



BC SERVICES CARD DIRECTION

TO: THE PROVINCIAL IDENTITY INFORMATION SERVICES PROVIDER

DIRECTION: 1/12

SUBJECT: Direction to the Provincial Identity Information Services Provider respecting the BC Services Card and related personal identity information.

AUTHORITY: This direction is issued under section 69.2 (3) of the *Freedom of Information and Protection of Privacy Act*.

APPLICATION: This direction applies to the Ministry of Technology, Innovation and Citizens' Services as the designated Provincial Identity Information Services Provider for the Province of British Columbia under section 69.2 (1) of the *Freedom of Information and Protection of Privacy Act*.

EFFECTIVE DATE : December 20, 2013

A handwritten signature in cursive script that reads "Andrew Wilkinson".

Honourable Andrew Wilkinson
Minister of Technology, Innovation and Citizens' Services

Minister of Technology, Innovation and Citizens' Services
Direction to the Provincial Identity Information Services
Provider issued under Section 69.2 (3) of the
Freedom of Information and Protection of Privacy Act

I, Andrew Wilkinson, Minister of Technology, Innovation and Citizens' Services, issue the following direction to the Provincial Identity Information Services Provider under section 69.2 (3) of the *Freedom of Information and Protection of Privacy Act*, R.S.B.C. 1996 c. 165. This direction amends and replaces the direction issued on February 10, 2013.

A. Definitions

For the purposes of this direction:

“agent” means ICBC, a government agent or a person who is authorized in writing by ICBC to provide identity proofing services;

“personal identity information” means any personal information of a type that is commonly used, alone or in combination with other information, to identify or purport to identify an individual;

“public body” means a public body as defined in the *Freedom of Information and Protection of Privacy Act*.

B. BC Services Card Direction

Under section 69.2 (3) (b) of the *Freedom of Information and Protection of Privacy Act*, the Provincial Identity Information Services Provider is directed to:

1. Establish a program to issue the BC Services Card.
2. Issue the BC Services Card with an integrated circuit chip that can be used to authenticate the cardholder when accessing in-person and online services.
3. Permit individuals who already have a BC Driver's Licence, or who are applying for a BC Driver's Licence, to combine their BC Services Card with their BC Driver's Licence, subject to limited and specified exceptions.
4. Collaborate with the Insurance Corporation of British Columbia to establish the rules for eligibility, format, issuance and cancellation of the combined BC Driver's Licence and Services Card.

5. Issue other versions of the BC Services Card (in addition to the combined BC Driver's Licence and Services Card), including:
 - a. a standalone BC Services Card with a photograph of the cardholder (photo BC Services Card) and a level of identity assurance consistent with a BC Driver's Licence for individuals who do not have a BC Driver's Licence or who choose not to combine their BC Services Card with their BC Driver's Licence; and
 - b. a BC Services Card without a photograph of the cardholder (non-photo BC Services Card) and a lower level of identity assurance for minors and individuals who, for reasons such as infirmity or lack of required identity documents, cannot meet the identity proofing standards required by this direction.
6. Establish policies, standards and processes to govern the lifecycle of the BC Services Card and the integrated circuit chip including:
 - a. card issuance, replacement and renewal;
 - b. card management;
 - c. card suspension and cancellation; and
 - d. chip manufacturing, activation, authentication and deactivation.
7. Enter into agreements, as necessary, with the Insurance Corporation of British Columbia and other public bodies to perform services related to the issuance of the BC Services Card.

C. Identity Proofing Direction

Under section 69.2 (3) (a) and (b) of the *Freedom of Information and Protection of Privacy Act*, the Provincial Identity Information Services Provider is directed to implement the following identity proofing standards:

1. In issuing the combined BC Driver's Licence and Services Card, the Insurance Corporation of British Columbia's identity proofing standards for issuing a BC Driver's Licence will apply.
2. In issuing a photo BC Services Card, the Provincial Identity Information Services Provider must require the individual to:
 - a. attend in person before an agent of the Provincial Identity Information Services Provider where the individual's photograph will be taken and the individual's signature will be obtained;
 - b. provide two pieces of identification described in the attached Schedule A tables, of which at least one is described in Table 1 (Accepted Primary Identification).

The individual may provide two pieces of identification from Table 1, as long they are not issued by the same issuing authority.

3. The Provincial Identity Information Services Provider must require that the identification provided under section 2(b) above be provided in accordance with the conditions described in each of the tables set out in the attached Schedule A and also in accordance with the following conditions:
 - a. each piece of identification presented to the agent must be an original or a true copy of the original, certified by the issuing government agency;
 - b. the identification documents from Table 1 (Accepted Primary Identification) cannot be expired, unless otherwise noted in the table; and
 - c. the identification documents from Table 2 (Accepted Secondary Identification) may be expired for up to one year, unless otherwise noted in the table.
4. The Provincial Identity Information Services Provider must require that an individual provide additional evidence where the individual's name has changed (or is different from the name shown on the presented identification). Required evidence to provide proof of a name change is set out in the attached Schedule B.
5. In issuing the non-photo BC Services Card, the Provincial Identity Information Services Provider may accept a lower level of identity assurance and may waive one or more of the identity proofing standards listed in Direction C2, C3 and C4, above.

D. Personal Identity Information Direction

Under section 69.2 (3) (a) of the *Freedom of Information and Protection of Privacy Act*, the Provincial Identity Information Services Provider is directed to include the following personal identity information on the BC Services Card, subject to the stated conditions:

1. The combined BC Driver's Licence and Services Card will contain the same personal identity information as the BC Driver's Licence.
2. A photo BC Services Card must contain an issued and expiry date and the cardholder's:
 - name;
 - sex;
 - address;
 - date of birth;
 - photograph; and
 - signature.

3. A non-photo BC Services Card must contain an issued and expiry date and the cardholder's:
 - name;
 - sex;
 - address (unless an exception applies); and
 - date of birth.
4. The Provincial Identity Information Services Provider may enter into an agreement with the Ministry of Health to print an individual's Personal Health Number and the date that his or her Medical Services Plan coverage expires on the back of the BC Services Card.

E. Direction on Privacy and Security of Personal Identity Information

Under section 69.2 (3) (c) of the *Freedom of Information and Protection of Privacy Act*, the Provincial Identity Information Services Provider is directed to protect the privacy and security of the personal identity information in its custody or under its control. This includes but is not limited to:

1. Ensuring, through contractual or other means, that personal identity information is protected, as required by Part 3 of the *Freedom of Information and Protection of Privacy Act*, by any service provider or other agent that provides services on behalf of the Provincial Identity Information Services Provider.
2. Ensuring that all personal identity information sharing with third parties is legally authorized and governed by Information Sharing Agreements.
3. Informing cardholders of best practices for protecting their card, personal information and passcode, as well as measures for reducing the potential for identity fraud.
4. Completing a Security Threat and Risk Assessment on the personal identity information services it provides and providing a copy of that assessment to the Chief Information Security Officer with the Office of the Chief Information Officer (OCIO) for review and comment, prior to the implementation of its services.
 - a. The Security Threat and Risk Assessment must be updated on an annual basis or prior to a significant change to one of the services. A copy of the updated assessment must be provided to the OCIO's Chief Information Security Officer for review and comment.

5. Completing a Privacy Impact Assessment on the personal identity information services it provides during the development of the service and providing a copy of that assessment to the OCIO for review and comment.
 - a. The Privacy Impact Assessment must be updated on an annual basis or prior to a significant change to one of the services that involves the collection, use, storage or disclosure of personal information. A copy of the updated assessment must be provided to the OCIO for review and comment.
 - b. The Provincial Identity Information Services Provider must also provide, through the OCIO, a copy of the Privacy Impact Assessment and any updates to the assessment to the Information and Privacy Commissioner for British Columbia for review and comment.
6. Immediately deactivating a BC Services Card, where the card is reported lost, stolen or damaged, or where the identity information on the card has been confirmed to be fraudulent. Where practicable, the Provincial Identity Information Services Provider should also make reasonable efforts to recover the card.
7. Ensuring that all BC Services Card Program employees, service providers and other agents who are responsible for handling personal identity information are made aware of their responsibilities to protect personal identity information and have received training on protecting personal identity information.
8. Establishing policies, processes and controls to limit access to the personal identity information stored in the BC Services Card identity information service.
9. Establishing policies and processes for auditing the use of, and access to, the BC Services Card identity information service.
10. Establishing policies and processes for identifying, reporting and managing actual or suspected instances of identity fraud.
11. Immediately reporting an actual or suspected privacy or security breach to the OCIO and following all policies and processes set out in the OCIO's *Information Incident Management Process* and *Process for Responding to Privacy Breaches* (dated September 2011 and available at www.cio.gov.bc.ca/cio/information_incident/index.page).

F. Other Directions

1. Under section 69.2 (3) (e) of the *Freedom of Information and Protection of Privacy Act*, the Provincial Identity Information Services Provider is directed to establish policies and processes for how a public body registers to use the BC Services Card identity information service.

Schedule A: Required Identification Documents

TABLE 1 Accepted Primary Identification

The following documents are accepted as primary identification, except where noted:

Type of identification	CONDITIONS
B.C. driver's licence or learner's licence	<ul style="list-style-type: none"> • Must include the individual's photograph and signature • Accepted up to three years after the expiry date on the licence • Not accepted if the individual used a student, work, visitor, temporary-resident or refugee permit as primary ID to obtain the BC driver's licence or the BC learner's licence
B.C. identification card (BCID)	<ul style="list-style-type: none"> • Accepted up to three years after the expiry date on the card. • Older BCID cards without an expiry date are not accepted as primary identification • Not accepted if the individual used a student, work, visitor, temporary-resident or refugee as primary ID to obtain the BCID
Birth certificate	<p>Most Canadian birth certificates are accepted as primary ID</p> <p>Documents that are not not accepted include:</p> <ul style="list-style-type: none"> • baptismal certificates • certificates of live birth • Quebec birth certificates issued <i>before</i> 1994 • Manitoba birth certificates issued by a "division registrar" • Ontario Long Form Birth Certificates • Canadian Registration of Birth Abroad certificates
Canadian citizenship card	<ul style="list-style-type: none"> • The <i>commemorative sheet</i> that comes with a citizenship card is not accepted as primary ID • Citizenship Certificates issued on or after Feb. 1, 2012 are not accepted as primary or secondary ID
Canadian passport	<ul style="list-style-type: none"> • Not accepted if expired • Must show the individual's full legal name
Canadian record of landing	

Canadian immigration identification record	<ul style="list-style-type: none"> • Not accepted if expired
Identity card	<ul style="list-style-type: none"> • Issued by Department of Foreign Affairs and International Trade to foreign representatives accredited to Canada • Not accepted if expired
Permanent resident card	<ul style="list-style-type: none"> • Not accepted if expired • <i>Confirmation of permanent resident, IMM5292 or IMM5688</i>, is not accepted as primary ID
Secure certificate of Indian Status	<ul style="list-style-type: none"> • Only new design cards issued by Aboriginal Affairs and Northern Development Canada are accepted as primary ID
Student, work, visitor, OR temporary-resident permit.	<ul style="list-style-type: none"> • Accepted if there are more than six months remaining until the expiry date of the permit

TABLE 2 Accepted Secondary Identification

The following documents are accepted as secondary identification, except where noted:

Type of identification	CONDITIONS
Bank card	<ul style="list-style-type: none"> • The individual's name must be imprinted on the card and the individual must have provided a signature on the reverse of the card
Baptismal certificate	<ul style="list-style-type: none"> • Not accepted as secondary identification
Birth certificate from foreign country	
Canadian Forces ID	
Canadian Registration of Birth Abroad Certificates	<ul style="list-style-type: none"> • Not accepted as secondary identification
Correctional service conditional release card	
Credit card	<ul style="list-style-type: none"> • The individual's name must be imprinted on the card
Department of National Defense 404 Driver Licence	<ul style="list-style-type: none"> • Must show the individual's name • Must include the individual's signature and photograph

Driver's licence (Canadian or U.S.)	
Employee ID card with photo	
Foreign Affairs Canada or consular ID	
Health card issued by a Canadian province or territory	Example: B.C. CareCard
Native Status card	
Naturalization certificate	
Nexus Card	<ul style="list-style-type: none"> • Must show the individual's name • Must include the individual's photograph
Parole certificate ID	
Passport (Canadian or foreign, including U.S. passport card)	<ul style="list-style-type: none"> • Must show the individual's full legal name • Not accepted if expired
Police identification	
Possession and Acquisition Licence (PAL)	
Social insurance card	<ul style="list-style-type: none"> • Newer cards without a signature strip are not accepted
Student card (school ID)	
Vehicle registration	<ul style="list-style-type: none"> • Must include the individual's signature

Schedule B: Required Evidence of a Name Change

1. If an individual's name has changed, he or she must provide evidence of the name change. One of the following documents may be presented as evidence of the name change:
 - a. a marriage certificate; or
 - b. a name change certificate.

2. If an individual's name has changed more than once, he or she must provide "linking documents" that show *every* change of name. Accepted linking documents include:
 - a. a marriage certificate;
 - b. a name-change certificate;
 - c. a divorce certificate that includes both the individual's married name and the individual's previous name; or
 - d. a court order, stamped by the court registry.