

What is a privacy breach?

A privacy breach occurs when personal information is used or disclosed in a way that does not comply with the privacy protection requirements of the ***Freedom of Information and Protection of Privacy Act (FIPPA)***.

Personal information can be breached in many ways, including system/mechanical failure, accidental or intentional unauthorized access (i.e. curiosity), and theft.

How does a privacy breach occur?

Some common privacy breaches include sending e-mail containing personal information to the wrong recipient, accessing data beyond one's job requirement, and falling victim to data theft or phishing attack.

How do you manage a privacy breach?

For all privacy breaches, it's important to take action immediately. In the event of a suspected or actual privacy breach take the following steps to reduce the impact of the breach.

- **Report the incident** - Report the incident immediately to your supervisor and CNC's Privacy Office. If your CNC laptop or other portable device has been lost or stolen, inform helpdesk@cnc.bc.ca.
- **Contain the Breach and Recover Information** - Make every effort to recover the confidential or personal information to lessen the impact on the individuals involved in the breach. Appropriate actions might include recalling an email, recovering missing records or equipment, correcting physical security flaws, or isolating the activity that led to the incident.
- **Remediate** - Work with your supervisor and the Privacy Office to determine the specifics of the incident, its impact on people and CNC and the cause(s) of the breach. Take steps to resolve the breach, and as necessary, notify the affected individuals.
- **Prevent** - Identify lessons from the breach, understand your responsibilities, be diligent in the handling of confidential or personal information, and be an active participant in developing a culture of prudent information management.

Please note that CNC's Privacy Office educates employees to prevent future breaches rather than punish employees for making honest mistakes.

What if I have more questions?

Reach out to the Privacy Office at

foipp@cnc.bc.ca



College of
New Caledonia