

PRIVACY IMPACT ASSESSMENT

I BASIC INFORMATION - Twitter

1. Ministry/Public Body and Program Area.

Ministry	Labour, Citizens' Services and Open Government
Division	Office of the Chief Information Officer
Branch/Section	Knowledge and Information Services
Program	General Government Twitter Use

2. Contact Position and/or Name, Telephone Number and E-Mail Address.

(This should be the name of the individual most qualified to respond to questions regarding the PIA).

Name, Title	Jeannette Van Den Bulk
Branch/Section	Knowledge and Information Services
Phone Number	250-356-0378
E-Mail	Jeannette.vandenbulk@gov.bc.ca

3. Description of the Program/System/Legislation (Initiative) being assessed.

This General Twitter Privacy Impact Assessment (PIA) is intended as a guide to assist ministries in the development and administration of Twitter accounts and to ensure that the information collected, used, and disclosed on Twitter is done in a way consistent with the provisions of the *Freedom of Information and Protection of Privacy Act* (FOIPPA).

Based on this General Twitter PIA, a checklist has been created that will serve as a quick and efficient means for ministries to determine if their use of Twitter falls under this general Twitter PIA. See [Appendix A](#). If the site meets all of the requirements in the checklist a new PIA will not be required. Conversely, if it does not meet the requirements in the checklist, a new PIA must be completed.

Ministries should complete the checklist before moving forward with their use of Twitter. Knowledge and Information Services Branch (KIS) will require a copy of the signed checklist prior to use of Twitter, as per section 69(5.1) of FOIPPA. The ministry should retain a copy of the signed checklist to satisfy the requirements of a privacy impact assessment under section 69(5) of FOIPPA.

NOTE: It will be the responsibility of each ministry to ensure that it has appropriate authority under the FOIPPA to collect, use and disclose any personal information that is included on Twitter.

A separate PIA must be completed for Twitter use where the collection, use, and disclosure of citizens' personal information does not meet the criteria specified in the checklist and this PIA.

This Privacy Impact Assessment addresses Freedom of Information and Protection of Privacy Act requirements while using Twitter in the manner described in Appendix A. The program area using Twitter is responsible for ensuring they have reviewed and complied with all obligations created by provincial legislation and policy, including but not limited to Legal Services Branch review of, and Risk Management Branch approvals for indemnities created by, Twitter's Terms of Use.

Background

There is an interest by government and by the broader public sector to make use of online microblogging websites. Such services are increasingly viewed as a powerful tool to provide information about government programs and services over the internet.

Microblogging is a broadcast medium that is limited in size (either actual, or file size) that allows users to exchange and communicate small bits of content, like short ideas, links, or sometimes, images.

Twitter limits each "tweet" or entry to 140 characters. Tweets are published in real-time to the site. A Twitter profile is comprised of a few essential elements: the feeds¹, a profile picture, a background image and a list of those "following and followed"² by the user.

Attached to this PIA:

- Appendix A – checklist/Sign-off Page for a ministry Twitter Account
- Appendix B – Sample Collection Notice
- Appendix C – Definitions

General Twitter Account: Outline

This PIA outlines a standard Twitter account in which ministries are interacting with citizens. This means that the Twitter account is only used to share information with citizens, and to answer questions, solicit feedback, and collect non-sensitive personal information. The use of Twitter will inevitably involve the collection of some personal information due to its design and the fact that government may be soliciting opinions. However ministries should not be soliciting other personal information (e.g. home addresses, medical history) without a separate PIA being completed. A government Twitter account should NOT include personal information about third parties (this includes pictures that have a third party in them – i.e. someone other than the Twitter user with whom the ministry is communicating). Under FOIPPA, specific legislative authority is required to collect, use, and disclose personal information. Please see the more detailed discussion on collection, use and disclosure below.

Direct Collection

FOIPPA covers information under the "custody and control" of a public body, but Twitter accounts post a unique environment for what constitutes "collection".

Collection of personal information can occur in four ways; first when a ministry @mentions³ anyone where the user is an individual and not an organization, the user's name and image (and possibly other personal information) will be considered collected. Second, when a ministry retweets⁴ anything that is either originally tweeted by an individual, or contains personal information in it, that information will be considered collected. Third, if government asks for users to provide it directly with information. For example, when the government Twitter account poses a question asking users to respond, any comments sent via direct message⁵ or @mention that answers the questions will be considered collected. Finally, if government uses, records, or

¹ The feed is a constantly-moving roll of tweets. One feed consists of tweets solely published by the user and the other consists of tweets published by the people the user follows.

² Users "follow" other users in order to have their tweets automatically populate their feed.

³ A "mention" or "@mention" is when one Twitter user adds another user's handle (@user) into the body of the tweet, effectively directing that tweet to that user's attention.

⁴ A retweet is a tweet that someone else has chosen to post themselves. It is normally accredited to the original tweet-er. A retweet appears as a "RT" followed by the handle of the original tweeter. Modified retweets ("MRT" or "MT") are when the original tweet is altered slightly in order to accommodate additional comments, or the added characters required to denote a retweet.

⁵ A direct message is a private message between users. It cannot be seen by others and does not show up in the feed. Direct messages can only be sent to people that the user follows.

discloses either a tweet by an individual, or a tweet that contains personal information on another social media site, that information will be considered collected. For example, if tweets are used as an example of public opinion on a policy issue, the identity of the tweeter, their profile picture, and their opinion will be considered collected.

Personal information in the form of usernames, comments and opinions of participants on these media sharing sites may be collected under s. 26(c), if the personal information is directly related to and is necessary for a program or activity of the ministry

Media sharing social network sites constitute open forums where comments and opinions can be shared with ease. Anyone who has a Twitter account and can post a comment will have that content appear in the ministry's direct message inbox instantly. Therefore, a ministry's Twitter site may generate unsolicited personal and non-personal information. To keep extraneous information to a minimum, all government Twitter direct message inboxes must be monitored. The most up-to-date moderation policy can be obtained from Citizen Engagement (citizenengagement@gov.bc.ca), part of the Ministry of Labour, Citizens' Services and Open Government. If a monitor can no longer be appointed to administer a ministry Twitter account, the account should be promptly deleted.

On Twitter, personal information will be directly collected under s.27(1) of FOIPPA, therefore ministries must not solicit personal information about third parties, nor collect third party personal information. It is important not to solicit third party information because any third party information received would be considered collected without authority. It will be the responsibility of the monitor to delete direct messages containing third party personal information (such as names, activities, or opinions of someone other than the commenter) and remind users of privacy practices.

A Twitter account that intentionally solicits personal information other than usernames and opinions or collects personal information of third parties does not fall within this General PIA and will require a separate PIA to determine if legislative authority to collect, use and disclose the personal information exists.

Notification

If a program wishes to engage the public in discussion, they must provide a collection notice that outlines the reason for collection (to engage the public in discussion regarding the public body's program, policy, etc.), the authority under which they are collecting the information (section 26(c) of FOIPPA or some other enactment as applicable), and the title, business address and business telephone for a ministry employee who can answer questions about the collection (contact info must not be the Twitter account). On Twitter, there are limited areas where this information can appear such that an individual can see it. The preferred method for accomplishing this is by using the bio section of the profile to provide a link, or to direct individuals to the Web link section of the profile, which would link to a collection notice. Alternatively, a collection notice can also be written into the bio section. See [Appendix B](#) for suggested wording.

Use

Use of personal information is authorized under section 32(a), where personal information is used for its original purpose or for a use that is consistent with the original purpose of the collection. Consistent use is defined in s. 34 of FOIPPA. (For the purpose of this general PIA, ministries must not use posted information for any reason other than stated in the collection notice, or otherwise required by law.)

For the purpose of this General PIA – the use of any comments collected from individuals must be for enabling the ministry to engage individuals in public discussions or promotion respecting proposed or existing initiatives, policies, proposals, programs or activities of the ministry or respecting legislation relating to the ministry.

Disclosure

The disclosure of personal information by a ministry on its Twitter account must be authorized by a provision in s.33.1 of the FOIPPA.

- *Tweeted comments by individuals*

A Twitter user's personal information may be disclosed by a ministry if a tweet is retweeted. Tweets directed at the ministry via @mention that are not considered relevant or appropriate must not be retweeted. If any action is taken on the tweet (i.e. responding to the user, retweeting their tweet, or using their tweet in any way) it will be considered collected.

- *Tweets by ministries*

There are three options for tweeting (disclosure) of personal information by ministries covered by this general Twitter PIA.

The first option is that a ministry may retweet an individual's tweet that is directed to them via an @mention, but only if the tweet is relevant to the purpose of their collection as stated in their collection notice (pursuant to section 33.1(1)(r) of FOIPPA).

Example: The Ministry of Environment is using a Twitter account to engage individuals in ways to improve BC's "green policies". Twitter user @greenBCresident tweets "**@MinistryTwitterAccount BC needs an XYZ program to help the env't**", and the government Twitter account retweets this tweet before addressing it.

The second option is that a ministry may tweet (disclose) photos of identifiable individuals that are collected by observation at a presentation, ceremony, performance, sports meet or similar event if the individual voluntarily appeared and the event was open to the public (pursuant to section 33.1(1)(q) of FOIPPA).

Example: The Ministry of Transportation has a celebration for an opening of a new bridge on a major BC Highway – the public is invited to a ribbon cutting ceremony and photographs are taken that include members of the public.

The third option requires the ministry to have written consent of an individual whose personal information or image is being disclosed on Twitter (pursuant to section 33.1(1)(b) of FOIPPA). Consent must be in writing and specify to whom the personal information may be disclosed (in this case it would be to the public through a ministry sponsored Twitter account), how the personal information may be used (for example the promotion of XYZ program), and that it will be disclosed outside of Canada.

Example: The Ministry of Community, Sport and Cultural Development wants to post pictures to Twitter feed of its minister presenting at a members-only gala awards night for a local sports organization. Because this event is not open to the public the ministry will require the written consent of individuals who appear in photos as well as consent to post the names of the award winners.

If the proposed Twitter account will disclose personal information using a statutory authority other than section 33.1(1)(b), 33.1(1)(q) or 33.1(1)(r) a separate PIA is required to ensure compliance with the FOIPPA.

Storage and Access

Storage and access is authorized by section 30.1 (b) of FOIPPA, which permits storage and access for the purpose of a disclosure allowed under the Act (in the case of retweets of tweets posted by users the disclosure provision is 33.1(1)(r)).

Remember: If information is requested by the ministry from users, when a relevant response is provided by them, it is considered collected and the information comes under the control of the

ministry. You must only solicit from users the minimum amount of information necessary to the program or activity. In addition, for the purposes of this PIA, the ministry must have an individual's written consent to post any material not received via social media that contains personal information about the individual to the site – unless it is images taken at a public event voluntarily attended by the individual.

4. Purpose/Objectives of the initiative (if statutory, provide citation).

The use of microblogging sites by ministries promotes a collaborative environment that can enhance citizen engagement and dialogue with the Province of British Columbia. Twitter use is seen as part of government's drive to transform the delivery of services to improve outcomes for its citizens, as outlined in *Citizens @ the Centre: B.C. Government 2.0*.

The purpose of this General Twitter PIA is to outline a standard template for use of Twitter, whereby any ministry or program area using this site within the prescribed parameters will not be required to fill out an additional PIA. However, if ministries decide to use Twitter in ways not described here, they will be required to complete a separate PIA.

5. What are the potential impacts of this proposal? (Include privacy impacts in this description).

Twitter has the potential to enable government to share information about its programs and services. It is a way of making information available immediately and at a low cost, and reaching large groups of people. Potential impacts include:

- Information dissemination about current government bodies, programs, or public figures in a popular online environment.

- Increased knowledge, awareness and interest of users about the B.C. government, its agencies or functions.

There are some possible privacy impacts associated with the use of Twitter, including:

- Privacy concerns related to the appropriate disclosure of personal information (e.g. through tweets or tweeted pictures containing personal information of individuals).

- Privacy concerns regarding the collection of personal information of Twitter users (e.g. tweets directed at the government account, direct messages)

- Privacy concerns regarding the collection of third-party information from Twitter users.

6. Provide details of any previous PIA or other form of personal information assessment done on this initiative (in whole or in part).

N/A

II DESCRIPTIVE INFORMATION

1. **Describe the elements of personal information that will be collected, used and/or disclosed and the nature and sensitivity of the personal information.** [See note above about the amended definition of personal information.]

For example: Name, home address, gender, age/birthdate, SIN, Employee#, race/national, ethnic origin.

Personal information that can potentially be collected/disclosed through a Twitter account includes:

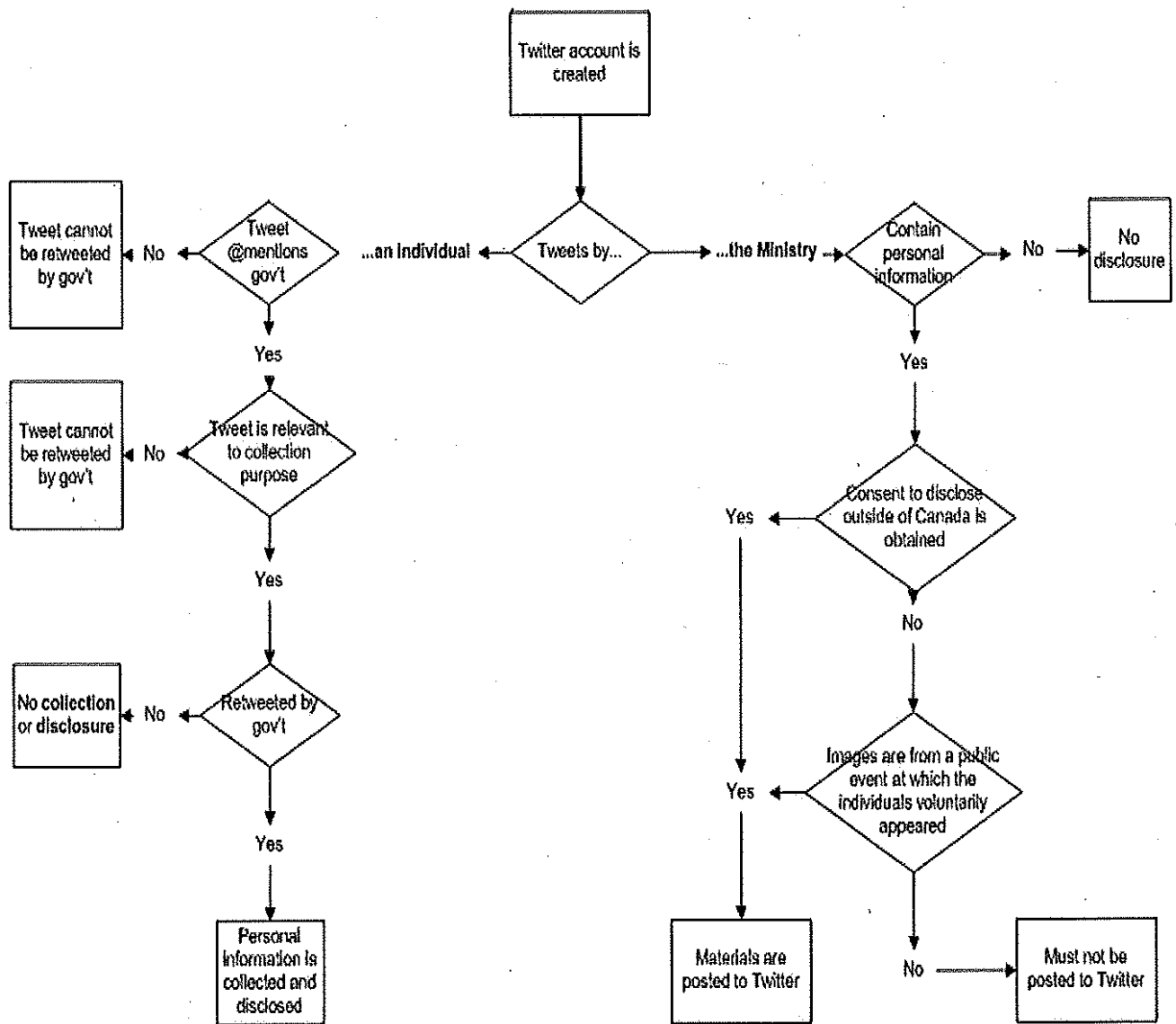
- Name of user posting text comments
- Time or date of posting of an individual's tweet (e.g. "2 hours ago." "Dec 13.").
- Images of individuals (in tweeted or retweeted photos or as part of a tweeter's profile picture).
- An individual's personal opinion about a subject in a tweet.

Username and profile pictures are disclosed by the Twitter user when signing up with their profile and engaging in the use of Twitter. This falls under the purview of section 33.1(1)(r).

A user's ideas, opinions and comments are their own personal information and will be treated as such. A monitor will ensure that third-party information is deleted from the government's Twitter account (direct message inbox).

2. **Provide a description (either a narrative or flow chart) of the linkages and flows of personal information collected, used and/or disclosed.**

See information flow chart below.



III PERSONAL INFORMATION COLLECTION

(Section 26 and section 27 of the *Freedom of Information and Protection of Privacy Act* "FOIPP Act")

****IMPORTANT NOTE:** Recent amendments to the FOIPP Act have clarified when personal information has *not* been collected by a public body. See section 27.1 or contact Knowledge and Information Services for further details.

	Yes	No	n/a
Is personal information being collected?	X		

1) Authorization for Collection:

A public body may collect personal information as authorized by one of the following provisions:

s. 26	Yes	No	n/a
(a) Is the collection of personal information specifically authorized by, or under, an Act, other than the FOIPP Act?		X	
If yes, please specify the name of the Act and relevant section			
(b) Is the personal information being collected for law enforcement purposes?		X	
(c) Is the personal information directly related to, and necessary for, a program or activity of the public body?	X		
(d) Is the personal information being collected for a prescribed purpose (where there is a regulation defining that purpose)?		X	
If yes, please specify the prescribed purpose.			
(i) Has the individual whose personal information is being collected consented, in the prescribed manner, to that collection?		X	
and			
(ii) Would a reasonable person consider that collection appropriate in the circumstances?			
(e) Is the collection of personal information necessary for the purposes of planning or evaluating a program or activity of a public body?	X		
(f) Is the collection of personal information necessary for the purpose of reducing the risk that an individual will be a victim of domestic violence, if domestic violence is reasonably likely to occur?		X	
(g) Is the personal information being collected at a presentation, ceremony, performance, sports meet, or similar event where the individual voluntarily appears and that is open to the public?		X	
(h) Is personal identity information being collected by:			
A designated provincial identity information services provider and the collection of the information is necessary to enable it to provide services under section 69.2,		X	
or			

s. 26		Yes	No	n/a
	A public body from a designated provincial identity information services provider and the collection of the information is necessary to enable the public body to identify an individual for the purposes of providing a service to the individual or the provincial identity information services provider to provide services under section 69.2.		X	

If none of the above questions has been answered "yes", your office does not have the authority under the FOIPP Act to collect the personal information in question. If you have any questions or require clarification please contact Knowledge and Information Services.

2) How will the personal information be collected?

A public body must collect personal information directly from the individual the information is about, with certain specific exceptions.

	Yes	No	n/a
Will the personal information be collected <u>directly</u> from the individual that the information is about?	X		

3) Notification to collect information

A public body must ensure that an individual from whom it collects personal information is notified of the collection as outlined below.

27(2)		Yes	No	n/a
	Has the individual from whom personal information is being collected, been informed of:			
	(a) the purpose for collection?	X		
	(b) the legal authority for collection?	X		
	(c) the contact information of the person who can answer questions regarding the collection?	X		
	Additional details as required (e.g., method of notification) See discussion of Notification			

IV USE OF PERSONAL INFORMATION - (Section 32 of the FOIPP Act)

	Yes	No	n/a
Is personal information being used?	X		

Under the FOIPP Act, a public body may use personal information in its custody or under its control only for certain specified purposes as outlined below.

The public body **must** check one or more of the authorities listed below:

s.32		Yes	No	n/a
(a)	Has the individual the personal information is about consented to the use? (Note: Supporting documentation must be on file.)		X	
(b)	Will the information be used only for the purpose for which it was obtained or compiled or for a use consistent with the original purposes?	X		
	<p>Please provide details of the original purpose for which the personal information was obtained or compiled. Include, if applicable, details of the consistent/secondary use.</p> <p>Personal information collected will only be used for the purpose of enabling the public body to engage individuals inside and outside of British Columbia in public discussion and promotion respecting proposed or existing initiatives, policies, proposals, programs and legislation of the public body or consistent with these purposes.</p>			
(c)	If the personal information was disclosed to the public body by another public body under an authority within sections 33 to 36, is the information being used for that same purpose?		X	
	Specify subsection(s) being applied			

V DISCLOSURE OF PERSONAL INFORMATION

(Section 33, section 33.1, section 33.2, section 33.3, section 34, section 35 and section 36 of the FOIPP Act)

	Yes	No	n/a
Is personal information being disclosed?	X		

A public body may disclose personal information in its custody or under its control only as permitted under sections 33.1, 33.2, or 33.3 of the FOIPP Act.

1) Disclosure of Personal Information

Sections 33, 33.1, 33.2 and 33.3 of the FOIPP Act provide the legislative authority to disclose personal information. Section 33 provides that personal information **cannot** be disclosed unless it is authorized under section 33.1 or 33.2.

Please choose the main authorization(s) for disclosure below. All authorities that may apply do not need to be checked, only the main authorizations for the initiative.

s. 33.1	Disclosure inside OR outside Canada	Yes	No	n/a
(1)(a)	In accordance with Part 2 (pursuant to an FOI request)		X	
(1)(a.1)	If the information or disclosure is of a type described in section 22(4) (e), (f), (h), (i) or (j): 22(4) A disclosure of personal information is not an unreasonable invasion of a third party's personal privacy if			
	(e) the information is about the third party's position, functions or remuneration as an officer, employee or member of a public body or as a member of a minister's staff,		X	
	(f) the disclosure reveals financial and other details of a contract to supply goods or services to a public body,		X	
	(h) the information is about expenses incurred by the third party while travelling at the expense of a public body,		X	
	(i) the disclosure reveals details of a licence, permit or other similar discretionary benefit granted to the third party by a public body, not including personal information supplied in support of the application for the benefit, or		X	
	(j) the disclosure reveals details of a discretionary benefit of a financial nature granted to the third party by a public body, not including personal information that is supplied in support of the application for the benefit or is referred to in subsection 22(3)(c).		X	
(1)(b)	If the individual the information is about has identified the information and consented, in the prescribed manner, to its disclosure inside or outside Canada, as applicable (Note: Supporting documentation must be on file)	X		
(1)(c)	In accordance with an enactment of British Columbia (other than the <i>Freedom of Information and Protection of Privacy Act</i>) or Canada that authorizes or requires its disclosure		X	

s. 33.1	Disclosure inside OR outside Canada	Yes	No	n/a
	Specify name of enactment and relevant section(s)			
(1)(c.1)	If the personal information is made available to the public in British Columbia under an enactment, (other than the <i>Freedom of Information and Protection of Privacy Act</i>) that authorizes or requires the information to be made public		X	
	Specify name of enactment and relevant section(s)			
(1)(d)	In accordance with a provision of a treaty, arrangement or written agreement that (i) authorizes or requires its disclosure, and (ii) is made under an enactment of British Columbia (other than the <i>Freedom of Information and Protection of Privacy Act</i>) or Canada		X	
	Specify name of enactment and relevant section(s)			
(1)(e)	To an individual who is a minister, an officer of the public body or an employee of the public body other than a service provider, if (i) the information is necessary for the performance of the duties of the minister, officer or employee,		X	
	and (ii) in relation to disclosure outside Canada, the outside disclosure is necessary because the individual is temporarily travelling outside Canada			
	If paragraph (1)(e)(ii) applies, please explain how the travel is temporary and why disclosure outside Canada is necessary			
(1)(e.1)	To an individual who is a service provider of the public body, or an employee or associate of such a service provider, if (i) the information is necessary for the performance of the duties of the individual in relation to the public body,		X	
	and (ii) in relation to disclosure outside Canada, (A) the individual normally receives such disclosure only inside Canada for the purpose of performing those duties, and (B) the outside disclosure is necessary because the individual is temporarily travelling outside Canada			
	If paragraph (1)(e.1)(ii) applies, please explain how the travel is temporary and why disclosure outside Canada is necessary			
(1)(f)	To an officer or employee of the public body or to a minister, if the information is immediately necessary for the protection of the health or safety of the officer, employee, or minister		X	

(1)(g)	To the Attorney General or legal counsel for the public body, for the purpose of preparing or obtaining legal advice for the government or public body or for use in civil proceedings involving the government or public body		X	
(1)(h)	To the minister responsible for the <i>Coroner's Act</i> or a person referred to in section 36 of that Act, for the purposes of that Act		X	
(1)(i)	If			
	(i) the disclosure is for the purposes of collecting amounts owing to the government of British Columbia or a public body by			
	a. an individual, or			
	b. corporation of which the individual the information is about is or was a director or officer,			
	and		X	
	(ii) in relation to disclosure outside Canada, there are reasonable grounds for believing that			
	a. the individual the information is about is in, resides in or has assets in the other jurisdiction, or			
	b. if applicable, the corporation was incorporated in, is doing business in or has assets in the other jurisdiction			
1(l.1)	For the purposes of			
	(i) a payment to be made to or by the government of British Columbia or a public body,		X	
	(ii) authorizing, administering, processing, verifying or cancelling such a payment, or		X	
	(iii) resolving an issue regarding such a payment		X	
(1)(j)	(i) Repealed.		X	
(1)(k)	For the purposes of			
	(i) licensing or registration of motor vehicles or drivers, or		X	
	(ii) verification of motor vehicle insurance, motor vehicle registration or drivers licences		X	

(1)(l)	For the purposes of licensing, registration, insurance, investigation or discipline of persons regulated inside or outside Canada by governing bodies of professions and occupations		X	
(1)(m)	If			
	(i) the head of the public body determines that compelling circumstances exist that affect anyone's health or safety, and			
	(ii) notice of disclosure is mailed to the last known address of the individual the information is about, unless the head of the public body considers that giving this notice could harm someone's health or safety		X	
(1) (m.1)	For the purpose of reducing the risk that an individual will be a victim of domestic violence, if domestic violence is reasonably likely to occur		X	
(1)(n)	So that the next of kin or a friend of an injured, ill or deceased individual may be contacted		X	

(1)(o)	In accordance with section 36 (disclosure for archival or historical purposes)		X	
(1)(p)	The disclosure (i) is necessary for			
	(A) installing, implementing, maintaining, repairing, trouble shooting or upgrading an electronic system or equipment that includes an electronic system that is used in Canada by the public body or by a service provider for the purposes of providing services to a public body, or			
	(B) data recovery that is being undertaken following failure of an electronic system that is used in Canada by the public body or by a service provider for the purposes of providing services to a public body		X	
	and (ii) in the case of disclosure outside Canada (A) is limited to temporary access and storage for the minimum time necessary for that purpose, and (B) in relation to data recovery under subparagraph (i)(B), is limited to access and storage only after the system failure has occurred			
	If paragraph (1)(p)(ii) applies, please explain how the temporary access and storage is for the <i>minimum time necessary</i>			
(1)(q)	If the information was collected by observation at a presentation, ceremony, performance, sports meet or similar event at which the individual voluntarily appeared and that was open to the public.	X		
(1)(r)	If the information Was disclosed on a social media site by the individual the information is about,			
	Was obtained or compiled by the public body for the purpose of enabling the public body to engage individuals in public discussion or promotion respecting proposed or existing initiatives, policies, proposals, programs or activities of the public body or respecting legislation relating to the public body, and	X		
	Is disclosed for a use that is consistent with the purpose described in subparagraph (ii).			
	Additional details as required			
(1)(s)	In accordance with section 35 (disclosure for research or statistical purposes).		X	
(1)(t)	To comply with a subpoena, a warrant or an order issued or made by a court, person or body in Canada with jurisdiction to compel the production of information		X	

(2)	In addition to the authority under any other provision of this section or section 33.2, a public body that is a law enforcement agency may disclose personal information referred to in section 33			
(2)(a)	To another law enforcement agency in Canada		X	
(2)(b)	To a law enforcement agency in a foreign country under an arrangement, a written agreement, a treaty or provincial or Canadian legislative authority.		X	
(3)	The minister responsible for this Act may, by order, allow disclosure outside Canada under a provision of section 33.2 in specific cases or specified circumstances, subject to any restrictions or conditions that the minister considers advisable.		X	
(4)	In addition to the authority under any other provision of this section or section 33.2, the Insurance Corporation of British Columbia may disclose personal information if, (a) the information was obtained or compiled by that public body for the purposes of insurance provided by the public body, and (b) disclosure of the information is necessary to investigate, manage or settle a specific insurance claim.		X	
(5) and (6)	For the purposes of operating the designated provincial identity information services as permitted under section 33.1 (5) and (6)		X	
(7)	To respond to citizens' enquiries as permitted under section 33.1(7)		X	
<p>Additional details as required</p> <p>There are other disclosure authorities that may apply, however, in these cases a separate PIA should be completed.</p>				

VI ACCURACY AND CORRECTION OF PERSONAL INFORMATION
 (Section 28 and section 29 of the FOIPP Act)

		Yes	No	n/a
1.	Are there procedures in place to enable an individual to request/review a copy of their own personal information?	X		
2.	Are there procedures in place to correct or annotate an individual's personal information if requested, including what source was used to update the file?	X		
3.	If personal information is corrected, are there procedures in place to notify other holders of this information?	X		
If yes, please provide the name of the policy and/or procedures, a contact person and phone number.				
	Policy/procedure:			
	Contact person:	Twitter Monitor		
	Phone number:			
Additional details as required				
Individuals will be able to delete their own comments. If the Twitter monitor re-tweets information provided in a comment and a user feels that their personal information (as it appears in the tweet) needs to be corrected or annotated they can contact the Twitter monitor, who will administer the request. Any corrections or annotations will be re-tweeted.				

VII SECURITY AND STORAGE FOR THE PROTECTION OF PERSONAL INFORMATION
(Sections 30 and 30.1 of the FOIPP Act)

Section 30 of the Act requires a public body to protect personal information in its custody or under its control by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal.

		Yes	No	n/a
1.	Is there reasonable technical security in place to protect against unauthorized access or disclosure?	X		
2.	Is there reasonable physical security in place to protect against unauthorized access or disclosure?	X		
3.	Are there branch policies and procedures in place for the security of personal information during routine collection, use and disclosure of the information?	X		
If yes, please provide the name of the policy and/or procedures, a contact person and phone number.				
	Policy/procedure:	Policy No. 33 Use of Social Media in the BC Public Service		
	Contact person:			
	Phone number:			
Additional details as required				
4.	Have user access profiles been assigned on a need-to-know basis?	X		
5.	Do controls and procedures exist for the authority to add, change or delete personal information?	X		
6.	Does your system security include an ongoing audit process that can track use of the system (e.g., when and who accessed and updated the system)?		X	
Please explain the audit process and indicate how frequently audits are undertaken and under what circumstances				
7.	Does the audit identify inappropriate accesses to the system?			X

	<p>Additional details</p> <p>The Twitter account login information will only be available to those that need to operate the account.</p> <p>In assessing the “reasonableness” of the security arrangements, consideration must be given to the nature of the personal information involved and the seriousness of the consequences of its unauthorized disclosure.</p> <p>Every comment submitted to Twitter is intended by the individual to be for public use and is for the purpose of citizen engagement on public programs and initiatives; sensitive personal information should not be involved.</p> <p>Any risk of third party information being disclosed is reasonably mitigated by moderating the postings and putting up warnings not to post third party information on the site. Also ensuring the site is taken down when it is no longer being moderated ensures no future unauthorized collection, use or disclosure of personal information.</p>
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VII SECURITY ARRANGEMENTS FOR THE PROTECTION OF PERSONAL INFORMATION
cont'd

Section 30.1 requires a public body to ensure that personal information in its custody or under its control is stored only in Canada and accessed only in Canada unless the individual the information is about has consented or the disclosure is otherwise allowable under the Act.

	Yes	No	n/a
Will the information be stored or accessed only in Canada?		X	

Personal information in a public body’s custody or under its control must be stored and accessed only in Canada, unless one of the following applies:

	Yes	No	n/a
(a) Has the individual the personal information is about identified it and consented, in the prescribed manner, to it being stored in or accessed from another jurisdiction?	X		
<p>Please explain</p> <p>If any pictures or text posted to Twitter by the ministry contain personal information, the program area will secure forms consenting to the disclosure of personal information outside of Canada, with the exception of those that are collected by observation at a presentation, ceremony, performance, sports meet, or similar event at which individuals appear voluntarily and that are open to the public.</p>			
(b) Will the personal information be stored in or accessed from another jurisdiction for the purpose of a disclosure that is authorized under the <i>Freedom of Information and Protection of Privacy Act</i> ?	X		

	<p>Please explain</p> <p>The personal information will be stored in or accessed from foreign servers in order to allow for their disclosure, as authorized by section 33.1(1)(r) of FOIPPA for posted comments, and as authorized by section 33.1(1)(b) and 33.1(1)(q) for photos/information posted by the ministry.</p>		
(c)	Will the personal information be disclosed under section 33.1(1)(i.1)?		X
	<p>Please explain</p>		

VIII RETENTION OF PERSONAL INFORMATION - (Section 31 of the FOIPP Act)

		Yes	No	n/a
1.	Do you have an approved records retention and disposition schedule?	X		
2.	Is there a records retention schedule to ensure information used to make a decision that directly affects an individual is retained for at least one year after use? No personal information will be collected that will be used to make a decision that directly affects an individual.		X	

Note: Records of provincial public bodies and designated organizations/public bodies cannot be destroyed unless approval is granted under the authority of the *Document Disposal Act*. Please consult with your Records Officer to initiate the records scheduling process.

X SIGNATURES

PUBLIC BODY APPROVAL:

Program Manager

Signature

Date

Ministry Contact Responsible for
Systems Maintenance and Security

Signature

Date

J. Van Den Bulk

February 10, 2012

Jeannette Van Den Bulk
Knowledge and Information Services
Office of the Chief Information Officer
Ministry of Labour, Citizens Services,
and Open Government

Signature

Date

Dave Nikolejsin
Chief Information Officer
Assistant Deputy Minister or Equivalent

Signature

Date

[Handwritten Signature]

Feb 10/2012

Appendix A

Checklist and Confirmation Page for Twitter Account

Name of Twitter Account _____

Ministry and Program Area _____ Twitter Go-Live Date _____

Ministry Twitter Administrator _____ email _____

This checklist is to be completed to determine if a separate PIA is needed to address the program area's needs around the collection, use, and disclosure of personal information when administering a Twitter account.

Please enter an "X" under the appropriate answer to the following questions:

	Yes	No
<p>Purpose The program area needs to have a Twitter account that potentially collects personal information because it is necessary to:</p> <ul style="list-style-type: none"> • Provide a forum for citizen engagement and discussion; • Hear users' thoughts and opinions on a subject; • Facilitate discussion between users; • Notify users of further opportunities for discussion; or, • Provide users with updates on the progress of the matter under discussion <p>Please provide a description of the purpose:</p>		
<p>Collection and Notification A "Collection Notice" (as per Appendix B) has been posted somewhere on the profile or a link to one is provided.</p>		
<p>All tweets directed at the government via @mentions will be monitored by the ministry's Twitter monitor Monitor's name: _____</p>		
<p>Direct messages that fall outside of the scope of the Ministry's twitter or that share third party information (such as pictures of individuals other than the commenter submitting them) will be deleted by the monitor and the group will be reminded of good privacy practices</p>		
<p>Users do not need to further identify themselves other than with their Twitter handle</p>		
<p>Use and Disclosure The ministry will not use or disclose personal information submitted by users other than for its original purpose or in a way that is consistent with the original purpose of the collection as identified above (except as required by law).</p>		
<p>The Ministry will not post personal information about individuals that has not been authorized for disclosure by FOIPPA under section 33.1(1)(b) or 33.1(1)(g).</p>		

	Yes	No
The program will only retweet individuals' tweets if they are on topic @mentions		
Records Management A records retention and disposition schedule has been created.		
I understand the information and analysis in this PIA is limited to the interaction between Twitter and the requirements set out in the FOIPPA. It is the responsibility of our program area to review Twitter's Terms of Use. We have reviewed and complied with all obligations created by other legislation and policy, including but not limited to Legal Services Branch review of, and Risk Management Branch approvals for indemnities created by, Twitter's Terms of Use."		

If you have answered 'No' to any of the above questions a separate PIA will need to be completed before your Twitter account can be launched.

Checklist Completed By _____ Signature _____

Program Manager Signature _____ Date _____

KIS Signature _____ Date _____

KIS Comments:

Appendix B

Collection Notice

The personal information you post may be collected by the Ministry of _____ under s.26(c) of the *Freedom of Information and Protection of Privacy Act* for the purposes of engaging and consulting with the public. Please be aware that any information collected may be stored and/or accessed outside of Canada on servers not belonging to the government

To protect your own privacy and the privacy of others, please do not include any personal information including phone numbers and email addresses in the body of your comment. Please do not share personal information about others.

If you have any questions about the collection of your personal information, please contact (business title, name, telephone, email).

Appendix C

Definitions:

@Mentions: A "mention" or "@mention" is when one Twitter user adds another user's handle (@user) into the body of the tweet, effectively directing that tweet to that user's attention. These tweets show up in a separate feed labelled "@mentions". Any user can @mention any other user.

Background: The background is the picture, or pattern that back-drops a user's profile for when they are looking at their feed, or for when others are looking at their profile.

Direct Messages: A direct message is a private message between users. It cannot be seen by others and does not show up in the feed. Direct messages can only be sent to people that the user follows.

Feed: The feed is a constantly-moving roll of tweets published by the people the user follows.

Following: Users "follow" other users in order to have their tweets automatically populate their feed.

Handle: A Twitter handle is their username, preceded by the @ symbol.

Hashtags: A hashtag (#) denotes a word or a phrase (with no spaces) that allows tweets to be easily searched or aggregated. An example of this is during the Stanley Cup finals, the hashtag #StanleyCup would follow or precede someone's comments on the game, the series or something else similarly related.

List of followed: This list is of those users whose tweets make up the feed.

List of followers: This list is of those whose feeds your tweets appear in.

Profile picture: Each user has a picture that appears beside each of their tweets. For those that do not upload a picture, there is a default picture provided by Twitter.

Retweet: A retweet is a tweet that someone else has chosen to post themselves. It is normally accredited to the original tweet-er. A retweet appears as a "RT" followed by the handle of the original tweeter. Modified retweets ("MRT" or "MT") are when the original tweet is altered slightly in order to accommodate additional comments, or the added characters required to denote a retweet.

Tweet: A tweet is a post or a status on Twitter. It is limited to 140 characters in length.

Twit-pic: A twit-pic is a picture that has been uploaded and attached to a tweet.

