

## DECISION NOTE

### Advice to Minister Lisa Beare

**Date:** June 25, 2021

**CLIFF#:** 115381

**ISSUE:** Required updates to the Ministerial Direction to the Provincial Identity Services Provider (PIISP) respecting the BC Services Card (BCSC)

#### BACKGROUND:

The Ministry of Citizens' Services (CITZ) is the designated Provincial Identity Information Services Provider (PIISP) under the *Freedom of Information and Protection of Privacy Act* (FOIPPA). The Provincial Identity Information Management branch (IDIM) has the mandate to provide and enable identity management and authentication services to government programs on behalf of the PIISP.

Under section 69.2(3) of FOIPPA, the Minister responsible for the Act has the authority to issue binding directions to the PIISP and to a ministry or other public body respecting the type and quantity of personal identity information required to identify or verify the identity of individuals seeking access to government services. The first directions issued in 2012 were a part of the BCSC program, aimed to replace the CareCard and help modernize and reduce misuse and provide British Columbians with a secure government identification that could be used in-person and online.

Currently, ministerial directions exist for the PIISP, Insurance Corporation of British Columbia (ICBC), and the Medical Services Commission (MSC). These directions support an integrated partnership between these three entities in delivering the BCSC program.

#### DISCUSSION:

IDIM has developed services and technologies to authenticate and support individuals who wish to use their BC Services Card to access online services.

These services and technologies include:

- An integrated chip in the BCSC and card readers for authentication purposes; and
- An electronic credential that operates via the mobile BCSC app.

After the fall of 2021, the integrated chip option will be phased out. This decision was made based on:

- Low adoption of card readers;
- Changes in industry standards that have rendered the BC Services Card chip non-compliant; and
- High cost of maintaining card readers.

The mobile BCSC app:

- Authenticates the cardholder and enables them to access online government services;
- Is an extension of the physical BCSC; and
- Aims to increase convenience to British Columbians and save costs to the government.

Due to the recent COVID-19 pandemic, many British Columbians are unable or unwilling to visit Service BC counters. The mobile solution provides a new way for British Columbians to get verified for access to online services that do not require attending a Service BC counter.

The attached updated PIISP direction does the following:

1. Removes references to the integrated chip;
2. Provides for the electronic credential extension to the physical BCSC as an identity management credential managed and issued by the PIISP;
3. Incorporates steps that must be undertaken by the PIISP when authenticating BC Services Card cardholders who wish to activate their Mobile BCSC for accessing online services;
4. Includes the provisional requirement for cardholders to provide a digital photograph of themselves along with specified primary and secondary identification depending on whether the individual is a current photo or non-photo BCSC cardholder; and
5. Provides for the self setup of the electronic credential on another device.

There are no additional privacy impacts expected with the Mobile BCSC. BCSC personal information is not collected, used, passed through, or stored in the mobile device or the web browser.

The updated PIISP direction repeals and replaces the existing PIISP direction and will be posted publicly on the government's website. These directions formalize existing business practices established in 2020.

#### **Review:**

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- All partners of the BCSC have been consulted and have confirmed support of the changes.
- The appropriate privacy impact assessments were completed, and the revised direction reflects input from the Privacy, Compliance and Training branch.
- Consultation with the Office of the Information and Privacy Commissioner (OIPC) was facilitated by the Privacy, Compliance and Training branch and we have been advised that the OIPC has no concerns with the updates to the direction as drafted.

#### **OPTIONS:**

##### **Option 1: Sign the attached amended ministerial direction to the PIISP**

###### *Implications:*

- Aligns with and supports current BCSC business practice;
- Provides for transparency and accuracy with respect to the to the discontinuance of the integrated chip and use of card readers;
- Will strengthen and support digital access to online services; and
- Will support British Columbian centered COVID-19 pandemic response by enabling remote authentication for online government services.

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**RECOMMENDATION: Option 1**

*(please circle)*

**APPROVED**

**NOT APPROVED**

**OPTION**   1  

  
\_\_\_\_\_  
**Lisa Beare**  
**Minister**

July 2, 2021  
\_\_\_\_\_  
**Date**

Attachments: Appendix A Directions to the PIISP (Direction 1/12)

Contact:

1. **For Questions respecting the updated Ministerial Directions:**  
Please contact: Kerry Pridmore, Assistant Deputy Minister and Chief Records Officer — 778-698-1591
2. **For questions respecting the Mobile BC Services Card program:**  
Please contact: Beverly Dicks, Assistant Deputy Minister, Service BC — 250-818-4674



## BC SERVICES CARD DIRECTION

**TO:** THE PROVINCIAL IDENTITY INFORMATION SERVICES PROVIDER

**DIRECTION:** 1/12

**SUBJECT:** Direction respecting the BC Services Card and related personal identity information

**AUTHORITY:** This direction is issued under section 69.2 (3) of the *Freedom of Information and Protection of Privacy Act*

**APPLICATION:** This direction applies to the Ministry of Citizens' Services as the designated Provincial Identity Information Services Provider for the Province of British Columbia under section 69.2 (1) of the *Freedom of Information and Protection of Privacy Act*

**EFFECTIVE DATE:** June X, 2021

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Honourable Lisa Beare  
Minister of Citizens' Services

**Minister of Citizens' Services**  
**Direction to the Provincial Identity Information Services Provider**  
**issued under Section 69.2 (3) of the**  
***Freedom of Information and Protection of Privacy Act***

I, Lisa Beare, Minister of Citizens' Services, issue the following direction to the Provincial Identity Information Services Provider under section 69.2 (3) of the *Freedom of Information and Protection of Privacy Act*, R.S.B.C. 1996 c. 165 ("FOIPPA"). This direction amends and replaces the direction issued on January 24, 2020.

**A. Definitions**

In this direction:

"agent" means the Insurance Corporation of British Columbia (ICBC), a government agent, or a person who is authorized in writing by ICBC to provide identity proofing services.

"cardholder" means an individual who has been issued a BC Services Card physical credential.

"credential" means a physical or electronic identifier that is issued to an individual, attests to the truth of certain stated facts, and is used to authenticate the identity of the individual.

"eligible entity" means a government institution subject to the *Privacy Act* (Canada).

"personal identity information" means any personal information of a type that is commonly used, alone or in combination with other information, to identify or purport to identify an individual.

"public body" means a public body as defined in FOIPPA.

**B. BC Services Card Direction**

Under section 69.2 (3) (b) of FOIPPA, the Provincial Identity Information Services Provider is directed to:

1. Establish a program to issue the BC Services Card.
2. Issue the BC Services Card that can be used to authenticate the cardholder when accessing services.
3. Permit individuals who already have a BC driver's licence, or who are applying for a BC driver's licence, to combine their BC Services Card with their BC driver's licence, subject to limited and specified exceptions.

4. Collaborate with the Insurance Corporation of British Columbia to establish the rules for eligibility, format, issuance and cancellation of the combined BC driver's licence and BC Services Card.
5. Issue other versions of the BC Services Card (in addition to the combined BC driver's licence and BC Services Card), including:
  - a. a standalone BC Services Card with a photograph of the individual (photo BC Services Card) and a level of identity assurance consistent with a BC driver's licence for individuals who do not have a BC driver's licence or who choose not to combine their BC Services Card with their BC driver's licence; and
  - b. a BC Services Card without a photograph of the individual (non-photo BC Services Card) and a lower level of identity assurance for minors and adults who, for reasons such as infirmity or lack of required identity documents, cannot meet the identity proofing standards required by this direction.
6. Issue to the cardholder, a BC Services Card electronic credential with a high level of identity assurance, that enables the cardholder to access online services, subject to limited and specified exceptions.
7. Establish policies, standards, and processes to govern the lifecycle of the BC Services Card including:
  - a. issuance, replacement, and renewal;
  - b. management;
  - c. suspension and cancellation; and
  - d. manufacturing, activation, authentication, deactivation, and expiry.
8. Enter into agreements, as necessary, with the Insurance Corporation of British Columbia and other public bodies to perform services related to the issuance of the BC Services Card.

## **C. Identity Proofing Direction**

Under section 69.2 (3) (a) and (b) of FOIPPA, the Provincial Identity Information Services Provider is directed to implement the following identity proofing standards:

1. In issuing a new, renewed, or replacement combined BC driver's licence and BC Services Card, the Insurance Corporation of British Columbia's identity proofing standards for issuing a BC driver's licence will apply except where noted in Schedule A.
2. In issuing a new photo BC Services Card, or renewing, replacing, changing, or correcting personal information on it after card expiry or less than six months before card expiry, the Provincial Identity Information Services Provider must require the individual to:

- a. attend in person before an agent of the Provincial Identity Information Services Provider where the individual's photograph will be taken and the individual's signature will be obtained; and,
  - b. present two pieces of identification described in the attached Schedule A tables as long as they are not from the same issuing authority, of which at least one piece of identification is described in Table 1 (Accepted Primary Identification).
3. Subject to Direction C1 and C2 above, to activate a BC Services Card electronic credential for online services, the Provincial Identity Information Services Provider must require the cardholder to:
  - a. present their BC Services Card before the Provincial Identity Information Services Provider:
    - i. in person or online; and
    - ii. if online, take and submit a digital photo of themselves.
4. The Provincial Identity Information Services Provider must require that the identification presented under Direction C2(b) above be provided in accordance with the conditions described in each of the tables set out in the attached Schedule A and also in accordance with the following conditions:
  - a. each piece of identification presented to the agent must be an original or a true copy of the original, certified by the issuing agency;
  - b. a single piece of identification from Table 1 (Accepted Primary Identification) cannot be used as both a piece of identification from Table 1 (Accepted Primary Identification) and Table 2 (Accepted Secondary Identification);
  - c. the identification documents from Table 1 (*Accepted Primary Identification*) cannot be expired, unless otherwise noted in the table; and,
  - d. the identification documents from Table 2 (*Accepted Secondary Identification*) may be expired for up to one year, unless otherwise noted in the table.
5. The Provincial Identity Information Services Provider may issue a replacement photo BC Services Card more than 6 months before card expiry under the following conditions:
  - a. the card is deemed to have been lost or stolen; or
  - b. the card holder's personal information has changed or been corrected.
6. In issuing a replacement photo BC Services Card more than 6 months before card expiry, the Provincial Identity Information Services Provider must require the individual to follow the same process as for renewing as set out in Direction C2, unless the individual is unable to present the required identification.

In this case, the Provincial Identity Information Services Provider may allow the agent to match the individual to their previous photograph on record and confirm relevant information.

7. The Provincial Identity Information Services Provider must require an individual to present additional evidence where the individual's name has changed (or is different from the name shown on the presented identification). Required evidence to provide proof of a name change is set out in the attached Schedule B. Each presented name change document must be an original or a true copy of the original, certified by the issuing agency.
8. In issuing a new, renewed or replacement non-photo BC Services Card, the Provincial Identity Information Services Provider may accept a lower level of identity assurance and may waive one or more of the identity proofing standards listed in Directions C2, C3 and C6, above.
9. Respecting Direction C8 above, to activate a BC Services Card electronic credential for online services, the Provincial Identity Information Services Provider must require the cardholder to:
  - a. present their BC Services Card before the Provincial Identity Information Services Provider:
    - i. in person or online; and
    - ii. if online, take and submit a digital photo of themselves; and
  - iii. present two pieces of identification described in the attached Schedule A Table 1, so long as they are:
    - a) not from the same issuing authority;
    - b) at least one piece of identification comprises a photograph of the individual; and
    - c) if the primary identification presented does not comprise a photograph of the individual, the acceptable secondary identification is limited to the following:
      - a) Driver's licence (Canadian or U.S.)
      - b) Health card issued by a Canadian province or territory with photo
      - c) Passport (Foreign passports, including U.S. passport card)
      - d) NEXUS card
10. Subject to C3 and C9 above, to activate the electronic credential on additional devices a cardholder must present their BC Services Card before the Provincial Identity Information Services Provider:
  - i. online, and

- ii. authenticate their identity using their existing BC Services Card electronic credential

## **D. Personal Identity Information Direction**

Under section 69.2 (3) (a) of FOIPPA, the Provincial Identity Information Services Provider is directed to include the following personal identity information on the BC Services Card, subject to the stated conditions:

1. The combined BC driver's licence and BC Services Card will contain the same personal identity information as the BC driver's licence.
2. A photo BC Services Card must contain an issued and expiry date and the cardholder's:
  - name;
  - sex;
  - address;
  - date of birth;
  - photograph; and
  - signature.
3. A non-photo BC Services Card must contain an issued and expiry date and the cardholder's:
  - name;
  - sex;
  - address (unless an exception applies); and
  - date of birth.
4. The Provincial Identity Information Services Provider may enter into an agreement with the Ministry of Health to print an individual's Personal Health Number on the back of the BC Services Card.

## **E. Direction on Privacy and Security of Personal Identity Information**

Under section 69.2 (3) (c) of FOIPPA, the Provincial Identity Information Services Provider is directed to protect the privacy and security of the personal identity information in its custody or under its control. This includes but is not limited to:

1. Ensuring, through contractual or other means, that personal identity information is protected, as required by Part 3 of FOIPPA, by any service provider or other agent that provides services on behalf of the Provincial Identity Information Services Provider.
2. Ensuring that all personal identity information sharing with third parties is legally authorized and governed by Information Sharing Agreements.

3. Informing cardholders of best practices for protecting their BC Services Card and personal information, as well as measures for reducing the potential for identity fraud.
4. Completing a Security Threat and Risk Assessment on the personal identity information services it provides and providing a copy of that assessment to the Chief Information Security Officer with the Office of the Chief Information Officer (OCIO) for review and comment, prior to the implementation of its services.
  - a. The Security Threat and Risk Assessment must be updated on an annual basis or prior to a significant change to one of the services. A copy of the updated assessment must be provided to the OCIO's Chief Information Security Officer for review and comment.
5. Completing a Privacy Impact Assessment on the personal identity information services it provides during the development of the service and providing a copy of that assessment to the Corporate Information and Records Management Office (CIRMO) for review and comment.
  - a. The Privacy Impact Assessment must be updated on an annual basis or prior to a significant change to one of the services that involves the collection, use, storage, or disclosure of personal information. A copy of the updated assessment must be provided to the CIRMO for review and comment.
  - b. The Provincial Identity Information Services Provider must also provide, through the CIRMO, a copy of the Privacy Impact Assessment and any updates to the assessment to the Information and Privacy Commissioner for British Columbia for review and comment.
6. Immediately deactivating a BC Services Card, where the card is reported lost, stolen, or damaged, or where the identity information on the card has been confirmed to be fraudulent or compromised. Where practicable, the Provincial Identity Information Services Provider should also make reasonable efforts to recover the card.
7. Ensuring that all BC Services Card program employees, service providers and other agents who are responsible for handling personal identity information are made aware of their responsibilities to protect personal identity information and have received training on protecting personal identity information.
8. Establishing policies, processes, and controls to limit access to the personal identity information stored in the BC Services Card identity information service.
9. Establishing policies and processes for auditing the use of, and access to, the BC Services Card identity information service.
10. With respect to records or logs that record the use of the BC Services Card:

- a. limiting the personal information that is recorded when a BC Services Card is used to access a service to the minimum information necessary for the effective operation of the Provincial Identity Information Services Provider, so as to prevent the creation of long-term, detailed records;
  - b. ensuring that the information recorded about the service accessed is of a sufficiently general nature so as to not unnecessarily reveal information about a sensitive or personal transaction;
  - c. ensuring that the personal information recorded in a usage log is only used to support the service, address technical problems, and investigate a security or privacy incident or a case of suspected fraud; and,
  - d. ensuring that the information recorded about which service was accessed is not retained for longer than 30 days unless the information is necessary for a privacy, security, or fraud investigation.
11. Establishing policies and processes for identifying, reporting, and managing actual or suspected instances of identity fraud.
12. Immediately reporting an actual or suspected information incident to CIRMO and following all policies and processes CIRMO may set out.

## **F. Other Directions**

Under section 69.2 (3) (e) of FOIPPA, the Provincial Identity Information Services Provider is directed to establish policies and processes for how a public body, or an eligible entity registers to use the BC Services Card identity information service.

## Schedule A: Required Identification Documents

**TABLE 1 Accepted Primary Identification**

Type of identification	CONDITIONS
BC driver's licence or learner's licence	<ul style="list-style-type: none"> <li>• Must include the individual's photograph and signature</li> <li>• Accepted as primary identification up to three years after the expiry date on the licence</li> <li>• <b>Not accepted</b> as primary identification if the individual last used a student, work, visitor, or temporary-resident permit as primary identification to obtain the BC driver's licence or the BC learner's licence</li> </ul>
BC driver's licence and BC Services Card (combined)	<ul style="list-style-type: none"> <li>• Must include the individual's photograph and signature</li> <li>• Accepted as primary identification up to three years after the expiry date on the card</li> </ul>
BC identification card (BCID)	<ul style="list-style-type: none"> <li>• Accepted up to three years after the expiry date on the card.</li> <li>• Older BCID cards without an expiry date are <b>not accepted</b> as primary identification</li> <li>• <b>Not accepted</b> as primary identification if the individual last used a student, work, visitor, or temporary-resident permit as primary identification to obtain the BCID</li> </ul>
BC Services Card (photo)	<ul style="list-style-type: none"> <li>• Must include the individual's photograph and signature</li> <li>• Accepted as primary identification up to three years after the expiry date on the card</li> </ul>
Canadian birth certificate	<p>Most Canadian birth certificates are accepted as primary identification</p> <p>Documents that are <b>not accepted</b> as primary identification include:</p> <ul style="list-style-type: none"> <li>• baptismal certificates</li> <li>• certificates of live birth</li> <li>• Quebec birth certificates issued <i>before</i> 1994</li> <li>• Manitoba birth certificates issued by a "division registrar"</li> <li>• Ontario Long Form Birth Certificates</li> <li>• Canadian Registration of Birth Abroad certificates</li> <li>• DND birth certificate (DND 419)</li> </ul>
Canadian citizenship card or certificate (letter format)	<ul style="list-style-type: none"> <li>• The <i>commemorative sheet</i> that comes with a citizenship card or certificate is <b>not accepted</b> as primary identification</li> </ul>

Type of identification	CONDITIONS
	<ul style="list-style-type: none"> <li>Citizenship certificates issued on or after Feb. 1, 2012 are <b>accepted only when successfully validated through Immigration, Refugees and Citizenship Canada.</b></li> </ul>
Canadian passport	<ul style="list-style-type: none"> <li><b>Not accepted</b> as primary identification if expired</li> <li>The individual must confirm the name shown in their passport is exactly how it appears on their foundation document (Canadian birth certificate or Canadian immigration document that is accepted in Schedule A: Table 1), or as changed through a vital statistics agency</li> </ul>
Canadian Record of Landing	<ul style="list-style-type: none"> <li><b>Not accepted</b> as primary identification if the individual has previously presented a permanent resident card, passport or citizenship document</li> </ul>
Canadian immigration identification record	<ul style="list-style-type: none"> <li><b>Not accepted</b> as primary identification if the individual has previously presented a permanent resident card, passport or citizenship document</li> </ul>
Identity card	<ul style="list-style-type: none"> <li>Issued by the Department of Foreign Affairs and International Trade to foreign representatives accredited to Canada</li> <li><b>Not accepted</b> as primary identification if expired</li> </ul>
Permanent resident card	<ul style="list-style-type: none"> <li><b>Not accepted</b> as primary identification if expired</li> <li>Confirmation of permanent resident, IMM5292 or IMM5688, is <b>not accepted</b> as primary identification</li> </ul>
Secure Certificate of Indian Status	<ul style="list-style-type: none"> <li>Only new design cards issued by Aboriginal Affairs and Northern Development Canada are accepted as primary identification</li> </ul>

**Note:** Temporary permits (student, visitor, work, temporary resident) are not accepted as primary identification for a photo or combined BC Services Card but are accepted as primary identification for BC driver's licences and BC Services Card electronic credential for a non-photo BC Services Card cardholder.

**TABLE 2 Accepted Secondary Identification**

Type of identification	CONDITIONS
Bank card	<ul style="list-style-type: none"> <li>The individual's name must be imprinted on the card</li> <li>Must include the individual's signature</li> </ul>
Baptismal certificate	<ul style="list-style-type: none"> <li><b>Not accepted</b> as secondary identification</li> </ul>
BC Services Card (non-photo)	<ul style="list-style-type: none"> <li>The individual's name must be imprinted on the card</li> <li>Accepted as secondary identification up to one year after the expiry date on the card</li> </ul>
Birth certificate from foreign country	
Canadian Forces ID	
Canadian Registration of Birth Abroad Certificates	<ul style="list-style-type: none"> <li><b>Not accepted</b> as secondary identification</li> </ul>
Correctional service conditional release card	
Credit card	<ul style="list-style-type: none"> <li>The individual's name must be imprinted on the card</li> <li>Must include the individual's signature</li> </ul>
Department of National Defense 404 Driver Licence	<ul style="list-style-type: none"> <li>Must include the individual's name, photograph and signature</li> </ul>
Driver's licence (Canadian or U.S.)	
Employee ID card with photo	
Foreign Affairs Canada or Consular ID	
Health card issued by a Canadian province or territory	
Native Status card	
Nexus card	<ul style="list-style-type: none"> <li>Must include the individual's name and photograph</li> </ul>
Parole Certificate ID	
Passport (Foreign passports, including U.S. passport card)	<ul style="list-style-type: none"> <li><b>Not accepted</b> as secondary identification if expired</li> </ul>
Pleasure Craft Operator Card	<ul style="list-style-type: none"> <li>Must be issued by Transport Canada</li> <li>Must include the individual's name and signature</li> </ul>
Police identification	

Type of identification	CONDITIONS
Possession and Acquisition Licence (PAL)	
Secondary ID Attestation form	<ul style="list-style-type: none"> <li>• Must be issued in BC</li> <li>• Must be validated by ICBC</li> <li>• <b>Not accepted</b> as secondary identification if expired</li> </ul>
Social insurance card	<ul style="list-style-type: none"> <li>• Must include the individual's signature. Newer cards without a signature are <b>not accepted</b> as secondary identification</li> </ul>
Student card (school ID)	

## **Schedule B: Required Evidence of a Name Change**

1. If an individual's name has changed, or changed more than once, he or she must present linking documents that connect *each* change of name, unless such linking documents were previously presented to and recorded by an agent. Accepted linking documents include:
  - a. a marriage certificate,
  - b. a name change certificate;
  - c. a divorce certificate that includes both the individual's married name and the individual's previous name; or
  - d. a court order stamped by the court registry.
2. If an individual assumed a name through marriage, and wishes to resume the name listed on their primary identification document listed in Table 1, Schedule A that is either:
  - a. a Canadian birth certificate; or,
  - b. an immigration document issued by the Canadian government,then the individual must present that document as evidence. A linking document would not be required.

## INFORMATION NOTE

### Advice to Minister Beare

**Date:** June 7, 2021

**CLIFF#:** 115179

**ISSUE:** govTogetherBC survey on information access and protection privacy

#### **BACKGROUND:**

As highlighted in the *Freedom of Information and Protection of Privacy Act* (FOIPPA) 2021 Amendments Engagement and Consultation Plan (eApprovals 13347), the Ministry of Citizens' Services (CITZ) plans to build on the productive 2017-2019 FOIPPA consultations and re-engage with stakeholder groups to confirm previous input and to socialize the proposed amendments to gain an understanding of potential impacts.

As part of this engagement, CITZ will host a public govTogetherBC survey to gain insight on how the public's perception of information access and protection of privacy may have changed since the last survey on the topic in 2018; especially in light of the pandemic shifting many of government's services online.

#### **DISCUSSION:**

The CITZ Corporate Information and Records Management Office (CIRMO) is working with the CITZ Government Digital Experience Division (GDX) to leverage the 2018 govTogetherBC online discussion and develop an updated online presence.

The survey (see Attachment 1) will be open to the public for 4 weeks (approximately June 15-July 15). Promotion of the survey will be completed through upcoming public body FOIPPA roundtables, stakeholder outreach through newsletter content, as well as social medial channels (see draft outreach plan below). The survey results will inform implementation of legislative change.

#### **NEXT STEPS:**

Pending finalization of the survey, CIRMO and GDX will confirm site contents (see Attachment 1 and 2), post the survey and implement a communication plan in partnership with GCPE to encourage participation.

#### **Attachments:**

1. govTogetherBC survey content – FOIPPA
2. govTogetherBC project page template – FOIPPA

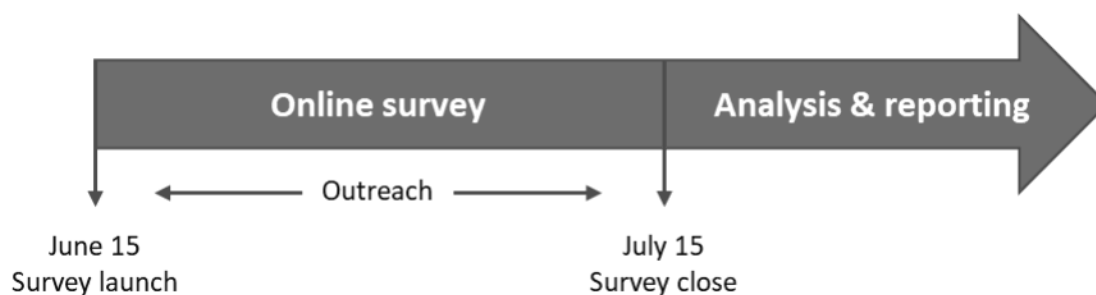
**Contact:** Matt Reed, Executive Director, CIRMO  
778-698-5855

# Outreach Plan – govTogetherBC survey on information access and privacy

## Purpose

To increase participation in the Information and Data Management public engagement process through direct and indirect outreach.

## Timeline



## Outreach channels

- govTogetherBC site
- Social media
  - Twitter (@lisabeare, @govTogetherBC)

## Outreach Tools

- govTogetherBC content
- GCPE MLA Kit – messaging and social media to encourage MLAs to raise awareness of the survey
- GCPE social media for Minister and govTogetherBC accounts
- GCPE key messages and a media plan for targeted media pitches
- Newsletter and website wording to send to stakeholders
- Speaking notes for any stakeholder meetings, roundtables

## govTogetherBC survey - Information access and privacy 2021

### Minister's Welcome

In Spring 2018, we asked for your ideas to improve the rules that govern both access to information and the protection of your personal information. A summary of the results can be found [here](#).

We recognize a lot has changed since those discussions took place. The COVID-19 pandemic has shifted how government does business, with technology being used more than ever to provide safe and convenient services to people.

The Ministry of Citizens' Services wants your thoughts on access to government information and the protection of privacy. Your input will help us improve our services in the future. Thank you for taking part!

Hon. Lisa Beare

Minister of Citizens' Services

### Section 1 – Accessing government information

1. Currently, what is your primary source for information from government?
  - Government websites
  - Newspapers
  - Government social media channels (e.g. Facebook, Instagram, Twitter etc.)
  - Other social media channels (e.g. Facebook, Instagram, Twitter etc.)
  - TV
  - Other [text box]
2. Has where you get government information changed during the pandemic?
  - If yes, how? [text box]
  - No
3. In the past year, which of the following online tools have you used to access B.C. government services? (Please select all that apply.) [Randomized answer options]
  - Virtual doctor's appointment
  - Video conferencing (e.g. Zoom, MS Teams, GoToMeeting, etc.)
  - BC Services Card mobile app
  - Virtual Schools (e.g. K-12, post-secondary)
  - Booking an appointment (e.g. COVID vaccination, ICBC)
  - Laboratory test results (e.g. MyHealth - Island Health)
  - Paying a bill (e.g. BC Billing and Payment Services)
  - Applying for COVID-19 benefits or supports
  - Online voter registration and/or vote-by-mail package request (Elections BC)

### Section 2 – Data residency

In 2004, the [Freedom of Information and Protection of Privacy Act](#) (FOIPPA) was updated to include strict data-residency requirements. The intent of these changes was to keep British Columbians' personal information in Canada and away from the influence of foreign law enforcement agencies. However, these rules have left BC

falling behind other provinces, and have made it more difficult and often more expensive for government to use new or innovative technology.

It's been almost 20 years since these requirements were implemented. Since then, there have been big advances in technology and information security. People's expectations have also changed; they expect more and better online services from their governments today than ever before – especially during the pandemic.

To ensure government can continue providing services during the pandemic, a ministerial order was issued to enable the use of online tools such as virtual classrooms, online health services, voter registration and others. People have told us they see benefit to these digital tools and government is considering how these new and innovative technologies can help people to access services in the future.

4. When thinking about accessing government services and information, what is most important to you? Please rank the following elements from greatest to least importance. [randomized answer options]
  - Government services for the public are available online
  - Government can use and build on the latest technology from around the world
  - Government data is hosted/stored in Canada
  - Government services and priorities are delivered quickly
  - Government data has the most up-to-date security protocols
  - Government spends less to provide services
5. Based on your answers above, you noted **A and B** as your top priority. Please explain why these are important to you.
  - A – open text box
  - B – open text box
6. How concerned are you about the following information security risks? (Please rank the following elements from greatest to least concerned) [randomized answer options]
  - Hackers stealing my personal information and/or committing identity theft
  - Government using my personal information in ways I have not consented
  - Organizations selling my personal information
  - Accidental information loss, such as misdirected mail
  - Unauthorized monitoring by other governments
7. When it comes to security, the more sensitive a piece of information or data is, the more strongly we should protect it. Reflecting on what is most important to you, how would you rank the sensitivity of the following personal information or data types? (from most sensitive to least sensitive)
  - Health (e.g. lab results, immunization history, prescriptions)
  - Financial (e.g. student loan balances, social insurance number, personal tax history)
  - Employment / business (e.g. employment history, business permits, contracts)
  - Education (e.g. GPA, exam results, evaluations from instructors)
  - Natural resources (e.g. land use permits, water rights applications, hunting/fishing licenses)
  - Personal demographics (e.g. gender, race, religion)
  - Justice (e.g. court documents, offences)
  - Social services (e.g. child protection records, income assistance, child support information)

## Section 3 – The FOI Process

The Freedom of Information and Protection of Privacy Act (FOIPPA) makes public bodies more accountable by giving you the right to access most government records as well as giving individuals a right of access to, and a right to request correction of personal information about themselves. For more information about the Freedom of Information request process, please see

<https://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/open-government/open-information/freedom-of-information>.

Government is very committed to providing this service; however, requests for government information (e.g. reports, emails, audits, etc.) costs government an average of \$3,000 to process each request and only about \$5 per request is recouped through fees. There is currently no fee to make an application, but you can be charged for time preparing information, making copies, for shipping, etc.

### 8. Have you ever made a freedom of information (FOI) request?

I have made a request for:

	Yes	No
my own information		
other government information		

### 9. How would you rank these in order of importance when seeking government information or data (i.e. not your own information)? (Please rank the following elements from greatest to least importance)

- The speed of response
- Low cost / no cost to me
- The amount of information I get back
- That I get the information digitally
- That I get the information I was looking for (accuracy)

### 10. Based on your answers above, you noted **A and B** as your top priority. Please tell us more detail about why.

- A – open text box
- B – open text box

## Section 4 – Reporting privacy breaches

Government holds a lot of information about British Columbians. While every reasonable effort is taken to keep your personal information safe and secure, privacy breaches do happen.

A privacy breach occurs when personal information is accidentally or deliberately accessed, used, or shared in a way that is not authorized by the Freedom of Information and Protection of Privacy Act (FOIPPA). If a privacy breach does occur in a government ministry, a formal breach management process is followed to ensure that the breach is quickly contained and resolved to minimize the impact as much as possible.

While many of the 2,900 public bodies covered by FOIPPA such as Crown corporations, universities, health authorities and municipalities have a similar process in place, they have no legal requirement to report privacy breaches to the Information and Privacy Commissioner or notify affected individuals.

11. How strongly do you feel the following public bodies should be legally required to have a privacy breach response process similar to government ministries?

	1 – Strongly Disagree	2	3	4	5 – Strongly Agree	Prefer not to answer
The health sector (e.g. health authorities)						
The education sector (e.g. K-12 school districts and post-secondary institutions)						
The local government sector (e.g. cities and municipalities)						
Other public bodies (e.g. Crown corporations, professional associations, etc.)						

## Section 5 – Offences and penalties

There are penalties in place to deter anyone from breaking the access and privacy laws set out in FOIPPA.

Currently, a person who misleads an Office of the Information and Privacy Commissioner investigation can be fined up to \$5,000, while any individual committing a privacy protection offence could be fined up to \$2,000. Service providers who break these rules can be fined up to \$25,000 and corporations can face penalties of up to \$500,000.

Recognizing not all offenses are worthy of large fines, government is looking at alternative penalties for FOIPPA offences.

12. For each of the scenarios below, which penalty seems most appropriate for the offense?

	Penalty (further to the right is more severe)						Charging of an offence including potential jail time
	No penalty	Remedial action (education/awareness)	Disciplinary action (suspension/termination)	Fines			
				Less than \$5,000	Up to \$50,000	Up to \$500,000	
Someone uses a government database to look up personal information about a celebrity, neighbour, or family member without a							

business reason to do so.							
Someone collects client names through their work to benefit their side business							
Someone accidentally sees the content of a personal file they shouldn't have							
Someone shares information they are not allowed to that benefits another person							
Someone shares information they are not allowed to because they didn't know it wasn't allowed.							

## Section 6 – General

If you have any further comments about access to government information and protection of privacy, please let us know below.

13. [Open text box, 1000 character limit]

## Section 7 – Tell us about yourself

To get a better understanding about who is responding to this questionnaire, please provide a bit of detail about yourself. These questions, like the other questions in this questionnaire, are optional.

14. What best describes how you are responding to this questionnaire? [randomized answer options]

- Representative of a commercial or non-profit organization
- Interested member of the public

- Representative from a local government
- Representative of an Indigenous organization
- Representative of a First Nations government
- Other, please specify: \_\_\_\_\_

15. Which region of the province do you reside in?

- Vancouver Island / Coast
- Mainland / Southwest
- Thompson / Okanagan
- Kootenay
- Cariboo
- North Coast
- Nechako
- Northeast

Thank you for taking the time to provide input. This feedback will be used to inform our next steps to improve information access and privacy.

## govTogetherBC website template

(sample: <https://engage.gov.bc.ca/govtogetherbc/consultation/french-immersion-programs-in-b-c/>)

### Information and data management in B.C. during COVID-19

#### **Get Involved [link to survey]**

##### **What is this engagement about?**

The COVID-19 pandemic has shifted how government does business, with technology being used more than ever to provide safe and convenient services to people. The Ministry of Citizens' Services has created a short survey to better understand your thoughts on access to government information and the protection of privacy.

##### **How can my contribution make a difference?**

Responses from this [survey \[link\]](#) will be used to inform steps to improve information access and privacy.

The survey will be open until 4 pm PST on July 15 [\[TBC\]](#).

##### **Details of the Consultation:**

Date: July 15 [\[TBC\]](#) (open 4 weeks)

Status: Open

Location: Province-wide

Category: Government

Type: Survey

#### **Get Involved [link to survey]**

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Withheld pursuant to/removed as

s.12 ; s.13

## BRIEFING NOTE

### Briefing Note for Premier Horgan

#### What:

*Current Telecom Deal with TELUS and Future Telecom Procurement*

#### Background:

*In July 2011, a 10-year strategic telecommunications deal (“the Deal”) was signed between TELUS and a sub-set of Broader Public Sector (BPS) organizations, known as “The Buyers Group”. The Buyers Group consists of 12 Broader Public Service entities including four major crowns, all health authorities, and the Province (including all ministries and k-12 school districts) and was created to leverage their combined purchasing power to obtain competitive telecom services. The \$1.6B Telecom deal included a 2-year renewal option which was exercised in July 2020. The Deal is coming to an end in July 2023.*

*Some highlights from the current deal include:*

- *Consolidation of over 230 individual contracts*
- *98 communities received high-speed connectivity*
- *1,721 kilometers of expanded highway cellular service*
- *\$119M Strategic Investment Fund – which allows the Province to implement initiatives like “Home Healthcare Monitoring”*

*The Ministry of Citizens’ Services has developed the NextGen Procurement Business Case. Inputs into the business case included lessons learned from the current Deal, evolving technology assessments, industry research, market engagement and the Buyers Group business objectives and guidance. In May 2021, the business case and procurement strategy were reviewed and approved by the Deputy Minister’s Council for Procurement of Strategic Contracts. Upon Treasury Board approval, a notice of planned procurement is scheduled to be published s.17*

#### Discussion:

s.13

s.13

*TELUS has a significant “network*

## BRIEFING NOTE

*coverage” advantage in all data, voice, and cellular service categories. Newer entrants have focused their investments primarily in urban communities. (See Attachment 1)*

*Through consultation with the Broader Public Sector, industry analysis, and market engagement, the scope of the NextGen procurement was determined to be focused on cellular, data, and voice, professional services and hardware and software. The intent of the NextGen deal is to focus on these essential core telecom services. This focus will achieve the collective vision of the Broader Public Sector and provide it the highest possible value.*

### Key Messages:

- *Telecommunications plays a significant role in the social and economic lives of British Columbians.*
- *Telecommunications is also important in the day-to-day operations of government and the services we provide.*
- *Ministry staff work across government, as well as with the health authorities, school districts and major Crowns, to ensure the best value is obtained from telecommunication services.*
- *Procurement is completed at the staff level, not Minister level. Alignment to the Province’s Strategic Sourcing Framework and Procurement continues to be a focus of any procurement as we seek the best long-term value for British Columbia.*

*Attachment(s): BC Telecome Providers Estimated Revenue.*

**Contacts:** *CJ Ritchie, Associate Deputy Minister and GCIO, Ministry of Citizens’ Services, 250-217-1683*  
*James Shypitka, Senior Executive Director, Information Communication Technologies, Ministry of Citizens’ Services, 250-415-0738*

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s.17

## INFORMATION NOTE

### Advice to Minister Beare

**Date:** May 31, 2021

**CLIFF#:** 114841

**ISSUE:** Funding for Multilingual Service Information

**BACKGROUND:**

s.12

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s.12

## DECISION NOTE

### Advice to Deputy Minister

**DATE:** December 16, 2020

**CLIFF#:** 114314

**ISSUE:** Optimizing the effectiveness of Deputy Minister Committees for Digital and Data

#### **BACKGROUND:**

The Deputy Minister for the Ministry of Citizens' Services is responsible for chairing both the DM-level Digital Investment Board (Investment Board) and the DM-level Integrated Data Board (Data Board).

The Investment Board's primary purpose is to exercise delegated authority from Treasury Board (2012) to allocate government's minor IM/IT capital envelope. Its core responsibilities are to prioritize government's IM/IT investments and ensure the most efficient use of these resources. Over the last year, the Investment Board has also reviewed broader digital initiatives, including the OCIO's reviews on large IT failures, IT shared services and the IT operating model of government. The Investment Board meets monthly and includes eight Deputy Ministers and Associate Deputy Ministers from across government; the Secretary to Treasury Board has always been a member.

In 2020-21, Treasury Board allocated \$110M to the board to govern, slightly down from \$120M allocated in 2019/20 but greater than the roughly \$90M allocated in years previous. To date in FY20/21 the Investment Board has reviewed ten capital requests, approving nine of them. The Government Chief Information Officer, with authority to approve funding and change requests less than \$750K, has reviewed and approved an additional 17 projects.

The Data Board was established in 2016 as a project board to provide oversight on the development of new cross-government data programming for the BC government, notably what is now the Data Innovation Program (DIP). The DIP focuses on integrating person-specific data for population-level analysis; as such, the makeup of the board was primarily oriented towards Deputy Ministers of ministries with large data holdings related to citizens uses of social programs. Over the last 18 months, the IDB has primarily focussed on discussions related to cross-government data governance, decision-making and projects as well as oversight of Government's Data Roadmap. The Data Board meets every two months and includes 11 Deputy Ministers and Associate Deputy Ministers from across government as well as an Assistant Deputy Minister from the Premier's Office.

#### **DISCUSSION:**

Under the current governance supported by the Office of the Chief Information Officer, deputy-level decisions and guidance are made on matters related to a) investments in information technology and b) person-centred data initiatives. As well, deputies have championed, under the Data Board, the deliverables included in Government's recently-completed Data Roadmap (e.g. a new data job family, a data gender standard). This represents just a slice of the activities within the digital and data spaces – for example, currently there is no deputy-level governance for the Digital Framework, IT shared services, information management or government's web presence and associated services.

With the release of new mandate letters, as well as broader priorities of ministries, a host of digital and data initiatives currently have no deputy-level governance. For Citizens' Services, mandate requirements related to open data, evidence-based decision-making and race-based data will require executive governance; however, so will amendments to the *Freedom of Information and Protection of Privacy Act*, improving accessibility of the Government of BC's website, implementation of a new digital operating model and an updated delivery model for IT shared services and updating BC's Digital Framework.

While a number of these initiatives can be folded under the current governance – e.g. open data under the Data Board; Digital Framework under the Investment Board – doing so would perpetuate a disconnect between data decisions and digital decisions. Technology and data are critical to the success of almost every government initiative. This has been made even more clear over the last ten months as data has both informed decision-making on COVID-19 as well as been a critical input into every technology application developed by government.

Finally, it is important to note that the OCIO currently provides secretariat support for both the Data Board and the Investment Board. With limited capacity due to fiscal constraints within the ministry, having a single committee would free up resources to support mandate priorities, including the establishment of ADM-level governance for data (there currently is none).

### OPTIONS:

**Option 1:** Combine the Investment Board and Data Board into a single DM committee with oversight responsibility for digital and data and choose one DM from each sector (See current and proposed membership in Appendix A)

#### *Benefits*

- Provides integrated decision-making and oversight on, and championing of, key mandate initiatives (e.g. race-based data, evidence-based decision-making) as well as other priorities such as FOIPPA amendments and the Digital Framework
- Reduces burden on both deputy minister as well as the secretariat activities within the OCIO
- Ensures all sectors are represented at the decision-making table on all matters related to digital government and data management

#### *Risks*

- May be difficult to address all matters requiring DM decisions in a single 1.5 hour meeting per month – recommend that DMs consider whether they have enough time to make all required decisions after completing the first three meetings of the reconstituted board.

**Option 2:** Maintain two separate DM boards with all decisions on digital government handled at the monthly meeting of the Investment Board and all decisions on data and information management made at the bi-monthly Data Board

#### *Benefits*

- Ensures sufficient time made for both the digital and data decisions required of deputies
- Provides deputy-level governance for broader data and information priorities

#### *Risks*

- The absence of an integrated committee will lead to duplicative discussions between both the Investment and Data Boards
- Maintains a heavy burden on both deputies and secretariat supports in the OCIO

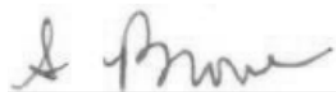
### RECOMMENDATION: Option 1

(please circle)

**APPROVED**

**NOT APPROVED**

**OPTION** \_\_\_\_\_



**Shauna Brouwer**  
**Deputy Minister**

June 9, 2021

**Date**

Attachment: Appendix A: Proposed Board Membership  
Contact: Hayden Lansdell, 250 415-0118

**Appendix A – Proposed Membership for a DM Board on Integrated Data and Digital Investment Board.**

The current IDB and DIB have limited cross-over in membership. A new board would require renewed and balanced representation from across key sectors: Finance, Justice, Social, Health, Natural Resources, Education, Economy, Transportation and PO.

	Proposed NEW MERGED Board	Data Board	Investment Board
<b>Chair and Secretariat</b>			
Shauna Brouwer	y	y	y
CJ Ritchie	y	y	y
<b>Finance Sector</b>			
Heather Wood	y		y
<b>Justice Sector</b>			
Mark Sieben			y
Richard Fyfe	y		
Tara Richards		y	
<b>Social Sector</b>			
Allison Bond	y	y	y
David Galbraith		y	y
<b>Health Sector</b>			
Christine Massey		y	
Peter Pokorny	y	y	y
<b>Natural Resource Sector</b>			
Kevin Jardine	y	y	
<b>Education Sector</b>			
Shannon Baskerville		y	
Scott MacDonald	y	y	
<b>Economy Sector</b>			
Bobbi Plecas	y		y
<b>Transportation Sector</b>			
Kaye Krishna	y		
<b>Premier's Office</b>			
Eric Kristianson		y	
Silas Brownsey		y	

## INFORMATION NOTE

### Advice to Minister Beare

**Date:** June 25, 2021

**CLIFF#:** 115382

**ISSUE:** Notes from the recent meeting of the Digital Investment Board

#### **BACKGROUND:**

The Digital Investment Board (Board) is a Deputy Ministers' Committee responsible for overseeing digital investment across government. It provides direction on capabilities, infrastructure and investment relating to information management and information technology (IM/IT) to support government priorities and citizen expectations for government services.

The Board is accountable for:

- Advancing a strategic vision for digital government; and
- Overseeing digital investment, including by supporting coherence across government, prioritizing investments, and maximizing the value of the investments.

#### **DISCUSSION:**

s.12; s.13; s.17

s.12; s.13

#### **CONCLUSION:**

The Board continues to actively advance digital strategy and manage investments.

Contact: Hayden Lansdell, Phone (250) 415-0118

## **BRIEFING NOTE**

### **Proof of COVID-19 Health Status Technical Readiness Briefing**

## **Briefing Note**

#### **What:**

Verifiable proofs of COVID-19 health status - June 21, 2021 Update

#### **Executive Summary:**

s.13; s.16

#### **Background:**

Many governments around the world have implemented, announced, or are studying the use of verifiable proofs of COVID-19 health status to support a return to day-to-day activities including international travel, tourism, and hospitality.

s.13; s.16

## BRIEFING NOTE

### Proof of COVID-19 Health Status Technical Readiness Briefing

s.13

Since May 25, Citizens' Services have briefed the BC Information and Privacy Commissioner several times on the above-mentioned approach. Commissioner McEvoy is generally supportive of the approach being pursued and he has emphasized the need to maintain provincial government stewardship of British Columbians' health data. On June 18, the Prime Minister announced the federal government will initially work with the ArriveCAN app which will allow people to upload an image of their paper or online proof of vaccination. This will enable border agents to verify that Canadians returning to Canada are fully vaccinated. In the Fall, phase two is expected to start and the Prime Minister stated that "working with the provinces, we will establish a national certification of vaccination status that will be easily accepted around the world for people who need to travel internationally". The U.S. has not committed to supporting international travel use cases.<sup>s.13</sup>

s.13

A

meeting is scheduled on June 22, to continue the dialogue. On June 23, a meeting with the Privacy Regulators across Canada and Chief Information Officer (CIO) representatives from across Canada is scheduled<sup>s.13</sup>

s.13

s.14

#### Recommendations:

s.13; s.16