error. The personal information disclosed includes: the first and last names of individuals identified for potential anti-money laundering.	False	False	False	False	Justice	Attorney General
2020-001908	09 November 2020	A criminal record check clearance letter was emailed to the incorrect organization. The personal information involved includes an applicant's name, year of birth and confirmation no record was found.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-002156	18 December 2020	12-81: PHN wrong select. Same PHN provided to two individuals with same name and dob. Mail was RSBC invoice, opened and will be returned to CC sup.	False	False	False	False	Health	Health
2021-000780	03 May 2021	An employee sent an email to Client A which inadvertently included an attachment intended for Client B. The personal information involved included Client B's first and last name, the names of the respondent(s), the address of the dispute, hearing date, file number, email address, and information regarding their application.	False	False	False	False	Justice	Attorney General



Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000567	30 March 2021	A Ministry employee sent an email to a former employee. In the email the Ministry employee accidentally attached another email that was not intended for the former employee. s.22	False	False	False	False	Service	BC Public Service Agency
2020-001932	12 November 2020	Employee sent an email containing a client's information to an unintended recipient in error. Personal information involved: name, information regarding Ministry involvement.	False	False	False	False	Health	Health
2021-000737	27 April 2021	Per our conversation, a newspaper article regarding a s.22	False	False	False	False	Social	Children and Family Development
2021-000144	25 January 2021	It was discovered that on three occasions information was provided to a contact (mother) on a client file without a valid consent in place. It was determined the consent was historically in place for the mother but had expired. The personal information disclosed includes: generic details of the clients file such as confirmation of their address, reimbursement for a physio appointment and a name change. A new consent is being pursued at this time.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-002116	10 December 2020	An employee inadvertently entered their IDIR password into an MS Teams meeting chat thread resulting in the password being visible to the meeting attendees. The personal information involved includes the employee's password.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000824	06 May 2021	It has been discovered that Employee A has been recording conversations with Employee B. The PSA has been engaged and an investigation is underway.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy
2021-000919	19 May 2021	As per our conversation, a introductory email was sent to staff welcoming a new employee to the branch. The email was copied to the new employee's personal email (Gmail) account. No government information was sent. We discussed governments policy on use of personal email, and ensuring the employee consents to the use of their personal email to receive that email.	False	False	False	False	Service	Citizens' Services
2021-000829	07 May 2021	Four Ministry workstations cannot be located. The workstations are believed to be secure and there is no apparent risk to information stored on the workstations.	False	False	False	False	Social	Children and Family Development
2021-000795	04 May 2021	A letter was mailed to a client, however, a previous file of the client's was selected in error. As a result, the letter was mailed to an address that was not current. The personal information involved includes the client's name, service request number and case number.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000791	04 May 2021	Client A attended a clinic and received a vaccination. The clinic then inputted this information into a government system. Upon review, the clinic discovered Client A had used identification for Client B when receiving their vaccination. As such, the clinic confirmed that they entered Client B as receiving their vaccination in the government system. In addition, when the incident was reported to the Ministry, the name and date of birth of each client was entered into a government system in error.	False	False	False	False	Health	Health
2020-002115	10 December 2020	An employee inadvertently entered their IDIR password into an MS Teams meeting chat thread resulting in the password being visible to the meeting attendees. The personal information involved includes the employee's password.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000292	18 February 2021	A government issued cell phone belonging to a ministry employee was lost; however, the device was password protected, the password was not easily guessable, and the password was not written on the device.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy
2021-000882	13 May 2021	As reported, Client A received a letter for Client B as a result of a double-stuffed envelope.	False	False	False	False	Social	Children and Family Development
2021-000673	16 April 2021	A substituted-service decision letter was emailed to an unintended recipient in error. The personal information disclosed included the names of the applicant and the respondent, the dispute address, and outcome.	False	False	False	False	Justice	Attorney General
2021-000280	17 February 2021	The Complainant is concerned that a Ministry employee may have accessed their Ministry file without authorization. The Complainant reported concerns regarding s.22 s.22	False	False	False	False	Social	Children and Family Development
2021-000572	30 March 2021	As reported, a letter was emailed to an incorrect client. The type of personal information involved includes name, date of birth, phone number and nature of conditions. Containment has been achieved as the client confirmed the email was deleted.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000430	10 March 2021	An email containing a client's personal information was sent to an unintended internal recipient in error. The personal information contained in the email included the client's name and date of birth. Containment efforts are underway; specifically, the email was recalled and a follow-up email was sent requesting confirmation of double-deletion.	False	False	False	False	Social	Children and Family Development
2021-000826	07 May 2021	During an interview with a Ministry Social Worker, a client mentioned that the Closing Letter they had received from the Ministry listed the first and last names of two children who were not related to the client in any way. Containment of the letter is underway and an updated closing letter is being provided 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	Sector	Ministry
2020-002034	26 November 2020	On December 2, 2020, a privacy breach was reported on behalf of the Ministry of Children and Family Development (the Ministry) to the IU. The incident was reported by s.22 s.22 reported concerns that potentially a Ministry employee was providing personal information to a contact without authorization. s.22 s.22	False	False	False	False	Social	Children and Family Development
2021-000610	07 April 2021	Double report x-ref. 2021-0588 During a PSA investigation, it was discovered that an employee has accessed multiple client files without a valid work purpose.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000777	03 May 2021	As reported, an email thread was sent to a client in error. The personal information involved includes first name, last initial and a current update on the living situation of the client.	False	False	False	False	Social	Children and Family Development
2021-000374	03 March 2021	An employee discovered that a Release of Information (ROI) form had been profiled to an incorrect client file. The ROI contained the name of the client and their address. Some funding/financial boxes had been checked off but the form was mostly incomplete. The form has since been removed from the incorrect file and it was confirmed to have already been profiled to the correct file. Prevention will be addressed with the employee responsible.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000166	27 January 2021	As reported, an individual lost their photo ID access card for the Legislature building. The personal information involved is the picture of the employee.	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	Sector	Ministry
2021-000646	13 April 2021	While discussing a request with Client A, it was discovered that a wrong select occurred. Rather than Client B being added to Client C's account, Client A's PHN was selected and Client A was added to Client C's account in error. An account confirmation letter was sent to Client C which contained Client A's name and PHN.	False	False	False	False	Health	Health
2020-002146	16 December 2020	It was discovered an email thread was included in an email sent to a client and their lawyer. It was confirmed the thread included the client's information, however, it is believed that additional information was disclosed in error. The personal information involved includes the client's previous Ministry involvement.	False	False	False	False	Social	Children and Family Development
2021-000547	25 March 2021	It was discovered that a monthly report was profiled to an incorrect file. The report has since been removed and profiled to the correct file, however, preventative measures have yet to be discussed.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000378	03 March 2021	A laptop was stolen in February 2020. This laptop was not assigned to a specific employee, but rather was used in a boardroom for presentations. As such, it is not believed any personal or confidential information was stored on the device.	False	False	False	False	Transportation	Transportation and Infrastructure
2021-000457	12 March 2021	A non-photo BC Service Card was returned to HIBC opened and marked "RTS" on the envelope. The card included the clients name, address, gender, date of birth and Personal Health Number.	False	False	False	False	Health	Health
2021-000600	06 April 2021	On April 6, 2021, an email was sent to 105 recipients; however, the recipients were listed in the TO field rather than the BCC field in error. The personal information involved included the recipients' email address. While the email was generic in nature, the recipients are from the same community and each are on a waitlist for a practitioner.	True	False	False	True	Health	Health

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2021-000760	29 April 2021	As per our conversation, an employee took a short video s.22 The video showed the employees government email address and the number of unread messages. No personal information or government information was visible in the video. s.22 There is no risk of harm as no personal or government information was disclosed in the video.	False	False	False	False	Justice	Attorney General
2021-000856	12 May 2021	It was reported that a message was sent to the incorrect client via My Self Serve. The message contained a client's first name and outlined brief details about a service request for a rental document. Deletion of the message from the incorrect account will be sought.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-002122	10 December 2020	Employee A received a letter addressed to Employee B at their local office. As the letter was stamped "personal/confidential", Employee A believed the letter was not business related and forwarded the letter to Employee B's home address in error. It was confirmed Employee B was authorized to receive the contents of the letter via their job duties. The personal information involved includes Employee B's home address.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000006	04 January 2021	Employee A inadvertently saved their personal information to a government template in error resulting in the information being viewable by staff members. Additionally, it was discovered Employee B inadvertently saved a copy of their application to a LAN folder. The personal information disclosed by both employees includes: first and last name, date of birth, location of current employer, s.22	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2021-000306	19 February 2021	A private citizen called in to report receiving generic ministry emails intended for a client. The personal information contained in the emails included the client's first 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	Sector	Ministry
2021-000691	21 April 2021	A government issued cellphone has been lost. The phone was password protected with a strong password which was not written on or near the device. The phone contained text communication with clients as well as access to government email. The reporter will contact 7-7000 option 4 to request a virtual wipe of the phone, as well as request a factory reset by contacting their Ministry Voice Coordinator.	False	False	False	False	Social	Children and Family Development
2021-000625	09 April 2021	A contractor entered personal information into a training environment instead of the live environment on a vaccine platform. The personal information involved includes name, address, personal health number, address, and clinically vulnerable status.	False	False	False	False	Health	Health
2021-000139	25 January 2021	An employee inadvertently entered their IDIR password into an MS Teams meeting chat thread resulting in the password being visible to some government employees. The personal information involved includes the employee's password.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy
2021-000385	03 March 2021	An email advising of an upcoming job posting was sent to 305 recipients; however, the recipients were listed in the TO field rather than the BCC field in error. The personal information involved includes the recipients' email addresses. Containment efforts are underway; specifically, all recipients will be requested to double-delete the email.	False	False	False	False	Service	BC Public Service Agency
2021-000411	08 March 2021	As reported, a vendor with the Province identified a URL for a website no longer redirecting to the vendor's main site. It is believed the URL is associated to a previous vendor with the Province who may be acting with malicious intent as the site requests members of the public to provide personal information to register for a program. The potential personal information involved includes first and last name and identifies the registrant as requesting services; however, the full extent of personal information requires further assessment.	False	False	False	False	Health	Health

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000048	12 January 2021	an email was sent to Citizen A that included personal information of Citizen B . The personal information included name, email address and concerns about pollution. Containment efforts are underway, specifically, the recipient will be contacted and asked to double delete the email.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy
2020-002142	15 December 2020	A Ministry contractor sent an email intended for Client A to Client B in error. The personal information involved includes the client's name and job search history. Containment efforts are currently underway; specifically, the unintended recipient will be requested to double-delete the email.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000931	19 May 2021	An employee has alleged that their personal information was disclosed without authorization. The personal information disclosed involves their identification as being a client of the Ministry.	False	False	False	False		
2020-002089	07 December 2020	A caller received and opened a Pharmacare letter addressed to their landlord who resides at the same address. Given that the address on file was correct, bad address was not applied. Containment activities were successful; specifically, the caller has given the letter to their landlord.	False	False	False	False	Health	Health
2020-001936	13 November 2020	Employee lost their cell phone. No personal information involved.	False	False	False	False	Justice	Attorney General
2020-001961	17 November 2020	It was discovered that a Pharmacare record was double-stuffed and sent to an unintended recipient in error.	False	False	True	False	Health	Health
2020-001838	29 October 2020	A completed criminal record check was emailed to the incorrect email address. It was determined that an incorrect email address was submitted on the request form and the report was disclosed to an unknown individual. The personal information involved includes a care giver's name, date of birth, address, youth's name, youth's date of birth and sensitive information related to the care giver's criminal history.	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	Sector	Ministry
2021-000259	12 February 2021	An email containing a court order was sent to the incorrect client in error. The personal information involved includes the first and last name of two parents, their child, the child's date of birth, income information, child support details and parenting provisions. The information involved is considered to be court information and therefore, this incident is outside the jurisdiction of the Privacy, Compliance and Training branch (PCT)	False	False	False	False	Justice	Attorney General
2021-000864	12 May 2021	A client attended an office and they were provided a cheque intended for their relative. The personal information involved includes the client's name and cheque amount. A note was then added to the client's account with the incorrect cheque number.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000324	23 February 2021	02-85: It was discovered a group administrator added a child to the incorrect client account. The personal information involved includes the child's name and personal health number.	False	False	False	False	Health	Health
2021-000605	07 April 2021	A client provided an email address to the Ministry over the phone and an email was then sent to the email provided. The client contacted the Ministry to advise that they had not yet received an email at which time it was determined the client provided the Ministry with an incorrect email address. The personal information involved includes the client's first name and included details on how to apply for autism funding.	False	False	False	False	Social	Children and Family Development
2021-000153	26 January 2021	An employee left records that contained client information at a s.22 The personal information involved included a report they were working on that involved s.22 s.22 The report did not contain significant detail as the interview with the child produced minimal information related to the allegations.	False	False	False	False	Social	Children and Family Development
2021-000505	19 March 2021	A government issued cell phone was lost; however, the device was password protected, the password was not easily guessable, and the password was not written on the device. In addition, no personal or confidential information was stored on the device.	False	False	False	False	Justice	Public Safety and Solicitor General

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2020-001875	03 November 2020	An employee's flexible benefits confirmation letter was sent to an incorrect employee by email. The letter contained the name of the employee and their dependents, their address and confirmation of their benefits selection.	False	False	False	False	Justice	Attorney General
2020-002036	26 November 2020	An email containing 5 client medical requests was sent to an incorrect government employee. The personal information involved includes first and last name, date of birth, medical information for the medical equipment request, type of equipment and equipment cost.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000790	04 May 2021	A contracted employee sent an email to four coworkers containing personal information in error. The personal information involved includes a client's personal health number.	False	False	False	False	Health	Health
2021-000644	13 April 2021	An email containing client information was sent to an unintended recipient in error. The personal information contained in the email included a youth and their parent's name, and details some difficulties the youth is experiencing in the community. Containment efforts are underway; specifically, the recipient has been requested to double-delete the email.	False	False	False	False	Social	Children and Family Development
2020-002038	27 November 2020	On November 27, 2020, it was reported a vendor emailed a report containing COVID analytics to multiple recipients from different Ministries. The personal information disclosed included first and last name of applicants associated to the temporary foreign worker program.	False	False	False	False	Health	Health
2021-000005	04 January 2021	As reported, a group administrator added an unknown person to a group account. The accounts have since been corrected; however, it is unclear at this time what personal information is involved.	False	False	False	False	Health	Health
2021-000198	02 February 2021	As reported, 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. A remote wipe of the device 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	Sector	Ministry
2020-002097	08 December 2020	Employee emailed a client's information to an unintended recipient in error. Personal information involved: name, address, date of birth, and phone number.	False	False	False	False	Social	Children and Family Development
2021-000757	29 April 2021	As reported, a citizen received an email from the COVID-19 registration system that they did not sign up for. The personal information involved is first name, email and registration booking number.	False	False	False	False	Health	Health
2021-000526	23 March 2021	It was discovered that Client A's address had been inadvertently changed to Client B's address while client A was in hospital. Client A and Client B have same first and last names, and an HIBC Agent selected Client A's file in error when updating Client B's address. Client A's address has been corrected.	False	False	False	False	Health	Health
2020-002187	31 December 2020	An employee made an incorrect select in their database (wrong PHN) and as a result a PHN was attached to the wrong beneficiary. The two clients share the same name but have a different date of birth which appears to have lead to the error being made. Correspondence was then sent by mail to the client as a result of the error. The client noted the error and informed HIBC as to what occurred. The client was requested to return the correspondence and containment is pending.	False	False	False	False	Health	Health
2021-000765	30 April 2021	A contract intended for a Ministry Foster Parent was mailed to an old address. The contract was addressed to the Foster Parent and contained financial information related to care of a child, but no personal information belonging to the clients. The Foster Parent is aware of this error and containment efforts are underway.	False	False	False	False	Social	Children and Family Development

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2020-001973	18 November 2020	It was discovered 15 disability funding approval letters were added to an incorrect student's account in error. The personal information involved includes the student's name, address, assistive technology number and indicated they have been approved for disability funding. All student accounts were reviewed and it was determined an additional 34 disability funding approval letters were added to three incorrect student accounts.	False	False	False	False	Education	Advanced Education, Skills and Training
2021-000239	09 February 2021	02-30: A caller has reported that they have found the Photo BCSC of an unknown person. They have been asked to return the card to SBC attention to an SBC supervisor.	False	False	False	False	Health	Health
2020-002077	03 December 2020	It has been discovered that an employee has entered their IDIR password in a MS Teams chat. It is believed that there are other instances of employees erroneously sending their IDIR passwords in Teams chats.	False	False	False	False	Service	Citizens' Services
2021-000159	27 January 2021	01-128: An agent in the Quality Assurance department has reported that in listening to a call by one of my agents she has discovered a verification error that has led to a breach. The full set of verification points was not obtained as the citizen did not have their PHN and did not remember their address on file. The PHN was provided and the address was updated even though the citizen had only provided four verification points. The call will be reviewed and the citizen will be called back to properly verify them. The details of the call and what was missed will be reviewed with the agent. They will be reminded of the verification expectations.	False	False	False	False	Health	Health
2020-001928	12 November 2020	The Complainant, s.22 alleged that in July 2019, s.22 (the Employee) disclosed the Complainant's s.22 information, specifically how long they had worked with the Ministry, s.22	False	False	False	False	Social	Children and Family Development

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2021-000656	14 April 2021	A document was found to be profiled to a client file in error. Containment has been achieved, however preventative measures have yet to be discussed.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-002117	10 December 2020	In April of 2020, while working on an application, a contracted developer published four sets of credentials to GitHub in error. While three of the four credentials were low in risk as they had minimal access, one set included an IDIR name and password. The sensitive information involved includes the IDIR posted and any information potentially accessible using the credentials, and the personal information involved includes the password associated to the IDIR.	False	False	False	False	Justice	Attorney General
2021-000654	14 April 2021	A photo of a child in care was inadvertently sent to a private citizen via text message.	False	False	False	False	Social	Children and Family Development
2020-002030	26 November 2020	An email intended for Employee A was inadvertently sent to Employee B as they share similar first and last names. The personal information disclosed included: first and last name, identified the employee as working with occupational health and safety, and details regarding employment limitations.	False	False	False	False	Service	BC Public Service Agency
2021-000804	05 May 2021	As reported, an email sent to Employee A contained personal information of Employee B in error. The personal information involved includes name, life insurance amount and premiums.	False	False	False	False	Service	BC Public Service Agency
2020-001856	02 November 2020	It was discovered that an employee of a contractor drafted a letter containing the personal information of Child A and provided the letter to Parent A. The personal information disclosed includes progress reports regarding the mental health of Child A and concerns resulting in Child A's referral to the Ministry for supports.	False	False	False	False	Social	Children and Family Development

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2021-000705	22 April 2021	An email was sent to five intended recipients and one external unintended recipient in error. The sensitive business information included 17 institution names, institution ID number, invoice number and outstanding amount.	False	False	False	False	Education	Advanced Education, Skills and Training
2021-000171	28 January 2021	01-129: an HIBC Adjudicator sent two letters to a practitioner requesting more information, however, it was determined the incorrect personal health number was included on the letters.	False	False	False	False	Health	Health
2021-000072	14 January 2021	As reported, an employee failed to return a government issued laptop. The laptop has now been returned and there is no reason to believe the employee disclosed personal or government information. It was confirmed there was only one government issued laptop involved in this incident.	False	False	False	False	Health	Health
2020-002056	01 December 2020	A client completed a package and dropped it off at the local office, however, the package cannot be located. The personal information contained in the package includes the name, date of birth, address, psychiatric history and medical history of a client and two parents.	False	False	False	False	Social	Children and Family Development
2021-000323	23 February 2021	A client's PHN was inappropriately shared as the result of the Citizen Verification procedures not being properly followed. A review is underway.	False	False	False	False	Health	Health
2020-001930	12 November 2020	An email was sent to the incorrect Ministry employee. The email contained the names of two employee's and listed information regarding errors that had been made by the employee's in their work position. The email was intended to be sent to a government agent who was assisting the employee in managing the work performance of the employee's.	False	False	False	False	Service	Citizens' Services
2021-000548	26 March 2021	It was discovered that a government employee received two emails that appear to be from a malicious actor. The emails contain a suspicious link and email threads from an email sent to an employee of another government organization. The confidential information involved includes meeting notes containing other jurisdictions position on the application of foreign legislation.	False	False	False	False	Service	Citizens' Services

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000063	13 January 2021	Client alleging that Ministry employee inappropriately accessed and disclosed their information. Information involved: court dates.	False	False	False	False	Justice	Attorney General
2021-000096	19 January 2021	An email was sent to a client with another client's documents attached in error. The personal information involved includes a client's first and last name, their child's first name, and sensitive medical information regarding the youth including diagnosis and medical history. The unintended recipient took a screenshot of the sensitive information and shared it with the client via a social media platform.	False	False	False	False	Social	Children and Family Development
2020-002033	26 November 2020	Please be advised a client received a document addressed for another client.	False	False	False	False	Health	Health
2021-000642	13 April 2021	Applicant A's Freedom of Information records were inadvertently packaged as Applicant B's release and released to Applicant B. The personal information contained in the release relates to Applicant A's involvement with the Ministry of Children and Family Development relating to child protection. It has been confirmed that Applicant B's records were not released to Applicant A.	False	False	False	False	Service	Citizens' Services
2021-000666	15 April 2021	04-45: Citizen A called to report that they have received an MSP Confirmation Coverage letter with information belonging to Citizen B who has the same name but a different birthdate. The only PI provided Citizen A was Citizen B's birthdate. This error appears to be a wrong select error by a Doc Ops rep. The error has been passed on to PHN Merge to fix. Investigation and coaching to follow.	False	False	False	False	Health	Health
2020-002118	10 December 2020	Three government issued cell phones were returned to the program area; however, they were not factory reset. The program area is looking to have the devices factory reset in order to reassign them. It was confirmed there is no personal or sensitive business information at risk as the devices were returned to the program area.	False	False	False	False	Education	Education

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2020-001911	09 November 2020	45 personally identifiable records were not properly de-identified prior to being posted to GitHub. The records were visible for approximately nine days. The personal information involved included physical addresses and details unique to individuals (such as marital status, language ability, or family relations). No names were included in the disclosure.	False	False	False	False	Service	Citizens' Services
2021-000753	28 April 2021	It was discovered that Client A has been assigned Client B's PHN in error. The clients have the same name. A review is underway.	False	False	False	False	Health	Health
2021-000530	24 March 2021	A former social worker contacted a client's relative and disclosed the personal information of the client. The former social worker was no longer affiliated with the client's file and, as such, was not authorized to be discussing the client's personal information with a third party (relative). The personal information involved included details regarding the client's plans to move residences.	True	False	False	True	Social	Children and Family Development
2021-000519	23 March 2021	A document was found to be profiled to an incorrect file in error. The document has since been removed from the file and placed in the proper client's file, however, preventative measures have not yet been discussed.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000417	08 March 2021	As reported, the Complainant alleges their personal information was collected without authorization. The personal information involved includes the Complainant's first and last name and details related to ans.22	False	False	False	False	Social	Children and Family Development
2021-000219	05 February 2021	It was discovered 1418 letters were mailed to taxpayer mortgage lenders, however, a system error caused an unknown number to be mailed to the incorrect mortgage lender in error. The personal information involved includes a taxpayer name, property address, PID, folio number, tax amount and indicates the tax has not been paid. It has been confirmed the information disclosed in error is publicly available.	False	False	False	False	Financial	Finance



Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000573	30 March 2021	03-89: During a conversation between Client A and a SBC Health Rep it became evident that a Client A's account information had been combined with that of a Client B. Client A and B have similar names. In our systems Client A (the caller) has been given the PHN and Address of someone (Client B) with a very similar name and the same birthdate. During this call Client B's personal information was not shared with Client A. The bad address steps have not been followed as this situation has been presented to PHN Merge to investigate and correct. This breach appears to be due to a Doc Ops wrong select.	False	False	False	False	Health	Health
2021-000238	09 February 2021	As reported, information about Client B was sent to Client A in error. The personal information involved includes first name and overview of family matter	False	False	False	False	Justice	Attorney General
2021-000057	13 January 2021	01-57: Citizen made an appointment for his son at a clinic. The clinic then sent a fax to the citizen with another person's name, PHN and dob. Bad address for potentially breached person was not placed as address on file is correct. Citizen will be contacting the clinic as well to advise they have sent someone else's information to him. Third Party Breach. Citizen who called us will be destroying the fax.	False	False	False	False	Health	Health
2021-000764	30 April 2021	As reported, an employee inadvertently sent a contract to a foster parent's previous address. The personal information involved includes the foster parent's first and last name, number of children they support, and amount of funding they receive. Containment measures are underway, specifically the foster parent has reached out to their previous landlord to request the contract be returned or destroyed.	False	False	False	False	Social	Children and Family Development
2021-000559	29 March 2021	A government employee received an email from a taxpayer with a link to a third party meeting and chat program. It was confirmed the meeting was not attended using the third party meeting program and the employee followed up to confirm if the program has been approved for use. The program area has been advised to not use the third party program and recommended to use other methods to attend meetings such as Skype or Teams.	False	False	False	False	Financial	Finance

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2021-000715	23 April 2021	As reported, a client's mailing address was updated in error. The type of personal information involved includes name, address and case number.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000928	19 May 2021	05-64: A social worker was transferred to an agent to discuss a client file. It was confirmed that no personal information was disclosed during the call as the agent confirmed that the social worker did not have verbal or written authorization on the client file. As such, it was determined a privacy incident did not occur.	False	False	False	False	Health	Health
2020-002092	07 December 2020	It was discovered that a Notice of Significant Measure was faxed to an external organization in error. The full extent of the personal information involved is unknown at this time, but likely included: a child's full name, a parent's full name, and details about the significant measures.	False	False	False	False	Social	Children and Family Development
2020-002159	18 December 2020	Client A's information profiled to Client B's account in error. Personal information involved: name, address, banking information.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000619	08 April 2021	A fax containing a patient's information was sent to the incorrect hospital in error. The fax contained the patient's last name and the doctor's notes relating to their health discussion.	False	False	False	False	Health	Health
2020-002104	09 December 2020	Records were posted prematurely to a government website in error. The records contained no personal information but they did contain business sensitive information. The records pertained to an upcoming Bill that is intended to be released shortly	False	False	False	False	Financial	Finance
2021-000504	19 March 2021	A case note containing Client A's information has been added to Client B's file. The personal information involved includes Client A's address, GA file, and identified Client A as a landlord and listed their rent price.	False	False	False	False	Social	Social Development and Poverty Reduction

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2021-000401	05 March 2021	It was discovered that a FOI disclosure package was released to an applicant that contained an unsevered email address. The package was released in September 2020. The error was discovered while reviewing a linked request and prior to the release being published to Open Information.	False	False	False	False	Service	Citizens' Services
2021-000290	18 February 2021	A fax intended for Service Provider A was inadvertently sent to Service Provider B. The personal information involved included the client's first and last name, address, item requested and approved, service request number, order number, and health case number.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000770	30 April 2021	Client A's cheque and monthly report was given to Client B in error. Client A's documents been erroneously stapled with Client B's cheque. While the cheque did not contain any personal information of Client A, the monthly report included Client A's name, GA number, and phone number.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000633	12 April 2021	It was discovered an application URL used by government employees was not protected. The URL is used to upload data and should require authentication. It was confirmed that no personal or confidential information could be accessed given the error. The application has temporarily been disabled to ensure the URL requires authentication is in place.	False	False	False	False	Economic	Municipal Affairs
2021-000660	14 April 2021	It was discovered that a Ministry Foster Parent has been posting s.22 s.22 have since been removed, and an investigation is underway.	False	False	False	False	Social	Children and Family Development
2020-002070	02 December 2020	It has been discovered instructor and student timetables are available on a website hosted by a Post-Secondary Institution and is also available via Google search.	False	False	False	False	Not a Ministry	
2021-000012	05 January 2021	01-04: HIBC has received return mail which has been opened by another individual to indicate the account holder of the Fair PharmaCare account has passed away.	False	False	False	False	Health	Health

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2020-002100	08 December 2020	Employee sent an email containing a client's information to an unintended recipient in error. Personal information involved: name, address, hearing information, phone number, email address.	False	False	False	False	Economic	Municipal Affairs
2020-002113	09 December 2020	It was discovered that an employee was given access to all folders on a program area's LAN in error. While the full extent of all information within the LAN folders was not assessed, it was determined the most sensitive and/or personal information potentially involved included information accessible only to executive-level staff and investigation folders.	False	False	False	False	Transportation	Transportation and Infrastructure
2021-000004	04 January 2021	As reported, a Ministry laptop and two Ministry tablets cannot be located. The devices cannot be confirmed as encrypted at this time. An assessment of the potential confidential or sensitive information associated to the devices is pending and continuous search efforts are underway.	False	False	False	False	Financial	Finance
2021-000591	06 April 2021	A document sent to Client A was found to include a document intended for Client B. Clients have same first and last names. Personal Information of Client B included name, address, parent's name, and birthdate. Client A has agreed to mail the letter back, and staff will notify IU when letter is received back in office.	False	False	False	False	Social	Children and Family Development
2021-000707	22 April 2021	An email was sent to the incorrect employer in error. The personal information involved includes the business name, client first and last name and amount of wages owed by the business.	False	False	False	False	Economic	Labour
2021-000393	04 March 2021	As reported, two witness statements were mailed to unintended recipients in error.	False	False	False	False	Justice	Attorney General
2020-001886	04 November 2020	Employee's laptop was stolen. No Personal information involved.	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	Sector	Ministry
2021-000546	25 March 2021	As reported, an email was sent to an unintended recipient in error. The personal information involved included first and last name of a ministry client.	False	False	False	False	Social	Children and Family Development
2021-000907	17 May 2021	As reported, a letter was sent to a client's old mailing address in error. The personal information involved is name only.	False	False	False	False	Economic	Labour
2020-001898	05 November 2020	A government-issued iPhone cannot be located. It was confirmed the cellphone was locked, password protected with a complex password, and the password was not written on or near the device when the phone was lost. Sensitive information was stored on the device, including pictures related to traffic stops and information documenting an employee's work. It was also confirmed that a remote wipe of the device will be initiated through 7-7000, option 4.	False	False	False	False	Transportation	Transportation and Infrastructure
2021-000596	06 April 2021	A misdirected email containing an incident report for a client was sent in error to a job applicant. The personal information contained within the report included the clients full name, CS number and details of the incident.	False	False	False	False	Social	Children and Family Development
2020-002066	02 December 2020	A Ministry employee sent an email to their intended recipient; however, the email contained more information about a birth family than was required. The personal information involved includes details of the birth family's history. Containment efforts are currently underway; specifically, the recipient will be requested to double-delete the email and not to further share the information.	False	False	False	False	Social	Children and Family Development
2021-000659	14 April 2021	An external employee was given an IDIR which is already in use by a current employee. The external employee was then granted access to this IDIR.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000151	26 January 2021	Possible PHN wrong select, unknown at this point whether HIBC or third party error. Call received through Call Centre: Client A received Non-Photo BC Services card with correct name but different PHN. PHN Merge to investigate and advise Client A which PHN they have is correct. Nothing known and no action planned for potential Client B yet.	False	False	False	False	Health	Health
2021-000192	01 February 2021	An email containing an attachment was sent to the incorrect employee. The personal information involved includes the first and last name of 8 applicants, each applicant's interview date and time, and identifies the position the applicants have applied for.	False	False	False	False	Service	BC Public Service Agency
2021-000697	21 April 2021	A caller inquired about the status of their BC Recovery Benefit application. Upon verifying their identity, the agent provided the caller with a status update. The caller then asked for an update on their own application and stated the information they had provided earlier was for their parent's application. It was confirmed the agent followed procedure by obtaining the verifying information from the caller and as such, this incident was not caused by government.	False	False	False	False	Financial	Finance
2020-002015	25 November 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.	False	False	False	False	Social	Children and Family Development
2021-000676	19 April 2021	Due to an account error by a group administrator, a client's non-photo BCSC was sent to the incorrect address. The BCSC has been given to the correct client and the account will be corrected by the group administrator.	True	False	False	False	Health	Health
2021-000658	14 April 2021	It was discovered that 6 different client documents had been scanned together and profiled to an incorrect client file. The documents have since been removed from the file, however, preventative measures have yet to be discussed.	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	Sector	Ministry
2021-000637	12 April 2021	Student A's personal information was sent to Student B via their online account in error. The personal information involved includes Student A's full name, date of birth, gender and personal education number.	False	False	False	False	Education	Education
2021-000672	16 April 2021	An external organization reported that one of their computers was hacked. While the organization is not on government infrastructure, the organization receives funding from the ministry for one of its programs and is contractually obligated to notify the ministry of any privacy or security breach. The organization does not collect or retain any personal information for the ministry program but would have copies of the program contracts on their network drives.	False	False	False	False	Health	Health
2020-002165	22 December 2020	A text message intended for a client was sent to an unintended recipient in error. Personal information disclosed includes the client's name, address and screenshots of their cheque information for the month of December.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000362	02 March 2021	As reported, a client reported that they believe their landlord attended a ministry office and directed rental cheques to the landlord without the consent of the client.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000386	03 March 2021	As reported, an FOI package was released in 2019 which disclosed flight booking information in error.	False	False	False	False	Service	Citizens' Services
2021-000044	11 January 2021	18 resumes sent to 13 unintended recipients in error. Personal information involved: applicant's full names, contact information and work history.	False	False	False	False	Service	BC Public Service Agency
2020-002062	01 December 2020	It was discovered a social worker sent an email to a s.22 that contained personal information of the family. The personal information involved includes the s.22 names and detailed Ministry involvement. A review of the email determined not all of the information was authorized to be 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	Sector	Ministry
2021-000193	02 February 2021	As reporter, a service provider who provides addictions services on behalf of a health authority had a courier package stolen containing personal information of an unknown number of clients. The personal information involved included name, PHN, date of birth and gender.	False	False	False	False	Health	Health
2020-002085	04 December 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
2021-000827	07 May 2021	A list of Board of Directors was found to be publicly listed on a website this afternoon. It included names, roles, start dates, email addresses and phone numbers and to which board committees they were members of.	False	False	False	False	Not a Ministry	Broader Public Sector
2021-000892	14 May 2021	An email containing the email addresses of clients was sent in error to multiple trusted third parties who provide services for the Ministry.	False	False	False	False	Natural Resources	Agriculture, Food and Fisheries
2021-000741	27 April 2021	04-57: During a conversation with a citizen (Citizen A) today an SBC CSR discovered that the caller's application had been improperly processed by a Doc Ops agent. A wrong select caused the caller's dependent son, s.22, to be set as the account holder. Citizen A's application did not get processed. This situation has been brought to the attention of the PHN Merge Specialist to repair.	True	False	True	False	Health	Health
2021-000721	23 April 2021	Thank you for reporting this incident. Per our conversation, you are concerned about issues with Outlook including emails being sent with no record in the sent folder.	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	Sector	Ministry
2021-000283	17 February 2021	A Ministry employee noted that a client's father had an invalid service authorization consent on file (it had not been witnessed). Additionally, it was noted that a service request had recently been completed that had been actioned by the father despite the consent being invalid. The father has since been informed that the consent must be updated, notes have been placed on file to warn others of the issue and the consent has been invalidated. Prevention will be addressed with regards to the employee who processed the consent and the service request.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000230	08 February 2021	A potentially fraudulent call was received by a Ministry employee. The caller requested that the employee provide them with a password and they mentioned that the employee had previously provided them with access on a prior occasion. The caller also referenced the name of another employee that the employee had worked with in their former role. A no time did the employee disclose any personal or confidential information.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2021-000556	29 March 2021	It was discovered that a client was provided with the incorrect cheque. The personal information involved includes a client's first and last name and cheque amount.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-002128	11 December 2020	Client A's school transcripts were added to Client B's file in error. The personal information involved includes Client A's name, education number, address and grades.	False	False	False	False	Social	Children and Family Development
2020-001959	17 November 2020	A client reported that they received records by mail that were intended for another client. The records received in error (child care benefit plan) included the following personal information: name of the client and the names of their children, case number, funds they receive for child care and the location of the daycare their children attend. Containment measures are 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	Sector	Ministry
2021-000295	18 February 2021	02-21: a client contacted HIBC and advised they received a letter confirming three individuals were added to their account. It was determined a spouse and two children were added to the account in error. The personal information involved includes the client name and personal health number.	False	False	False	False	Health	Health
2021-000875	13 May 2021	A contractor's email account was compromised and appears to have been accessed by a nefarious actor. This is a double-report of 2021-0809.	False	False	False	False	Education	Advanced Education, Skills and Training
2021-000285	17 February 2021	A Ministry employee noted that a clients mother had invalid consents on file (part 2 not filled out). Additionally, it was noted that a disclosure of information to the mother had recently occurred regarding their child's income assistance cheque despite the consent being invalid. The mother has since been informed that the consent must be updated, notes have been placed on file to warn others of the issue and the consent has been invalidated. Prevention will be addressed with regards to the employee who processed the consents and with the employee who made the disclosure.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-002109	09 December 2020	Employee A sent an email to Employee B with an attached document regarding the incorrect client in error. The personal information involved includes the client's name and date of birth.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000424	09 March 2021	It was determined a GPS locating device was lost. It was confirmed the device does not contain any personal or confidential information.	False	False	False	False	Natural Resources	Environment and Climate Change Strategy
2021-000708	22 April 2021	A laptop was stolen in March 2020. It was confirmed 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. In addition, the laptop was encrypted and it is not believed there was any personal or confidential information	False	False	False	False	Economic	Jobs, Economic Recovery and Innovation

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2021-000186	01 February 2021	An employee inadvertently entered their IDIR password into an MS Teams meeting chat thread resulting in the password being visible to the meeting attendees. The personal information involved includes the employee's password.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000974	28 May 2021	An email containing documents attached was sent to the incorrect government employee. The personal information disclosed included the name of two foster parents, their address, the name of two children in care, their dates of birth, advising of the completion of an investigation and Ministry recommendation.	False	False	False	False	Social	Children and Family Development
2021-000595	06 April 2021	It was discovered that employees have been using a Google Drive document to track information regarding clients. Personal Information contained in the document includes client names, phone numbers, and various services accessed. Staff has been directed to discontinue use of document, but notification and preventative measures have yet to be discussed.	False	False	False	False	Justice	Attorney General
2021-000147	25 January 2021	As reported, two clients were incorrectly merged together in a government system resulting in the blending of file information. The personal information involved includes, but is not limited to, first and last name, date of birth, service request history and details of both clients' involvement with the Ministry.	False	False	False	False	Social	Children and Family Development
2021-000342	25 February 2021	It was discovered a letter intended for a caregiver was mailed to an external organization and a letter intended for the external organization was mailed to the caregiver. The letter intended for the care giver included the caregiver's name, child's name, address and Ministry contract. It is unknown what information was contained in the letter intended for the external organization.	True	False	False	True	Social	Children and Family Development

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000240	09 February 2021	A Ministry employee sent a text message to the incorrect client. The text contained the first name of a father and their child and it inquired as to whether or not they would be interested in participating in a program designed to support children who had experienced abuse. The incorrect client was contacted to delete the text and confirmation of deletion is pending	False	False	False	False	Social	Children and Family Development
2021-000199	02 February 2021	As reported, a letter mailed to s.22 requesting information about two individuals was not received or returned to the ministry. The personal information involved included names and dates of birth.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000957	26 May 2021	05-77: Client A called Service BC to advise they received and opened mail containing a BC Service Card for a previous tenant, Client B. Bad address applied to Client B's account in RAPID and Client A will return the BC Service Card attention to Service BC Supervisor. Simple bad address as Client B and family moved out of province and did not advise Service BC or HIBC of move.	False	False	False	False	Health	Health
2020-001937	13 November 2020	Employee profiled Client A's information to Client B's account in error. Personal information involved: name, case number, and Ministry involvement.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001923	10 November 2020	A Ministry employee sent an email intended for Employee A to Employee B with the same name in error. The personal information involved includes Employee A's first name, address and Canada Life ID number.	False	False	False	False	Service	BC Public Service Agency
2021-000079	15 January 2021	An employee complaint was forwarded by an employee to s.22 s.22. The complaint contained details of the employee's concerns.	False	False	False	False	Service	BC Public Service Agency

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2021-000898	14 May 2021	A misdirected email was sent to a government employee in error. The personal information contained in the email included a child's full name, family contact information including names and phone numbers, a personal health number, and sensitive information regarding the child's behaviour. Containment is underway.	False	False	False	False	Social	Children and Family Development
2021-000281	17 February 2021	A new employee indicated that they can view another employees personal information in their Career Center access. It appears as though their IDIR is linked to a former employee's account causing them to view their information rather than their own.	False	False	False	False	Justice	Attorney General
2021-000421	09 March 2021	An email intended for Client A was sent to Client B in error. The personal information involved includes Client A's first and last name and email address, as well as Client A's birth parent's personal information including their name, date of birth, address, date of death, employment history and details of adoption. Containment measures are underway; specifically, Client B will be requested to double-delete the email received in error.	False	False	False	False	Social	Children and Family Development
2021-000661	14 April 2021	As reported, a government employee sent an email to an unintended government employee. The email contained a report regarding a child and reportable circumstances; information disclosed included (but is not limited to) the child's name, date of birth, address information, and details regarding the reportable circumstance.	False	False	False	False	Social	Children and Family Development
2021-000597	06 April 2021	It has been discovered that documents are going missing from the LAN. Only two employees have access to this drive. Some documents were able to be restored using "Restore Previous Versions" option, but many documents are still missing. Reporter was unsure which documents were still missing. No personal client information is held on this drive.	False	False	False	False	Not a Ministry	Other
2021-000794	04 May 2021	The file contains documents related to adoption proceedings and personal information including the client's full name, date of birth, and case number. An extensive search has been undertaken, and further containment efforts are 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	Sector	Ministry
2021-000456	12 March 2021	An email containing the personal information of 19 clients was unintentionally sent to 2 trusted third party recipients, as well as an inter-governmental distribution list. The personal information in the email included the name, Personal Health Number, birth date, address, sex, hospital admission date, discharge date and hospital name for each client. An email was sent to each unintended recipient requesting double-deletion of the email, and confirmation was attained from each recipient. Therefore, containment has been achieved.	True	False	False	False	Health	Health
2021-000148	25 January 2021	As reported, a government issued cell phone belonging to a ministry client was destroyed. No personal or confidential information was stored on the device.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000746	28 April 2021	A nurse charted patient medical information on the incorrect patient file. The error was the result of a patient miss-select in the database when the incorrect file was selected. The information entered would include a summary of the medical information provided by the caller (their reason for the call). The error resulted in the incorrect patient being called and a brief discussion occurred whereby it was noted that the patient was not the intended individual.	False	False	False	False	Health	Health
2021-000477	16 March 2021	As reported, Client A received a non-photo BCSC intended for Client B. The card was addressed to Client B; however, the two clients share a similar first and last name. Upon further review, it was determined that Client A did receive the correct non-photo BCSC and had forgotten that they had requested a BCSC for each of their children. As Client A was authorized to receive the information, no privacy incident occurred.	False	False	False	False	Health	Health
2020-002052	30 November 2020	USB drive cannot be located. No personal information involved.	False	False	False	False	Education	Education

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000881	13 May 2021	One box containing records belonging to Community Living BC were misplaced by Purolator during a move to an offsite facility. The box contained records pertaining to Associations, Clubs and Societies.	False	False	False	False	Service	Citizens' Services
2021-000108	20 January 2021	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
2021-000717	23 April 2021	As reported, an MSP non-photo card was returned to HIBC opened and unmarked. The type of personal information involved included name, address, date of birth, gender and personal health number.	False	False	False	False	Health	Health
2021-000368	02 March 2021	As reported, a letter was sent to an unintended recipient in error. The personal information involved included name and modification agreement number	False	False	False	False	Social	Children and Family Development
2021-000789	04 May 2021	A text message was sent to 10 citizens confirming their vaccination appointment, however, there was no record of the appointments in the government system.	False	False	False	False	Health	Health
2021-000719	23 April 2021	As reported, a T4A was mailed to an incorrect individual who shares the same name. The personal information involved includes SIN and financial information.	True	False	False	True	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2021-000806	05 May 2021	As reported, personal information of an employee was visible by an employee in another ministry using MS Teams. The personal information involved includes information relating to performance management of an employee.	True	True	False	False	Natural Resources	Environment and Climate Change Strategy

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2020-002059	01 December 2020	The Ministry sent a document to a service provider via secure file transfer. The personal information contained in the document includes a client's name, personal health number, date of birth, sex, registered practitioner and registration date. The service provider edited the document and sent it back to the Ministry via email. It was confirmed the Ministry was authorized to receive the document, however, the service provider should have sent it back via secure file transfer.	False	False	False	False	Health	Health
2021-000570	30 March 2021	03-83: Client A called the SBC Call Centre stating that they had received mail (letter regarding Not Eligible for Supplementary Benefits) for Client B. Client A and B live in the same building, different units s.22 This incident caused by Canada Post. Client A saw the following PI for Client B: Name and Address. Client A will be returning the letter to SBC "Attention Supervisor".	False	False	False	False	Health	Health
2020-001896	05 November 2020	A Laptop had been sent to Office A from Office B but has since gone missing.	False	False	False	False	Social	Children and Family Development
2021-000514	23 March 2021	A misdirected email was sent to an unintended recipient within government. The email did not include names, though the recipient can likely determine the identity of the subject due to the mosaic effect.	False	False	False	False	Not a Ministry	Other
2020-001880	04 November 2020	11-14: It was discovered a spouse was added to a client file by the Ministry of Social Development and Poverty Reduction. As a result, an automatic enrollment occurred and the spouse was added in HIBC's system. The enrollment was then cancelled approximately one month later and it was believed the spouse was added in error. Upon review, it was confirmed the spouse was not added in error.	False	False	False	False	Health	Health



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2021-000319	22 February 2021	Per our conversation, a government issued laptop which was mailed between offices is unable to be located. The laptop was brand new and had not been used. Further, the laptop has been confirmed to be secure and encrypted.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000253	11 February 2021	As reported, a citizen sent an email to an unintended recipient instead of a ministry email address in error. The personal information involved includes name, age and nature of concerns.	False	False	False	False	Social	Children and Family Development
2021-000047	12 January 2021	an email invitation was sent to six clients and it was discovered the recipients were cc'd instead of bcc'd in error. The personal information involved includes client email addresses, including two which contained the client's first and last name. Containment efforts are underway; specifically, all recipients will be requested to double delete the email.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-002086	04 December 2020	A letter requesting additional information from a physician included the incorrect client's personal health number.	False	False	False	False	Health	Health
2021-000078	15 January 2021	An email intended for an employee was sent to a client in error. The personal information involved includes a youth's initials, age, current issues the youth is struggling with, the name of the group home the youth resides at and a request for services for the youth.	False	False	False	False	Social	Children and Family Development
2021-000468	16 March 2021	A document was emailed to an unintended recipient in error. The personal information included the initials, placement time and payment history of one client.	False	False	False	False	Social	Children and Family Development
2021-000745	27 April 2021	HIBC drafted and sent a letter to Client A. When reviewing documents, an agent discovered a response letter from Client B regarding the letter drafted to Client A. The personal information involved included first and last name, address, and MSP account number.	False	False	False	False	Health	Health

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000172	28 January 2021	An email was sent to two witnesses advising of an internal investigation into a complaint. It was discovered the name of the complainant was included in the email in error.	False	False	False	False	Education	Education
2021-000964	27 May 2021	A Service Provider's direct deposit information has been profiled to the client case in error. The personal information includes the Service Provider's name, address, phone number, email address, signature and banking details.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000195	02 February 2021	It was reported that an employee accessed a client's file when they should not have. The employee reported to their supervisor that they accessed their family member's file after their family member indicated they wanted to confirm their address on file was correct. The employee confirmed they accessed the file, immediately recognized they should not be accessing the file in that manner and exited the client file. They then contacted their direct supervisor to report the incident. The personal information involved includes the client's name and address.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000041	11 January 2021	Individual sent email to employee's personal email instead of work email address. Personal information involved: name.	False	False	False	False	Justice	Attorney General
2021-000680	20 April 2021	An unintended email was sent to a Ministry Service Provider. The personal information contained in the email included client's name, address, phone number and details of the case.	False	False	False	False	Social	Children and Family Development
2021-000620	09 April 2021	Per our conversation, as part of a court ordered disclosure to Client A, information about Client B was disclosed in error. Client A and Client B have the same first name and the same date of birth.	False	False	False	False	Social	Children and Family Development
2020-001866	02 November 2020	It was discovered that information was provided to a client's advocate without valid consent on file. The personal information involved includes details of the client's 2019 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	Sector	Ministry
2021-000213	04 February 2021	As reported, an email sent to Community Living BC about Client A included some information about Client B in error. The type of personal information involved includes name and intellectual disability.	False	False	False	False	Social	Children and Family Development
2021-000601	06 April 2021	It has been discovered that documents are going missing from the LAN. Only two employees have access to this drive. Some documents were able to be restored using "Restore Previous Versions" option, but many documents are still missing. Reporter was unsure which documents were still missing. No personal client information is held on this drive.	False	False	False	False	Not a Ministry	Other
2021-000091	18 January 2021	As reported, a system generated email intended for employee A was sent to employee B who share a similar name. The type of personal information involved was total hours worked by employee A.	False	False	False	False	Justice	Attorney General
2021-000502	19 March 2021	A cell phone that was given to a child in care was discarded. The phone did not contain any confidential or personal information that was in the custody/control of government.	False	False	False	False	Social	Children and Family Development
2021-000636	12 April 2021	The Ministry received a call from a citizen following up with an applicant's file. The appropriate verification process was followed and the caller provided all the correct information. Upon reviewing the application, the Ministry determined that the applicant required an interpreter at which point the caller identified themselves as the applicant's child. It was confirmed the caller did not have consent on file for the applicant and they were advised that consent must be submitted to the Ministry. It was confirmed that no action was taken upon the verification process being completed and no applicant information was disclosed to the caller.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001950	16 November 2020	An Employee sent an email to an unintended recipient in error. The personal information involved includes a client's full name and indicates they missed an appointment.	False	False	False	False	Social	Children and Family Development

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2021-000474	16 March 2021	It was discovered that a FOI disclosure package was released to an applicant two years ago contained an unsevered supplier code. The error was discovered while the release was being reviewed for publication on Open Information.	False	False	False	False	Service	Citizens' Services
2021-000628	09 April 2021	It was discovered that a confidential report prepared by the ministry and given to a certificate holder was shared by the certificate holder's lawyer to the certificate holder's physician. The report contained the names and statements of nine witnesses that participated in the investigation.	False	False	False	False	Education	Education
2021-000372	02 March 2021	As reported, an employee working on a government device received an email to their personal email account with a PDF attachment, it appears the email is a phishing scam.	False	False	False	False	Service	Citizens' Services
2020-002004	23 November 2020	It was discovered that a domain which is the same as the Cullen Commission's has been created; however, it was created as .com rather than .ca. You explained there is concern that sensitive information may be sent to the incorrect domain in error.	False	False	False	False	Not a Ministry	Broader Public Sector
2020-002039	27 November 2020	Employee sent incorrect client's chart to pharmacist in error. Personal information involved: name, address, phone number, PHN.	False	False	False	False	Health	Health
2021-000759	29 April 2021	Per our conversation, a number of email archives were deleted out of your account and according to the 77000 help desk, they are not able to be recovered. You confirmed that no personal information or sensitive government information would have been in the emails.	False	False	False	False	Justice	Attorney General
2021-000345	25 February 2021	As reported, three government devices cannot be located. The assets are assigned to the work unit, however, the program area has no knowledge of the devices. The IU has searched for the devices on the network but has been unable to determine if they are encrypted.	False	False	False	False	Service	Citizens' Services
2021-000068	14 January 2021	a government issued laptop was stolen. It was confirmed the laptop was locked, encrypted, password protected with a password that was not easily guessable, and the password was not written down on or near the device.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000360	01 March 2021	A decision letter was emailed to an unintended recipient in error. The personal information disclosed included the first and last name of the applicant and the respondent, the dispute address, and hearing findings.	False	False	False	False	Justice	Attorney General
2020-001902	06 November 2020	Client A's decision letter was sent to Client B in error. Personal information involved: name, address, email address, phone number, and Ministry involvement.	False	False	False	False	Economic	z_Municipal Affairs and Housing (2020-12-08)
2021-000321	23 February 2021	As reported, the Complainant alleges their information was inappropriately disclosed by the ministries to their neighbour(s). An investigation is underway.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000311	19 February 2021	A MySS message intended for Client A was sent to Client B. Personal information disclosed in the message included Client A's name, family's address and a returned invoice which disclosed their Service Provider's name, type of services being provided, and Case Number/Billing number.	False	False	False	False	Social	Children and Family Development
2021-000970	27 May 2021	An email requesting a professional development document containing Applicant A's information was sent Applicant B in error. The personal information included Applicant A's name. Containment efforts are underway; specifically, Applicant B has been asked to confirm double-deletion of the email.	False	False	False	False	Social	Children and Family Development
2021-000248	10 February 2021	Client A called the Call Centre (CC) to advise they had received a Photo BCSC that belonged to Client B. Client A was aware their temporary permit had expired, however they had been advised by a third party that their coverage was active.	True	False	True	False	Health	Health

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2020-001894	05 November 2020	During a telephone conversation a client s.22 s.22 Personal information disclosed includes the client's first and last name, address and telephone number. A police report file number was provided.	False	False	False	False	Economic	z_Municipal Affairs and Housing (2020-12-08)
2021-000865	12 May 2021	An email was sent to a client and a business containing the client's personal information. The personal information involved includes the client's name, email address and an access code. The client notified the Ministry that they were not aware why they received the email. It was determined that the email was sent to them in error given that they share the same first and last name with the intended client.	False	False	False	False	Transportation	Transportation and Infrastructure
2020-002024	26 November 2020	Two client files were couriered to another office in October, however to date, have not reached their destination. The personal information involved includes: first and last name, date of birth, address, telephone number, details regarding family history and medical information, and court orders regarding child protection concerns.	False	False	False	False	Social	Children and Family Development
2021-000031	08 January 2021	A closed file from 2018 cannot be located. The file was discovered missing during an off-siting project. While unconfirmed, the likely personal information involved includes: client first and last name, address, telephone number, date of birth, child's first and last name and date of birth; if court documents were present, the file may have also included a certificate of service, affidavit, application for an order and screening assessment. The affidavit would have included details related to an assault between the client and the client's partner at the time.	False	False	False	False	Social	Children and Family Development
2021-000758	29 April 2021	Per our conversation, a citizen received an email from the COVID-19 booking system regarding an appointment they did not sign up for. An investigation is underway.	False	False	False	False	Health	Health

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000896	14 May 2021	Law Firm A called to report they had received a Request for Release of Medical Records intended for Law Firm B. The Personal Information contained within the document included a Personal Health Number, Medical Claims History, client name and date of birth. Law Firm A has confirmed they will be returning the documents. Investigation to follow.	False	False	False	False	Health	Health
2021-000194	02 February 2021	As reported, a claimant's application form was inadvertently faxed to three service providers in error. The personal information involved includes the claimant's first and last name, address, date of birth, telephone number, email address, social insurance number, police file number, date and location of incident, court file number, first and last name of the offender, and the claimant's relationship to the offender.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000354	01 March 2021	03-01:it was discovered HIBC received a permit for Client A containing Client B's personal health number. It is unknown at this time if Client B's personal health number was provided to Client A.	False	False	False	False	Service	Citizens' Services
2021-000763	30 April 2021	A Complainant is concerned their personal information has been breached due to a Ministry Social Worker discussing details of their file with members of their community.	False	False	False	False	Social	Children and Family Development
2021-000314	22 February 2021	It was discovered references not provided by the applicant were checked for a job competition involving an external applicant.	False	False	False	False	Service	BC Public Service Agency
2021-000638	13 April 2021	It was discovered that a hole was cut in the perimeter fencing of a compound where vehicles and equipment are stored.	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	Sector	Ministry
2021-000575	31 March 2021	A contractor sent to remove a firewall from the Abbotsford Community Corrections Centre was unable to locate the firewall.	False	False	False	False	Service	Citizens' Services
2021-000528	23 March 2021	An email sent by an external organization containing an incorrect attachment was received by a government employee. The attachment contained confidential information. When the error was identified, the email and attachment were double-deleted.	False	False	False	False	Health	Health
2021-000703	21 April 2021	The Complainant alleges their personal information has been inappropriately accessed by a Medical Office Assistant. An investigation is underway.	False	False	False	False	Not a Ministry	Citizen
2021-000903	17 May 2021	Taxpayer A's bill was emailed to Taxpayer B in error. The information contained on the bill included Taxpayer A's business name and amount owing. Containment efforts are underway; specifically, Taxpayer B has been requested to double-delete the email.	False	False	False	False	Financial	Finance
2020-001992	19 November 2020	Complainant alleging that their information was inappropriately disclosed. They would not like to pursue their complaint at this time.	False	False	False	False	Social	Children and Family Development
2021-000497	18 March 2021	A Notice of Hearing letter was emailed to an unintended recipient in error. The personal information disclosed included the applicant's first and last name, the dispute address, date and time of hearing and hearing details.	False	False	False	False	Justice	Attorney General
2020-002040	27 November 2020	An employee received multiple emails intended for another employee in error. The personal information involved includes client names, court orders and Ministry involvement.	False	False	False	False	Social	Children and Family Development
2021-000316	22 February 2021	As reported, four ministry laptops which were due for a system refresh are unable to be located.	False	False	False	False	Service	Citizens' Services



Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000621	09 April 2021	As reported, a file that was couriered between ministry offices is unable to be located. The personal information involved includes name, address, and child protection concerns. A search is underway.	False	False	False	False	Social	Children and Family Development
2021-000771	30 April 2021	A client delivered a document which they had received in error to their local Service BC. It was discovered that this breach had been reported previously.	False	False	False	False	Service	Citizens' Services
2021-000670	16 April 2021	While reviewing a client record, it was discovered that an employee has accessed the record without a valid work purpose for doing so.	False	False	False	False	Health	Health
2021-000061	13 January 2021	01-61: A caller received a letter intended for another client. The personal information involved includes a client's name, account number and coverage start date.	False	False	False	False	Health	Health
2021-000050	13 January 2021	An employee verbally disclosed the name of a reporter of a child protection concern to a client. The reporter is known to the client and the employee advised the reporter of the disclosure. The personal information involved includes: the identity of a reporter of a child protection concern via their first name.	True	False	False	True	Social	Children and Family Development
2021-000647	14 April 2021	An unintended email was sent to a trusted third party. The personal information contained in the email included client name, date of birth and CS #.	False	False	False	False	Justice	Attorney General
2021-000953	26 May 2021	When asked to send a copy of a letter intended for a client to their supervisor, a BC Public Service Member photographed the letter with their personal mobile device and emailed it via their personal Yahoo.com email account. The personal information included in the letter consisted of client name, address, and referenced the client's previous involvement with the Ministry.	False	False	False	False	Social	Children and Family Development
2021-000816	06 May 2021	It was discovered that Client A's account was attached to Client B's in MySelfServe in error. As a result, Client B's personal information may be visible to Client A. The personal information involved includes Client B's name, social insurance number and date of birth.	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	Sector	Ministry
2020-002162	21 December 2020	A government device had s.22 s.22 ISB, Security Investigations team was notified, has conducted a review of the device, found no evidence of ex-filtration at this time and the device has been removed from the network and reimaged.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000969	27 May 2021	A client's brother attended a local office to pick up a cheque but was advised the cheque was located at a different office. It was then discovered the consent form the brother had brought in was not signed properly and was therefore invalid. As such, the brother should not have been told any information regarding the client's cheque.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000706	22 April 2021	A letter was mailed to the incorrect client. The personal information involved includes the service provider's name, a child's name and invoice amount.	False	False	False	False	Social	Children and Family Development
2020-001983	19 November 2020	During a review of a client's FOI package, it was discovered a client's document was profiled to the incorrect client file. It is unknown what personal information is involved.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000429	09 March 2021	As reported, a client attended a Service BC office and it appears they may have changed settings and saved information on the computer. The computer does not have any personal or government information saved on it.	False	False	False	False	Service	Citizens' Services
2021-000812	05 May 2021	As reported, an email was sent to an internal unintended recipient in error. The information included statistics which will be included as part of an annual report. No personal information was included.	False	False	False	False	Justice	Attorney General

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000616	08 April 2021	As reported, it was discovered a client file contained a set of 5 documents profiled to an incorrect clients file. The type of personal information involved included name, address, medical prescription, date of birth and phone number. Containment activities are underway, specifically, the documents will be profiled to the correct client files.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000197	02 February 2021	As reported, a ministry employee was a victim of an attempted robbery while in their vehicle. No personal or government information was stolen as a result of the incident.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-002157	18 December 2020	Employee sent fax containing an incorrect client's information to their intended recipient. Personal information involved: first name.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000077	15 January 2021	The Complainant alleged that a Ministry employee had disclosed their intention to s.22 without authorization.	False	False	False	False	Social	Children and Family Development
2021-000643	13 April 2021	A client record was accessed by an employee to check if the s.22 however, this type of access is not within the employee's purview. While there is no concern of malicious intent, a review is underway.	False	False	False	False	Health	Health
2021-000739	27 April 2021	As reported, information was disclosed to Client A about Client B in error. The personal information involved is the included confirmation that Client B is a client of the ministry and that funds are being sent to Client B.	True	False	True	True	Social	Social Development and Poverty Reduction
2021-000364	02 March 2021	As reported, a court document submitted by a ministry was attached to a family law package and provided to an individual in error. The personal information involved includes name and date of birth.	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	Sector	Ministry
2021-000551	26 March 2021	It was discovered approximately 20 client files were deleted from a government system in error. The personal information involved includes the client's name, ID number, clinical assessments, case notes and medical legal records.	False	False	False	False	Social	Children and Family Development
2020-002172	23 December 2020	A letter was mailed to the incorrect client in error. The personal information involved includes a client's name and account number.	False	False	False	False	Health	Health
2021-000377	03 March 2021	As reported, a contractor has been utilizing their personal email address to send information to the Ministry, including personal information of inmates. Personal information involved included inmate names, CS numbers, units, details regarding canteen orders and dollar amounts.	False	False	False	False	Justice	Public Safety and Solicitor General
2020-002051	30 November 2020	11-114: A caller received and opened a FPC Letter intended for themselves but which included an additional FPC document intended for someone else. The caller will return the additional letter to an HIBC Supervisor. Stuffing error by HIBC rep: Investigation to follow.	False	False	False	False	Health	Health
2020-001843	29 October 2020	A client's information (stub) was incorrectly profiled by a Ministry employee under another client's file. The personal information involved includes the client's name, signature, income report, declaration and phone number.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000847	11 May 2021	05-35: Citizen (Citizen A) called into the Service BC Call Centre. They were handed an unopened Fair PharmaCare letter by their ex-spouse (Citizen B). It appears that the letter may have been intended for another former spouse of Citizen B, (Citizen C) that happens to share the same first and last name as Citizen A. This situation has been brought to the attention of Admin Review to handle the correction. PI involved was Citizen B's name on the outside of the letter.	False	False	False	False	Health	Health
2021-000585	01 April 2021	Personal information regarding a hiring competition may have been inappropriately accessed and disclosed to a third party. The personal information involved includes information regarding interview responses, employment history, and reference checks.	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	Sector	Ministry
2021-000134	22 January 2021	A business contacted the Ministry requesting details regarding why they were ineligible for a Ministry program. The Ministry responded indicating why they were ineligible, however, it was determined the email was sent to an unintended recipient in error. It was confirmed the email did not contain personal information. Upon review of the incident, it was determined the email address the email was sent to was invalid and the sender received an undeliverable message.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000355	01 March 2021	It was believed an ID was added to the incorrect client file. However, upon further review it was determined the ID was added as part of a Ministry application on the client's file. It was confirmed the ID was required when the application was completed and as such, it does not appear that a privacy incident occurred.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000886	13 May 2021	As reported, client files that were sent between ministry offices were not properly secured prior to mailing resulting in minimal client information being exposed. The personal information involved includes client name and involvement with the ministry.	False	False	False	False	Social	Children and Family Development
2021-000743	27 April 2021	Per our conversation, a Skype notification was sent to an external third party after an instant message timed out in the system. You had sent an instant message to your supervisor and when the supervisor did not receive the message for a period of time, Skype sent an email notifying the supervisor. However, the email was also sent to a third party outside of government. The instant message/email did not contain personal or government information however you are concerned that this may happen again.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-002170	22 December 2020	It was reported that a MCFD employee removed SDPR information in the CPF tab in ICM; however, it was determined that MCFD information was added and no SDPR information was impacted. MCFD should not be able to access SDPR information and vice versa in ICM.	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	Sector	Ministry
2021-000246	10 February 2021	02-35 Client A sent in updating documents and upon review it was noted that Client A and Client B had been enrolled using the same PHN and MSP account. As a result, a BCSC was mailed but it is unclear whether it went to Client A or Client B. Client A and Client B share the same name, date of birth and gender. .	False	False	False	False	Health	Health
2021-000298	18 February 2021	As reported, Client A was issued two non-photo BCSCs, one of which contained a misspelled surname, which included Client B's PHN in error. Client A has been advised to keep the BCSC as the PHN will now be attributed to Client A, and Client B will be assigned a new PHN when they complete their registration. A review is underway to remediate the client accounts.	False	False	False	False	Health	Health
2021-000191	01 February 2021	A client contacted the Ministry and requested information regarding their monthly payment. The client's file was reviewed and it was discovered a MySelfServe account was created, however, the client advised they did not open one. Documents were submitted via MySelfServe including updated bank account information for payments to be deposited. The client confirmed the banking information was incorrect and believe their identity was stolen. The personal information viewable on the MySelfServe account includes the client's name, type of assistance and assistance amount.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000811	05 May 2021	As reported, an employee sent an email to the service desk, however, they included client personal information. The personal information involved includes a client's name. The ticket with the personal information has been restricted. Further follow up is required to address prevention.	False	False	False	False	Service	Citizens' Services
2021-000869	12 May 2021	As reported, a fax was sent to an unintended recipient in error. The personal information involved included the name of a 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	Sector	Ministry
2021-000581	01 April 2021	Client A's application was mailed to Client B in error. The personal information contained in the application included Client A's name, social insurance number, children's names, and work schedule. Containment efforts are underway; specifically, a courier has been sent to retrieve the application from Client B.	False	False	False	False	Social	Children and Family Development
2021-000579	01 April 2021	It was discovered that a government employee shared an internal email with a citizen. The email contained the meeting minutes of a discussion relating to highway damage caused by a wildfire and would be considered confidential albeit low risk.	False	False	False	False	Transportation	Transportation and Infrastructure
2021-000671	16 April 2021	A letter intended for Child A was sent to the incorrect service provider and uploaded to Child B's portal in error. The personal information contained on the letter included Child A's name and address.	False	False	False	False	Social	Children and Family Development
2021-000756	29 April 2021	As reported, a contractor entered personal information into a training environment instead of the live environment on a vaccine platform. The personal information involved includes name, address, personal health number, address, and clinically vulnerable status.	False	False	False	False	Health	Health
2021-000965	27 May 2021	Client A called to Service BC to say they received a BC Services Card for another person (Client B) who has the same name, but different date of birth. This error was made by a third-party Group Administrator as they selected Client B (the wrong student) when enrolling the new student (Client A). The personal information involved includes first and last name, date of birth, personal health number, and gender.	False	False	False	False	Health	Health
2021-000486	17 March 2021	A complainant alleges that a social worker has contacted a branch on his behalf without cause or consent.	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	Sector	Ministry
2021-000580	01 April 2021	An email was sent by a contractor that included five recipients in the TO field in error. As such, each client's email address was viewable by all recipients. In addition, the email included an incorrect attachment which contained client personal information. The attachment was a screenshot of an email inbox that identified four client's by name and identified the purpose of each email in the subject line.	True	False	False	True	Social	Social Development and Poverty Reduction
2020-002080	03 December 2020	A client's file was being transferred from Office A to Office B and cannot be located. The file is for an adult client and personal information disclosed includes the client's full name, CS number, and one volume of information regarding their criminal history.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000307	19 February 2021	A request was submitted by Client A that included Client B's PHN.	False	False	False	False	Health	Health
2021-000442	11 March 2021	As reported, three Ministry employees have worked on a consent service request in ICM for a client; the service request was active but missing a page and therefore was not valid. This error resulted in one of the employees disclosing information to a Social Worker without authorization. Personal information disclosed included the client's MSP information.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000511	22 March 2021	Per our conversation, a government storage compound was broken-into and several tools and a vehicle were stolen. No personal or government information was exposed or stolen as a result of this incident.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2021-000407	08 March 2021	A fax was sent by an employee to a third party in error. The personal information involved includes a client's first and last name, address, date of birth, personal health number, and details regarding a conversation between a health practitioner and the client.	False	False	False	False	Health	Health



Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000038	08 January 2021	A dentist submitted a pay dentist form but the dentist put the wrong practitioner and payee number. The fee was refused and a remittance was sent to that wrong practitioner as indicated in the form. The PHN and names are indicated in the remittance, and this incorrect practitioner has no idea who this patient is. The practitioner was asked to destroy the information.	False	False	False	False	Health	Health
2020-002111	09 December 2020	A Ministry employee logged into their Employee Self Service and noticed the Personal Details page listed information for another individual. The personal information involved includes a SIN and date of birth.	False	False	False	False	Natural Resources	Energy, Mines and Low Carbon Innovation
2021-000296	18 February 2021	A client contacted the Ministry and advised that a DAA disclosed to them that a Ministry social worker made a child protection report against them. The personal information involved includes the social worker's name and identified them as a child protection reporter.	False	False	False	False	Social	Children and Family Development
2021-000347	26 February 2021	An email invitation was sent to seven clients; however, the recipients were listed in the TO field rather than the BCC field in error. The personal information involved includes client email addresses. Containment efforts are underway; specifically, all recipients will be requested to double-delete the email.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000845	11 May 2021	As reported, an email was sent to an unintended recipient in error. The personal information involved is name of a caregiver and initial of a child.	False	False	False	False	Social	Children and Family Development
2020-001970	18 November 2020	11-59: This is a third party breach caused by an RSBC wrong select. Please be advised that the caller opened and read mail (RSBC Invoice) intended for another client with a similar first and the same last name. The mail will be returned to an HIBC Supervisor by the caller. The bad address process has been followed.	False	False	False	False	Health	Health

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2020-002167	22 December 2020	It was discovered five parental and one individual birth certificate were mailed to the incorrect recipients. The personal information disclosed on the parental birth certificate includes the client's full name, date of birth, place of birth, both parents' full names, and both parents' places of birth. The personal information disclosed on the individual birth certificate includes the client's full name, date of birth and place of birth.	True	False	False	True	Health	Health
2021-000494	18 March 2021	As reported, the Complainant alleges that the Ministry conducted an unauthorized investigation which involved the collection, use, dissemination and storing of their personal information.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000653	14 April 2021	04-36: SBC Health Agent received a call through the Call Centre from Client A asking about their enrolment. Agent noted that the DOB Client A provided was different than that in RAPID. Agent searched in MaxImage and realized Client A is a new resident and that Doc Processing in HIBC had made a wrong select when processing an application by selecting Client B who has the same name but different DOB. No PI was shared with the caller and PHN Merge has been notified to create a new PHN for the caller. No bad address has been applied as Client A does not have an account to apply the bad address to. Report to be completed.	False	False	False	False	Health	Health
2021-000352	01 March 2021	As reported, it was discovered a survey was addressed to Client A, however, contained Client B's information. The survey was verifying whether a medical visit had been appropriately billed to MSP by a practitioner, and the personal information involved is unknown. It was confirmed the clients are related and upon review, it was determined the contact information was correct. As such, a breach has not occurred.	False	False	False	False	Health	Health

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2020-002035	26 November 2020	It has been discovered that a BC Identification card (BCID) was attached to an incorrect client's file in ICM. Personal information included the individuals full name, date of birth, gender, address, and other identifying details. A request will be placed to have the document removed; as such, containment is underway.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000138	22 January 2021	A third-party administrator reported that they provided a client with the incorrect cheque. The information contained on the cheque would include the client name, GA number, cheque amount and potentially their address. Containment efforts to retrieve the cheque are underway and a new cheque will be issued. Double report of 2021-0138.	False	False	False	False	Social	Children and Family Development
2021-000738	27 April 2021	04-87: As reported, Client A received a letter which included an additional letter with Client B's personal health number. The letter is being returned to the ministry.	True	False	True	False	Health	Health
2021-000300	19 February 2021	Three emails intended for Employee A were sent to Employee B in error. The personal information involved includes the name and criminal offending history of a youth in custody. Containment efforts are underway; specifically, Employee B has been asked to double-delete the emails.	False	False	False	False	Social	Children and Family Development
2021-000244	10 February 2021	On February 10, 2021, Client A attended Service BC to advise they had received their Persons with Disability (PWD) denial package as well as a PWD denial package for Client B. Personal information disclosed included Client B's full name, medical information, and rational for denial.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001872	03 November 2020	A trusted third party has returned documents (out of province claims) sent to their office in error. The documents were sent by HIBC to an Insurance company, who then opened the envelope and returned the documents with the envelope and a note.	False	False	False	False	Health	Health
2021-000220	05 February 2021	Client A received an Account Change Form for Client B (ex-spouse). Client A opened the mail and called HIBC Contact Centre. The personal information disclosed includes first and last name, address, personal health number, account number and potentially account details.	False	False	False	False	Health	Health

Incident Number	Reported Date/Time	Summary	Notification Required	Notification: In Person	Notification: By Phone	Notification: By Mail	Sector	Ministry
2021-000871	12 May 2021	A stub was mailed to the incorrect client. The personal information involved includes the client's first and last name and GA number.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000941	21 May 2021	As reported, a file sent between ministry offices was not received and is unable to be located. The personal information involved included name, address, personal health number, birth certificate and financial information.	False	False	False	False	Social	Children and Family Development
2020-001851	30 October 2020	It was discovered that the first name of a youth in care was disclosed on social media by Youth A. The personal information involved includes Youth B's first name and identifies the youth as affiliated with a service provider.	False	False	False	False	Social	Children and Family Development
2021-000674	19 April 2021	A package containing assessments of two children in care that was successfully delivered by registered mail to an organization in another province cannot be located. The personal information involved developmental and psycho-educational assessments for two children including their names, dates of birth, medical and developmental information.	False	False	False	False	Social	Children and Family Development
2021-000779	03 May 2021	Multiple complainants have come forward with concerns regarding the private information of s.22 which was allegedly shared with them by a Ministry s.22 Discussions regarding care with anyone other than designated professionals is a breach of the s.22 An investigation is underway.	False	False	False	False	Social	Children and Family Development
2020-002061	01 December 2020	An employee received an email that appeared to contain a voice mail attachment, however, upon review it is believed the email is a phishing scam.	False	False	False	False	Economic	z_Municipal Affairs and Housing (2020-12-08)

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2021-000432	10 March 2021	A discussion via Skype Messenger regarding enrolling clients into a corrections program was found to have included an incorrect government employee. The personal information included the first and last names of two clients.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000590	06 April 2021	Service Providers Direct Deposit has been profiled to the client case in error. Personal Information includes service providers name, address, telephone number, and banking details.	False	False	False	False	Social	Children and Family Development
2020-002095	07 December 2020	A government issued cellphone was lost. It was confirmed the cellphone had never been activated and therefore did not contain any sensitive personal or business information.	False	False	False	False	Justice	Attorney General
2020-001957	17 November 2020	A caller opened a MSP letter intended for a child that they are adopting. The mail will not be returned to an HIBC Supervisor by the caller. The bad address process has not been followed.	False	False	False	False	Health	Health
2021-000668	15 April 2021	As reported, personal information of health practitioners were accessible to citizens in Health Gateway. The personal information involved is mailing address. Health practitioners are asked to provide a business mailing address however some practitioners have been providing personal mailing addresses.	False	False	False	False	Health	Health
2020-001971	18 November 2020	11-41: This appears to be a Third Party Breach due to a wrong select by ICBC. Please be advised that a caller opened and read mail (RSBC Invoice) intended for a different person with the same name. The mail will be returned to an HIBC Supervisor by the caller. The bad address process has been followed.	False	False	False	False	Health	Health
2020-001924	10 November 2020	An employee's laptop was stolen from their car. The laptop was locked and password protected with a password that was not easily guessable and the password was not written down on or near the device.	False	False	False	False	Not a Ministry	Broader Public Sector

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2020-001986	19 November 2020	It was discovered an external organization has been using personal email addresses as part of their current business practice. It is believed personal information has been provided to the external organization from the Ministry and directly from clients. It is unknown at this time what personal information is involved and further follow up is underway.	False	False	False	False	Health	Health
2020-002072	03 December 2020	12-10 A caller spoke with an HIBC CSR and was incorrectly provided with a PHN that belongs to a different person with the same name.	False	False	False	False	Health	Health
2020-001874	03 November 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.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2021-000910	18 May 2021	A client contacted the Ministry and advised they were mailed their own license in addition to another client's license in error. The personal information involved includes a client's name, address and fish and wildlife ID number.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2020-002179	24 December 2020	Employee's peace officer ID card was lost. Upon further investigation, the ID card has been located. No personal information involved.	False	False	False	False	Transportation	Transportation and Infrastructure
2021-000328	24 February 2021	As reported, a criminal record check clearance letter was sent to an incorrect recipient in error. The personal information involved includes name and date of birth.	False	False	False	False	Justice	Public Safety and Solicitor General

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2020-002105	09 December 2020	Client A received a letter intended for Client B, given both clients share the same first and last name. The personal information disclosed includes personal health number and registration number.	False	False	False	False	Health	Health
2020-001868	02 November 2020	A Ministry employee intended to send two emails to themselves but sent them to an unknown individual in error. The personal information involved includes the full name and date of birth of 13 individuals.	False	False	False	False	Social	Children and Family Development
2020-002009	24 November 2020	11-90: an adjudicator accidentally faxed pre-authorization information to the incorrect doctor's office.	False	False	False	False	Health	Health
2020-002022	25 November 2020	Client A was set up using Client B's personal health number resulting in a letter being mailed with the incorrect information listed. The personal information disclosed includes first and last name, date of birth, personal health number, and account number.	True	False	True	False	Health	Health
2020-001842	29 October 2020	An email intended for an internal employee was sent outside of government in error. The personal information disclosed includes a client's email address, advising they as a vendor had filed a case with small claims and were requesting information required for re-opening their business.	False	False	False	False	Health	Health
2021-000512	22 March 2021	As reported, two volumes of a clients file are unable to be located. The personal information involved includes financial information, shelter information, health information and copies of identification.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000543	25 March 2021	It was discovered that a birth certificate has been profiled to an incorrect file. Containment efforts to remove the document from the incorrect file and place it in the correct file are underway.	False	False	False	False	Social	Social Development and Poverty Reduction

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2021-000884	13 May 2021	Final Regret Letters were emailed to 15 job applicants containing an incorrect government email. The error was brought to the Ministry's attention when a s.22 s.22 The personal information contained in this email included the applicants full name, email address, and the competition they had applied for.	False	False	False	False	Service	BC Public Service Agency
2021-000133	22 January 2021	Client A's paystub was incorrectly profiled to Client B's Ministry account. This resulted in a phone call being placed to Client B inquiring about the paystub. No personal information was disclosed during the phone call. The personal information profiled to the incorrect account includes first and last name, company name, and pay amount.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000273	16 February 2021	As reported, an email was sent to an unintended recipient outside of government. The information involved includes a name of an organization and business contact information.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000991	31 May 2021	As reported, Client A was linked to Client B's BCeID in error. The type of personal information involved is BCeID. No password or other credentials were involved.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000277	16 February 2021	A release of information form was faxed to a social worker without consent on file. The personal information involved includes the client's name and identifies them as being a client of the Ministry and a Person with Disabilities.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000399	04 March 2021	As reported, an email was sent to an unintended recipient in error. The personal information involved included name.	False	False	False	False	Social	Children and Family Development



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2021-000982	31 May 2021	As reported, an email was sent to an unintended recipient in error. The personal information involved included names and an annual foster parent review.	False	False	False	False	Social	Children and Family Development
2021-000124	21 January 2021	As reported. during a process to send records off site, one client file is unable to be located. The type of personal information involved includes name, address, phone number and date of birth. It is not clear if a physical file was created for this client.	False	False	False	False	Social	Children and Family Development
2020-002011	24 November 2020	An email containing an incorrect hyperlink was sent to 881 recipients and it contained the personal information of 81 staff members. The personal information involved includes name, date of birth, address, phone number, email address, primary care physician, emergency contacts, vehicle make and model, and license plate number.	False	False	False	False	Not a Ministry	Broader Public Sector
2020-001865	02 November 2020	It was discovered that application packages for s.22 have been shared with a third party without authorization. The number of applicants who have been affected is currently unknown, an investigation is underway. The personal information involved includes the applicant's name, address, date of birth, phone number, and details of their medical history.	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development
2021-000247	10 February 2021	On February 10, 2021, two emails intended for an applicant was sent to a third party organization in error. Personal information disclosed in the emails includes the applicant's first and last name, and a request for fingerprints.	False	False	False	False	Justice	Public Safety and Solicitor General
2021-000531	24 March 2021	It was alleged that details regarding the s.22 were being disclosed to members of the community without authorization. The incident was reported when a Citizen contacted the Client and stated they had been contacted by the s.22	False	False	False	False	Social	Children and Family Development

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2020-001839	29 October 2020	An employee discovered a safety plan had been left in the vehicle by a social worker. The personal information involved includes two clients names, the names of two individuals who each parent will be residing with and indicated the parents will ensure they are not together in the presence of the children. It was reported the vehicle had been taken in to a shop and the document was left in the vehicle during that time.	False	False	False	False	Social	Children and Family Development
2021-000003	04 January 2021	As reported, Client A's account was inadvertently updated with Client B's permit information. Both Client A and Client B share the same first and last name, but have different dates of birth. Account updating efforts are currently underway.	False	False	False	False	Health	Health
2021-000748	28 April 2021	A ticket request for software assistance was submitted that contained screenshots including client personal information. The personal information related to an assisted living registry and involved complaints about the residence. Containment has been partially achieved; however, further follow-up is needed.	False	False	False	False	Health	Health
2021-000853	11 May 2021	A misdirected email was sent to an unknown recipient outside of government. The email contained personal information of a Ministry client, including their SIN, name, and email address. Containment efforts are underway.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-001893	05 November 2020	11-18: Caller was advised from health clinic that PHN may have been used by another individual. Investigation to follow.	False	False	False	False	Health	Health
2021-000533	24 March 2021	An email containing client information was sent to an internal recipient in error. The personal information included a client's first and last name.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-002112	09 December 2020	A Ministry employee sent two emails containing a client's information to two unintended recipients in error. The personal information disclosed includes the client's name, address, phone number, email address, and information about an upcoming hearing.	False	False	False	False	Economic	Municipal Affairs

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2021-000168	27 January 2021	Double report of incident 2021-0167	False	False	False	False	Social	Children and Family Development
2021-000588	01 April 2021	During a PSA investigation, it was discovered that an employee has accessed multiple client files without a valid work purpose.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000111	20 January 2021	A client's electronic transfer fund request was added to the incorrect client file. The document was then processed and the client account was updated with the incorrect personal information. The personal information involved includes the client's name, address, phone number, signature, financial institution and bank account number.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000699	21 April 2021	An attachment containing the personal information of Client A was inadvertently emailed to Client B. The information contained within the attachment included name, address, phone numbers and housing details. Containment efforts are underway.	False	False	False	False	Justice	Attorney General
2020-002123	10 December 2020	Client A's account was inadvertently updated using Client B's personal information due to similar names. The personal information involved includes first and last name, personal health number, and Revenue Services BC account number. This resulted in a letter being produced containing the incorrect information.	False	False	False	False	Health	Health
2021-000267	16 February 2021	As reported, an email was sent to an unintended recipient in error. The personal information involved included name and date of birth.	False	False	False	False	Social	Children and Family Development

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2020-002021	25 November 2020	A Fax intended for Supplier A was sent to Supplier B in error. The personal information involved includes a client's full name and details of a purchase authorization.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000652	14 April 2021	04-35: a Non-Photo BC Services Card (BCSC) was returned to HIBC opened and marked "not at this address, opened in error". The personal information involved includes the client's name, address, gender, date of birth and personal health number.	False	False	False	False	Health	Health
2021-000947	25 May 2021	As reported, a note regarding a client was added to the wrong file in error. The type of personal information involved includes sensitive information about sexual habits. Containment is underway, specifically, the note will be removed from the incorrect file.	False	False	False	False	Social	Children and Family Development
2021-000387	03 March 2021	Employee A sent an email containing several attachments to Employee B, however inadvertently also sent the email to Employee C. The personal information involved included the first and last name of Employee D and descriptions regarding observed work behaviours.	False	False	False	False	Social	Social Development and Poverty Reduction
2020-002048	30 November 2020	Client's information disclosed without valid consent on file. Personal information involved: Ministry involvement.	False	False	False	False	Social	Social Development and Poverty Reduction
2021-000211	04 February 2021	As reported, an email attachment was sent to 4 external recipients in error. The confidential information involved includes legislature services branch advice, analysis of feedback, and concerns from organizations about proposed amendments	False	False	False	False	Natural Resources	Forests, Lands, Natural Resource Operations and Rural Development

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2021-000202	03 February 2021	As reported, a laptop, notebook, iPad, digital recorder, and thumb drive were stolen from an employee's vehicle. The personal information involved includes first and last names of witnesses and suspects, witness addresses and dates of birth, and details regarding the reason for interview.	False	False	False	False	Natural Resources	Energy, Mines and Low Carbon Innovation
2021-000271	16 February 2021	02-50 Client A received a MSP letter belonging to Client B. When Client A opened their mail they found Client B's MSP letter along with their own (the envelope was double-stuffed by an HIBC agent by accident). The opened mail will be returned to a Service BC Supervisor. PI improperly disclosed was Name only.	False	False	False	False	Health	Health
2020-002057	01 December 2020	A spreadsheet containing project information was uploaded to OneDrive in error.	False	False	False	False	Financial	Finance
2021-000400	04 March 2021	On February 12, 2021, a letter intended for Client A was mailed to Client B in error. The personal information contained on the letter included Client A's name and address. Upon review, it was determined the letter was addressed correctly and it is unclear how the letter was delivered to Client B.	False	False	False	False	Financial	Finance