

From: [Harder, Derrick AG:EX](#)
To: [Lewthwaite, Jennifer TRAN:EX](#)
Subject: TRA-2018-83726
Date: Wednesday, May 16, 2018 5:41:55 PM

From: Harder, Derrick PREM:EX
Sent: Friday, September 1, 2017 9:43 AM
To: Chapotelle, Jacqueline TRAN:EX
Subject: Re: Please read and respond please Privacy Incident 2017-1296/IM410855
If they have asked you to delete emails with the information then I would do so. That is fine.
Has that mandate re. Emails been issued since change of government?

Sent from my iPhone

On Sep 1, 2017, at 9:32 AM, Chapotelle, Jacqueline TRAN:EX <Jacqueline.Chapotelle@gov.bc.ca> wrote:

Hi Derrick,
Someone sent me some personal information regarding someone else by mistake, and I responded saying that they had the wrong person, but this is now a privacy incident. They want me to delete the email from my sent folder that contains the private information of the other individual. I know we are mandated not to delete sent mail, but they sent me the information below. I don't feel comfortable to delete it, unless I have your approval.
Let me know if this is ok.
Kindly,
Jacqueline

From: McKean, Tamalyn J PSA:EX
Sent: Friday, August 18, 2017 2:56 PM
To: Chapotelle, Jacqueline TRAN:EX
Subject: Please read and respond please Privacy Incident 2017-1296/IM410855
I Jacqueline,

Further to my request to delete the email containing the wrong person's name and unique competition USER ID, I am forwarding some information from the Privacy, Information and Training Branch regarding your office policy on deleting sent emails. As mentioned to you I reported the Privacy Incident as required. I also advised that due to the policy in your office you are not allowed to delete to the sent email from your sent folders.

Please see the email below from the Investigator offering rationale and context on the request to delete the email from your sent folder. You may decide to share this with your supervisor as needed. If there are further questions I am available to respond. If after reviewing this information you are still not able to delete the email please contact me as soon as possible.

Regards,
Tamalyn

From: Angus, Alexander FIN:EX
Sent: Tuesday, August 15, 2017 3:14 PM
To: McKean, Tamalyn J PSA:EX

Subject: Privacy Incident 2017-1296/IM410855

Hi Tamalyn,

Please find attached an excerpt from the Process for Responding to Privacy Breaches document. This should provide some context to the unintended recipient as to why we are seeking the deletion of that email, despite it being against their typical practise. In this case, because the information was included in the response we'd like to see the sent item deleted as well.

B. Contain the Privacy Breach

- Employees, business owners (including supervisors and service providers) or others should take immediate action to contain the privacy breach and to limit its impact. Appropriate actions will depend on the nature of the breach and may include:
 - Isolating or suspending the activity that led to the privacy breach;
 - Correcting all weaknesses in physical security;
 - Taking immediate steps to recover the personal information, records or equipment from all sources, where possible;
 - Determining if any copies have been made of personal information that was breached, and recovering where possible.

Note: Where the privacy breach involves information technology, the direction of the Investigations Unit must be sought before taking any containment steps.

Regards,

Alexander Angus

Investigative Analyst

Privacy, Compliance, and Training Branch

Corporate Information and Records Management Office

Ministry of Citizens' Services

alexander.angus@gov.bc.ca

250.387.8572

Government confidentiality and privilege requirements apply to this message and any attachments. If you are not the intended recipient, you are hereby notified that any review, retransmission, conversion to hard copy, copying, circulation or other use is strictly prohibited. If you are not the intended recipient, please notify the sender immediately, and delete this message and any attachments from both your inbox and deleted items folder. Thank You.