

**June 7, 2022**

**Follow-up report finds that liquor and cannabis retailers are improving their privacy management**

**VICTORIA**— A report released today found a marked improvement in privacy law compliance by liquor and cannabis retailers in BC. The finding follows an initial review that determined many of the retailers failed to maintain adequate privacy management programs or document privacy policies which they are obligated to under BC's *Personal Information Protection Act* (PIPA).

In June 2021, the Office of the Information and Privacy Commissioner for BC (OIPC) conducted a compliance review of BC's 30 biggest private sector licensed liquor and cannabis retailers. The office initially launched the review after receiving enquiries and seeing media stories about the sector's collection, use, and disclosure of personal information practices. Cannabis retailers in particular are required to use security cameras to monitor all retail and product storage areas, entrances, and exits, adding an additional collection of sensitive personal information.

The follow-up review found that retailers have fully implemented 70% of the recommendations, and partially implemented a further 22%. The OIPC continues its work with the handful of retailers who have planned to move forward with the remaining 8% of recommendations but have not yet done so.

"I am encouraged to see that retailers have, by and large, taken action following the report to ensure compliance with BC's privacy laws. We know that liquor and cannabis retailers collect sensitive personal information that, if compromised, can result in real harms to individuals. Having in place adequate privacy management programs establishes a solid foundation that will help organizations build and maintain trust with their customers," said BC Information and Privacy Commissioner Michael McEvoy.

The original report contained 18 recommendations for liquor and cannabis retailers to establish and maintain privacy management programs, including:

- designating someone to be responsible for ensuring the organization complies with PIPA;
- developing written policies; and
- monitoring compliance and conducting risk assessments to know that security safeguards are effective.

The full follow-up report is available here: <https://www.oipc.bc.ca/reports/investigation-and-audit-reports/>

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