

Office of the Information and Privacy Commissioner for BC Minutes of the External Advisory Board Meeting

June 15, 2017
9:00-11:15 am

Attendees:

- Drew McArthur, Acting Information and Privacy Commissioner
- Dr. Colin Bennett, Department of Political Science, University of Victoria
- Dr. Peter Chow-White, School of Communications, Simon Fraser University
- Dr. David Flaherty, former B.C. Information and Privacy Commissioner
- Dr. Ben Goold, Faculty of Law, University of British Columbia
- Michael McEvoy, Deputy Commissioner, OIPC
- oline Twiss, Director of Investigations, OIPC
- Erin Beattie, Director of Communications, OIPC
- Jane Zatylny, Communications Officer, OIPC

Regrets:

- Jay Fedorak, Deputy Registrar, ORL/Deputy Commissioner, OIPC
- Heather Black, former Assistant Privacy Commissioner of Canada (resigned)

The Acting Commissioner called the meeting to order at 9:00 am.

COMMISSIONER'S REPORT

The Acting Commissioner reflected on his 90-day plan – what he hoped to accomplish during his first 90 days in office. These measurements were laid out in a balanced scorecard with the key pillars of financial performance, stakeholder relations, operational achievement, and learning and growth.

In the financial quadrant, the Commissioner indicated that the office was under budget by \$50,000. The budget allocation included a small increase to fund a public awareness survey and the office's activities as Secretariat of the Asia Pacific Privacy Authorities. The survey was completed in collaboration with Saskatchewan's Office of Information and Privacy Commissioner, with similar results between the two provinces. In British Columbia, 46% of those surveyed were aware of the OIPC; in Saskatchewan, 47%. The OIPC has established a benchmark with this survey which will be used to inform our outreach activities. The Asia Pacific Privacy Authorities (APPA) has asked all member countries to include these two questions in their surveys:

1. Have you heard about our office?
2. Have you heard about the legislation?

Under the balanced scorecard stakeholder relations, the Commissioner created an outreach plan. Since November, the Office has participated in 17 speeches and presentations. The Commissioner stressed that he has a passion for outreach and education and the office has accommodated as many requests as possible for speeches and presentations.

In the area of operational achievement, the office has continued to reduce the backlog of files, resulting in increased fairness and efficiencies. Under the last quadrant, learning and growth, the Office completed a Workplace Engagement Survey, which yielded very good results especially when compared to the government average.

UPDATE ON OIPC ACTIVITIES

Policy/Adjudication

Deputy Commissioner Michael McEvoy updated the board on staffing changes in the Office's policy and adjudication departments. There have been several staff changes in the adjudication department including departures and a shift of one adjudicator into the policy team. Two new adjudicators were hired and the team recently went through a continuous improvement process. The policy team also experienced staff shifts and two recent departures. Policy consultations have increased slightly over the previous year, while privacy impact assessments have remained stable. The Deputy Commissioner also briefed the board on a Commissioner-initiated report, Mobile Device Management in BC Government, detailing the cooperative work and joint press conference the OIPC held with the Office of the Auditor General, who produced their own report on the same issue.

The Deputy Commissioner informed the board about work on the timeliness report, a regular report card of government's access to information requests. He also updated the board about the upcoming APPA meeting in Sydney: as Secretariat, the OIPC continues to play a leading role with this organization and in November 2017 will co-host a conference in Vancouver with the Office of the Privacy Commissioner of Canada.

Investigation/Audit

An update was provided by oline Twiss, Director of Investigations. She provided the board with details about the backlog, which had 60 files at the beginning of May. The time before a complaint file is assigned to an investigator was at 8 weeks, down from 32 weeks at the beginning of the year. The Director of Investigations updated the board on the OIPC's key investigations and audits, including *Over-collected and Overexposed: Surveillance and Privacy Compliance in a Medical Clinic*. This examination marked the first audit of a private sector business to determine the organization's compliance with

PIPA. She also discussed two upcoming audit reports: ICBC information sharing agreement and WorkSafe BC's privacy management framework.

Communications

Erin Beattie, Director of Communications, briefed the board on the department's work on the Workplace Engagement Survey and the Public Awareness survey. The department handled 72 media inquiries since the previous EAB meeting, resulting in 44 interviews. The Director of Communications detailed the department's participation in Privacy Awareness Week, including the development of a series of posters and a live Twitter chat with the Deputy Commissioner. Staff supported various OIPC departments with the development of presentations, speeches, and the investigator's conference and assisted with the development of the office's new values and strategy. In addition, the communications team prepared the offices' two annual reports for publication in the fall.

Budget

Director of Investigations oline Twiss provided an overview of the Office's budget, explaining that the OIPC received its requested funding for mandated budget increases and a funding increase in the amount of \$50,000 as a temporary lift to help with costs associated with the OIPC's role as secretariat for APPA. She detailed our surplus, which was within our 2% target, due to some staff leaves not being backfilled.

The meeting adjourned at 11:15 am.