



Privacy Statement of WorkSafeBC

WorkSafeBC (the Workers' Compensation Board of B.C.) is a public body subject to the *Freedom of Information and Protection of Privacy Act* ("the *FIPPA*").

Privacy

Privacy is defined as the rights and obligations of individuals and organizations with respect to the collection, use, retention, and disclosure of personal information.

Personal information

Personal information is defined as recorded information about an identifiable individual. WorkSafeBC is responsible for personal information in its custody and under its control.

Collection

WorkSafeBC collects personal information pursuant to its mandate and authority under the *Workers Compensation Act* ("the *WCA*"). WorkSafeBC limits the collection of personal information to what is needed for its business purposes.

Where practically possible, personal information will be collected directly from the individual the information is about.

WorkSafeBC makes every reasonable effort to ensure that the personal information collected is accurate and complete.

Use of personal information

WorkSafeBC ensures that personal information in its custody and under its control is used only for the purpose for which that information was obtained or compiled or for a use consistent with that purpose. Information may also be used for other purposes with the individual's consent or as authorized by the *FIPPA*.

Retention of personal information

The *FIPPA* provides that personal information in the custody or under the control of a public body used to make a decision affecting the person be retained for at least one year so that the affected individual has a reasonable opportunity to obtain access to that personal information. WorkSafeBC meets this requirement and keeps most personal information, like claim file records, for a longer period of time as appropriate.

Disclosure of personal information

WorkSafeBC only discloses personal information in its custody or under its control as permitted under sections 33.1 and 33.2 of the *FIPPA*. This includes disclosure in accordance with the *WCA* where the administration of the *WCA* may require disclosure.

Security

WorkSafeBC protects personal information in its custody or under its control by having reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal. Reasonable arrangements include administrative, technical and physical safeguards to protect personal information from loss, misuse, unauthorized access, disclosure and destruction.

Reasonable security arrangements also include practice directives regarding the transfer of personal information via fax and email, removal of personal information from WorkSafeBC premises in both paper and electronic format, verification of identity and maintaining the confidentiality of individuals who make access requests and privacy complaints under the *FIPPA*.

WorkSafeBC ensures that personal information in its custody or under its control is stored only in Canada. Limited exceptions to this will be in compliance with the *FIPPA*.

Complaints

WorkSafeBC will investigate fully and without delay any and all complaints about the handling of personal information in the custody or under the control of WorkSafeBC. Complaints may be directed to WorkSafeBC's Freedom of Information and Protection of Privacy Office ("FIPP Office") or to the Office of BC's Information and Privacy Commissioner in Victoria.

Correction

Any individual who believes there is an error or omission in his or her personal information may contact WorkSafeBC's FIPP Office to request correction of his/her personal information.

For questions or comments on WorkSafeBC's Privacy Policy please contact:

*WorkSafeBC Freedom of Information and Protection of Privacy Office
PO Box 2310 Stn Terminal, Vancouver, V6B 3W5
Phone 604 279-8171
Toll Free 1-866-266-9405
Fax 604 279-7401*