

Freedom of Information and Protection of Privacy **Fact Sheet for WorkSafeBC Service Providers**

WorkSafeBC (the Workers' Compensation Board) is subject to the BC *Freedom of Information and Protection of Privacy Act* (the FIPPA). The definition of "employee" under the FIPPA includes a person retained under a contract to perform services for a public body.

What does this mean for you, as service provider to WorkSafeBC?

It means that WorkSafeBC may send to you personal information from its files about your client who is also a WorkSafeBC claimant. WorkSafeBC may give you only as much information as you need to perform your duties and may only disclose this information to you inside Canada.

It also means that the report(s) and records you submit to WorkSafeBC about your client are subject to the FIPPA and because of that you should have some basic knowledge of the principles of the legislation.

Most of the principles are common sense and you probably already follow the rules of the FIPPA. Here are some of the most important principles you should know.

Collection of personal information

You must collect personal information directly from your client whenever possible. Collect **only** the information needed to do your job and record only as much detail as needed. Make sure the information is accurate and complete.

Protection of personal information

You must protect the personal information of your clients by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure and/or disposal of the records.

Retention of personal information

You must retain your client's personal information for at least one year after using it and you cannot send it outside Canada, even for storage purposes, unless you have the written consent of the client.

Use of personal information

You may use your client's personal information only for the purpose for which that information was obtained or compiled, or for a use consistent with that purpose.

Disclosure of personal information

Your client has the right to his/her own personal information and may request a copy of his/her records. If you have any concerns that the disclosure of the information to the client may cause immediate and grave harm to the client or may cause harm to a third party, please contact your professional governing body or the WorkSafeBC FIPP Office for advice prior to disclosure.

You may only disclose the personal information of your client to someone else with the client's specific written authorization (sample attached).

You may disclose a record for the purpose it was compiled or obtained or for a use consistent with that purpose. You may disclose it to an employee within your own organization, your treatment team or to an officer at WorkSafeBC if the information is necessary for the performance of their duties. Personnel within your organization should be made aware of their responsibilities under the FIPPA and should have signed an agreement* stating that h/she agrees to keep the information confidential prior to handling the information.

**Any questions or concerns regarding the privacy of personal information should be directed to the WorkSafeBC Freedom of Information and Protection of Privacy Office at 279-8171.
We can provide training sessions at your request.**

*** see paragraph 18 of the Privacy Protection Schedule as set out in your contract with WorkSafeBC**