



Privacy Impact Assessment for MyEducation BC

PIA#EDUC14025

Why do I need to do a PIA?

Section 69 (5) of the *Freedom of Information and Protection of Privacy Act* (FOIPPA) requires the head of a ministry to conduct a privacy impact assessment (PIA) in accordance with the directions of the minister responsible for FOIPPA. Section 69 (5.1) requires the head to submit the PIA to the minister responsible for FOIPPA for review, during the development of any new system, project, program or activity, or proposed enactment, or when making changes to an existing one. The Legislation, Privacy and Policy Branch (LPP) is the representative of the Minister for these purposes. Ministries must submit PIAs to LPP at pia.intake@gov.bc.ca for review and comment prior to implementation of any initiative. If you have any questions, please call the Privacy and Access Helpline (250 356-1851) for a privacy advisor. Please see our PIA Guidelines for question-specific guidance on completing a PIA.

What if my initiative does not include personal information?

Ministries still need to complete Part 1 of the PIA and submit it, along with the signatures pages, to LPP even if it is thought that no personal information is involved. This ensures that the initiative has been accurately assessed.

Part 1 – General

Name of Ministry:	Education		
PIA Drafter:	Andrew Macauley, Director, Common Business Initiatives		
Email:	Andrew.macauley@gov.bc.ca	Phone:	250-415-2736
Program Manager:	Eleanor Liddy, Strategic Director		
Email:	Eleanor.liddy@gov.bc.ca	Phone:	250-508-1119

In the following questions, delete the descriptive text and replace it with your own.

1. Description of the Initiative

The Ministry of Education, Boards of Education and Independent School authorities have collaborated to procure a common student information service for use by schools in British Columbia. The Ministry, on behalf of these parties, entered into a contract with **Fujitsu Consulting (Canada)** to provide MyEducation BC, a hosted, web-based service built upon the Follett Aspen SIS software.

MyEducation BC supports the operational needs of schools and school districts and is an important tool for delivering education services and monitoring student and school performance. More specifically, MyEducation BC is a comprehensive student information service designed to:

- manage school and student information across the entire province;
- streamline the administrative processes used by schools;
- maintain a provincial student registry and electronic permanent student record; and



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- prepare reports and data submissions for the Ministry.

The core functions of MyEducation BC include the management of student demographics, enrolment and attendance, programs and courses, student achievement, individual education and learning plans, and reports. A single record is maintained for each student which is available only to schools providing educational services to the student. In addition, students and parents will have the ability to access relevant student records and collaborate with teachers through a web-based portal. MyEducation BC is a strategic component of the BC Education Plan.

MyEducation BC replaces BCeSIS and participation in MyEducation BC is open to boards of education, independent schools and band schools in British Columbia (collectively referred to as "Districts") that have entered into a Memorandum of Understanding with the Ministry of Education. The service is also available to public schools in the Yukon under an inter-provincial agreement. Each member organization is represented on a Service Management Council that approves common business standards, protocols, and practices.

The service and data are housed in secure data centres in Kelowna and Regina. School staff, teachers, parents and students access MyEducation BC via a web browser using a server-side 128-bit SSL connection. Scope of record access is determined by user roles that are managed by districts.

Responsibility for privacy is jointly-held by the Ministry and the Districts. The Ministry, through a contract with its service provider, provides the shared application software and the infrastructure. The Districts are responsible for the collection, use, disclosure, accuracy and correction of personal student information. Audit logging is a service provided by Fujitsu and audit logs are available to the school districts. Established processes for monitoring access were established for BCeSIS and will be continued under MyEducation. School districts are responsible for monitoring access to their information and reporting breaches as set out in their own information management policies. Access requests for information contained in MyEducation are the responsibility of the school district under which the student is primarily enrolled.

2. Scope of this PIA

This PIA addresses the Ministry's responsibilities for privacy and security. Each District will complete a separate PIA that covers its own responsibilities. To assist in this process the Ministry has developed a template and guidelines to help Districts fulfill their PIA obligations (attached as Appendix A).



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3. Related Privacy Impact Assessments

PIAs were created previously for BCeSIS (the student information system being replaced by MyEducation) in,

- (a) November 2008, prepared by Allan Carlson, Ministry of Education
- (b) November 2004, prepared by Lorraine Dixon, Privacy Consultant

A PIA was completed for the MyEducation system in June 2014 under EDUC14014, however this PIA has been completed as a replacement for that PIA in order to provide additional information on risk management through the new template.

4. Elements of Information or Data

Schools and school districts collect personal information on students for the purpose of administering the delivery of education in schools, managing student safety, administering of the education system, complying with laws and regulations, conducting research and compiling statistics.

Please note: Information is collected by the Districts and entered into MyEducation. Information is not directly collected by the Ministry. However, the Ministry does have custody of the information through its service provider, Fujitsu Consulting (Canada), which will have access to the personal information in the systems for troubleshooting purposes. Otherwise the Ministry does not have any direct access to the information entered by the Districts.

The major information classes stored in MyEducation BC include:

- Student data including:
 - District and provincial ID numbers
 - Address
 - Emergency information
 - Birthday
 - Custody information
 - Release information
 - Physical and health information
 - Eligibility information
 - Field trip information
 - Photograph
 - Time table
 - Demographic information



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- Achievement and grading data
- Languages
- First Nation status
- Citizenship status
- Special Education/Individual Education Plans
- Student Learning Plans
- Class data including:
 - Roster
 - Teacher
- School data including:
 - Accident and injury data
 - Locker lists and assignments including lock combinations
 - Course information
 - Pupil-teacher contact data
 - Room and room assignment data
 - Home Room roster data
 - Transfer requests
 - Student roster data
 - Counselor roster
 - Sports team rosters
 - Family interview reports
- District data including:
 - Out of boundary data
 - Bus routes
 - Municipalities
 - Fees data
 - Meal program data
 - Enrollment data
 - Diploma and credit data
 - Attendance data
 - Co-op program data

The sensitivity of the personal information varies from very low to high.

If personal information is involved in your initiative, please continue to the next page to complete your PIA.

If **no** personal information is involved, please submit Parts 1, 6, and 7 unsigned to LPP at pia.intake@gov.bc.ca. A privacy advisor will be assigned to your file and will guide you through the completion of your PIA.



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Part 2 – Protection of Personal Information

In the following questions, delete the descriptive text and replace it with your own.

5. Storage or Access outside Canada

No student data is being stored outside of Canada. Production data for MyEducation BC is stored in a secure data centre in Kelowna managed by RackForce Networks Inc., under subcontract with Fujitsu. A secondary data centre is maintained by Fujitsu Consulting (Canada) in Regina which is used for hosting training and support databases and is a backup site for disaster recovery purposes.

MyEducation BC is accessed via a web browser using server-side 128-bit SSL encryption. Public schools are connected to data centres through the Provincial Learning Network (SPANBC) and the Next Generation Network (NGN), managed by the province. Connections between data centres and service centres use dedicated circuits that are routed entirely through Canada.

Independent schools, parents, students and school employees working from home access MyEducation BC over the internet. All network traffic uses 128-bit SSL encryption.

6. Data-linking Initiative*

<p>In FOIPPA, "data linking" and "data-linking initiative" are strictly defined. Answer the following questions to determine whether your initiative qualifies as a "data-linking initiative" under the Act. If you answer "yes" to all 3 questions, your initiative may be a data linking initiative. If so, you will need to comply with specific requirements under the Act related to data-linking initiatives.</p>	
1. Personal information from one database is linked or combined with personal information from another database;	no
2. The purpose for the linkage is different from those for which the personal information in each database was originally obtained or compiled;	no
3. The data linking is occurring between either (1) two or more public bodies or (2) one or more public bodies and one or more agencies.	no
<p>If you have answered "yes" to all three questions, please contact an LPP Privacy Advisor to discuss the requirements of a data-linking initiative.</p>	



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7. Common or Integrated Program or Activity*

<p>In FOIPPA, “common or integrated program or activity” is strictly defined. Answer the following questions to determine whether your initiative qualifies as “a common or integrated program or activity” under the Act. If you answer “yes” to all 3 of these questions, you must comply with requirements under the Act for common or integrated programs and activities.</p>	
1. This initiative involves a program or activity that provides a service (or services);	yes
2. Those services are provided through: (a) a public body and at least one other public body or agency working collaboratively to provide that service; or (b) one public body working on behalf of one or more other public bodies or agencies;	no
3. The common or integrated program/activity is confirmed by written documentation that meets the requirements set out in the FOIPP regulation.	no
<p>Please check this box if this program involves a common or integrated program or activity based on your answers to the three questions above.</p>	

** Please note: If your initiative involves a “data-linking initiative” or a “common or integrated program or activity”, consultation on this PIA must take place with the Office of the Information and Privacy Commissioner (OIPC). LPP will facilitate the consultation with the OIPC.*

For future reference, ministries are required to notify the OIPC of a “data-linking initiative” or a “common or integrated program or activity” in the early stages of developing the initiative, program or activity. LPP will help facilitate this notification.

8. Personal Information Flow Diagram and/or Personal Information Flow Table

For the purpose of this PIA, Fujitsu Consulting is a service provider to Ministry of Education, who is a service provider to the school districts. Therefore for the purpose of collection, use and disclosure, the Ministry is an employee/agent of the school districts as set out in their contract for services.



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Personal Information Flow Table			
	Description/Purpose	Type	FOIPPA Authority
1.	Ministry of Education indirectly collects personal information, via its service provider Fujitsu, only when necessary for the purpose of installing, implementing, maintaining, repairing, trouble-shooting or upgrading the system.	Collection	26(c); 27(1)(b); 33.1(1)(p);

Districts are responsible for the collection of information that is entered by them into the system. They are also responsible for the use, correction and disclosure of that information. The Ministry has provided the District trainers with a general privacy training supplement to add to their own training programs. (<http://mytrainingbc.ca/mvedPOI/>) As well, the Ministry will be providing over 20 training sessions over the summer and autumn of 2014 for District trainers. This training will be repeated as necessary and for districts implementing MyEducation BC in 2015. The objective of the training program is to:

- Equip district trainers with the knowledge and skills to support MyEducation BC implementation, and beyond, in their districts, including privacy best practices.
- Provide a flexible approach that can be utilized by the range of district types, i.e. small to large, urban to rural.
- Accommodate a range of different learning styles.
- Deliver the training in a manner that accommodates the variability of district implementations.
- Deliver just-in-time (JIT) training, aligned with business cycles.
- Address the needs of districts for beginner to advanced user training.
- Provide re-usable materials that can be utilised at the district level for training of district staff and for reference by end-users.
- Promote consistency of processes, business practices and data integrity across the province.



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9. Risk Mitigation Table

Risk Mitigation Table				
	Risk	Mitigation Strategy	Likelihood	Impact
1.	Service provider employees could access personal information and use or disclose it for personal purposes	<p>Master Services Agreement (MSA) describes service provider responsibilities for personal privacy. MSA Article 13 and Schedule 13, based upon the province's Information Security Policy, includes detailed Personal Information Protection and Security Obligations, a Privacy Protection Schedule, Security Screening Requirements and Confidentiality Covenants for service provider employees and subcontractors.</p> <p>The contract (MSA and schedules) is posted at: http://www.openinfo.gov.bc.ca/ibc/search/detail.page?config=ibc&P110=recorduid:5263606&title=FOI%20Request%20-%20EDU-2013-00142</p>	Very Low	High
2.	Service is not available; resulting in school districts having to find workarounds.	<p>The service is hosted on multiple servers in a secure data centre in Kelowna with a secondary data centre and hot recovery site in Regina.</p> <p>MSA Article 14 and Schedules 2 & 4 describe the service provider's obligations for the provision of a high availability environment. Service continuity, availability, and capacity management processes are based on ITIL best-practices.</p>	Low	Medium
3.	Information transfers from school districts to Fujitsu servers aren't secure.	<p>All network traffic between workstations and servers uses 128-bit encryption.</p> <p>Public schools are connected to data centres through the Provincial Learning Network (SPANBC) and the Next Generation Network (NGN), managed by the province.</p>	Low	Medium
4.	District staff are not clear on their responsibilities regarding the retention and	<p>Training on the use of MyEducation, including privacy best practices, is being provided by the Ministry and service provider to District trainers to prepare them to train their own District users.</p> <p>Clear guidelines and PIA templates are being developed for School Districts that confirm their</p>	Low	Medium



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	<p>security of the information being entered into MyEducation.</p>	<p>responsibilities to complete a privacy impact assessment that addresses their responsibilities for retention and security of information.</p> <p>School responsibilities for collection, retention and use of student data are defined in the <i>School Act</i> ss 79 Student Records, the Permanent Student Record Order, Student Progress Report Order, <i>Independent School Act</i> ss 6.1 Sharing Student Records.</p>		
5.	<p>Districts are in control of the information that is collected, used and disclosed from the MyEducation system. Ministry has custody of the information that Districts collect. Risk comes from the public bodies not being clear on their privacy obligations and responsibilities.</p>	<p>All school districts appoint a senior manager responsible for the protection of personal information and establish training programs for all employees.</p> <p>Training on the use of MyEducation, including privacy best practices, is being provided by the Ministry and service provider to District trainers to prepare them to train their own District users.</p> <p>Clear guidelines and PIA templates are being developed for School Districts that confirm their responsibilities to complete a privacy impact assessment that addresses their responsibilities for retention and security of information.</p> <p>School responsibilities for collection, retention and use of student data are defined in the <i>School Act</i> ss 79 Student Records, the Permanent Student Record Order, Student Progress Report Order, <i>Independent School Act</i> ss 6.1 Sharing Student Records.</p>	Low	Medium
6.	<p>MyEducation BC may be vulnerable to external attack.</p>	<p>On behalf of the Ministry, 3rd party contractors conducted a review of Security Threat Risk Assessments and a Vulnerability Audit prior to the service going into production. Additional reviews can be conducted at any time at the direction of the Ministry.</p>	Low	Low

10. Collection Notice

Not applicable.



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Part 3 – Security of Personal Information

If this PIA involves an information system, or if it is otherwise deemed necessary to do so, please consult with your Ministry Information Security Officer (MISO) when filling out this section. Your MISO will also be able to tell you whether you will need to complete a separate assessment called a Security Threat and Risk Assessment (STRA) for this initiative.

11. Please describe the physical security measures related to the initiative (if applicable).

Ministry staff have conducted site inspections of the primary and secondary data centres (Kelowna and Regina) and primary and secondary service centres (Victoria and Regina). All data is stored in secure, unmarked data centres which have:

- Redundant components, multiple-path power and coolant distribution, UPS and on-site back-up power
- 7x24 security guards and on-site staff
- Visitors have pre-authorized access only, and are escorted at all times
- All staff have card-keys and access is logged
- Exterior and some interior doors are secured by electronic locks and require card-keys and biometric identification
- Access alerts are monitored by security staff in real-time and access logs are reviewed regularly
- Doors are always locked and centre is monitored by closed-circuit cameras
- Servers and network equipment are kept in dedicated vaults and racks

All transactions against the production database are mirrored in real time at the secondary data centre.

12. Please describe the technical security measures related to the initiative (if applicable).

All network and internet traffic for both data centres goes through dedicated firewalls managed by the service provider.

All traffic between workstations and servers uses 128-bit encryption. Public schools are connected to data centres through the Provincial Learning Network (SPANBC) and the Next Generation Network (NGN), managed by the province.

The start and termination of all user sessions are logged. All record table insertions/deletions and changes to important data fields are logged against each user. These audit logs are available for review by the Service Provider and School Districts.



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13. Does your branch rely on security policies other than the Information Security Policy?

All Service Provider obligations for Privacy, Security and Confidentiality are described in MSA Article 13 and Schedule 13. These obligations are compliant with the provincial Information Security Policy.

14. Please describe any access controls and/or ways in which you will limit or restrict unauthorized changes (such as additions or deletions) to personal information.

All users access the system using individual accounts. Each user is assigned to a security class, based upon their role, which defines the functionality available to them and the scope of student information that they can access.

Accounts and security classes are assigned and maintained by School Districts on a need-to-know basis.

15. Please describe how you track who has access to the personal information.

The Service Provider requirements are described in Schedule 13, Section 11.

The Service Provider must create and maintain detailed records logging all activities in relation to access to personal information. Activity logs include, at a minimum, a record of the time of each entry, modification and duplication of personal information and the identity of the person performing these functions.

For all networks containing personal information, a record is kept of the time of log-on and log-off by every user of the network.

Part 4 – Accuracy/Correction/Retention of Personal Information

16. How is an individual's information updated or corrected? If information is not updated or corrected (for physical, procedural or other reasons) please explain how it will be annotated? If personal information will be disclosed to others, how will the ministry notify them of the update, correction or annotation?

The Ministry of Education does not access, update, correct or disclose information about any individual in MyEducation BC. Any information updates will be done by the School Districts.

17. Does your initiative use personal information to make decisions that directly affect an individual(s)? If yes, please explain.



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No.

No decisions directly affecting individuals will be made by the Ministry of Education based upon information contained in MyEducation BC.

18. If you answered "yes" to question 17, please explain the efforts that will be made to ensure that the personal information is accurate and complete.

n/a

19. If you answered "yes" to question 17, do you have approved records retention and disposition schedule that will ensure that personal information is kept for at least one year after it is used in making a decision directly affecting an individual?

n/a

Part 5 - Further Information

20. Does the initiative involve systematic disclosures of personal information? If yes, please explain.

The Ministry does not access personal information or regularly exchange personal information with other agencies. However it does provide a service that schools in British Columbia and the Yukon can use to store and manage information for their students.

The Ministry of Education has entered into Memorandums of Understanding with School Districts, Independent Schools and the Yukon Department of Education which describe their respective responsibilities.

<i>Please check this box if the related Information Sharing Agreement (ISA) has been prepared. If you have general questions about preparing an ISA, please contact the Privacy and Access Helpline.</i>	X
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If an ISA has been prepared as part of your initiative, please complete the fields in the table below by deleting the descriptive text in the right-hand column and replacing it with your own.

Information Sharing Agreement – Required Information	
Description	<i>MOU for use of MyEducation System</i>
Primary ministry/government agency involved	<i>EDUC</i>
All other ministries/government agencies and public bodies involved	<i>School districts and independent school authorities that use MyEducation BC and the Yukon Department of</i>



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	<i>Education</i>
Business contact title	<i>Director, Common Business Initiatives</i>
Business contact telephone number	<i>250-415-2736</i>
Indication of whether or not personal information is involved	<i>Yes</i>
Start date	<i>2014 (exact dates vary)</i>
End date (if applicable)	<i>March 2019 with automatic renewal until March 31, 2025</i>

21. Does the program involve access to personally identifiable information for research or statistical purposes? If yes, please explain.

There is no access to personal information for research or statistical purposes.

<i>Please check this box if the related Research Agreement (RA) is attached. If you require assistance completing an RA please contact an LPP advisor.</i>	n/a
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22. Will a personal information bank (PIB) result from this initiative?

N/A

If yes, please complete the fields in the table below by deleting the descriptive text in the right-hand column and replacing it with your own.

Please ensure Parts 6 and 7 are attached unsigned to your submitted PIA.



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Part 6 – LPP Comments

This PIA is based on a review of the material provided to LPP as of the date below. If, in future any substantive changes are made to the scope of this PIA, the ministry will have to complete a PIA Update and submit it to LPP.

Eileen Padgett

Privacy Advisor
Legislation, Privacy and Policy Branch
Office of the Chief Information Officer
Ministry of Technology, Innovation and
Citizens' Services

E Padgett

Signature

Sept. 15, 2014.

Date

Jeannette VanDenBult

Director, Privacy Reviews and
Investigations Unit
Legislation, Privacy and Policy Branch
Office of the Chief Information Officer
Ministry of Technology, Innovation
and Citizens' Services

J. VanDenBult

Signature

Sept. 21, 2014

Date



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Part 7 - Program Area Signatures

<i>Eleanor Liddy</i>	<i>E Liddy</i>	<i>2014-10-01</i>
Program Manager	Signature	Date

<i>VICKI BALASHITA</i>	<i>Vicki Balashita</i>	<i>2014-09-22</i>
Ministry Contact Responsible for Systems Maintenance and Security (Signature not required unless MISO has been involved.)	Signature	Date

<i>JILL KOT</i>	<i>Jill Kot</i>	<i>2014-09-24</i>
Assistant Deputy Minister or Designate (if Personal Information is involved in this initiative)	Signature	Date

Executive Director or equivalent (if no Personal Information is involved in this initiative)		
	Signature	Date

A final copy of this PIA (with all applicable signatures and attachments) must be provided to LPP for its records to complete the process. LPP is the designated office of primary responsibility for PIAs under ARCS 293-60.

LPP will publish the ministry name, business contact details and a brief summary of the PIA to the Personal Information Directory (PID) as required by section 69(2) of FOIPPA. If you have any questions, please contact your privacy advisor at LPP or call the Privacy and Access Helpline at 250 356-1851.