

Employee Checklist for Information Incidents

- Upon discovering an **actual or suspected** information incident, including a privacy breach or privacy complaint, report the incident **immediately** to the Office of the Chief Information Officer's (OCIO) Enterprise Solutions by calling 250 387-7000 or toll free at 1-866-660-0811, available 24 hours a day, and selecting Option 3. If you are unable to report the incident immediately, another employee or a supervisor may report the incident on your behalf.

Indicate that you are reporting an information incident or privacy breach (where the incident involves personal information). You will be contacted by an investigator who will seek further information. It is important that you remain available by telephone for approximately 30 minutes to allow an investigator to contact you.

The requirement for immediate reporting applies at *all times (24x7, 365 days a year)*, including after-hours, weekends and holidays.

- Notify your supervisor of the incident.
- Take steps to contain the information incident, including recovering the information, wherever possible. This can include asking that information be returned or destroyed, suspending the activity that led to the incident or correcting the physical weakness that led to the incident.
- Your investigator will ensure that your Ministry Chief Information Officer is notified of the incident.
- Ensure that the Risk Management Branch receives the [General Incident Loss Report](#)¹ (GILR) within 24 hours.
- Gather details regarding the information incident, including the type(s) of information affected and its sensitivity, whether the information was recovered, cause and extent of the incident (including how many individuals were affected), dates of occurrence, business area(s) involved, and foreseeable harms and/or risks to individuals.
- Record the information incident file number provided to you by the investigator, as well as information about steps taken to resolve the incident, to document your actions in response to the incident.
- Complete additional responsibilities listed in the [Information Incident Management Policy](#)².

¹ <http://gilr.gov.bc.ca>

² www.gov.bc.ca/privacy_breaches