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Vancouver, BC | June 2 - 5

Privacy at ICBC

Privacy Overview at
The Insurance Corporation of British Columbia

David A. Joyce
Manager, Privacy and FOI Department

ICBC Privacy Environment

3.4 million Customers Personal Information

+

Employee and Contractor Personal Information

4,900 **Employees *(FTE)***
38 **Claim Centres**
118 **Driver Licensing service locations**

900 Independent Brokers, Government and Appointed Agents

Driver licences
1.5 million transactions annually

Claims
Over 900,000 claims per annum

Material damage
Disclosure to MD Business partners

Bodily Injury
Disclosure to medical service providers, legal service providers

Disclosure to Third Parties – Police, Ministries etc.

Customer Enquiries
Call Centers, FOI requests, business dealings

Source: 2013-2015 Service Plan

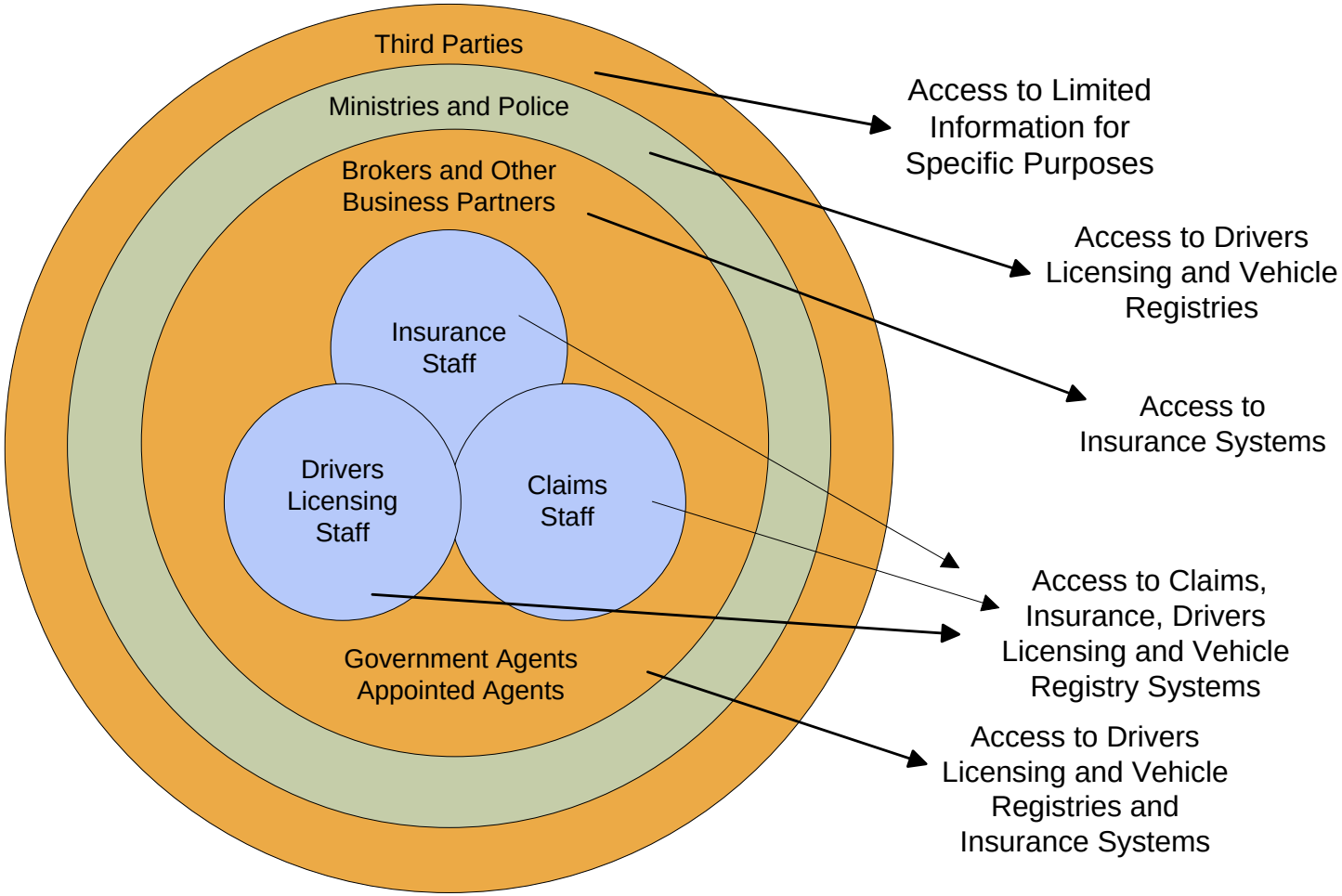
Legal Responsibilities for Personal Information

ICBC has a legal requirement to protect personal information under FIPPA

Section 30:

"A public body must protect personal information in its custody or under its control by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal."

Who Accesses ICBC Personal Information?



Privacy Controls

Compliance

- Policies
- Privacy Impact Assessment (PIA) process
- Code of Ethics, Security and Privacy tutorials for staff, Brokers and contractors
- Privacy Awareness Communications
- Every internal audit project considers privacy risk
- Information Security and Privacy Committee

Disclosure

- Information Sharing Agreements with Third Parties
- Revised Privacy Breach Guidelines
- Disclosure to Law Enforcement Framework

Access to Systems

- Access templates: pre-defined, role-based access
- Proactive Monitoring of data accessed and actions taken
- Technical Controls: firewalls, proxy servers, etc.

ICBC in the news...

- Employee dismissal linked to Justice Institute victims
- Insurance agent banned from accessing ICBC database
- Mistaken disclosure of personal juror information to outside counsel
- Potential use of facial recognition technology to identify rioters

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Breach Reporting Guidelines

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