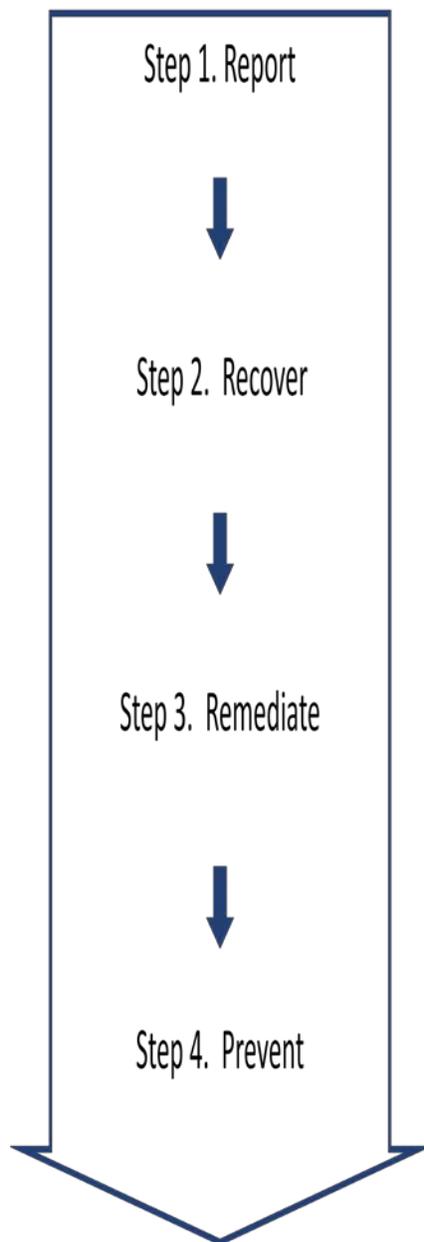


Easy Guide for Responding to Information Incidents Including Privacy Breaches

The **KEY** to responding to information incidents is to take action as soon as possible. An **information incident** is when unwanted or unexpected events happen that threaten privacy or information security. Information incidents are also called **privacy breaches** when they involve personal information about people, such as names, birthdates, social insurance numbers, or client file information. The following easy steps (called the **3RP** for “**r**eport, **r**ecover, **r**emediate and **p**revent”) are intended to guide workers who encounter information incidents. See the [Information Incident Management Process](#) and the [Process for Responding to Privacy Breaches](#) for more details.



Step 1. Report the information incident immediately to your supervisor. Your supervisor will ensure that senior managers and your Ministry Chief Information Officer are also informed.

You or your supervisor must also immediately notify the Office of the Government Chief Information Officer by dialling the Shared Services BC Service Desk at 250 387-7000 or toll-free at 1-866 660-0811 and selecting Option 3 and asking for an Information Incident Investigation. You will be contacted shortly by the Government Chief Information Officer’s Investigations Unit ,which will seek further details and may give advice on next steps.

Step 2. Recover the confidential or personal information if possible, or otherwise contain the incident to lessen the impacts for government and individuals. Appropriate actions depend on circumstances but include recovering the information, records or equipment if possible, correcting physical security, and isolating the activity that led to the incident. (Note: If the incident involves information technology, seek the direction of the Investigations Unit before taking any steps).

Step 3. Remediate the information incident by working with investigators, the Government Chief Information Officer’s staff or others to determine the specifics of the incident, to resolve it and, if necessary, to notify affected individuals.

Step 4. Prevent information incidents by making any needed changes to your processes, understanding your responsibilities, being diligent in the handling of confidential or personal information and being an active participant in developing the culture of prudent information management.