



## Privacy Statement

This "Privacy Statement" applies to your use of or access to the BC OnLine website. If you subscribe to any of the BC OnLine services, the "BC OnLine Terms and Conditions of Agreement" apply to your use of those services. If there is any conflict between this "Privacy Statement" and the "BC OnLine Terms and Conditions of Agreement", then the "BC OnLine Terms and Conditions of Agreement" will prevail.

### Introduction

The Government of British Columbia (B.C.) is committed to protecting your privacy. The Government of B.C. collects, uses and discloses your personal information in accordance with the [Freedom of Information and Protection of Privacy Act \(FOIPPA\)](#) and other applicable legislation. 'Personal information' is defined broadly in *FOIPPA* as recorded information about an identifiable individual, other than contact information, which is the information used to contact a person at a place of business. The purpose of this Privacy Statement is to inform you of the personal information that may be collected from you when visiting the BC OnLine website and how that information may be used.

### Scope

This "Privacy Statement" relates only to the information automatically collected from you as a result of your visit to the BC OnLine website. It does not include information requested from you if you subscribe to any of the BC OnLine services. Any such additional collection of personal information is addressed in the "BC OnLine Terms and Conditions of Agreement".

### How is my personal information collected?

The BC OnLine website collects information about your visit, including personal information, through the use of audit logs and cookies. A cookie is a small file stored on your computer by your web browser when using some websites.

### What personal information is being collected?

The information collected is:

- The web browser and operating system you are using (e.g. Vista, XP, Safari).
- The date and time of the visit.
- The pages or services accessed.
- If you were on another website before visiting the BC OnLine website, the URL (web address) of that previous website if it referred you to the BC OnLine website.
- The URL (web address) of the first website you visit immediately upon leaving the BC OnLine website if you were referred to that website by the BC OnLine website.
- The Internet Protocol (IP) network domain name (e.g. shaw.ca) and address (e.g. 192.10.100.20) of the computer you are using.  
IP address and domain are identifiers that may be used to distinguish between users and identify your internet service provider or your computer itself.
- The BC OnLine session information.

The Government of B.C. collects personal information under the authority of section 26(c) of *FOIPPA* for the purposes stated below in the next section.

### What is the purpose for collecting my personal information and how will it be used?

The Government of B.C. collects personal information through cookies to better understand general user trends at an aggregate level and improve web performance, web services, and website maintenance. Personal information will only be used by authorized staff to fulfill the purpose for which it was originally collected or for a use consistent with that purpose, unless you expressly consent otherwise. The Government of B.C. collects personal information through security audits to protect against threats from hackers, and for other enforcement and security purposes. The Government of B.C. does not use this data to determine your identity unless required to do so as part of an internal investigation or for another enforcement-related purpose, and then, only in compliance with *FOIPPA*.

### Can I opt out of the collection of my personal information?

Your browser may permit you to disable cookies, but you cannot opt out of the information collected for audit purposes. Also, your decision to disable cookies may impair your ability to browse, read, and download information contained on the BC OnLine website, and the Government of B.C. may be unable to personalize your web experience. However, you may still be able to access Government of B.C. services by other methods such as personal contact, fax or mail.

### What safeguards are in place to protect my personal information?

The Government of B.C. is obligated to protect your personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal. Specifically, access to systems, applications and the collected data is restricted to



authorized personnel only. Furthermore, any personal information collected and used for identifying user trends (e.g. IP address) is aggregated and made anonymous during report generation.

How long is information retained?

Some BC OnLine session information will remain on your computer, in a cookie, for only as long as your browser remains open, or until you delete them off your computer. Information collected or created by the Government of B.C. is maintained in accordance with government's records retention schedules and other legislative requirements.

How can I access and correct information I submit to the BC OnLine website?

You can review any personal information collected about you by requesting access to it by the ministry holding the information, or by submitting a Freedom of Information request. You may request changes or annotate your personal information if you believe it to be inaccurate by submitting a written request describing the error. Please contact the ministry or other government body holding your personal information. The Legislation, Privacy and Policy Branch may be contacted for general information – please see the contact information below.

What about links to external websites from the BC OnLine website?

The BC OnLine website includes links to external websites. Once you leave the BC OnLine website, this privacy statement does not apply. The Government of B.C. is not responsible for the privacy practices or content of external websites.

Who can I contact for more information about this privacy statement?

**BC OnLine**  
**Ministry of Technology, Innovation and Citizens' Services**  
**PO Box 9412 Stn Prov Govt**  
**Victoria BC V8W 9V1**  
**Facsimile: (250) 952-6115**  
**Toll-free: 1-800-663-6102**