

# STATEMENT

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## City Welcomes Recommendations to Improve the Protection of Privacy

Following a privacy breach investigation on three separate personal information disclosures at the City of Nanaimo, the Office of the Information and Privacy Commissioner has published their report (Privacy Breach Investigation – OIPC File F17-72024) on their website.

The City of Nanaimo welcomes the report and fully respects the findings and recommendations.

The City takes its privacy obligations very seriously, which is why it proactively reported these incidents to the Office of the Information and Privacy Commissioner and has co-operated at every step with that Office.

We will be implementing the recommendations as soon as practicable. Training will include all members of Mayor & Council and will include rigorous training for the incoming Council and senior staff as well. During the course of this investigation and over the past year, we have significantly increased our staff education with respect to the protection of privacy and will continue to do so, as recommended.

The City continues to take the appropriate steps to recover personal information that has come into the hands of individuals who are not authorized to have it, and is fully prepared to pursue legal action if necessary. The City is grateful for the Commissioner's support in this matter.

The Investigation is now complete and the City is looking forward to moving ahead and implementing a Privacy Management Program to assist in the prevention of future breaches.

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