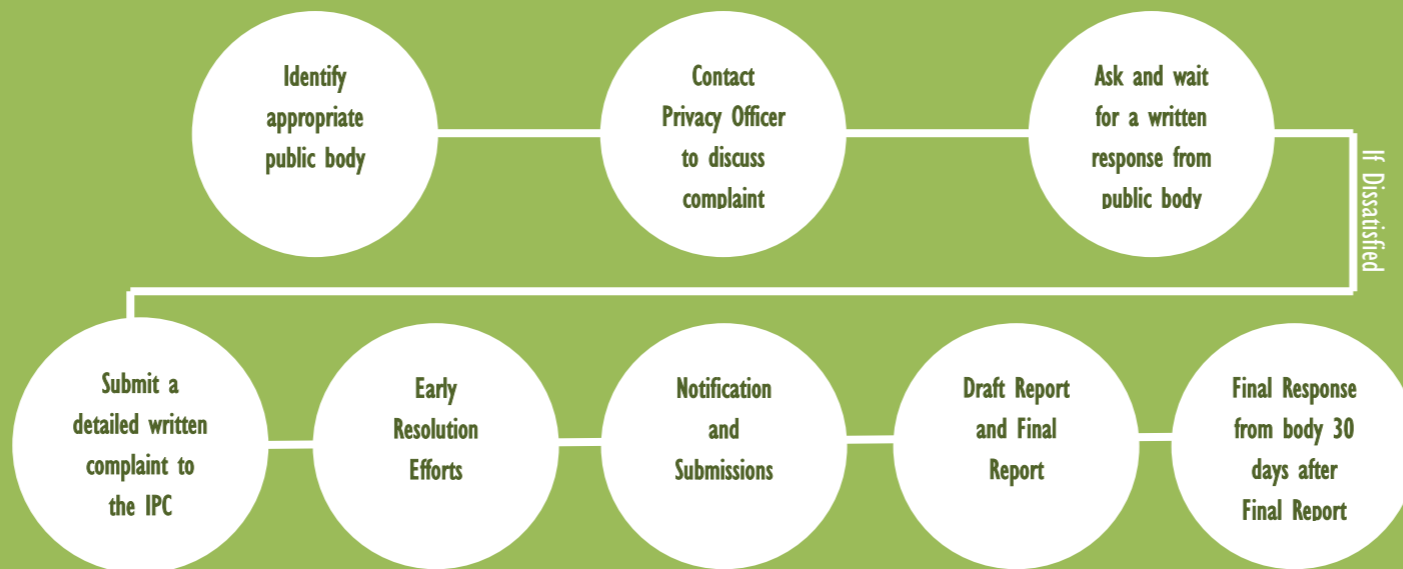


Steps for Resolving a Privacy Complaint in Saskatchewan

PI: Personal Information PHI: Personal Health Information



For more information on privacy investigations by the office of the Information and Privacy Commissioner (IPC) see the resource [Summary of Review/Breach of Privacy Process](http://www.oipc.sk.ca) available at www.oipc.sk.ca.

Possible outcomes of an IPC Investigation:

- Influence public bodies to change practices
- Influence public bodies to enhance safeguards
- Promote privacy awareness
- Recommend a public body apologize
- In rare cases, we may recommend use of offence provisions

It is not the IPC's role to:

- Get someone fired or disciplined
- Solve employer/employee disputes

What is a Public Body?

Government Institutions include Executive Council, crown corporations, ministries, boards, commissions, or any department, secretariat or agency of the executive government of Saskatchewan. *The Freedom of Information and Protection of Privacy Act* (FOIP) applies.

Local Authorities include municipal governments (city, rural municipality, etc.), regional health authorities, school boards, library boards, colleges or universities. *The Local Authority Freedom of Information and Protection of Privacy Act* (LA FOIP) applies.

Health Trustees include government institutions, regional health authorities, doctors, dentists, pharmacies, personal care homes, etc. *The Health Information Protection Act* (HIPA) applies.

What might constitute a Privacy Breach?

Over collection: A public body has or is asking to collect more PI/PHI than is necessary for the purpose.

Indirect collection: PI/PHI is not collected directly from the subject individual.

Unauthorized use: A public body has used PI/PHI in a manner that is not consistent with the purpose for collection.

Unauthorized disclosure: A public body discloses PI/PHI without authority.

Inadequate safeguards: A public body does not have adequate safeguards in place to protect PI/PHI from unauthorized collection, use or disclosure.

Inaccurate PI/PHI: A public body does not take steps to ensure PI/PHI is accurate.