

Document 1:

Attached are notes from our meeting. The purpose of these notes is to track action items to ensure this continues to move forward in a timely manner.

These notes are not meant to be “official” minutes, however, if I’ve missed something that is important and/or needs to be tracked, please let me know.

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Document 16:

Hello,

Thank you for reporting this incident, and for discussing it with me.

Incident

As reported, personal information of health practitioners were accessible to citizens in Health Gateway. The personal information involved is mailing address. Health practitioners are asked to provide a business mailing address however some practitioners have been providing personal mailing addresses.

Containment

Containment will be achieved as the “business mailing address” section will be removed from Health Gateway.

Notification

The key consideration in deciding whether to notify an affected individual is whether it is necessary to avoid or mitigate harm to an individual, such as: a risk of identity theft or fraud; a risk of physical harm; a risk of hurt, humiliation or damage to reputation; or a risk to business or employment opportunities.

Prevention

Preventative measures have been discussed, the mailing address field will be removed from Health Gateway.

For documentation purposes I have tracked this incident as **2021-0668** and I will have conduct of the file; however as all necessary action has been completed I am also closing my file. Please note I have copied representatives of your Ministry Chief Information Officer for their information.

Thank you again for reporting this incident.

James Gartshore

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Document 17:

Hello Megan,

Thank you for reporting this incident, and for discussing it with me as needed.

Incident

Citizen A called the BC Vaccination Line for support in accessing their Health Gateway app. During the call, upon accessing their Health Gateway app, Citizen A reported that Citizen B's information (medical information and test results) was appearing.

Containment

Health Gateway application access was removed from Citizen A.

Notification

The key consideration in deciding whether to notify an affected individual is whether it is necessary to avoid or mitigate harm to an individual, such as: a risk of identity theft or fraud; a risk of physical harm; a risk of hurt, humiliation or damage to reputation; or a risk to business or employment opportunities.

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Prevention

No preventative measures to review as the error occurred as a result of a third party.

Please note that I am closing my file and have copied representatives of your Ministry Chief Information Officer for their information. Please also be advised that PCT may conduct a follow-up audit to confirm implementation of prevention recommendations.

Thank you again for reporting this incident.

Janice Creuzot (she/her)

Investigative Analyst

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I acknowledge with respect the Lək'wəŋən people, of the Esquimalt and Songhees Nations, on whose traditional territory I now live, work and play.

Document 18:

Hello Megan,

Thank you for reporting this incident, and for discussing it with me as needed.

Incident

Citizen A called the BC Vaccination Line to report that Citizen B's COVID-19 test results were appearing on their (Citizen A's) Health Gateway application. The incident appears to be a privacy breach as a result of a third party. The personal information involved included Client B's full name, their doctor's name, test type, location of test, test result, date collected and received, date of birth, age, contact information, gender, and Personal Health Number.

Containment

The Ministry program area responsible for the third party escalated a ticket to Health Gateway to correct the error.

Notification

The key consideration in deciding whether to notify an affected individual is whether it is necessary to avoid or mitigate harm to an individual, such as: a risk of identity theft or fraud; a risk of physical harm; a risk of hurt, humiliation or damage to reputation; or a risk to business or employment opportunities.

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Prevention

The incident has been brought to the attention of the relevant program areas for awareness. The relevant program areas have found that no further preventive or remediating steps are required at this time.

Please note that I am closing my file and have copied representatives of your Ministry Chief Information Officer for their information. Please also be advised that PCT may conduct a follow-up audit to confirm implementation of prevention recommendations.

Thank you again for reporting this incident.

Courtney Striker *(she/her)*

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I acknowledge with respect the Ləkʷəŋən people, of the Esquimalt and Songhees Nations, on whose traditional territory I live and work.

Document 19:

Hello,

Thank you for your assistance with this incident.

Incident

After signing up for the BC Health Gateway using their driver's license and BC Health Card, a client advised that they received a call from a bank and the RCMP in another province. The Bank stated that an individual had walked in with the client's driver's license and proceeded to withdraw \$5,000 from their bank account using their ID card. The client felt that the individual may have obtained the ID information from a breach in the Government's Health Gateway system. The personal information involved includes name and driver's licence details.

Containment

The program area responsible for the administration of the BC Health Gateway application and database was contacted. A review of the client's information was conducted and it was confirmed there was no evidence of the client's record having been compromised or of the database's infrastructure having been compromised. It was also confirmed that while the client's information is stored within a secure government database, the image of the client's driver's licence and its number is not saved or stored on the BC Services card application.

Notification

The key consideration in deciding whether to notify an affected individual is whether it is necessary to avoid or mitigate harm to an individual, such as: a risk of identity theft or fraud; a risk of physical harm; a risk of hurt, humiliation or damage to reputation; or a risk to business or employment opportunities.

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Prevention

Preventative measures were not warranted as there was no evidence of a breach of the client's personal information.

Please note that I am closing my file and have copied representatives of your Ministry Chief Information Officer for their information. Please also be advised that PCT may conduct a follow-up audit to confirm implementation of prevention recommendations.

Thank you again for reporting this incident.

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