



- 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.

## BE OPEN AND TRANSPARENT

- Openness and transparency in the context of privacy means
  - Making your privacy policies and procedures available
  - Providing contact information for questions or complaints
  - Being prepared to respond to
    - inquiries
    - access requests
    - complaints
  
- It's good for your reputation
  - employees
  - patients

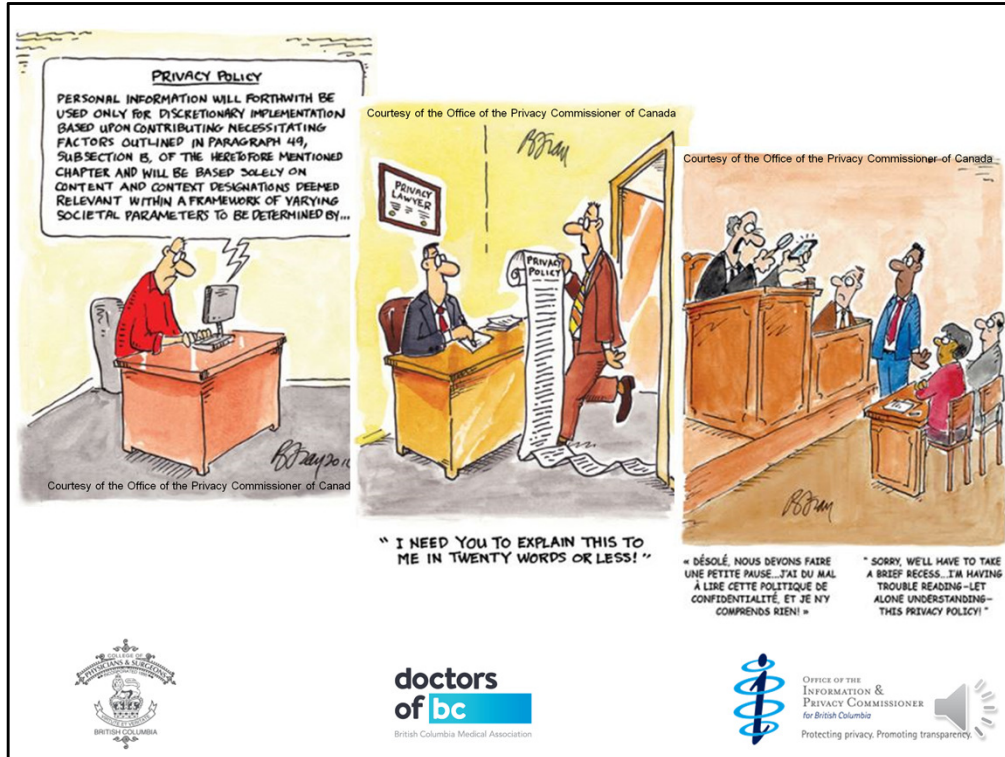


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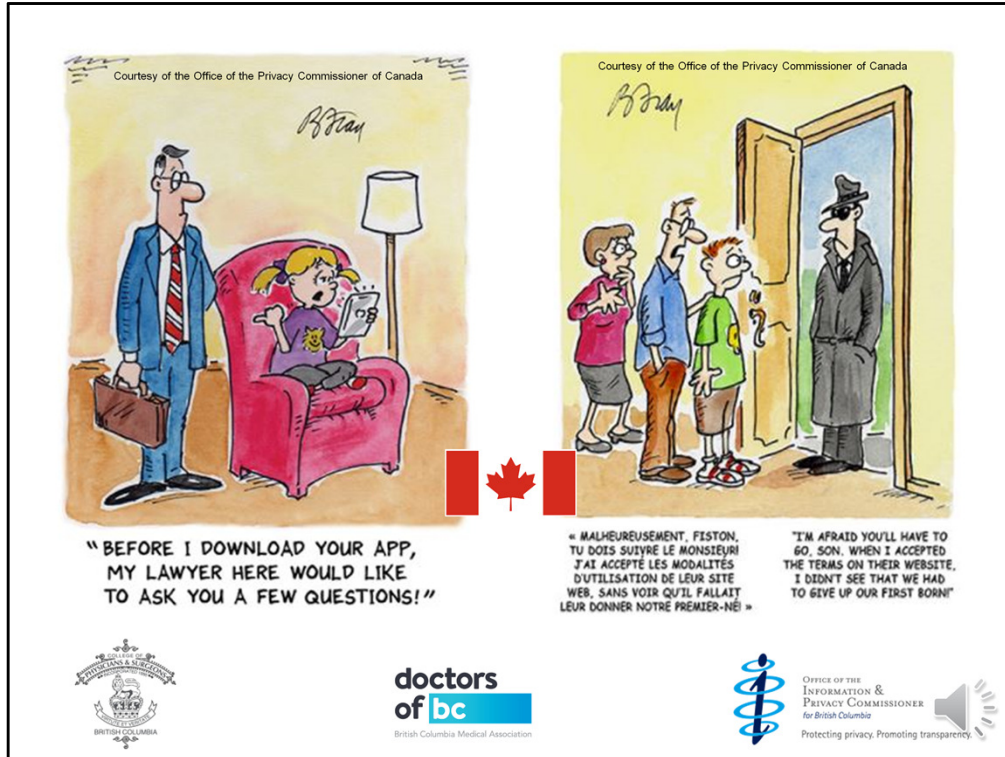


Protecting privacy. Promoting transparency.

- Openness and transparency in the context of privacy means
  - Making your privacy policies and procedures available
  - Providing contact information for questions or complaints
  - Being prepared to respond to
    - inquiries
    - access requests
    - complaints
  
- It's good for your reputation to make
  - employees and
  - patients aware that you have policies and practices for managing personal information



- It's important the privacy policy and information management procedures are written clearly without a lot of legal terminology,
- that they're concise and don't take hours to read and
- easy to understand and don't need a professional to translate them



If you offer apps to your patients or employees, the terms of service need to be just as clear, concise and easy to understand

They need to be reasonable too. Requiring a user to share their contact information or give up their first born is just not right.

- And keeping data in Canada is always best

## WHERE DO YOU START?

- Review your policies and procedures
- Publish or provide copies of your privacy policy
- Publish brochures or post notices
- Describe personal information shared with others and why
- Train employees



## WHERE DO YOU START?

- Review your policies and procedures to be sure they are easy to understand
- Publish your privacy policy on your website or provide copies at your office
- Publish brochures or post notices that explain how you handle personal information
- Describe what personal information is shared outside the practice and why and
- Train employees to respond to access requests, complaints and inquiries

Check out the Tools Tab in the Privacy Toolkit for a generic patient handout and poster as well as a simple customizable privacy policy template.



One final note about the importance of training.  
Human nature makes us think of creative work arounds to get the job done and this is a good example of correcting just that.

## 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/>



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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?**  
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**doctors  
of bc**  
British Columbia Medical Association



Protecting privacy. Promoting trust.

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