• 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.
PIPA requires an organization to protect personal information in its custody or under its control by making reasonable security arrangements to safeguard it.

Safeguards will help protect personal information from unauthorized access, collection, use, disclosure, copying, modification or disposal.

Methods you can use include:
- administrative safeguards
- physical safeguards
- technology safeguards
WHAT DO WE MEAN BY ADMINISTRATIVE SAFEGUARDS?
They include

• Documented policies and procedures that include consequences for non-compliance for
  • Privacy
  • Information and system security
  • Security incident response
  • Breach management

• Forms
  • Fax cover sheets and confirmation process
  • Email and fax disclaimers
  • Confidentiality and Information Sharing Agreements
  • Contracts

• Employee training
  • Upon hire
  • Refresher

These are just a few examples that will help everyone know what to do and how

Check out the Forms Tab in the Privacy Toolkit for confidentiality and information sharing agreement templates
• Locking up medical records at night will prevent unauthorized reading of those records.

• Clearly labelling records will prevent accidental disposal.
Physical safeguards over sensitive information include having

• Paper records out of sight or reach of others
• Role-based access to offices and records
• Locking your keyboard when leaving your workstation
• Clearing files with sensitive information off your desk at the end of the day
• Locking sensitive documents up at night
• Logging off the network before leaving the office
• Keeping records in transit with you or out of sight
• Cross-cut shredder for disposing of sensitive documents
• Monitored alarm system
• Destroying hard drives before disposal
• Fire suppression system testing
• Fire extinguishers not expired
• The measures you take need to be reasonable in relation to the risks
• and take the sensitivity of the information into account
Technology safeguards include

- **Passwords**
  - Unique username and password access for every user
  - No sharing of passwords!
  - Strong password policy (upper + lower case + number + character)
  - Automatic passwords expiry after 30, 60 or 90 days
  - Auto-logoff after a period of inactivity
  - Password protected screen saver
- **Strong encryption on laptops, mobile devices and network**
- **Firewalls, anti-spam and anti-virus**
- **Network intrusion detection system**
- **Data leakage prevention system**
- **Mobile phones lock when inactive**
- **Mobile devices require a username and password access**

- **Backups**
• Letting your kids play with your phone can be dangerous if you have any sensitive information on it.

• And encrypting a USB flash drive will prevent information from accidentally getting into the wrong hands.
It’s a good idea to review your safeguards periodically

• If there have been changes to laws or regulations affecting your practice,
  • policies and procedures
  • or forms may need to be updated
  • and employees may need training
• If there have been changes to employees, their roles or physical space,
  • user security access may need to be updated
  • There’s always room for improvement so other small changes could improve physical safeguards.
• Technology is always changing so
  • There may be better technology safeguards you can use
  • and you should always test your business continuity plan each year to be sure you can still restore from backups
You want to be able to say with confidence that you protect personal information in your practice.
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/

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