

BJH Speaking Notes

- As the Government Chief Information Officer, my office is responsible for ensuring the security of government information and information technology, including responding to incidents involving the loss of information and technology resources. The Ministry of Education notified my office of this incident in keeping with government's information incident management process.
- My Office has opened an investigation into the incident. An investigative team has been established, comprised of both Ministry of Education and Office of the CIO staff. This team will be working to determine what happened, ensure containment of the incident, assess and address any harms associated with the incident, and identify preventative measures to prevent similar incidents from occurring in the future.
- The investigative team has also notified the Office of the Information and Privacy Commissioner of the

incident. The Commissioner has provided notice that her office will also be undertaking an investigation.

- Although we have no indication that the information has or will be used in any way, we are notifying the public of this incident out of an abundance of caution.
- The investigative team will continue to analyse impacted data and assess the harm associated with this incident, in conjunction with the Office of the Information and Privacy Commissioner.
- The main types of harm we look for include:
 - Identity theft or identity fraud;
 - Personal safety;
 - A financial loss;
 - Hurt, humiliation or damage to reputation;
 - Loss of business or employment opportunities.
- Additional notifications may be conducted if it is determined that they are warranted.

- Over the past several years, government has taken steps to strengthen its information management policies and practices focused on people, processes and technology.
- We have increased the number of privacy and security awareness sessions and enhanced training for public servants
- We have updated our Appropriate Use Policy which outlines how to securely manage personal information, including the direction that personal information is to be stored on protected government systems
- And we have updated government's Information Technology position, including enhanced security of our network, and improved security of government information systems and devices.
- In addition to these activities, and in response to recommendations made in recent reviews by the Office of the Information and Privacy Commissioner,

we are finalizing a new Privacy Management and Accountability Program, which will include:

- The appointment of a Chief Privacy Officer in every ministry
 - Completion of privacy training commensurate with an employee's role in managing personal information
 - An inventory of the personal information holdings in the custody of the ministry
 - The development of Privacy Impact Assessments, and Information Sharing Agreements
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- We will be completing a review of every ministry in core government to determine whether they are complying with their requirements for the secure protection of the personal information of British Columbians. The Ministry of Education will be the first ministry to undergo such a review.
 - The review will assess the personal information management practices of ministries in compliance with all applicable legislation, regulation, information management and information security policies

- The review will result in recommendations on the privacy and security policies, practices, processes, staff training and safeguards as they relate to the security of personal information.
- We are in the process of developing the details of the scope and approach of our review process, and this work will be accelerated as per the minister's direction

FREQUENTLY ASKED QUESTIONS

Sept. 22, 2015

Ministry of Technology, Innovation and Citizens'
Services

EDUCATION DATA SECURITY BREACH

B.C.'s Ministry of Education is unable to locate an unencrypted external hard drive that contains a variety of reports, databases, and information. Some of the files on the hard drive include personal information, such as names, gender, postal codes, grades, and in some cases addresses.

The hard drive does not contain social insurance numbers, personal health numbers, driver's licence or banking information. While there is no evidence at this time to suggest that the information has been accessed or misused in any way, government is alerting the public out of an abundance of caution because the hard drive has not been located.

With a potential data breach of this nature, there is a risk of identity theft or fraud, however that risk is considered to be low.

The Government of B.C. takes the privacy of people very seriously and the Office of the Chief Information Officer (OCIO) is conducting a thorough investigation of the incident. In addition, the OCIO will be doing a cross-government review of ministry practices around the storage of personal information management.

The Information and Privacy Commissioner is also investigating this matter.

Who is affected by this potential privacy breach?

Anyone who went to an elementary, secondary or post-secondary school in B. C. and the Yukon from 1986 – 2009 could have personal records on the missing hard drive.

How did the potential privacy breach happen?

The Office of the Chief Information Officer is investigating how the hard drive was misplaced. The Office of the Privacy Commissioner was also notified about the incident and has initiated a formal investigation.

What records are missing?

The personal information on the hard drive is from 1986 – 2009, and includes student's Personal Education Numbers along with some of the following information:

- Academic achievement scores from the Foundation Skills Assessment and Grade 10, 11 and 12 exam marks.
 - Grade point average, graduation status.
 - Those identified as Aboriginal or special needs.
 - Year of birth and home postal code.
- Another file includes Personal Education Numbers, names and home addresses.
 - Another data set includes Personal Education Numbers flagged as cancer survivors, being studied to see how the disease affected their education records.

- It also includes files related to the Student Transitions Project which assigns all students in secondary and post-secondary institutions with a Personal Education Number.

How can I find out if I have been affected by this potential privacy breach?

- People can contact the Service BC call centre to find out if their personal was stored on the missing hard drive, based on when you or their children attended a K-12 school or a post- secondary institution in B.C. and the Yukon.
- Call centre staff will be able to tell you what type of data (name, postal code, etc.) could be on the missing hard drive, as well as any privacy steps you could take.
- People can call: **1-800-663-7867** from 7:30 a.m. - 5 p.m. Monday to Friday.
 - In Vancouver: 604-660-2421
 - In Victoria: 250-387-6121
 - In Yukon: dial 0 and ask to place a collect call to 604-660-2421
 - http://www.servicebc.gov.bc.ca/about_servicebc/

Am I at risk of identity fraud and if so, what can I do to protect myself?

While this privacy breach did not include banking information, personal health numbers, driver's licence or social insurance numbers, enough information may have been accessed to put you at risk of potential identity theft, although that risk is considered to be low.

You are encouraged to keep a close eye on your bank accounts, credit card statements, online identity and other related services. Online or mobile banking is an easy way to monitor your financial information daily; you can sign up for free with your financial institutions.

If you suspect your personal information has been put at risk you are encouraged to call Canada's national credit agencies.

- Equifax: 1 800 465-7166, press option 3 for fraud
- TransUnion: 1 800 663-9980

If you have proof that your identity has been stolen, you should call the police.

Frequently Asked Questions about Potential Identity Theft:

http://www.cio.gov.bc.ca/local/cio/priv_leg/documents/foippa/IDtheftFAQ.pdf

Media	Government Communications and
Inquiry	Public Engagement
Contact:	250 889-1121

ADVICE TO MINISTER

<p>CONFIDENTIAL ISSUES NOTE</p> <p>Ministry: Technology, Innovation and Citizens' Services</p> <p>Date: Sept. 20, 2015</p> <p>Minister Responsible: Hon. Amrik Virk</p> <p>Created by Government Communications and Public Engagement</p>	<p>Missing Hard Drive</p>
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ADVICE AND RECOMMENDED RESPONSE:

- **Government takes the management of information and the protection of privacy very seriously.**
- **That's why, out of an abundance of caution, we are notifying the public of a potential data breach.**
- **We are not aware of any access to, or use of, the data. Based on the type of data, the risk of identity theft is low.**
- **Individuals can call the Service BC call centre to find out if their personal data was on the missing hard drive.**
- **The Office of the Chief Information Officer is conducting its own investigation into this matter.**
- **The management of personal information by government ministries will also be reviewed by the Office of the Chief Information Officer.**
- **The Privacy Commissioner has also initiated a formal investigation.**

Background

- **The Ministry of Education was unable to locate an unencrypted external hard drive with a variety of reports, databases, and information.**
- **The hard drive contains 3.4 million personal records that include in various formats, names, grades and in some cases addresses.**
- **The hard drive does not contain social insurance numbers, personal health numbers, driver's licence or banking information.**
- **The Ministry of Education continues to carry out an extensive search for the hard drive.**

If asked why it took so long to report the incident to the public and the OIPC:

- **We flagged it as soon as we knew the type of information on the hard drive combined with the likelihood it was missing reached a critical point.**
- **The search of the warehouse continued – and escalated – but we were not aware of the contents of the hard drive as the files had not been analyzed.**

- **When the nature of the data on the drive became clear, the Office of the Chief Information Officer was notified on Sept 14.**
- **Efforts to locate the missing drive intensified at that point. We launched a deeper and broader physical search, as well as a detailed analysis of the more than 130,000 files on the hard drive.**
- **Formal notification to the Office of the Information and Privacy Commissioner happened on Friday, September 18 through the Office of the Government Chief Information Officer.**
- **A team of more than 28 people reviewed each file from the original hard drive Sept 18-20 to determine the data on the missing hard drive.**

BACKGROUND:

An external hard drive containing the records of approximately 3.4 million people who went to school between 1986 and 2009 is missing from the Ministry of Education and Government will be notifying the public about it, which could raise concerns.

The Ministry of Education discovered an external hard drive with personal student information was missing. The hard drive contains K-12 student names, Foundational Skill Assessments (FSA) ratings, birthdates, home addresses, grades and personal education number.

On Sept. 14, the ministry reported the incident to the Office of the Chief Information Officer (OCIO) The ministry is working with the OCIO and cooperating fully to determine next steps, while the search continues.

While there is no evidence at this time to suggest that the information has been accessed or used in any way, government is responding to the incident as a potential privacy breach because the hard drive has not been located.

In May 2011, an external backup hard drive was loaded with government files from the ministry's information department. This was done to create more computer space on the LAN and back up information in the event of a disaster. This hard drive was misplaced. The original was retrieved.

The Ministry of Education estimates that about 3.4 million records from 1986-2009 are on the misplaced hard drive, including information about 1.8 million students who have been in the K-12 system. The remaining records are from people who applied for public post-secondary in B.C. – including anyone taking a continuing education course. The information on the lost hard drive also includes:

- FSA scores;
- Grade records;
- Special needs status;
- Birthdate;
- Personal education number;
- Student name, and
- Home address and postal code.

The ministry has taken the following actions to locate the drive:

- There have been five full searches of the warehouse, each one more thorough and detailed, including opening shrink-wrapped boxes throughout the large facility.

ADVICE TO MINISTER

- The Ministry of Education has done a full search of its offices, including storage, public, and personal areas.
- The Ministry's storage and destruction records have been scrutinized for any record of the hard drive.

ADVICE TO MINISTER

<p>CONFIDENTIAL ISSUES NOTE</p> <p>Ministry: Technology, Innovation and Citizens' Services</p> <p>Date: Sept. 27, 2015</p> <p>Minister Responsible: Hon. Amrik Virk</p> <p>Created by Government Communications and Public Engagement</p>	<p>Missing Hard Drive</p>
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ADVICE AND RECOMMENDED RESPONSE:

- **Government takes the management of information and the protection of privacy very seriously.**
- **Cleary, a mistake was made in this case and neither the creation nor storage of the hard drive meets government information security policies at the time it was created or now.**
- **That's why out of an abundance of caution, we notified the public of this potential data breach.**
- **We are not aware of any access to, or use of the data. The Office of the Chief Information Officer is conducting an investigation into this matter.**
- **The OCIO will also review each ministry's management of personal information, starting with the Ministry of Education.**
- **The Privacy Commissioner has initiated a formal investigation.**
- **Individuals can call the Service BC call centre to find out if their personal data was on the missing hard drive.**

If asked about the data:

- **The Ministry of Education was unable to locate an unencrypted external hard drive with a variety of reports, databases, and information.**
- **The hard drive contains 3.4 million personal records that include in various formats, names, grades and in some cases addresses.**
- **The hard drive does not contain social insurance numbers, personal health numbers, driver's licence or banking information.**
- **The Ministry of Education continues to carry out an extensive search for the hard drive.**

If asked why it took so long to report the incident to the public and the OIPC:

- **We flagged it as soon as we knew the type of information on the hard drive combined with the likelihood it was missing reached a critical point.**
- **When the nature of the data on the drive became clear, the Office of the Chief Information Officer was notified on Sept 14.**

- **Efforts to locate the missing drive intensified at that point. The Ministry of Education launched a deeper and broader physical search, as well as a detailed analysis of the more than 130,000 files on the hard drive.**
- **Formal notification to the Office of the Information and Privacy Commissioner happened on Friday, September 18, through the Office of the Government Chief Information Officer.**
- **A team of more than 28 people reviewed each file from the original hard drive Sept 18-20 to determine the data on the missing hard drive.**

BACKGROUND:

An external hard drive containing the records of approximately 3.4 million people who went to school between 1986 and 2009 is missing from the Ministry of Education and Government will be notifying the public about it, which could raise concerns.

The Ministry of Education discovered an external hard drive with personal student information was missing. The hard drive contains K-12 student names, Foundational Skill Assessments (FSA) ratings, birthdates, home addresses, grades and personal education number.

On Sept. 14, the ministry reported the incident to the Office of the Chief Information Officer (OCIO). The ministry is working with the OCIO and cooperating fully to determine next steps, while the search continues.

While there is no evidence at this time to suggest that the information has been accessed or used in any way, government is responding to the incident as a potential privacy breach because the hard drive has not been located.

In May 2011, an external backup hard drive was loaded with government files from the ministry's information department. This was done to create more computer space on the LAN and back up information in the event of a disaster. This hard drive was misplaced. The original was retrieved.

The Ministry of Education estimates that about 3.4 million records from 1986-2009 are on the misplaced hard drive, including information about 1.8 million students who have been in the K-12 system. The remaining records are from people who applied for public post-secondary in B.C. – including anyone taking a continuing education course. The information on the lost hard drive also includes:

- FSA scores;
- Grade records;
- Special needs status;
- Birthdate;
- Personal education number;
- Student name, and
- Home address and postal code.

The ministry has taken the following actions to locate the drive:

- There have been five full searches of the warehouse, each one more thorough and detailed, including opening shrink-wrapped boxes throughout the large facility.
- The Ministry of Education has done a full search of its offices, including storage, public, and personal areas.
- The Ministry's storage and destruction records have been scrutinized for any record of the hard drive.

ADVICE TO MINISTER

**Missing Hard Drive Technical Briefing
Legislative Press Theatre
Parliament Buildings**

Date: Sept. 22, 2015

Time: 11 a.m.

Time	Itinerary
11 a.m.	Tasha Schollen addresses gathered media, explains technical briefing rollout. Introduces Minister of Technology, Innovation and Citizens' Services, Amrik Virk.
11:02 a.m.	Minister Virk takes podium provides short remarks.
11:05 a.m.	Tasha Schollen introduces Deputy Minister of Education, Dave Byng.
11:05 a.m.	Deputy Minister Byng provides remarks.
11:10 a.m.	Tasha Schollen introduces Assistant Deputy Minister and Chief Information Officer, Bette-Jo Hughes
11:10 a.m.	CIO Hughes provide remarks.
11:15 a.m.	Tasha Schollen introduces Minister Virk
11:15 a.m.	Minister of Technology, Innovation and Citizens' Services, Amrik Virk takes podium, provides remarks.
11:20 a.m.	Tasha opens floor to questions from the media.
11:35 a.m.	Event concludes

EVENT CO-ORDINATOR: NAME
CELL: XXX XXX-XXXX

MISSING HARD DRIVE

KEY MESSAGES

Confidential

Sept. 22, 2015

- Government takes the management of information and the protection of privacy very seriously.
- That's why, out of an abundance of caution, we are notifying the public of a potential data breach.
- We are not aware of any access to, or use of, the data. Based on the type of data, the risk of identity theft is low.
- Individuals can call the Service BC call centre to find out if their personal data was on the missing hard drive.
- The Office of the Chief Information Officer is conducting its own investigation into this matter.
- The management of personal information by government ministries will also be reviewed by the Office of the Chief Information Officer.
- The Privacy Commissioner has also initiated a formal investigation.

Background

- The Ministry of Education was unable to locate an unencrypted external hard drive with a variety of reports, databases, and information.
- The hard drive contains 3.4 million personal records that include in various formats, names, grades and in some cases addresses.
- The hard drive does not contain social insurance numbers, personal health numbers, driver's licence or banking information.
- The Ministry of Education continues to carry out an extensive search for the hard drive.

Ministry of Education Missing Hard Drive

KEY MESSAGES

Confidential

Sept. 28, 2015

- **Government takes the management of information and the protection of privacy very seriously.**
- **Clearly, a mistake was made in this case and neither the creation nor storage of the hard drive meets government information security policies at the time it was created or now.**
- **That's why out of an abundance of caution, we notified the public of this potential data breach.**
- **We are not aware of any access to, or use of the data. The Office of the Chief Information Officer is conducting an investigation into this matter.**
- **The OCIO will also review each ministry's management of personal information, starting with the Ministry of Education.**
- **The Privacy Commissioner has initiated a formal investigation.**
- **Individuals can call the Service BC call centre to find out if their personal data was on the missing hard drive.**

If asked about the data:

- **The Ministry of Education was unable to locate an unencrypted external hard drive with a variety of reports, databases, and information.**
- **The hard drive contains 3.4 million personal records that include in various formats, names, grades and in some cases addresses.**
- **The hard drive does not contain social insurance numbers, personal health numbers, driver's licence or banking information.**
- **The Ministry of Education continues to carry out an extensive search for the hard drive.**

If asked why it took so long to report the incident to the public and the OIPC:

- **We flagged it as soon as we knew the type of information on the hard drive combined with the likelihood it was missing reached a critical point.**

- When the nature of the data on the drive became clear, the Office of the Chief Information Officer was notified on Sept 14.
- Efforts to locate the missing drive intensified at that point. The Ministry of Education launched a deeper and broader physical search, as well as a detailed analysis of the more than 130,000 files on the hard drive.
- Formal notification to the Office of the Information and Privacy Commissioner happened on Friday, September 18, through the Office of the Government Chief Information Officer.
- A team of more than 28 people reviewed each file from the original hard drive Sept 18-20 to determine the data on the missing hard drive.

If asked how the OICO would know the data has been compromised:

- Office of the Chief Information Officer Security is taking reasonable steps to ensure data hasn't been leaked online.

If pressed:

- Due to issues of privacy and security I am unable to elaborate further.

If asked why the data is retained and for how long:

- Data is kept so that government can make informed decisions.
- The Ministry of Education has been compiling the same student level data in B.C. for the past 27 years.
- That data is used to track trends in student achievement and evaluate effectiveness of programs, to support researchers through formal research agreements, and for post-secondary enrollment.
- Publicly available records retention schedules state how long different categories of information need to be kept and when they can be disposed of.
- The length of time each record is retained can range from a very short period, to many decades or permanently.
- B.C.'s records management legislation requires that the disposal of any government information be authorized.

If asked why government isn't offering credit protection to exposed people:

- Government takes the privacy of British Columbians very seriously and is concerned about this incident.
- We have no evidence to suggest that the information on the missing hard drive has been inappropriately accessed or misused in any way.
- We have notified British Columbians about this incident to ensure they are aware of the incident and can take any protective measures they believe appropriate based on the circumstances.
- To-date, the circumstances have not indicated that the risk to individuals warrants the purchasing of credit protection services.
- The assessment of potential harms is ongoing, but government must make responsible decisions in the use of public funds, and the risks to-date have not warranted taking that step.

If asked what safeguards are in place in Government to protect data:

- Government has robust information security controls.
- Mobile devices such as smartphones and tablet devices have password protection and data encryption and can be remotely 'wiped' should they be lost or stolen. (includes iphones, androids, ipads, blackberry 10s, window devices)
- Laptops are excluded from remote wipes; however, government-issued laptops are protected by BitLocker encryption and password-protection requirements.
- Government workstations are centrally configured and policies ensure the security of government's information.
- Encryption technologies, anti-virus and anti-malware is centrally managed and updated regularly.
- All government data is removed from workstations prior to disposal.

Sept. 22, 2015

MEDIA ADVISORY – Ministry of Technology, Innovation and Citizens' Services

VICTORIA – Minister of Technology, Innovation and Citizens' Services Amrik Virk will be joined by officials from the Ministry of Education and the Ministry of Technology, Innovation and Citizens' Services for a technical briefing about a data matter.

Event Date: Tuesday, Sept. 22, 2015

Time: 11 a.m.

Location:

Legislative Press Theatre
Parliament Buildings
Victoria

Special Instructions:

Media unable to attend the news conference in person may listen to the announcement and will have the opportunity to ask questions.

Dial-in: 1 877 353-9184

Participant Pass Code: 44333#

During question-and-answer period, to ask a question: Press 01

During question-and-answer period, to exit the question queue: Press #

Contact:

Tasha Schollen
Communications Director
Ministry of Technology, Innovation and Citizens' Services
250 889-1121

FOR INTERNAL USE ONLY Questions and Answers
Missing Hard Drive
Sept. 22, 2015

1. What are you announcing today?

- The Office of the Chief Information Officer will review the management of personal information by government ministries after the Ministry of Education was unable to locate an unencrypted external hard drive with a variety of reports, databases, and information.
- Service BC operators will also be able to help British Columbians and others if their information is likely on the drive, and what sort of information it would be.
- Some of the files on the hard drive contain some personal information, like names, postal codes, grades, and in some cases addresses.
- What it does not contain are social insurance numbers, personal health numbers, driver's licence or banking information.
- While there is no evidence at this time to suggest that the information has been accessed by someone or misused in any way, government is alerting the public out of an abundance of caution because the hard drive has not been located.
- We continue to look for the missing hard drive and any record of its whereabouts.

2. What is missing?

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-
- This hard drive is one of two external hard drives that the ministry used to store ministry records.
- The original was in the possession of the ministry and used to determine the kind of information on the misplaced duplicate drive. The original was handed over to the Office of the Chief Information Officer on Sept. 20.
- It's important to note that the ministry has all student records available and securely stored. The misplaced drive was a backup created for emergency use only.

3. How did you discover the disk was missing?

- The issue of the backup drives and their content was discovered during a records review undertaken by the Ministry of Education to ensure it was in compliance with data storage standards.
- In mid-August, based on anecdotal information staff went to the warehouse to collect the offsite duplicate drive so it could be destroyed. When the drive couldn't be located, a search of the warehouse and electronic records was launched.
- On August 28, 2015, a record in government's records management system was located, the first formal confirmation of the existence of the duplicate drive.

4. When was the hard drive last seen?

- In May 2011 when it was created and a record placed in the government record management system.

5. What steps have been taken to locate the hard drive?

- There have been five full searches of the warehouse, each one more thorough and detailed, including opening shrink-wrapped boxes throughout the large facility.
- The Ministry of Education has done a full search of its offices, including storage, public, and personal areas.
- The ministry's storage and destruction records have been scrutinized for any record of the hard drive.

6. Have any other items been found to be missing?

- No.

7. What kind of information is on the drive?

- The drive was created and stored offsite in case of a disaster so education data would continue to be available.
- There are 8,766 folders and 138,830 files on the hard drive.
- In total, there are 3.4 million personal records of varying types in different documents and ranging from 1986-2009.
- These records include names, postal codes, grades, and personal education numbers.
- There are also a smaller number of records in files that include more sensitive personal information, such as:
 - 825 survey results from 2003 of teachers aged 53 or older on their retirement plans;
 - 1,052 personal education numbers, birth years, and grad dates for cancer survivors from a study on their education outcomes;
 - 9,273 personal education numbers connected to children in the care of the Ministry of Children and Family Development before 2006/07, including information such as health and behaviour issues and supervision status.
- Full details of the data on the disc are available online.

8. Why does government have this kind of information?

- This information is used to track trends in student achievement and evaluate effectiveness of programs, to support researchers through formal research agreements, and for post-secondary enrollment.

9. Has this data been accessed?

- There is no evidence that the data on the missing hard drive has been accessed or used.
- We are making this situation public out of an abundance of caution as we have been unable to locate the hard drive.
- There is a chance, however slight, that the duplicate hard drive is inside a box somewhere in government storage, or that the hard drive has been destroyed.

10. Were correct procedures followed in creating and storing this hard drive?

- No. Neither the creation nor storage of the hard drive meets government information security policies of either the time it was created or now.
- This hard drive was created in 2011. Much has changed since then and most of our records are now stored electronically on secure servers in Kamloops and Calgary.
- Government policy requires that only in limited circumstances should information be stored on a portable IT device, and where this is done the device must be encrypted.
- Government's Information Security Policy requires encryption be used and stored in a secure location with security that matches the sensitivity of the information stored on it.

11. Will any staff be disciplined?

- We are still looking into what happened – it would be inappropriate to speculate.

12. What can you tell me about where it was stored?

- The warehouse where we think the hard drive was last stored is 11,483 square feet in size and is secured with a key lock and an alarm system.
- The site is primarily used for processing and storing ministry administered exams and out of date textbooks and was not intended to be an offsite storage facility.
- The Ministry of Education continues to carry out an extensive search of its facilities, and is following up in other locations where files are stored.

13. How are student records and other types of personal information archived and protected?

- Government takes the management of information and the protection of privacy very seriously.
- We have safeguards in place to protect the security of government data and personal information.
- B.C. has some of Canada's most stringent legislation to protect personal information.
- For example, government stores archive computer files on secure servers in a secure data facility (Kamloops Data Centre) and paper files are archived in secure storage facilities.

14. What are you doing about it and will there be a review?

- The incident has been reported to the Office of the Chief Information Officer, which is conducting an investigation into the incident. This investigation will not be made public.
- In addition, a review of the management of personal information by government ministries compliance with policies around personal information management will be undertaken by the same office. That review will be made public.
- The Ministry of Education will be reviewed first.
- The Information and Privacy Commissioner was notified on Sept 18 and is conducting its own investigation.
- The Ministry of Education continues to carry out an extensive search of its facilities, and is following up in other government locations where files are stored.

15. How could this happen?

- A mistake was made – both in creating the two hard drives as backups, and in how they were stored.
- Government takes the management of information and the protection of privacy very seriously.
- We have safeguards in place to protect the security of government data and personal information.
- There are instances where an employee doesn't know the policy because they are new or the employee doesn't understand how it applies to them and in rare occasions they may choose to ignore it.
- Government is working hard to reduce the number of breaches that occur through mandatory training and education, and breaches are down slightly as a result.
- At present, 72% of all government employees have completed the mandatory Information Sharing and Privacy Awareness training.
- To be clear - this hard drive should have been encrypted at a minimum and it should not have been stored at this warehouse.
- Again, we have no evidence to suggest that the hard drive has been accessed or misused in any way.

16. Why did it take you three weeks to notify the Privacy Commissioner?

- The Ministry of Education signalled that the hard drive was missing as soon as it knew the type of information on the hard drive combined with the likelihood it was missing reached a critical point.
- The search of the warehouse continued – and escalated – but we were not aware of the contents of the hard drive as the files had not been analyzed.
- The Ministry of Education first notified the Office of the Chief Information Officer a backup hard drive was missing on Sept. 1.
- When the Ministry of the Education became aware that the missing hard drive contained a large volume of student personal information on Sept. 14 the Office of the Chief Information Officer was immediately notified.
- Efforts to locate the missing drive intensified at that point. We launched a deeper and broader physical search, as well as a detailed analysis of the more than 130,000 files on the hard drive.
- Formal notification to the Office of the Information and Privacy Commissioner happened on Friday, September 18 through the Office of the Government Chief Information Officer.
- A team of between 30 and 90 people authorized and trained reviewed each file from the original hard drive Sept 18-20 to determine the data on the missing hard drive.

17. How can you say you take people's privacy seriously when you waited three weeks to notify the public?

- We notified the Privacy Commissioner as soon as the scope of the information on the hard drive became apparent, and the extensive searches for the backup drive were fruitless.
- The ministry wanted to ensure that it undertook a methodical and thorough search for the hard drive before unnecessarily raising an alarm.
- Once a very thorough search had been conducted, we determined that it was necessary to inform the public and the Office of the Information and Privacy Commissioner and that's what we've done.
- We have no evidence that the hard drive has been accessed or misused. We have lost track of the hard drive but we also don't know that it's not in government custody.
- We continue to search for the hard drive, and out of an abundance of caution we are treating it like a potential privacy breach and notifying the public.

18. At what point did you know the actual volume of records that were missing?

- The Ministry of the Education became aware that the missing hard drive contained a large volume of student personal information on Sept. 14.
- A team of more than 28 people reviewed each file from the original hard drive Sept 18-20 to determine the data on the missing hard drive.
- When it appeared that the drive was unlikely to be located, it was determined that the incident needed to be reported to the Office of the Information and Privacy Commissioner and the public.

19. So you knew millions of people's records were at risk and you took three more days to notify the Privacy Commissioner?

- We had to complete our due diligence to confirm the kind of data on the missing hard drive, and to complete an extensive and thorough search.
- We reported it to the Privacy Commissioner on Sept. 18 - as soon as we knew the type of information on the hard drive combined with the likelihood it was missing reached a critical point.

20. What is the reporting requirement to the OIPC?

** note there is no legislated requirement to report incidents to the OIPC*

- Government reports all privacy breaches to the OIPC.
- Serious privacy breaches are reported to the OIPC as soon as possible. Serious breaches typically involve a large number of impacted people and the potential for serious harm.
- Government also reports to the OIPC on a monthly basis, with all actual or suspected government privacy breaches.
- A recent report by the Information and Privacy Commissioner found that government has a strong privacy breach management process.
- Government is working hard to reduce the number of breaches that occur through training and education and breaches are down slightly as a result.
- At present, 72% of all government employees have completed the mandatory Information Sharing and Privacy Awareness training.
- The new Privacy Management and Accountability Policy strengthens practices already in place and is scheduled to be released in the next few weeks and clearly sets out how government as a whole manages privacy.

21. The reporting requirement seems be left to the whim of government, do you have any plans to change that?

- Government reports all privacy breaches to the Office of the Information and Privacy Commissioner.
- Concerns such as this can be put to the Special Committee reviewing the Freedom of Information and Protection of Privacy Act. We welcome any such discussion by the Special Committee.

22. What is the status of the Commissioner's recommendations, how many have been implemented?

- We are taking action on these recommendations.
- The OCIO has taken action to address a number of the OIPC's recommendations and work is underway to address the remaining initiatives.
- The OCIO and OIPC have agreed that government will continue to report serious breaches within a few days of discovering the incident.
- In addition, the OCIO is also providing a report to the OIPC, on a monthly basis, which provides information about all actual or suspected privacy breaches reported to the OCIO.

General Records Management Policy

23. Where should the hard drive have been stored?

- Should a ministry elect to use a portable storage device it is responsible for determining the location where the device will be stored.
- These decisions must be made in accordance with government policy which requires that the device be encrypted and stored in a secure location commensurate with the sensitivity of the information stored on the device.

24. This was an unencrypted hard drive, what is government's policy around proper hard drive storage?

- This hard drive was created in 2011. Much has changed since then and most of our records are now stored electronically on servers in Kamloops and Calgary.
- Government policy requires that only in limited circumstances should information be stored on a portable IT device, and where this is done the device must be encrypted.
- Government's Information Security Policy requires encryption be used and stored in a secure location with security that matches the sensitivity of the information stored on it.

25. What are you doing to ensure other records aren't missing?

- There is no doubt that the storage procedure followed in this particular case was incorrect and did not follow proper policy at the time.
- It was inappropriate to store an unencrypted hard drive which contained a large volume of personal information at an offsite location with little mechanism to track the device.
- We are confident that this is an isolated incident and is not part of a larger problem.
- Our policy has been updated since this hard drive was stored and the Province continues to have effective practices and policies in place.

26. What checks and balances are in place to ensure privacy breaches don't occur?

- The Document Disposal Act and its replacement, the Information management Act, together with the Freedom of Information and Protection of Privacy Act will provide the foundation for how public bodies must collect, use, store, disclose and destroy personal information.
- Government has a robust set of information security policies and procedures in place to provide further guidance to staff about the handling of personal information.
- As more employees have become aware of responsibilities with respect to privacy breaches, there was an increase in the number of breaches reported between 2010 and 2014.
- This year, for the first time since the Information Incident Management Process was established in 2010, the number of privacy breaches has decreased.
- Government is working hard to reduce the number of breaches that occur through training and education and breaches are down slightly as a result, compared to last year.
- Staff is required to attend mandatory privacy and security training so that expectations are clearly communicated and understood.
- In addition, as part of each privacy breach investigation, the OCIO seeks to identify measures that the program area can implement to prevent similar incidents from happening in future.
- The OCIO conducts monthly privacy audits on ministries on implementation of prevention measures issued as part of privacy investigations.
- Approximately 73% of all breaches reported to the OCIO are administrative errors, which are minor, human error based incidents that typically only impact one individual.

27. How many hard-drives has each ministry lost?

- The Office of the Chief Information Officer tracks privacy incidents which involve lost/missing items.
- All information incidents must be reported.
- There is a formal reporting process that must be followed in responding to incidents that threaten privacy or security.
- Over the last five years, there have been three hard drives that were lost and contained personal information. One was eventually recovered.

28. How does this breach compare to previous ones in terms of the number of records impacted?

- It's important to keep in mind that there is no evidence at this time to suggest that the information has been accessed by someone or misused in any way.
- That said, this potential privacy breach impacts approximately 3.4 million personal records and would be the largest in recent years.

If pressed for previous, comparable breaches:

- Most recently, in 2014, a Wildfire Management Branch database which contained information about approximately 15,000 wildfire firefighters was accessed by an unauthorized individual.
- So by comparison this is a much larger potential breach but I think you'll find that on the whole, government security breaches are small compared to some of the private sector breaches we've seen.
- For instance, the US Postal Service was hacked exposing more significant personal information of 3.7 million people.
- Similarly, 65 million Home Depot credit cards were exposed in a data breach last year.

29. How many other similar breaches have there been over the last 10 years?

- Over the last five years, there have been three hard drives that were lost and contained personal information. One was eventually recovered.
- Since 2010, a total of 4,420 government privacy breaches have been reported to the Office of the Chief Information Officer.
- This trend was increasing through 2014, but has since begun to decline as BC Public Service employees have become aware, through training and awareness activities, of the need to report all actual or suspected privacy breaches and other information incidents.

30. What safeguards are in place in Government to protect data?

- Government has robust information security controls.
- Government workstations are centrally configured and policies ensure the security of government's information.
- Encryption technologies ensure only authorised users are able to logon to workstations and only they can access their own data.
- User data is stored on centrally managed servers with minimal information residing on government workstations.
- Anti-virus and anti-malware is centrally managed and updated regularly.
- All government data is removed from workstations prior to disposal.
- Mobile devices such as smartphones and tablet devices have password protection and data encryption and can be remotely 'wiped' should they be lost or stolen.

31. Clearly, proper procedures weren't followed. What training is offered to employees?

- Government's goal and ongoing efforts are focused on reducing the number of breaches that occur.
- If an incident does occur, we want to ensure government responds quickly – and there is clarity among staff with respect to the steps they should take to report an incident.
- Work is ongoing, through the development of new policies and training, to ensure government and employees know what to do when an incident occurs.
- All staff must complete mandatory privacy awareness training.

- The OCIO is developing new privacy training courses for government contractors and service providers and is developing a new privacy professional certification training program which will incorporate records management, security and privacy requirements.
- The new Privacy Management and Accountability Policy will strengthen practices already in place and is scheduled to be released in the next few weeks. It clearly sets out how government as a whole manages privacy in one policy.
- Government is working hard to reduce the number of breaches that occur through training and education and breaches are down slightly as a result.

32. What checks and balances are in place to know that employees are following procedures?

- Government has a strong framework in place for the centralized reporting of incidents to the OCIO.
- If an incident does occur, we want to ensure government responds quickly – and there is clarity among staff with respect to roles, responsibilities and reporting structure.
- Employees must take a mandatory privacy and awareness course.
- Work is ongoing, through the development of new policies and training, to ensure government and agency staff know what to do when an incident occurs.
- As a result, breaches are down slightly and we are also seeing an increase in the number of reported breaches.
- The OCIO is also developing a privacy audit program, and has begun auditing the implementation of OCIO recommendations issued during the course of privacy investigations, and will have ministries complete yearly self-audits as a mechanism to improve privacy compliance.

33. What is the risk to the public or the worst case scenario?

- We continue to assess the risk to British Columbians and it's important we don't jump to conclusions.
- I want to emphasize that we presently have no reason to believe that the missing hard drive is in the wrong hands or has been misused.
- With a potential data breach of this nature, there is a risk of identity theft or fraud, however, we think that risk is low because data is spread across different files.
- The data on this hard drive does not include social insurance numbers, banking information, driver's licence or personal health numbers.
- Many of the addresses will also be outdated by now.
- People are always encouraged to use good personal information management practices such as checking their account statements and calling Canada's national credit agencies if they suspect their personal information has been put at risk.

34. What are you doing to notify individuals?

- This is the first step of the notification process – by telling media.
- We will also use social media to spread the word and we'll work with our education partners to connect share our notification with as many parents and students as possible.
- The OCIO is continuing to investigate and is consulting with the Office of the Information and Privacy Commissioner. As we learn more about the data on the hard drive we will adapt our notification process as necessary.

35. How do I find out if my personal information is stored on this drive?

- Individuals can contact Service BC to find out if their information is likely on the drive, and what sort of information it would be.
- Call centre staff will be able to tell them what type of data (name, postal code, etc.) could be on the missing hard drive, as well as any privacy steps they could take.
- People can call: **1-800-663-7867** from 7:30 a.m. - 5 p.m. Monday to Friday.
 - Victoria: 250-387-6121
 - Vancouver: 604-660-2421

36. Do you know if anyone's information has been compromised?

- We have no evidence at this time to suggest that the information has been accessed by someone or misused in any way.

37. Is there anything people should do themselves?

- We continue to assess the risk to British Columbians.
- I want to emphasize that we presently have no reason to believe that the missing hard drive is in the wrong hands or has been misused.
- With a potential data breach of this nature, there is a risk of identity theft or fraud, however, we think that risk is low.
- We encourage people to use good personal information management practices such as checking their account statements and calling Canada's national credit agencies if they suspect their personal information has been put at risk.
- If they have proof their identity has been stolen, they should call the police.

38. How will the public know if their information has been compromised?

- We presently have no reason to believe that the missing hard drive is in the wrong hands or has been misused.
- We will notify people if we have any reason to believe there is further risk.
- People are always encouraged to use good personal information management practices such as checking their account statements and calling Canada's national credit agencies if they suspect their personal information has been put at risk.

39. Have you notified the police and if not, why?

- We presently have no reason to believe that the missing hard drive is in the wrong hands or has been misused. We therefore have no basis upon which to notify the police.
- We will notify people if we have any reason to believe there is further risk.
- Should new information come forward, we would notify police if deemed appropriate.

Draft

Speaking Notes
for

Dave Byng
Deputy Minister of Education

Tuesday, September 22, 2015

CHECK AGAINST DELIVERY

Good morning.

We are here today because the Ministry of Education has been unable to locate an unencrypted external hard drive created in 2011.

We discovered of the hard drive was missing during a records review undertaken by our Ministry to ensure it was in compliance with data storage standards.

The missing hard drive – which is a duplicate of another that was retained at the Ministry offices -- contains a wide variety of reports, databases, and personal information of B.C. and Yukon students.

Inside a variety of documents on the drive there are about 3.4 million records that can be linked to an individual.

Those records are from between 1986 and 2009.

The vast majority of records contain only basic information that includes:

- A personal education number
- Full name
- Gender
- Home postal code
- Grad and school information

It would also include basic information for anyone who applied to or attended a BC post-secondary institute between 1998 and 2009 – whether as a regular student of someone taking continuing education.

Each of those students would have been assigned a personal education number.

I have to stress one key fact.

The files **do not** contain social insurance numbers, personal health numbers, driver's licence or banking information – which I understand lowers the risk of identity theft.

I also want to be clear that we are talking about a backup hard-drive only.

The Ministry still has all students records retained in our secure data storage system.

I also have to note that some files on the hard-drive contain more detailed information.

Though the amount of records in these files is smaller, the information is much more personal.

Some examples include:

- 825 survey results from 2003 of teachers aged 53 or older on their retirement plans

- 1,052 personal education numbers, birth years, and grad dates for cancer survivors from a study on their education outcomes
- 9,273 personal education numbers connected to children in the care of the Ministry of Children and Family Development before 2006/07, identifying health and behaviour issues, supervision status, and more.

In most cases there are no names connected to this data – there are PENs. And those PENs could be used to connect the information to other files on the harddrive with student names.

A complete breakdown of the contents is available online – and a link is available from the government news release.

The backup harddrive was created for a simple purpose – to ensure the Ministry had access to its records in the event of a natural disaster.

In mid-July, our records review to ensure compliance with data storage standards flagged the harddrive as a problem.

We also followed up on anecdotal evidence that a duplicate drive was in our warehouse north of Victoria.

When that duplicate drive could not be located, we launched multiple searches of the warehouse.

Each search was more thorough and detailed than the last and included opening shrink-wrapped boxes throughout the large facility.

As well, the Ministry of Education has done a full search of its offices, including storage, public, and personal areas.

The Ministry's storage and destruction records have been scrutinized for any record of the hard drive.

We continue to carry out extensive searches of our facilities, and we are following up in other locations where government files are stored as well as interviewing current and retired staff.

There is a chance the duplicate hard drive is inside a box somewhere in government storage, or that it has been destroyed.

I want to emphasize that we have no reason to believe the duplicate hard drive is in the wrong hands or has been misused.

There is no evidence that the data on the hard drive has been accessed or used.

We are making this situation public out of an abundance of caution as we have been unable to locate the hard drive.

This data should never have been stored on a back-up hard-drive in the first place.

I want to assure you today, that our staff now participate in comprehensive training in data security.

Since 2011, we've put a strong focus on mandatory privacy and information-sharing training for all staff.

This includes ministry specific training beyond what is required by the Office of the Chief Information Officer.

And that training is mandatory and ongoing.

We've also developed an awareness program for staff to reinforce the importance of information, security and privacy practices.

My colleague can now explain, in detail, government's approach to data security and privacy protection.



SPEAKING POINTS FOR
AMRIK VIRK
MINISTER OF TECHNOLOGY,
INNOVATION AND CITIZENS' SERVICES

MISSING HARD DRIVE

Legislative Press Gallery
Parliament Buildings

Sept. 22, 2015 / 11 a.m.

Please check against delivery

Event Profile:

The Ministry of Education discovered that an unencrypted external hard drive with personal student information was missing.

The hard drive contains K-12 student names, Foundational Skill Assessments (FSA) ratings, birthdates, home addresses, grades and personal education numbers.

What it does not contain are social insurance numbers, personal health numbers, driver's licence or banking information.

While there is no evidence at this time to suggest that the information has been accessed by someone or misused in any way, government is responding to the incident as a potential privacy breach because the hard drive has not been located.

We continue to look for the missing hard drive, and out of an abundance of caution we are informing the public about this privacy breach.

Audience:

Press gallery members, ministry representatives and GCPE.

What does the audience want to hear:

The audience wants to understand what the problem is, what government is doing to fix it and prevent it from happening again and how people can protect themselves.

Key Messages:

- Anytime there is a privacy breach, it is cause for concern. Government takes the management of information and the protection of privacy very seriously.
- At this point, we are not aware of any access to, or use of the information on the disk. We cannot locate the unencrypted

backup disk – it may be misplaced.

- British Columbians can find out if their information is on the hard drive by calling a Service BC call centre.
- I have ordered an investigation by the Office of the Chief Information Officer to find out how this happened and how we can prevent a similar occurrence in the future.
- The Office of the Chief Information Officer is conducting its own investigation of ministries compliance with policies around personal information management.
- The Privacy Commissioner has initiated a formal investigation.

Event Set-up:

A technical briefing will be held at the Legislative press theatre for members of the media to explain that the hard drive is missing, what the public can do to protect themselves and what government is doing to prevent this from happening in future.

Time	Itinerary
11 a.m.	Tasha Schollen addresses gathered media, explains technical briefing rollout. Introduces Minister of Technology, Innovation and Citizens' Services, Amrik Virk.
11:02 a.m.	Minister Virk takes podium provides short remarks.
11:05 a.m.	Tasha Schollen introduces Deputy Minister of Education, Dave Byng.
11:05 a.m.	Deputy Minister Byng provides remarks.
11:10 a.m.	Tasha Schollen introduces Assistant Deputy Minister and Chief Information Officer, Bette-Jo Hughes
11:10 a.m.	CIO Hughes provide remarks.
11:15 a.m.	Tasha Schollen introduces Minister Virk
11:15 a.m.	Minister of Technology, Innovation and Citizens' Services, Amrik Virk takes podium, provides remarks.
11:20 a.m.	Tasha opens floor to questions from the media.
11:35 a.m.	Event concludes

INTRODUCTION

- Good morning ladies and gentlemen.
- Thank you for being here.
- Last Friday I was made aware of a possible privacy breach.
- Today we are taking action.
- Anytime people's personal information may be at risk, it is a cause for concern.
- I am troubled to have learned that Government is unable to locate an unencrypted backup hard drive

that contains a variety of reports, databases, and information.

- At this point, we are not aware of any access to, or use of the information on the missing hard drive.
- We believe the risk to British Columbians is low.
- However, out of an abundance of caution, it is my responsibility to let the public know.
- I will now turn things over to the Deputy Minister of Education and the Province's Chief Information Officer to provide further details.

- They will explain what happened, what data is contained on the hard drive,
- The efforts being made to find the hard drive,
- Furthermore, they will explain what government is doing to ensure that everything possible is being done to protect your personal information.

[MINISTER STEPS AWAY FROM PODIUM AND SITS DOWN]

[Dave Byng Speaks]

[Bette-Jo Hughes Speaks]

[MINISTER IS REINTRODUCED TO THE PODIUM]

- Ladies and gentleman, I want to assure British Columbians that our government takes the management of their personal information and the protection of privacy seriously.
- There is no doubt that a mistake was made – first - in how the hard drive was created,
- and second – in how it was stored.
- The bottom line is – this should not have happened.

- It is my expectation that the personal information policies and procedures of government are followed,
- Every time, without exception.
- Our government is taking action.
- I can tell you today that, I have ordered the Chief Information Officer to review every ministry across core government.
- The Ministry of Education will be the focus of the first review.

- The review will look at ministry compliance with personal information management policies.
- We are committed to reporting publically on the outcome of this review.
- I have spoken with the Privacy Commissioner and I am advised that she will also investigate this matter.
- We fully cooperating with her support her investigation.

CONCLUSION

- This incident should not have happened.
- Since 2011 when this hard drive was created, my ministry has taken steps to strengthen the management of personal information and protection of privacy.
- However, this incident is a signal that we need to take steps today to make those policies even stronger.
- And that is exactly what we are doing.
- We will ensure that BC has the most stringent personal information management.

- end -

NEWS RELEASE

For Immediate Release
2015MTICS0026-001575
Sept. 22, 2015

Ministry of Technology, Innovation and Citizens' Services

Government launches review, info line after backup hard drive misplaced

VICTORIA – Management of personal information by government ministries will be reviewed by the Office of the Chief Information Officer in the wake of a misplaced backup hard drive containing B.C. and Yukon student information from 1986 to 2009.

Technology, Innovation and Citizens' Services Minister Amrik Virk has announced the review today to ensure government is doing everything possible to protect personal information and prevent privacy breaches.

The issue of the backup drives and their content was discovered during a complete records review undertaken by the Ministry of Education to ensure it was in compliance with data-storage standards. The Ministry of Education did extensive physical and electronic searches but was unable to locate a Western Digital external hard drive that was one of two backups the ministry created in 2011.

Virk also announced that the Service BC info line is able to help British Columbians and others find out if their information is likely on the drive, and what sort of information it would be.

When they contact Service BC, people should be able to note when they attended K-12 or post-secondary school in British Columbia. The contact centre is open Monday to Friday from 7:30 a.m. to 5 p.m. and can be reached by calling:

- Victoria: 250 387-6121
- Vancouver: 604 660-2421
- Elsewhere in B.C.: 1 800 663-7867

Government has no indication that data from the missing hard drive has been accessed or used. The risk to individuals is thought to be low because the data on the missing hard drive does not contain financial or banking information, social insurance numbers or driver's licence numbers. As well, the data is at least six years old and up to 30 years old.

In total, the missing hard drive contains about 3.4 million education records tied to individuals between 1986 and 2009, and includes their names, postal codes, grades and personal education numbers.

There are also a smaller number of records in files that include more sensitive personal information, such as:

- 825 survey results from 2003 of teachers aged 53 or older on their retirement plans.
- 1,052 personal education numbers, birth years, and grad dates for cancer survivors from a study on their education outcomes.

- 9,273 personal education numbers connected to children in the care of the Ministry of Children and Family Development before 2006-07, including information such as health and behaviour issues and supervision status.

This sensitive information could be connected to names by comparing the personal education numbers to names through the larger data file. Full details on the data on the missing hard drive are online at: <http://bit.ly/1YzSt9p>

It is important to note that the hard drives were backups. All files related to student records are still with the government under standard data security processes.

Quote:

Amrik Virk, Minister of Technology, Innovation, Citizen Services—

“British Columbians expect us to ensure their information is safe – and this is an incident that should have never happened. I have directed the province’s chief information officer to undertake a review to make sure that our privacy protection policies and procedures are as robust as they possibly can be. The Ministry of Education will be the first ministry to be examined as part of this cross-government review. British Columbians deserve the highest standards of information management.”

Learn More:

Frequently Asked Questions about Potential Identity Theft:

http://www.cio.gov.bc.ca/local/cio/priv_leg/documents/foippa/IDtheftFAQ.pdf

Media Contact:

Government Communications
and Public Engagement
Ministry of Technology, Innovation
and Citizens’ Services
250 356-5288

Connect with the Province of B.C. at: www.gov.bc.ca/connect

Subject:FW: End of Day Report - Education

From: Sorochan, Craig GCPE:EX

Sent: Tuesday, September 22, 2015 4:54 PM

To: van Marum, Karen GCPE:EX; Glover, Hannah GCPE:EX

Cc: EDUC DL Communications; Delisle, Corrie EDUC:EX; MacFarlane, Paige EDUC:EX; McCrea, Jennifer EDUC:EX; Fraser, Brian EDUC:EX; Rongve, Ian EDUC:EX; Fayad, Deborah EDUC:EX; Kot, Jill EDUC:EX; Teo, HB EDUC:EX; Pridmore, Kerry EDUC:EX; Liddy, Eleanor EDUC:EX; Byng, Dave A EDUC:EX; Turner, Julie EDUC:EX; Hillier, Emilie A EDUC:EX; Mason, Shanna EDUC:EX; John, Rebecca EDUC:EX; Silver, Matt EDUC:EX; Vinning, Gurpreet S EDUC:EX; Postings, Shelaina EDUC:EX; Mounteney, Renee EDUC:EX; Pharand-Fraser, Nicole EDUC:EX; Gordon, Matt GCPE:EX; Woods, Emily GCPE:EX

Subject: End of Day Report - Education

Ministry of Education

Media Request 1

Liza Yuzda, CKNW, MyED BC- PG Teacher Data Access Claims

Request: Reporter is asking about claims made by a teacher in B.C regarding files accessed on MyEd BC.

We provided the reporter with the following response:

- MyEducation BC complies with all requirements outlined in the Freedom of Information and Protection of Privacy legislation.
- Thorough privacy impact assessments were completed and reviewed by both the OCIO and Office of the Privacy Commissioner.
- School districts establish the type of information that teachers/counsellors are able to see about their students.
- It is appropriate that a teacher be informed that a student in their care has a medical alert or requires support in their learning.
- We are investigating these specific circumstances.

Media Calls for AVED

Media Request #1

Moira Warburton/ UTHE UBYSSEY

Request: reporter wants comment from the Minister of Education and Minister of Technology, Innovation, Citizen Services and/or response points about how the information on the hard drive will affect students at UBC. Will this change how government handles storing information in the future.

Response:

#1. How will the information on the hard drive affect students at UBC?

- There is no evidence that the data on the missing hard drive has been accessed or used.
- Government is making this situation public out of an abundance of caution because its been unable to locate the hard drive.

- There is a chance, however slight, that the duplicate hard drive is inside a box somewhere in government storage, or that the hard drive has been destroyed.
- The incident has been reported to the Office of the Chief Information Officer, which is conducting an investigation into the incident.

#2. Will this change how government handles storing information in the future?

- The Minister of Technology, Innovation and Citizens' Services has ordered a review by the Office of the Chief Information Officer (OCIO) of government wide policies and compliance with the management of personal information. The OCIO is also conducting an investigation into this incident and the independent Information and Privacy Commissioner is conducting its own investigation.
- We look forward to the outcome of these reviews. The BC Government is committed to ensuring that we have stringent policies that protect the personal information of British Columbians.

#3. Is it just B.C. applicants applying for post-secondary that are identified on the hard drive or does it include students who applied from out of Province?

- B.C. and out of province students who are enrolled in a B.C. public post-secondary institution may be identified on the hard-drive.
- Post-secondary application records are not identified on the hard-drive.

-

Media Request # 2

Chuck Tobin/Whitehorse Star/

Request: Reporter wants to know when was the hard drive discovered missing? How long has it been missing? Can we confirm if it has been used? Does it affect ALL Yukon students between 1986-2009?

Response:

#1/2 -When was the hard drive discovered missing? How long has it been missing?

- On August 28, 2015, the Ministry confirmed that the hard drive was missing during a records review.

3 - Can you confirm if it has been used?

- There is no evidence that the data on the missing hard drive has been accessed or used.
- We are making this situation public out of an abundance of caution as we have been unable to locate the hard drive.
- There is a chance, however slight, that the duplicate hard drive is inside a box somewhere in government storage, or that the hard drive has been destroyed.

4- Does it affect ALL Yukon students between 1986-2009?

<http://bit.ly/1YzSt9p> -This link from the news release provides detailed information on the specific files that affect the Yukon students. (Also listed below)

We know the following:

Yukon Course Mark Files

- Files which contain all student exam and course information for the Yukon for 1991-2008:
- Personal Education Number
- birth date
- gender
- type of facility attending (Standard, distance ED, alternative, Youth Custody)
- type of school attending (BC Public School, BC Independent School, Extra-Provincial School, Federal band school)
- courses taken

Yukon Exam Results

There exist files with 1,300 select individuals from 1993-2008 containing:

- Personal Education Number
- gender
- school
- course and exam involvement and marks

Yukon K-12 Distributed Learning

A 2007 file with information for 162 select individuals participating in distributed learning in the Yukon. The files contain the following information:

- Personal Education Number
- full name
- birth date
- home address
- distance learning course description

Yukon Graduation Rates

The drive also contains 2007/2008 graduation files for 370 Yukon students, the information contains:

- Personal Education Number
- birth date
- school
- graduation credential
- English Language Learner Status

- Aboriginality flag
-

-

Media Request #3

Powell River Peak/Mel Edger/

Request: Are people from Powell River affected? When people call Service BC, how will they find information on you (i.e. If you can't remember your PEN number, how will they identify you?)

Response:

- Individuals can contact Service BC to find out if their information is likely on the drive, and what sort of information it would be.
 - Call centre staff will be able to tell them what type of data (name, postal code, etc.) could be on the missing hard drive, as well as any privacy steps they could take.
 - People can call: **1-800-663-7867** from 7:30 a.m. - 5 p.m. Monday to Friday.
 - Victoria: 250-387-6121
 - Vancouver: 604-660-2421
-

-

Media Request #4

Justine Hunter / Globe and Mail /

Request: reporter wants to know if the other hard drive was encrypted and who put the information on the drive?

Response: Jason called Justine at 3 p.m. and provided answers.

-

Media Request #5

Laura Sun – Sing Tao

Request: Missing Hard Drive. Reaction to NDP news release, reaction to assertion data breach will affect people's lives, what info will people get when they call Service BC.

Response: Provided background information in draft.

-

EDUC/MTICS Missing Hard Drive Technical Briefing Attendance

Rob Shaw – Vancouver Sun

Vaughn Palmer – Vancouver Sun

Lindsay Kines – Times Colonist

Tom Fletcher – Black Press

Binder Sajan – CTV

Keith Baldrey – Global

Dirk Meissner – Canadian Press
Justine Hunter – Globe and Mail
Mary Griffin – CHEK

EDUC/MTICS Missing Hard Drive Conference Call Participants

George Baker – CBC Prince George
Anita Bathe – News 1130
Nathalie Clancy – CBC TV
Charmaine DeSilva – CKNW
Carolina Deryk – CBC Prince Rupert
Greg Fry – 250 News
Angelo Iacobucci – CHNL
Ashley Joannou – Yukon News
Matt Kieltyka – Metro News
Les Leyne – Times Colonist
Farah Morale – CBC radio
Michael Mui – 24 Hours
Albert Tsui – Fairchild TV
Jennifer Thuncher – Squamish Chief

Stakeholders

Anne Anderson – Government of Saskatchewan
Judy Arnold – Deputy Minister Yukon
Pamela Gole – BC Cancer Agency
Leslie Pritchard – BC Cancer Agency
Rich Overgaard – BCTF

In progress:

- Megan Gilmore of TEACH magazine is asking about Aboriginal history in the new curriculum. (deadline end of week)
- Astrid Braunschmidt, CTV Vancouver Island is asking for information and an interview on homeschooling in B.C. (deadline end of week)

NEWS RELEASE

For Immediate Release
2015MTICS0026-001575
Sept. 22, 2015

Ministry of Technology, Innovation and Citizens' Services

Government launches review, info line after backup hard drive misplaced

VICTORIA – Management of personal information by government ministries will be reviewed by the Office of the Chief Information Officer in the wake of a misplaced backup hard drive containing B.C. and Yukon student information from 1986 to 2009.

Technology, Innovation and Citizens' Services Minister Amrik Virk has announced the review today to ensure government is doing everything possible to protect personal information and prevent privacy breaches.

The issue of the backup drives and their content was discovered during a complete records review undertaken by the Ministry of Education to ensure it was in compliance with data-storage standards. The Ministry of Education did extensive physical and electronic searches but was unable to locate a Western Digital external hard drive that was one of two backups the ministry created in 2011.

Virk also announced that the Service BC info line is able to help British Columbians and others find out if their information is likely on the drive, and what sort of information it would be.

When they contact Service BC, people should be able to note when they attended K-12 or post-secondary school in British Columbia. The contact centre is open Monday to Friday from 7:30 a.m. to 5 p.m. and can be reached by calling:

- Victoria: 250 387-6121
- Vancouver: 604 660-2421
- Elsewhere in B.C.: 1 800 663-7867

Government has no indication that data from the missing hard drive has been accessed or used. The risk to individuals is thought to be low because the data on the missing hard drive does not contain financial or banking information, social insurance numbers or driver's licence numbers. As well, the data is at least six years old and up to 30 years old.

In total, the missing hard drive contains about 3.4 million education records tied to individuals between 1986 and 2009, and includes their names, postal codes, grades and personal education numbers.

There are also a smaller number of records in files that include more sensitive personal information, such as:

- 825 survey results from 2003 of teachers aged 53 or older on their retirement plans.
- 1,052 personal education numbers, birth years, and grad dates for cancer survivors from a study on their education outcomes.

- 9,273 personal education numbers connected to children in the care of the Ministry of Children and Family Development before 2006-07, including information such as health and behaviour issues and supervision status.

This sensitive information could be connected to names by comparing the personal education numbers to names through the larger data file. Full details on the data on the missing hard drive are online at: <http://bit.ly/1YzSt9p>

It is important to note that the hard drives were backups. All files related to student records are still with the government under standard data security processes.

Quote:

Amrik Virk, Minister of Technology, Innovation, Citizen Services—

“British Columbians expect us to ensure their information is safe – and this is an incident that should have never happened. I have directed the province’s chief information officer to undertake a review to make sure that our privacy protection policies and procedures are as robust as they possibly can be. The Ministry of Education will be the first ministry to be examined as part of this cross-government review. British Columbians deserve the highest standards of information management.”

Learn More:

Frequently Asked Questions about Potential Identity Theft:

http://www.cio.gov.bc.ca/local/cio/priv_leg/documents/foippa/IDtheftFAQ.pdf

Media Contact:

Government Communications
and Public Engagement
Ministry of Technology, Innovation
and Citizens’ Services
250 356-5288

Connect with the Province of B.C. at: www.gov.bc.ca/connect

Keenan, Jason GCPE:EX

From: Keenan, Jason GCPE:EX
Sent: 21 Sep 2015 21:04:39 -0700
To: Schollen, Tasha GCPE:EX
Subject: RE: FAQ

I think this is solid – at 7:45 lets assign someone to work on this.

From: Schollen, Tasha GCPE:EX
Sent: Monday, September 21, 2015 8:47 PM
To: Keenan, Jason GCPE:EX
Subject: FAQ

Tasha Schollen | Communications Director
Ministry of Technology, Innovation and Citizens' Services
Government Communications and Public Engagement
Phone: 250-387-3134 | Cell: 250-889-1121

Pritchard, Lesley

From:Pritchard, Lesley
Sent:22 Sep 2015 10:44:37 -0700
To:Plank, Sarah GCPE:EX
Cc:XT:Kennedy, Theresa HLTH:IN;XT:Cunningham, Dave HLTH:IN
Subject:RE: FINAL Government launches review, info line after backup hard drive misplaced
Thanks Sarah.
We're just working on getting information from the study's lead person.
As discussed we will be preparing a memo for BCCA staff once the release is out.

Lesley

-----Original Message-----

From: Plank, Sarah GCPE:EX [<mailto:Sarah.Plank@gov.bc.ca>]
Sent: Tuesday, September 22, 2015 10:39 AM
To: Pritchard, Lesley; Kennedy, Theresa; Cunningham, Dave
Subject: FW: FINAL Government launches review, info line after backup hard drive misplaced

Here is the final - link to the data report shortened.

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(http://www.cio.gov.bc.ca/local/cio/priv_leg/documents/foippa/idtheftfaq.pdf)

Media Contact:

Government Communications
and Public Engagement
Ministry of Technology, Innovation
and Citizens' Services
250 356-5288

Connect with the Province of B.C. at: www.gov.bc.ca/connect

Lake, Terry HLTH:EX

From:Lake, Terry HLTH:EX

Sent:18 Sep 2015 19:30:44 -0700

To:Plank, Sarah GCPE:EX

Cc:Scheffel, Emile HLTH:EX;Merrifield, Katy HLTH:EX;Heinze, Laura R GCPE:EX;Brown, Stephen R HLTH:EX

Subject:Re: Heads up - media issue next week

Thanks Sarah - now have a glass of wine!

Sent from my BlackBerry 10 smartphone on the TELUS network.

From: Plank, Sarah GCPE:EX

Sent: Friday, September 18, 2015 7:26 PM

To: Lake, Terry HLTH:EX

Cc: Scheffel, Emile HLTH:EX; Merrifield, Katy HLTH:EX; Heinze, Laura R GCPE:EX; Brown, Stephen R HLTH:EX

Subject: Heads up - media issue next week

Hi Minister,

Just wanted to let you know that we were advised by Education of an issue that you should be aware of...

According to the information I have at this time, in 2009, as part of a research study looking at cancer patients and education outcomes, the BC Cancer Agency provided cancer patient data to Education which Education subsequently linked to student data and gave back to BCCA for the study. All research protocols seem to have been followed (ethics, privacy, etc). However, Education kept copies of the data on two hard drives, and recently discovered they are not able to locate one of them, which was in storage. What information was on the hard drive is not completely clear to me at this point – but I understand it does include student numbers tagged as cancer patients - and it involves a very large number of people.

Education notified the Office of the Information and Privacy Commissioner. MTICS and Education are currently planning a media availability about this on Tuesday.

I will get more information on Monday, and will certainly keep you apprised.

Have a good weekend.

Sarah.

Sarah Plank

Communications Director | Ministry of Health

Government Communications & Public Engagement

Office: 250.952.1889 | Mobile: 250.208.9621 | Email: sarah.plank@gov.bc.ca

Keenan, Jason GCPE:EX

From: Keenan, Jason GCPE:EX
Sent: 21 Sep 2015 15:56:33 -0700
To: Pridmore, Kerry EDUC:EX; Schollen, Tasha GCPE:EX
Subject: RE: Materials for Tomorrow

We are on a conference call right now – everything will have to wait for a while as we follow processes.
Will share as soon as we can

Jason

From: Pridmore, Kerry EDUC:EX
Sent: Monday, September 21, 2015 3:56 PM
To: Schollen, Tasha GCPE:EX
Cc: Keenan, Jason GCPE:EX
Subject: FW: Materials for Tomorrow
Importance: High

Anything that you can share with Dave at this time? Or can you please give us an ETA? FYI below.

Kerry Pridmore | Executive Director, Service Delivery Branch |
<http://www.bced.gov.bc.ca/service-delivery/>
Services & Technology Division |
Ministry of Education | Cell: 250-507-1485 |

From: Shaw, Courtney EDUC:EX
Sent: Monday, September 21, 2015 3:54 PM
To: Pridmore, Kerry EDUC:EX
Subject: Materials for Tomorrow
Importance: High

Hi Kerry,

Do you have the materials for tomorrow? Dave would like to look at them right now?

Thank you,
C.

Courtney Shaw, Senior Executive Assistant
Deputy Minister's Office | Ministry of Education
PO Box 9179 STN PROV GOVT
Victoria, BC V8W 9H3
Phone: (250) 387-2026