

- Welcome to a webinar about understanding BC's Personal Information Protection Act or PIPA for short.
- If you're a physician or MOA working in a private practice, this webinar is for you.

WHAT IS ACCOUNTABILITY?

- Acceptance of responsibility to protect personal information
- Having a privacy management program that includes
 - a privacy officer
 - privacy training
 - an inventory of personal information
 - internal privacy audits
 - policies and procedures that promote:
 - good information management practices and
 - trust and confidence to patients, employees and others
- Ongoing review and assessment

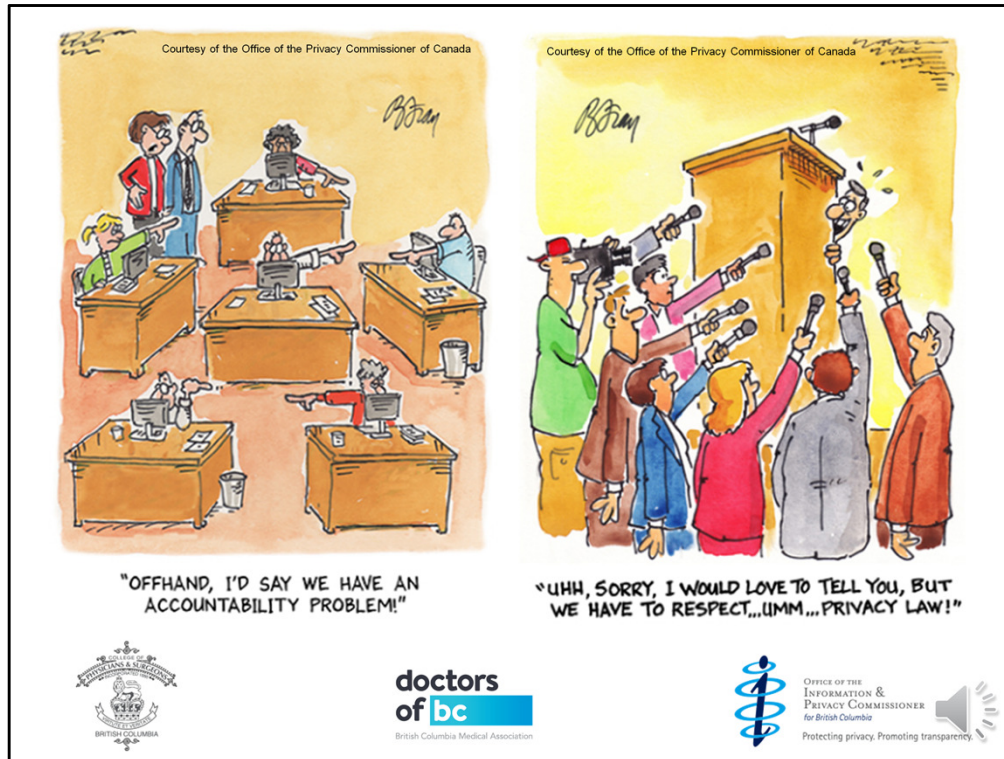


OFFICE OF THE
INFORMATION &
PRIVACY COMMISSIONER
for British Columbia
Protecting privacy. Promoting transparency.



WHAT IS ACCOUNTABILITY?

- In relation to privacy, it's the acceptance of responsibility to protect personal information
- Having a privacy management program that includes
 - a privacy officer
 - privacy training
 - an inventory of personal information
 - internal privacy audits
 - policies and procedures that promote
 - good information management practices and
 - trust and confidence to patients, employees and others
- It's always subject to ongoing review and assessment



- If you establish policies and procedures, everyone will know what to do and how – no more finger pointing
- Demonstrating your commitment to privacy will grow the confidence of your patients, employees and the public

WHY IS ACCOUNTABILITY IMPORTANT?

- Capacity to comply with PIPA can be demonstrated to the Privacy Commissioner
- Privacy management program
 - is effective and up to date
 - supports breach and complaint response
 - takes new products and services into account
 - monitors for emerging threats
 - fosters a culture of privacy
 - long term savings

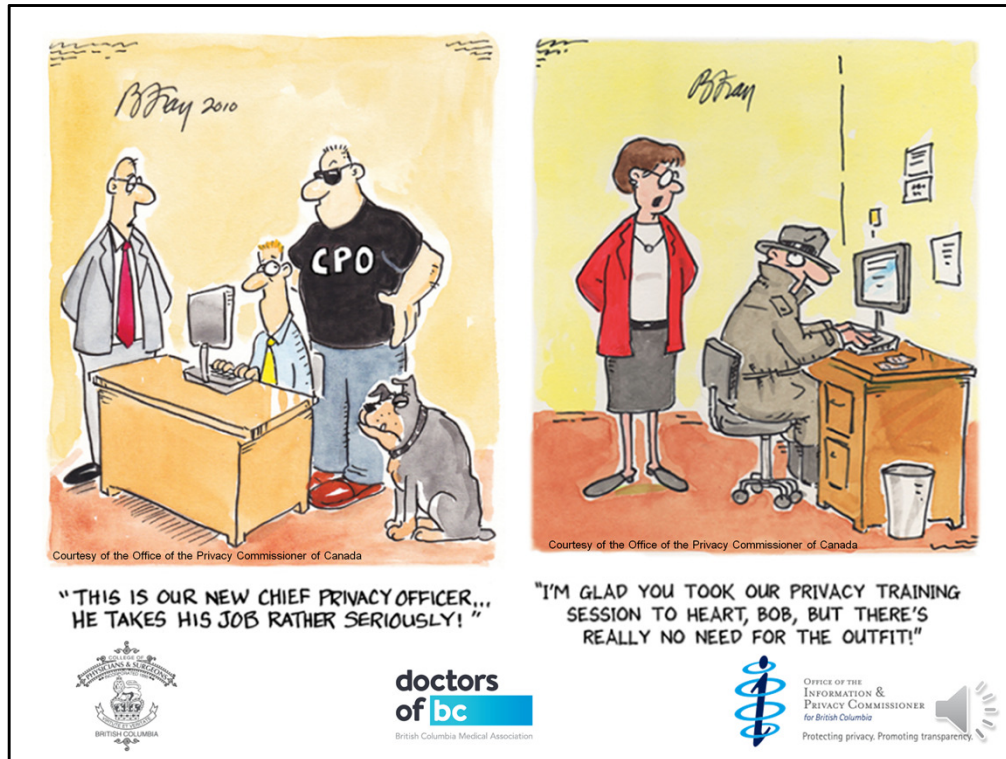


OFFICE OF THE
INFORMATION &
PRIVACY COMMISSIONER
for British Columbia
Protecting privacy. Promoting transparency.

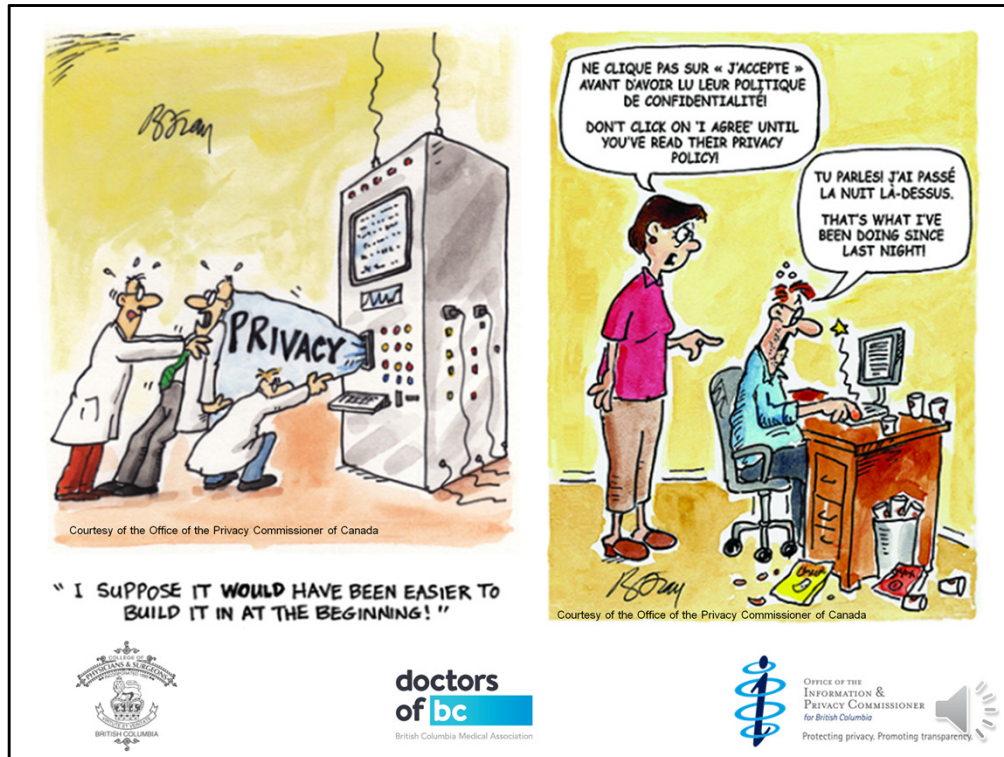


WHY IS ACCOUNTABILITY IMPORTANT?

- It's important that your capacity to comply with PIPA can be demonstrated to the Privacy Commissioner
- This means your privacy management program is
 - is effective and up to date
 - supports breach and complaint response
 - takes new products and services into account through pre-implementation privacy impact assessments and threat risk assessments
 - monitors for emerging threats
 - fosters a culture of privacy
 - and long term, can save money – breaches are expensive



- If you take privacy and security seriously, any encounters with the Privacy Commissioner should be painless
- And you'll build a privacy aware culture in your practice



- A well structured program will take privacy into account when developing new products and services
- And avoid tormenting your stakeholders

WHERE DO YOU START?

- Appoint a Privacy Officer who will
 - advocate for privacy
 - structure, design and manage the program
 - take an inventory personal information handled
 - develop policies and procedures
 - train staff on policies and procedures
 - review the program regularly and update inventories/documents
 - audit and assess the program annually
 - respond to requests for access/corrections, breaches & complaints
- Agreements
 - Confidentiality
 - Third Party Services



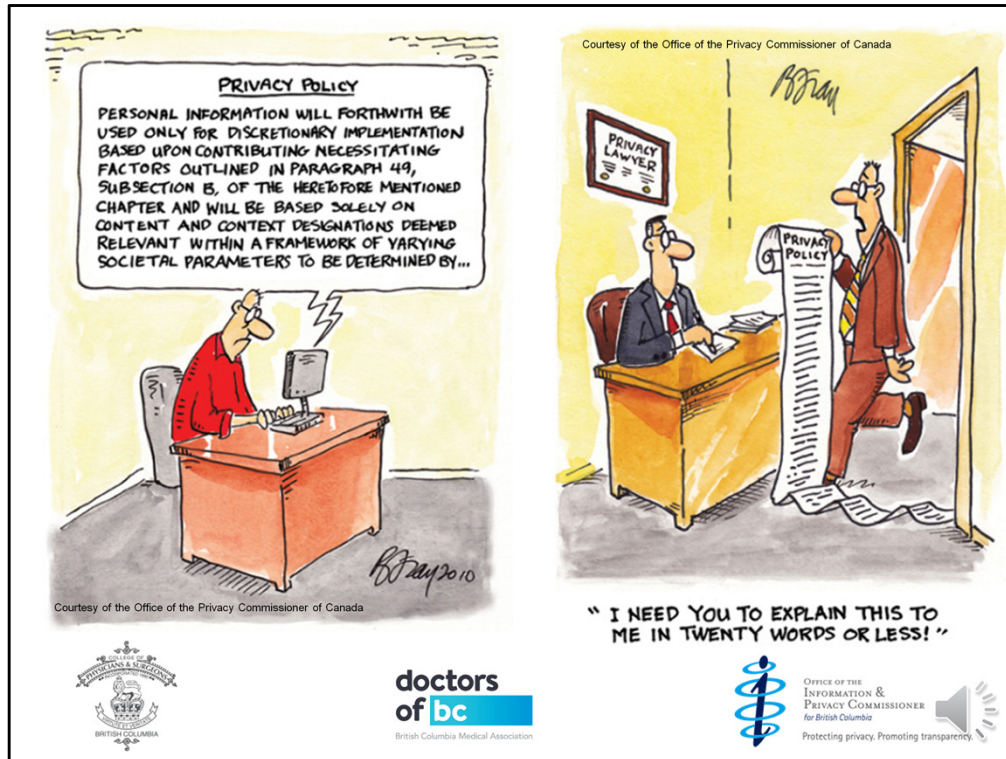
OFFICE OF THE
INFORMATION &
PRIVACY COMMISSIONER
for British Columbia
Protecting privacy. Promoting transparency.



WHERE DO YOU START?

- Appoint a Privacy Officer who will
 - advocate for privacy
 - structure, design and manage the program
 - take an inventory of personal information handled, where it's held, how it's being used, why it's needed and how sensitive it is
 - develop policies and procedures that cover consent, notification, collection, use, disclosure, access, retention, safeguards and responding to complaints
 - train new staff and schedule periodic refreshers
 - review the program regularly and keep inventories, policies and procedures up to date
 - audit and assess the program annually
 - respond to access and correction requests, breaches and complaints
- Agreements need to be in place for
 - Employee confidentiality
 - and Third Party services

Templates can be found under the Tools tab in the Toolkit



- Make your privacy policy easy to understand
- There's a template under the Tools tab in the Toolkit that you can start with

It's so much easier to explain and train if it's in plain language

WEBINAR RESOURCES

- College Standards and Guidelines
<https://www.cpsbc.ca/for-physicians/standards-guidelines>
- Doctors of BC Privacy Toolkit and webinar notes (PDF)
<https://www.doctorsofbc.ca/privacy-toolkit-webinars>
- Office of the Information & Privacy Commissioner for BC:
 - Guide to PIPA
 - Privacy Breach Tools and Resources
 - Accountability Tips
 - Getting Accountability Right
 - Self-Assessment Tool for Securing Personal Information
 - Cloud Computing Guidelines
 - Guidance Document: Information Sharing Agreements
<https://www.oipc.bc.ca/guidance/guidance-documents/>



OFFICE OF THE
INFORMATION &
PRIVACY COMMISSIONER
for British Columbia
Protecting privacy. Promoting transparency.



Links to these Resources are in a PDF document on the Webinars page of the Privacy Toolkit

- College Standards and Guidelines
- Doctors of BC Privacy Toolkit and webinar notes
- and Privacy Commissioner guides, tips and resources



PIPA SHORTS

BC's Personal Information Protection Act

QUESTIONS?

privacyofficer@doctorsofbc.ca

 **doctors of bc**
British Columbia Medical Association

 OFFICE OF THE
INFORMATION &
PRIVACY COMMISSIONER
for British Columbia
Protecting privacy. Promoting trust.

Let us know if you have any questions about complying with PIPA