



**ICBC INFORMATION PROTECTION POLICY**

Department	Finance	Policy No.	0340-76
Section	General	Date Approved by Board	August 11, 2022
Repeals		Board Resolution #	RD/22/08/22

Amended		Board Resolution #	
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**1. Purpose**

The purpose of the ICBC Information Protection Policy is to set out the conditions when personal information is requested from ICBC and how the PRRD can use the information, ensuring compliance with the Information Sharing Agreement.

**2. Scope**

2.1 This policy applies to all PRRD authorized staff who have access to personal information.

**3. Definitions**

In this policy, the following words have the following meanings:

3.1 *Agreement*: means the Information Sharing Agreement between ICBC and the PRRD which sets out the terms and conditions governing the access, use, retention, disclosure, and disposal of personal information disclosed by ICBC.

3.2 *Authorized Staff*: means the following PRRD employees who are authorized to request personal information from ICBC:

- a) Chief Financial Officer
- b) Financial Services Manager
- c) Finance Clerk – Accounts Receivable
- d) Bylaw Enforcement Officer or designate

3.3 *Personal information*: means licensing information, vehicle description, and registered owner information collected from ICBC.

**4. Policy**

4.1 Authorized staff may collect the following information from ICBC using vehicle license plates:

- a) Licensing information (plate, registration number, relevant dates);
- b) Current vehicle description (VIN, year, make, model, color, body style);



- c) Registered owner information (name and address).
- 4.2 The PRRD shall only use the personal information disclosed to it by ICBC pursuant to the Agreement for the purposes set out below:
- a) Collection of a debt or fine owing to the PRRD; and
  - b) To assist in a specific investigation of a bylaw violation, undertaken with a view to a law enforcement proceeding, or from which a law enforcement proceeding is likely to result.
- 4.3 In practice, license plate information is collected if a vehicle is found to be in contravention of a PRRD bylaw. Plate information is used to obtain the vehicle owner's contact information from ICBC in accordance with the Agreement so they may be contacted by the PRRD.
- 4.4 Authorized staff may only collect and use personal information as necessary to fulfill their duties as outlined in section 4.2 above. This information will not be collected or used for any other reason unless consent has been obtained from the impacted individual in accordance with *Freedom of Information and Protection of Privacy Act* (FOIPPA).
- 4.5 The PRRD will not use the personal information to develop or maintain a database of vehicle records for future reference.
- 4.6 Personal information collected by authorized staff will only be disclosed to those staff whose duties require such access; the Bylaw Enforcement Officer for the purposes of issuing/following up on bylaw infractions and issuance of tickets, and the Finance Department Staff listed in section 3.2 above, for the purpose of collecting outstanding debt or fines.
- 4.7 Personal information collected pursuant to the Agreement will not be disclosed to individuals, the public, or agencies external to the PRRD unless:
- a) The impacted individual consents to the disclosure in accordance with FOIPPA;
  - b) The disclosure is authorized by FOIPPA; or
  - c) As authorized or required by law.
- 4.8 In accordance with FOIPPA, the PRRD will make reasonable security arrangements to protect personal information under its custody and control against risks such as unauthorized access, collection, use, disclosure or disposal. Current security arrangements employed by the PRRD include:
- a) All physical documentation containing personal information for active files is retained in a secure location (filing cabinet or vault);
  - b) Personal information in electronic format consists only of the license plate number and is retained within a program that only authorized staff can access;



- c) Information collected for billing or payment purposes will be retained within Finance and be destroyed in accordance with LGMA Records Management Guide;
- d) Personal information collected pursuant to the Agreement will not be stored, disclosed, or accessible outside of Canada; and
- e) An employee, officer, or Director of the PRRD, who knows there has been an unauthorized disclosure of personal information that is in the custody or under the control of the PRRD, must immediately notify the designated FOI Head of the PRRD.

4.9 In accordance with the Agreement with ICBC, personal information collected pursuant to the Agreement will not be retained for longer than is necessary to perform the authorized purposes and the obligations under the Agreement.

4.10 Information collected by the PRRD may be corrected either upon written request of the individual or through updated ICBC records. Should the individual request an update directly, the PRRD will verify the information with ICBC before making any changes.

4.11 Should an individual lodge a complaint regarding a breach of their privacy with respect to the PRRD’s collection of personal information pursuant to the Agreement, staff will work with the complainant to try to resolve the issue. Staff will respond to complaints in a timely fashion and if a complaint cannot be resolved, the PRRD will refer the complainant to ICBC or the Office of the Information and Privacy Commissioner of British Columbia (OIPC).

Affiliated Procedure	
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