



This tip sheet has been prepared for general information purposes. It is not a legal document. Please refer to the *Freedom of Information and Protection of Privacy Act* and Regulations for purposes of interpretation and application of the law.

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## BC's Social Media Provisions

### *A Freedom of Information and Protection of Privacy (FOIPPA) Guide for Public Bodies Using Social Media*

Recent amendments to the *Freedom of Information and Protection of Privacy Act* outline rules for properly handling personal information specific to public bodies using social media for engagement purposes. It is paramount that public bodies properly manage personal information when dealing with social media, for example, when setting up a Facebook page, Twitter feed or YouTube channel.

Public bodies can use social media for purposes such as:

- Providing useful information to citizens;
- Facilitating a forum for citizen engagement and discussion;
- Promoting existing initiatives or policies;
- Notifying users of further opportunities for discussion; or
- Updating users on the progress of a matter under discussion.

**Did you know** that public bodies can post photos taken at public events?

Do the following to help ensure your social media site complies with the legislation

- A completed **Privacy Impact Assessment** to ensure compliance, found here: [www.cio.gov.bc.ca/cio/priv\\_leg/foippa/pia/pia\\_index.page](http://www.cio.gov.bc.ca/cio/priv_leg/foippa/pia/pia_index.page)
- A **posted collection notice** stating the authority and purpose for collection and a contact name so individuals know who to contact for questions.
- A **moderator** to remove any unsolicited comments, or information about anyone other than the person posting.

**Don't forget** to delete any social media accounts that are inactive or unmoderated.

If you have any other questions on how to integrate privacy into your program, or the *Freedom of Information and Protection of Privacy Act* you can contact the Privacy & Access Helpline, at 250-356-1851, or [CPIAadmin@gov.bc.ca](mailto:CPIAadmin@gov.bc.ca)

