



Directory of Personal Information Banks

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Introduction

Consumer Protection BC is required under Section 69(6) of British Columbia's *Freedom of Information and Protection of Privacy Act* to make available a Directory of Personal Information Banks (PIB).

Consumer Protection BC makes all efforts to ensure this PIB is as accurate and complete as possible, and makes updates on a regular basis. Any errors or omissions in the PIB is unintentional.

Definition

The *Freedom of Information and Protection of Privacy Act* defines a PIB as a collection of personal information that is organized or retrievable by the name of an individual or by an identifying number, symbol or another particular assigned to an individual.

Purpose

The purpose of the PIB is to document the management of personal information held by Consumer Protection BC and to assist the public in identifying the location of personal information about them that's held by the organization.

Contact information

For answers to questions about the collection of personal information at Consumer Protection BC, please use the following mailing address:

Attention: Information and Privacy Officer
Consumer Protection BC
307-3450 Uptown Blvd
Victoria, BC V8Z 0B9

Or call:

Information & Privacy Officer: 1.888.564.9963 x2819

Personal information bank name:

Access Card Database

Personal information location:

Business Systems & Solutions

Purpose of the collection, use and disclosure of personal information:

To support the security of office facilities by maintaining access privileges.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Collected personal information is about:

Contractors
Employees

Type(s) of personal information collected:

Access levels
Geographic location
Name

Persons information is used by and/or disclosed to:

Used by:
Business Systems & Solutions department personnel
Card management service provider

Limited personal information disclosed to:

Governance & HR department personnel

Record classification and retention schedule:

470-03: Security Management: Security Activity and Control Records		
ACTIVE: Calendar year plus one year	SEMI-ACTIVE: No retention period	FINAL DISPOSITION: Destruction

Personal information bank name:

Accounts Payable

Personal information location:

Finance & Administration

Purpose of the collection, use and disclosure of personal information:

To support the payment of financial benefits and entitlements in relation to expenses, fees, claims and other non-payroll payments. Bank includes Travel Assurance Fund payables, and enforcement file-related payables held by Consumer Protection BC.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Collected personal information is about:

- Employees
- Private citizens
- Representatives of a company, corporation, society or association

Type(s) of personal information collected:

- Banking information
- Contact information
- Employee number
- Government-issued photo identification
- Name
- Nature of expenses or claims
- Signature
- Travel details

Persons information is used by and/or disclosed to:

- Used by:
 - Finance & Administration department personnel
 - Governance & HR department personnel
 - Inspections & Case Management department personnel
 - Licensing & Information Services department personnel

Limited personal information disclosed to:

- Executive Office
- Payroll service provider

Record classification and retention schedule:

925-20: Accounts, Payable: Accounts Payables Files		
ACTIVE:	SEMI-ACTIVE:	FINAL DISPOSITION:
Fiscal year plus one year	Six years	Destruction

Personal information bank name:

Accounts Receivable

Personal information location:

Finance & Administration

Purpose of the collection, use and disclosure of personal information:

To support the accounts receivables for payment of goods and services. Does not include payments issued by licensees for new licence applications, licence renewals, duplicate licences or licence change requests.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Collected personal information is about:

Representatives of a company, corporation, society or association
Private citizens

Type(s) of personal information collected:

Banking information
Contact information
Credit card number
Name

Persons information is used by and/or disclosed to:

Used by:
Finance & Administration department personnel
Licensing & Information Services department personnel
Merchant services provider

Record classification and retention schedule:

935-20: Accounts, Receivable: Accounts Receivable Files		
ACTIVE: Fiscal year plus one year	SEMI-ACTIVE: Six years	FINAL DISPOSITION: Destruction

Personal information bank name:

Annual Licensee Financial Statements

Personal information location:

Licensing & Information Services, Business Practices

Purpose of the collection, use and disclosure of personal information:

To assess the financial stability of specific businesses licensed by Consumer Protection BC. Information is also used to calculate payments owed to the Travel Assurance Fund.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Travel Industry Regulation, s 12.1 – A licensee must submit a financial statement to the director (a) for the licensee’s previous fiscal period, within 90 days of the end of the fiscal period, (b) when requested by the director and for the period requested by the director.

Debt Collection and Repayment Regulation, s 10.1 – A licensee must submit a financial statement to the director (a) for the licensee’s previous calendar year or other period approved by the director, within 90 days of the end of the calendar year or other period, and (b) when requested by the director and for the period requested by the director.

Collected personal information is about:

Representatives of a company, corporation, society or association

Type(s) of personal information collected:

- Banking information
- Contact information
- Credit card number
- Financial information
- Name
- Signature

Persons information is used by and/or disclosed to:

- Used by:
- Business Practices department personnel
- Inspections & Case Management department personnel
- Licensing & Information Services department personnel
- Manager of Policy & Research

Record classification and retention schedule:

1180: Period-end Financial Reporting & Analysis: Period-end Financial Reports		
ACTIVE:	SEMI-ACTIVE:	FINAL DISPOSITION:
Fiscal year plus one year	Six years	Destruction

Personal information bank name:

Board of Directors Files

Personal information location:

Governance & HR

Purpose of the collection, use and disclosure of personal information:

To provide biographical information about Board of Directors and support payroll administration.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Employment Standards Act, RSBC 1996, c 113, s 28 (1) – for each employee, an employer must keep records of the following information (a) the employee’s name, date of birth, occupation, telephone number and residential address.

Collected personal information is about:

Board Directors

Type(s) of personal information collected:

Banking information
Biographical information
Birthdate
Contact information
Corporate investments
Employment history
Name
Signature
Social insurance number

Persons information is used by and/or disclosed to:

Used by:

Governance & HR department personnel

Limited personal information disclosed to:

Board Directors
Canada Revenue Agency
Director of Finance & Administration
Executive Office
Marketing and Communications department personnel
Payroll service provider

Record classification and retention schedule:

The records contained in this bank are operational, not administrative. As Consumer Protection BC’s Operational Records Classification System (ORCS) is currently being amended, further details about the classification and retention schedule for the records contained in this bank will be available at a future date.

Personal information bank name:

Business Continuity Planning

Personal information location:

Vice President, Strategic Services

Purpose of the collection, use and disclosure of personal information:

To support business continuity functions to ensure minimized interruption in the event of an emergency or disruption of service.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Collected personal information is about:

Employees

Type(s) of personal information collected:

- Biographical information
- Contact Information
- Employee personnel information
- Medical information
- Name
- Personal asset information

Persons information is used by and/or disclosed to:

- Used by:
- Executive Office
- Governance & HR department personnel
- Supervisors

Record classification and retention schedule:

275-30: Disaster or Emergency Response Planning: Business Continuity Plans		
ACTIVE: Superseded or obsolete plus one year	SEMI-ACTIVE: Five years	FINAL DISPOSITION: Destruction

Personal information bank name:

Complaint Files

Personal information location:

Inspections & Case Management, Licensing & Information Services, Manager of Enforcement Hearings

Purpose of the collection, use and disclosure of personal information:

To document and/or initiate inspections and/or investigations into alleged violations of BC’s consumer protection laws.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Collected personal information is about:

Private citizens

Representatives of a company, corporation, society or association

Type(s) of personal information collected:

Contact information

Geographic location

Name

Nature of complaint

Opinions and views of individuals or businesses

Other (any information complainant chooses to disclose, such as financial information, social insurance number, credit card information)

Signature (if paper-based)

Personal information is used by and/or disclosed to:

Used by:

Business Practices department personnel

Inspections & Case Management department personnel

Licensing & Information Services department personnel

Manager of Enforcement Hearings

Other regulatory authorities in accordance with formalized memoranda of understanding

Limited personal information disclosed to:

Marketing & Corporate Communications department personnel

Any group identified in section 185(1) of the *Business Practices and Consumer Protection Act*

Record classification and retention schedule:

155-30: Appreciation, Complaints, Invitations: Complaint Case Files		
ACTIVE: Superseded or obsolete plus one year	SEMI-ACTIVE: No retention period	FINAL DISPOSITION: Destruction

Personal information bank name:

Compliance Assistance Form

Personal information location:

Regulatory Services

Purpose of the collection, use and disclosure of personal information:

To document and/or initiate inspections and/or investigations into alleged violations of BC’s consumer protection law.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Collected personal information is about:

Representatives of a company, corporation, society or association

Type(s) of personal information collected:

- Alleged violation
- Contact information
- Opinions and views of individuals or businesses
- Other (any information complainant chooses to disclose)

Persons information is used by and/or disclosed to:

- Used by:
- Business Practices department personnel
- Inspections & Case Management department personnel
- Licensing & Information Services department personnel
- Manager of Enforcement Hearings

Record classification and retention schedule:

155-30: Appreciation, Complaints, Invitations: Complaint Case Files		
ACTIVE: Superseded or obsolete plus one year	SEMI-ACTIVE: No retention period	FINAL DISPOSITION: Destruction

Personal information bank name:

Compliance Files

Personal information location:

Regulatory Services

Purpose of the collection, use and disclosure of personal information:

To confirm or test for compliance related to businesses and/or individuals who fall under the authority of Consumer Protection BC.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Business Practices and Consumer Protection Act, SBC 2004, c 2, s 150.1 – For the purposes of an inspection, an inspector may do any of the following: (b) inquire into any business, affairs or conduct of a person; (c) inspect, audit or examine any record, goods or other thing or the provision of services in the premises; (e) require any person who has possession or control of any of the records, goods or other things in the premises, vehicle or vessel to produce the records, goods or things; (f) make a record, including a record on film, audio tape, video tape or otherwise, of the premises, vehicle or vessel and any thing in or on the premises, vehicle or vessel; (g) remove any record from the premises, vehicle or vessel for the purpose of making copies; and (h) remove and retain any record, good or other thing that may be required as evidence from the premises, vehicle or vessel.

Collected personal information is about:

Private citizens

Representatives of a company, corporation, society or association

Type(s) of personal information collected:

Banking information

Birthdate

Citizenship

Contact information

Credit card number

Dependants

Health

Image

Medical information

Name

Opinions and views of individuals or businesses

Other (information as gathered through the inspections process, or as disclosed by respondent or complainant)

Personal asset information

Personal health number

Purchase history and spending habits

Relationship to deceased

Sex

Signature

Social insurance number
Types of goods or services purchased

Persons information is used by and/or disclosed to:

Used by:

Business Practices department personnel

Executive Office

Inspections & Case Management department personnel

Licensing & Information Services department personnel

Manager of Enforcement Hearings

Limited personal information disclosed to:

Any group identified in section 185(1) of the *Business Practices and Consumer Protection Act*

Other regulatory authorities in accordance with formalized memoranda of understanding

Record classification and retention schedule:

The records contained in this bank are operational, not administrative. As Consumer Protection BC's Operational Records Classification System (ORCS) is currently being amended, further details about the classification and retention schedule for the records contained in this bank will be available at a future date.

Personal information bank name:

Contests & Surveys

Personal information location:

Marketing & Communications

Purpose of the collection, use and disclosure of personal information:

To award prizes and incentives, and collect data and marketplace trends.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Collected personal information is about:

Private citizens

Type(s) of personal information collected:

- Age
- Contact information
- Email address
- Geographic location
- Name
- Personal opinions and views
- Sex

Persons information is used by and/or disclosed to:

Used by:
 Marketing & Communications department personnel
 Policy & Research Manager

Record classification and retention schedule:

295-06: Communications, General: Telephone/Contact Lists		
ACTIVE: Superseded or obsolete plus one year	SEMI-ACTIVE: No retention period	FINAL DISPOSITION: Destruction

Personal information bank name:

Continuing Education Requests

Personal information location:

Business Practices

Purpose of the collection, use and disclosure of personal information:

To assess and approve accreditation of continuing education credits by funeral directors and embalmers.

Authority for collection of personal information:

Cremation, Interment and Funeral Services Regulation, Part 4 – Funeral Services, s.38.1 – A person licensed as a funeral director, embalmer or both must complete a minimum of (a) 6 hours of training in a program of funeral services that is approved by the director, if licensed as a funeral director, and (b) 6 hours of training in a program of embalming that is approved by the director, if licensed as an embalmer, during each successive 2 year period where the first 2 year period commences on the date the person first received his or her licence to act as a funeral director or an embalmer or both in the Province.

Collected personal information is about:

Private citizens

Type(s) of personal information collected:

Contact information

Course fees

Name

Signature

Persons information is used by and/or disclosed to:

Used by:

Business Practices department personnel

Licensing & Information Services department personnel

Record classification and retention schedule:

The records contained in this bank are operational, not administrative. As Consumer Protection BC's Operational Records Classification System (ORCS) is currently being amended, further details about the classification and retention schedule for the records contained in this bank will be available at a future date.

Personal information bank name:

Corporate Credit Card Files

Personal information location:

Finance & Administration

Purpose of the collection, use and disclosure of personal information:

To manage records related to the authorization and management of corporate credit cards.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Collected personal information is about:

Employees

Type(s) of personal information collected:

Contact information

Credit card number

Name

Signature

Types of goods or services purchased

Persons information is used by and/or disclosed to:

Used by:

Finance & Administration department personnel

Limited personal information disclosed to:

Credit card provider

Expense management services provider

Executive Office

Governance & HR department personnel

Supervisors

Record classification and retention schedule:

1105-20: Expenditure Control, Payment Instruments: Payment Instrument Authorization Files		
ACTIVE: Superseded or obsolete	SEMI-ACTIVE: Seven years	FINAL DISPOSITION: Destruction

Personal information bank name:

Correspondence Management

Personal information location:

Stakeholder Relations

Purpose of the collection, use and disclosure of personal information:

To manage intake and response to communications from various stakeholders.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Collected personal information is about:

Representatives of a company, corporation, society or association
Private individuals

Type(s) of personal information collected:

Communication history
Contact information
Name
Nature of inquiry

Persons information is used by and/or disclosed to:

Used by:
Executive Office
Marketing & Corporate Communications department personnel
Stakeholder Relations department personnel

Limited personal information disclosed to:

Government representatives

Record classification and retention schedule:

255-30: Correspondence Management: Correspondence Tracking Authorization Files		
ACTIVE: Calendar year plus nine years	SEMI-ACTIVE: No retention period	FINAL DISPOSITION: Destruction

Personal information bank name:

Disinterment or Exhumation Requests

Personal information location:

Licensing & Information Services

Purpose of the collection, use and disclosure of personal information:

To facilitate the lawful disinterment or exhumation of the body of a deceased person.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Cremation, Interment and Funeral Services Act, SBC 2005, c 35, s 16.2 – Subject to this Part, an operator of a cemetery or mausoleum must not exhume or disinter human remains from the cemetery or mausoleum until (a) the operator receives a written request to do so from the person who, under section 5 [*control of disposition of human remains and cremated remains*], has the right to control the disposition of the remains, (b) a director approves the exhumation or disinterment.

Collected personal information is about:

Private citizens

Type(s) of personal information collected:

- Contact information
- General details for disinterment request
- Information about decedent (date of birth, date of death, name)
- Name
- Relationship to deceased
- Signature

Persons information is used by and/or disclosed to:

- Used by:
- Business Practices department personnel
- Executive Office
- Licensing & Information Services department personnel

Record classification and retention schedule:

370-20: Licences & Permits: Licence and Permit Files		
ACTIVE: Superseded or obsolete	SEMI-ACTIVE: Seven years	FINAL DISPOSITION: Destruction

Personal information bank name:

Duplicate Licence or Photo Identification Card Requests

Personal information location:

Licensing & Information Services

Purpose of the collection, use and disclosure of personal information:

To issue duplicate licences or fulfill photo identification requests from representatives of a company, corporation, society or association licensed by Consumer Protection BC.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Collected personal information is about:

Representatives of a company, corporation, society or association

Type(s) of personal information collected:

- Contact information
- Credit card number
- Name
- Photographic likeness
- Signature

Persons information is used by and/or disclosed to:

Used by:
Licensing & Information Services department personnel

Record classification and retention schedule:

370-20: Licences & Permits: Licence and Permit Files		
ACTIVE: Superseded or obsolete	SEMI-ACTIVE: Seven years	FINAL DISPOSITION: Destruction

Personal information bank name:

Email Communications List

Personal information location:

Marketing & Communications

Purpose of the collection, use and disclosure of personal information:

To maintain contact information for both individuals who have opted in to receiving marketing and communications materials from Consumer Protection BC, as well as for those who have an established and pre-existing business relationship with Consumer Protection BC.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

An Act to promote the efficiency and adaptability of the Canadian economy by regulating certain activities that discourage reliance on electronic means of carrying out commercial activities, and to amend the Canadian Radio-television and Telecommunications Commission Act, the Competition Act, the Personal Information Protection and Electronic Documents Act and the Telecommunications Act, S.C. 2010, c. 23, s 6.1 – it is prohibited to send or cause or permit to be sent to an electronic address a commercial electronic message unless (a) the person to whom the message is sent has consented to receiving it, whether the consent is express or implied; s 9 – consent is implied for the purpose of section 6 only if (a) the person who sends the message, the person who causes it to be sent or the person who permits it to be sent has an existing business relationship or an existing non-business relationship with the person to whom it is sent.

Collected personal information is about:

Employees
Private citizens
Representatives of a company, corporation, society or association

Type(s) of personal information collected:

Contact information
Geographic location
Name

Persons information is used by and/or disclosed to:

Used by:
Email marketing service provider
Marketing & Communications department personnel

Record classification and retention schedule:

295-06: Communications, General: Telephone/Contact Lists		
ACTIVE:	SEMI-ACTIVE:	FINAL DISPOSITION:
Superseded or obsolete	No retention period	Destruction

Personal information bank name:

Employee Awards & Recognition

Personal information location:

Governance & HR

Purpose of the collection, use and disclosure of personal information:

To identify employees who have been nominated for awards in accordance with Consumer Protection BC’s recognition programs, including peer-to-peer and long-service. The information is also used to disburse funds or gifts.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Collected personal information is about:

Employees

Type(s) of personal information collected:

Amount of award
Description of award
Name
Reasons for award

Persons information is used by and/or disclosed to:

Used By:
Governance & HR department personnel

Limited personal information disclosed to:

Executive Office
Payroll service provider
Supervisors

Record classification and retention schedule:

1310-50: Awards & Recognition: Awards and Recognition Applicant/Recipient Files		
ACTIVE: Superseded or obsolete plus one year	SEMI-ACTIVE: No retention period	FINAL DISPOSITION: Destruction

Personal information bank name:

Employee Engagement Surveys

Personal information location:

Governance & HR

Purpose of the collection, use and disclosure of personal information:

To assess annual employee engagement and identify areas of strengths and opportunities for improvement.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Collected personal information is about:

Employees

Type(s) of Personal Information Collected

- Age
- Geographic location
- Length of service
- Name
- Union status

Persons information is used by and/or disclosed to:

Used By:
Contracted survey service provider

Record classification and retention schedule:

1300-01: Human Resources Management, General: General		
ACTIVE: Calendar year plus one year	SEMI-ACTIVE: No retention period	FINAL DISPOSITION: Destruction

Personal information bank name:

Employee Exit Surveys

Personal information location:

Governance & HR

Purpose of the collection, use and disclosure of personal information:

To identify issues, trends and needs in the organization with regards to staffing.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Collected personal information is about:

Employees

Type(s) of personal information collected

Name

Opinions and views

Persons information is used by and/or disclosed to:

Used By:

Governance & HR Manager

President & CEO

Limited personal information disclosed to:

Supervisors

Record classification and retention schedule:

1300-01: Human Resources Management, General: General		
ACTIVE: Calendar year plus one year	SEMI-ACTIVE: No retention period	FINAL DISPOSITION: Destruction

Personal information bank name:

Employee Files

Personal information location:

Governance & HR

Purpose of the collection, use and disclosure of personal information:

To maintain records related to employees' work histories and to support payroll functions. Records are held both in hardcopy and electronic forms.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Employment Standards Act, RSBC 1996, c 113, s 28 (1) – For each employee, an employer must keep records of the following information (a) the employee's name, date of birth, occupation, telephone number and residential address.

Collected personal information is about:

Employees

Type(s) of personal information collected:

Banking information
Biographical information
Birthdate and birthplace
Citizenship
Contact information
Criminal record information
Driver's licence number
Emergency contact information
Employee identification number
Employment history
Marital status and dependant information
Name
Other (any information proactively disclosed by employee)
Personal health number
Prior addresses
Signature
Sex
Social insurance number

Persons information is used by and/or disclosed to:

Used by:

Governance & HR department personnel

Limited personal information disclosed to:

British Columbia Government Employees Union

Canada Revenue Agency

Director of Finance & Administration
Executive Office
Individual employee
Payroll service provider
Pension and benefit plan service providers
Supervisors

Record classification and retention schedule:

1385-20: Employee Supervision & Development: Branch Employee Files		
ACTIVE: Superseded or obsolete	SEMI-ACTIVE: No retention period	FINAL DISPOSITION: Destruction

Personal information bank name:

Employee Grievances & Labour Relations Case Files

Personal information location:

Governance & HR

Purpose of the collection, use and disclosure of personal information:

To document employee grievances and resolutions relating to collective agreement administration, discipline or other workplace matters.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Collected personal information is about:

Employees

Type(s) of personal information collected:

- Biographical information
- Contact information
- Employee identification number
- Evidence
- Final outcome
- Medical information
- Name
- Nature of grievance
- Opinions and views of employee
- Opinions and views of employer
- Signature

Persons information is used by and/or disclosed to:

- Used by:
- Contracted HR and legal service providers
- Executive Office
- Governance & HR department personnel

Limited personal information disclosed to:

- Supervisors
- Union representative(s)

Record classification and retention schedule:

1480-20: Employer-Employee Relations: Dispute/Complaint Resolution Files		
ACTIVE:	SEMI-ACTIVE:	FINAL DISPOSITION:
Superseded or obsolete	Seven years	Destruction

Personal information bank name:

Employee Performance & Development Plans

Personal information location:

Governance & HR

Purpose of the collection, use and disclosure of personal information:

To assess and rate employee performance against expectations and rating scale.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Collected personal information is about:

Non-unionized employees

Type(s) of personal information collected:

- Biographical information
- Education information
- Name
- Opinions and views
- Signature

Persons information is used by and/or disclosed to:

- Used by:
- Executive Office
- Governance & HR Manager
- Supervisors

Limited personal information disclosed to:

- Corporate Services Manager
- Director of Finance & Administration

Record classification and retention schedule:

1385-01: Employee Supervision & Development: General		
ACTIVE:	SEMI-ACTIVE:	FINAL DISPOSITION:
Calendar year plus one year	No retention period	Destruction

Personal information bank name:

Employee Safety Self Assessments

Personal information location:

Governance & HR

Purpose of the collection, use and disclosure of personal information:

To confirm the safety of home environments for employees who work from home.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Collected personal information is about:

Employees

Type(s) of Personal Information Collected

Details about home environment

Name

Personal assets

Signature

Persons information is used by and/or disclosed to:

Used By:

Governance & HR Manager

President & CEO

Limited personal information disclosed to:

Supervisors

Record classification and retention schedule:

1300-01: Human Resources Management, General: General		
ACTIVE: Calendar year plus one year	SEMI-ACTIVE: No retention period	FINAL DISPOSITION: Destruction

Personal information bank name:

Enforcement Files

Personal information location:

Regulatory Services

Purpose of the collection, use and disclosure of personal information:

To support investigations into businesses and/or individuals who fall under the authority of Consumer Protection BC.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Business Practices and Consumer Protection Act, SBC 2004, c 2, s 150.1 – For the purposes of an inspection, an inspector may do any of the following: (b) inquire into any business, affairs or conduct of a person; (c) inspect, audit or examine any record, goods or other thing or the provision of services in the premises; (e) require any person who has possession or control of any of the records, goods or other things in the premises, vehicle or vessel to produce the records, goods or things; (f) make a record, including a record on film, audio tape, video tape or otherwise, of the premises, vehicle or vessel and any thing in or on the premises, vehicle or vessel; (g) remove any record from the premises, vehicle or vessel for the purpose of making copies; and (h) remove and retain any record, good or other thing that may be required as evidence from the premises, vehicle or vessel.

Collected personal information is about:

Private citizens

Representatives of a company, corporation, society or association

Type(s) of personal information collected:

Banking information

Birthdate

Citizenship

Contact information

Credit card number

Dependants

Health

Image

Medical information

Name

Opinions and views of individuals or businesses

Other (information as gathered through the investigation process, or as disclosed by respondent or complainant)

Personal asset information

Personal health number

Purchase history and spending habits

Relationship to deceased

Sex

Signature

Social insurance number
Types of goods or services purchased

Persons information is used by and/or disclosed to:

Used by:
Business Practices department personnel
Executive Office
Inspections & Case Management department personnel
Licensing & Information Services department personnel
Manager of Enforcement Hearings

Limited personal information disclosed to:
Any group identified in section 185(1) of the *Business Practices and Consumer Protection Act*
Other regulatory authorities in accordance with formalized memoranda of understanding

Record classification and retention schedule:

155-30: Appreciation, Complaints, Invitations: Complaint Case Files		
ACTIVE: Superseded or obsolete plus one year	SEMI-ACTIVE: Superseded or obsolete plus one year	FINAL DISPOSITION: Destruction

Personal information bank name:

First Aid Treatment Books

Personal information location:

Occupational First Aid Officers

Purpose of the collection, use and disclosure of personal information:

To document employee injury or illness occurring at a worksite during the employee’s working hours, and any treatment provided at the time of the incident.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Workers Compensation Act s 54.4 – the report must be on the form prescribed by the Board and must state (a) the name and address of the worker; (b) the time and place of the disease, injury or death; (c) the nature of the injury or alleged injury.

Collected personal information is about:

Employees

Type(s) of personal information collected:

- Contact information
- Date of incident
- Description of any treatment provided
- Employee’s doctor
- Name
- Nature of illness or injury
- Signature
- Special accommodations

Persons information is used by and/or disclosed to:

- Used by:
- Medical attendant
- Occupational First Aid Officers
- WorkSafeBC

Limited personal information disclosed to:

- Executive Office
- Governance & HR department personnel
- Incident witnesses

Record classification and retention schedule:

1560-04: Occupational Safety, Health & Accidents: First Aid Treatment Books		
ACTIVE: Superseded or obsolete	SEMI-ACTIVE: Seven years	FINAL DISPOSITION: Destruction

Personal information bank name:

FOI Requests

Personal information location:

Information & Privacy Officer

Purpose of the collection, use and disclosure of personal information:

To process, respond, and track formal requests made under the *Freedom of Information and Protection of Privacy Act*.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Collected personal information is about:

Private citizens

Representatives of a company, corporation, society or association

Type(s) of personal information collected:

Contact information

Dependant on the nature of the request

Name

Other (information proactively disclosed by applicant)

Persons information is used by and/or disclosed to:

Used by:

Information & Privacy Officer

Record classification and retention schedule:

292-30: Information & Privacy, Freedom of Information: FOI Requests and Related Complaints		
ACTIVE: Superseded or obsolete	SEMI-ACTIVE: Five years	FINAL DISPOSITION: Selective retention

Personal information bank name:

General Inquiries

Personal information location:

Licensing & Information Services

Purpose of the collection, use and disclosure of personal information:

To manage and respond to incoming inquiries, track trends and provide statistical data. Bank information is also used to document and/or initiate inspections and/or investigations into alleged violations of BC’s consumer protection laws.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Collected personal information is about:

Private citizens

Representatives of a company, corporation, society or association

Type(s) of personal information collected:

Contact Information

Geographic location

Name

Nature of complaint

Opinions and views of individuals or businesses

Other (any information complainant chooses to disclose)

Signature (if paper-based)

Persons information is used by and/or disclosed to:

Used by:

Business Practices department personnel

Inspections & Case Management department personnel

Licensing & Information Services department personnel

Manager of Enforcement Hearings

Ministry of Transportation (for taxi-related inquiries)

Other regulatory authorities in accordance with formalized memoranda of understanding

Limited personal information disclosed to:

Marketing & Communications department personnel

Record classification and retention schedule:

320-30: Communications, Inquiries: General Inquiries		
ACTIVE: Calendar year plus one year	SEMI-ACTIVE: No retention period	FINAL DISPOSITION: Selective retention

Personal information bank name:

Inspection Orders

Personal information location:

Regulatory Services

Purpose of the collection, use and disclosure of personal information:

To support investigations into businesses and/or individuals who fall under the authority of Consumer Protection BC.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Business Practices and Consumer Protection Act, SBC 2004, c 2, s 150.1 – For the purposes of an inspection, an inspector may do any of the following: (b) inquire into any business, affairs or conduct of a person; (c) inspect, audit or examine any record, goods or other thing or the provision of services in the premises; (e) require any person who has possession or control of any of the records, goods or other things in the premises, vehicle or vessel to produce the records, goods or things; (f) make a record, including a record on film, audio tape, video tape or otherwise, of the premises, vehicle or vessel and any thing in or on the premises, vehicle or vessel; (g) remove any record from the premises, vehicle or vessel for the purpose of making copies; and (h) remove and retain any record, good or other thing that may be required as evidence from the premises, vehicle or vessel.

Collected personal information is about:

Private citizens

Representatives of a company, corporation, society or association

Type(s) of personal information collected:

Banking information

Contact information

Name

Other (information as gathered through the investigation process, or as disclosed by respondent or complainant)

Purchase history and spending habits

Signature

Social Insurance Number

Persons information is used by and/or disclosed to:

Used by:

Business Practices department personnel

Executive Office

Inspections & Case Management department personnel

Licensing & Information Services department personnel

Manager of Enforcement Hearings

Limited personal information disclosed to:

Any group identified in section 185(1) of the *Business Practices and Consumer Protection Act*

Other regulatory authorities in accordance with formalized memoranda of understanding

Record classification and retention schedule:

155-30: Appreciation, Complaints, Invitations: Complaint Case Files

ACTIVE:

Superseded or obsolete
plus one year

SEMI-ACTIVE:

Superseded or obsolete
plus one year

FINAL DISPOSITION:

Destruction

Personal information bank name:

Licence Applications, Renewals & Modifications

Personal information location:

Licensing & Information Services, Business Practices

Purpose of the collection, use and disclosure of personal information:

To ensure licence applicants meet a set of requirements prior to issuance, and to maintain a database of information required for the regulation of the individual or business. Bank may also include information related to the maintenance of licences, such as Notices of Changes.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Business Practices and Consumer Protection Act, SBC 2004, c 2, s 144 – a person may apply to the director for a licence by submitting to the director (a) the information, application form and other records as required by the director, (b) the information and records required by the regulations, and (c) the fees and other payments required by the regulations or set under section 179 [*power of administrative authority to set fees*].

Collected personal information is about:

Private individuals

Representatives of a company, corporation, society or association

Type(s) of personal information collected:

Banking information

Birthdate

Birthplace

Contact information

Credit card number

Criminal record information

Educational background

Financial history

Name

Other information as required per the Director

Photographic likeness

Sex

Signature

Third-party information

Persons information is used by and/or disclosed to:

Used by:

Business Practices department personnel

Licensing & Information Services department personnel

Record classification and retention schedule:

370-20: Licences & Permits: Licence & Permit Files

ACTIVE:

Superseded or obsolete

SEMI-ACTIVE:

Seven years

FINAL DISPOSITION:

Destruction

Personal information bank name:

Motion Picture Classification Request Forms

Personal information location:

Motion Picture Classification

Purpose of the collection, use and disclosure of personal information:

To administer the motion picture examination and classification obligations contained in British Columbia's *Motion Picture Act*.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Motion Picture Act, RSBC 1996, c314, s 2 (1) – if a motion picture or a copy of it is intended to be exhibited in a theatre, the motion picture distributor must submit the motion picture to the director for approval; 3 (1) – if an adult film or a copy of it is intended to be distributed by an adult film distributor, the distributor must submit the adult film to the director for approval of the adult motion picture that it produces or reproduces.

Collected personal information is about:

Representatives of a company, corporation, society or association

Type(s) of personal information collected:

Contact information

Name

Signature

Persons information is used by and/or disclosed to:

Used by:

Motion Picture Classification department personnel

Record classification and retention schedule:

The records contained in this bank are operational, not administrative. As Consumer Protection BC's Operational Records Classification System (ORCS) is currently being amended, further details about the classification and retention schedule for the records contained in this bank will be available at a future date.

Personal information bank name:

Paramedical Allowance Application & Payment

Personal information location:

Governance & HR

Purpose of the collection, use and disclosure of personal information:

To document Paramedical Allowance applications and issue payments.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Collected personal information is about:

Employees

Type(s) of personal information collected:

Amount claimed
Contact information
Name
Nature of treatment
Total cost of treatment

Persons information is used by and/or disclosed to:

Used by:

Governance & HR Manager

Limited personal information disclosed to:

Finance & Administration Director
Payroll service provider
President & CEO

Record classification and retention schedule:

The records contained in this bank are operational, not administrative. As Consumer Protection BC's Operational Records Classification System (ORCS) is currently being amended, further details about the classification and retention schedule for the records contained in this bank will be available at a future date.

Personal information bank name:

Preneed Contract Disclosures

Personal information location:

Licensing & Information Services, Business Practices

Purpose of the collection, use and disclosure of personal information:

To ensure cemetery and funeral licensees are administering preneed contracts and associated trust accounts in accordance with the law.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Consumer Contracts Regulation, Part 2 – Preneed Cemetery or Funeral Services and Interment Right Contracts, s 10.1 – a supplier must submit to the director a report that includes the following information in respect of each preneed cemetery or funeral services contract for the previous fiscal year or the period specified by the director: (a) the name and address of the consumer; (b) the date on which the contract was entered into; (c) the total purchase price for the goods or services supplied, or to be supplied, under the contract; (d) any amounts received, or held, in relation to the contract immediately before the beginning of the fiscal year or specified period; (e) any amounts received, or held, in relation to the contract during the fiscal year or specified period; (f) any amounts placed in the preneed interim account in relation to the contract during the fiscal year or specified period; (g) any interest credited to amounts placed in the preneed trust account in relation to the contract during the fiscal year or specified period; (h) any amounts paid out by the trustee in relation to the contract during the fiscal year or specified period; (i) the balance in the preneed trust account in relation to the contract at the end of the fiscal year or specified period; (j) the investment account number of any account in which any amounts received, or held, in relation to the contract were held during the fiscal year or specified period.

Collected personal information is about:

Private citizens

Representatives of a company, corporation, society or association

Type(s) of personal information collected:

Contact information

Cost of preneed services supplied, or to be supplied

Date range of death

Name

Persons information is used by and/or disclosed to:

Used by:

Business Practices department personnel

Licensing & Information Services department personnel

Policy & Research Manager

Record classification and retention schedule:

The records contained in this bank are operational, not administrative. As Consumer Protection BC's Operational Records Classification System (ORCS) is currently being amended, further details about the

classification and retention schedule for the records contained in this bank will be available at a future date.

Personal information bank name:

Private Transfer Application

Personal information location:

Licensing & Information Services

Purpose of the collection, use and disclosure of personal information:

To authorize the lawful private transfer of the body of a deceased person.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Cremation, Interment and Funeral Services Regulation, s 3.2 – on request, the director may (a) issue a permit authorizing a person to transfer, other than in the course of the person’s business, human remain in the manner described in subsection (1), and (b) establish conditions for the permit.

Collected personal information is about:

Private citizens

Type(s) of personal information collected:

- Contact information
- Information about decedent (date of birth, date of death, name)
- Name
- Relationship to deceased
- Signature
- Travel details

Persons information is used by and/or disclosed to:

- Used by:
- Business Practices department personnel
- Executive Office
- Licensing & Information Services department personnel

Record classification and retention schedule:

370-20: Licences & Permits: Licence & Permit Files		
ACTIVE:	SEMI-ACTIVE:	FINAL DISPOSITION:
Superseded or obsolete	Seven years	Destruction

Personal information bank name:
Restricted Cougar Usage Application

Personal information location:
Motion Picture Classification

Purpose of the collection, use and disclosure of personal information:
To assess external requests to exhibit any of the Restricted Cougar movie trailers and/or display the Restricted Cougar logo.

Authority for collection of personal information:
Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Collected personal information is about:
Private citizens
Representatives of a company, corporation, society or association

Type(s) of personal information collected:
Contact information
Name
Signature
Usage details

Persons information is used by and/or disclosed to:
Used by:
Motion Picture Classification department personnel

Limited personal information disclosed to:
Marketing & Corporate Communications department personnel

Record classification and retention schedule:

345-02: Intellectual Property: Copyright permission requests		
ACTIVE: Calendar year plus two years	SEMI-ACTIVE: No retention period	FINAL DISPOSITION: Destruction

Personal information bank name:

Short-term Illness or Long-term Disability Claims

Personal information location:

Governance & HR

Purpose of the collection, use and disclosure of personal information:

To administer short-term illness or long-term disability claims and benefits, including special accommodations and return-to-work planning.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Collected personal information is about:

Employees

Type(s) of personal information collected:

Contact information

Medical treatment information

Name

Nature of illness or injury

Personal health number

Prognosis

Special accommodations

Persons information is used by and/or disclosed to:

Used by:

Occupational health nurse consultant

Limited personal information disclosed to:

Contracted HR and legal service providers

Executive Office

Governance & HR department personnel

Supervisors

Record classification and retention schedule:

The records contained in this bank are operational, not administrative. As Consumer Protection BC's Operational Records Classification System (ORCS) is currently being amended, further details about the classification and retention schedule for the records contained in this bank will be available at a future date.

Personal information bank name:

Staffing Competition Files

Personal information location:

Governance & HR

Purpose of the collection, use and disclosure of personal information:

To staff employment positions at Consumer Protection BC, including recruiting employees and hosting competitions for vacant positions. Bank also includes records related to unsolicited offers of service.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Collected personal information is about:

Employees
Private citizens

Type(s) of personal information collected:

Biographical information
Contact information
Employment history
Name
Opinions and views
Other (information applicant chooses to disclose)

Persons information is used by and/or disclosed to:

Used by:
Governance & HR department personnel
Hiring panel

Limited personal information disclosed to:

Contracted recruitment provider
Executive Office

Record classification and retention schedule:

1665-20: Staffing, Recruitment & Competitions: Staffing Competition Files		
ACTIVE: Superseded or obsolete plus two years	SEMI-ACTIVE: No retention period	FINAL DISPOSITION: Destruction

Personal information bank name:

Training & Development Program

Personal information location:

Governance & HR

Purpose of the collection, use and disclosure of personal information:

To register and pay for approved employee training and development activities.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Collected personal information is about:

Employees

Type(s) of personal information collected:

Assessment and training results
Biographical information
Contact information
Educational information
Financial information
Name

Persons information is used by and/or disclosed to:

Used by:
Governance & HR Manager

Limited personal information disclosed to:

Executive Office
Supervisors

Record classification and retention schedule:

1730-01: Training & Development, General: General		
ACTIVE: Current year plus one year	SEMI-ACTIVE: No retention period	FINAL DISPOSITION: Destruction

Personal information bank name:

Travel Assurance Fund Applications

Personal information location:

Licensing & Information Services, Business Practices

Purpose of the collection, use and disclosure of personal information:

To assess the validity of claims to the Travel Assurance Fund.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Travel Industry Regulation, s 18.1 – a person may apply to the director for compensation from the fund in the following prescribed circumstances: (a) the person (i) has suffered a loss as a result of paying a contributor for travel services that were not provided pursuant to a contract for travel services, (ii) is not a travel agent or travel wholesaler, and (iii) is not submitting a subrogated claim; (b) if the person is a contributor, (i) the person received money from a customer pursuant to a contract for travel services, (i.1) the customer is eligible to apply under paragraph (a) for compensation from the fund, (ii) the person properly disbursed the money to the travel service provider contracted to provide the travel services for the customer, (iii) the travel services contracted for were not provided to the customer, (iv) the person has suffered a loss, other than a loss of commissions, as a result of, at the licensee's own expense, reimbursing the customer or arranging for alternate travel services because the travel services contracted for were not provided to the customer, and (v) the person has acted in good faith with and at arm's length from the travel service provider contracted to provide the travel services for the customer; (c) if the person is a contributor, (i) the person has entered into a contract for travel services by virtue of the fact that a customer has paid money to another contributor, (i.1) the customer is eligible to apply under paragraph (a) for compensation from the fund, (ii) the person has suffered a loss, other than a loss of commissions, as a result of, at the licensee's own expense, reimbursing the customer or providing the contracted travel services after not receiving some or all of the money paid to the other contributor, and (iii) the person has acted in good faith with and at arm's length from the other contributor. (2) The amount of compensation payable in respect of a loss referred to in subsection (1) is the amount paid by the person suffering the loss to the contributor for the travel services that were not provided.

Collected personal information is about:

Private citizens

Representatives of a company, corporation, society or association

Type(s) of personal information collected:

Claim details

Contact information

Name

Payment information

Supporting evidence, as required by the Travel Assurance Fund administrator

Travel details

Travel insurance information

Persons information is used by and/or disclosed to:

Used by:

Business Practices department personnel

Executive Office

Finance & Administration department personnel

Inspections & Case Management department personnel

Licensing & Information Services department personnel

Manager of Enforcement Hearings

Record classification and retention schedule:

The records contained in this bank are operational, not administrative. As Consumer Protection BC's Operational Records Classification System (ORCS) is currently being amended, further details about the classification and retention schedule for the records contained in this bank will be available at a future date.

Personal information bank name:

Work-Related Incident Reporting Files

Personal information location:

Governance & HR

Purpose of the collection, use and disclosure of personal information:

To document incidents that occur in the workplace as a means of the prevention of subsequent disabilities arising out of, or aggravated by, conditions of work; to establish that individuals subject to certain identified occupational risks are able to continue working without detriment to their health or safety or to that of others; and to establish the conditions under which certain individuals with identified illnesses or disabilities are able to continue to work under controlled conditions.

Authority for collection of personal information:

Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165, s 26 (c) – the information relates directly to and is necessary for a program or activity of the public body.

Workers Compensation Act s 54.4 – the report must be on the form prescribed by the Board and must state (a) the name and address of the worker; (b) the time and place of the disease, injury or death; (c) the nature of the injury or alleged injury.

Collected personal information is about:

Employees

Type(s) of personal information collected:

- Contact information
- Date of incident
- Evidence
- Name
- Nature and outcome of incident

Persons information is used by and/or disclosed to:

- Used by:
- Executive Office
- Governance & HR Manager
- WorkSafeBC

Limited personal information disclosed to:

- Contracted HR and legal service providers
- Joint Occupational Safety & Health Committee
- Occupational First Aid Officers
- Supervisors

Record classification and retention schedule:

1560-20: Occupational Safety, Health & Accidents: Work-Related Incident Reporting Files		
ACTIVE: Superseded or obsolete	SEMI-ACTIVE: Seven years	FINAL DISPOSITION: Destruction