Privacy Impact Assessment for Non-Ministry Public Bodies

Thoughtexchange

PIA#*2019 013*

Part 1 – General

Name of Department/Branch:	Justice Institute of British Columbia
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In the following questions, delete the descriptive text and replace it with your own.

1. **Description of the Initiative**

   JIBC has ongoing needs to create meaningful dialogue and consultations with different audiences throughout the year. Thoughtexchange is an online tool that supports digital facilitation with our stakeholders—students, staff, partners, clients, donors, alumni, government—in BC, Canada, and around the world.

   Through the Thoughtexchange platform, JIBC will invite stakeholders to participate in the creation of JIBC plans, hear their ideas and concerns, and incorporate their advice and innovations into plans and solutions. Thoughtexchange is useful when all the decision alternatives are not known,

the possible outcomes are unclear, priorities and trade-offs are not known, and there is scope for input. Goals of stakeholder engagements may include:

- Partnering with JIBC stakeholders to plan and implement new ideas and improvements
- Free exchange of ideas where people are encouraged to learn, share, and innovate
- Capitalizing on the collective wisdom of the JIBC community
- Obtaining stakeholder feedback, developing alternatives and identifying preferred solutions
- Inviting ideas and priorities from stakeholders to inform plans
- Developing consensus and buy-in amongst diverse stakeholder groups
- Cost-effectiveness in bridging JIBC's large geographical reach

The process can contribute to important culture shifts by being deliberate in transparency and inclusion. Stakeholders need to be able to understand exactly why decisions are made, or not made, to increase trust. Engagements should provide meaningful opportunities to contribute and feel heard. A free exchange of ideas is crucial for enabling an open environment, where people are encouraged to learn, share, and create innovative ideas, free from bias. The barriers to participation in each exchange are low because contributions are made when and where it is convenient and the level of participation is scaled to personal interest-levels.

2. **Scope of this PIA**

This PIA covers the use of Thoughtexchange to engage JIBC's stakeholders online to share ideas, feedback, and thoughts.

Thoughtexchange is a hosted software-as-a-services platform that allows exchange leaders (JIBC staff, faculty, students, and contractors) to engage with participants (JIBC stakeholders) in structured online interactions. Participants can give their thoughts, hear from everyone and discover what is important to the group, building trust and confidence in the process. Each exchange is designed to achieve a particular purpose, which must be endorsed by a member of the Senior Management Council. JIBC formulates strategic questions and invites stakeholders to take part in sharing their perspectives. The exchange can be open to the public or by invitation only. The platform utilizes artificial intelligence algorithms to categorize and prioritize the feedback and JIBC staff can review and re-categorize feedback to improve the results. Analytics and reporting are also features of the platform. Results of an exchange may be published to the internet or kept confidential within JIBC.

3. **Related Privacy Impact Assessments**

Surveys are also used at JIBC to gather feedback from stakeholders and collect ideas to inform plans. A Privacy Impact Assessment was completed for Qualtrics in March 2018.

4. Elements of Information or Data

JIBC owns and controls all data and reports created with Thoughtexchange and personal information is contained and available only to JIBC's Exchange Leaders. Exchanges collect only enough information to operate effectively and perform meaningful analyses. Up to five fields of personal information may be included, either provided by JIBC or requested directly from the participant. For example:

- Name
- Email address
- Phone number
- Gender
- Location
- Stakeholder group (provided by JIBC)

The primary purpose of Thoughtexchange is to collect input from participants in several forms:

- Written responses to open-ended questions ("thoughts")
- Ratings ("stars")
- Satisfaction scores

Participants may revise their personal information. The Terms of Use do not permit false identities. On the public platform, there is no linkage made between identity and opinions. Participation is confidential and anonymous.

An association is created between a stakeholder's identity and their input. Connecting thoughts to identities encourages more thoughtful comments and careful word choices, leading to a more respectful and positive experience for everyone. This linkage creates statistics that tell JIBC who has contributed to the conversation, ensuring that the exchange heard from a cross-section of stakeholders. The link between individual comments and participant identity is only available to Thoughtexchange staff and supports their legal obligation to provide a safe space for engagement free from criminal harassment and hate speech. The Terms of Use specifies that Fulcrum, the owner of Thoughtexchange, will not share the information without participant consent unless compelled by law or a moral obligation.

Thoughts that are hateful or rude may be removed from the exchange by JIBC's exchange leaders. JIBC has developed forum moderation guidelines for Exchange Leaders to encourage healthy and respectful discourse and control potential censorship of ideas.

JIBC's contract with Fulcrum includes a non-disclosure clause to prevent sharing of confidential information learned in the course of doing business together. It also provides further protections for personal information of participants.

Thoughtexchange may collect the following identifying information through its system usage information:

- Internet protocol (IP) address of a computer or the proxy server used to access the web;

- Mobile device identifier (provided by your mobile device operating system);

- Location data passed from third-party services or GPS-enabled devices;

- Actions taken in the application showing which features are being used and in what ways

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 to your privacy office(r). They will guide you through the completion of your PIA.

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**

[redacted]

6. **Data-linking Initiative***

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 and you must comply with specific requirements under the Act related to data-linking initiatives.	
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
If you have answered "yes" to all three questions, please contact your privacy office(r) to discuss the requirements of a data-linking initiative.	

7. Common or Integrated Program or Activity*

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.	
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
Please check this box if this program involves a common or integrated program or activity based on your answers to the three questions above.	

Please note: If your initiative involves a "data-linking initiative" or a "common or integrated program or activity", advanced notification and consultation on this PIA must take place with the Office of the Information and Privacy Commissioner (OIPC). Contact your public body's privacy office(r) to determine how to proceed with this notification and consultation.

For future reference, public bodies 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. Contact your public body's privacy office(r) to determine how to proceed with this notification.

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

Personal Information Flow Table			
	Description/Purpose	**Type**	**FOIPPA Authority**
1.	Relationship managers provide personal contact information for individuals that are part of stakeholder	Use	32(a) 34

	groups and provide guidance to effectively engage the stakeholder.		
2.	*Optional:* Exchange Leader sends email to participants to notify about the upcoming exchange.	Use	32(a)
3.	Exchange Leader imports stakeholder contact information (and sometimes demographic information) into ThoughtExchange	Use	32(a) 34
4.	Exchange Leader invites participants into the exchange by: - Sending an email - Sending an email from Thoughtexchange - Posting a link on a JIBC website	Use	32(a)
5	Respondents receive the invitation with the following options: - Participate in the exchange, consenting through terms of use - Click on a link to opt-out to stop receiving notifications - Ignore the invitation.	Collection	26(c), (d)(i), (e) 27(2)
6	Participants answer confidential demographic questions	Collection	26(c), (d)(i), (e) 27(2)
7	Participants answer JIBC's question(s) by providing thoughts that will be read and rated by other participants	Collection	26(c), (d)(i), (e) 27(2)
8	Participants rate the anonymous thoughts of other participants	Collection	26(c), (d)(i), (e) 27(2)
9	Exchange Leader reviews and moderates anonymous comments	Use	32(b)
10	Exchange Leader create a report of aggregate responses, ensuring no individual can be identified.	Use	32(b)
11	Report is shared within JIBC and with stakeholder groups though a web-link or Word, PDF, CSV or Powerpoint	Disclosure and use	32(b) 33.2(a),(c),(d),(j) 35

12	Optional – response dataset is exported in CSV to conduct more detailed analysis and reporting	Disclosure and use	32(b) 33.2(a),(c),(d),(j) 35

9. Risk Mitigation Table

Risk Mitigation Table			
Risk	**Mitigation Strategy**	**Likelihood**	**Impact**
1. Employees could access personal information and use or disclose it for personal purposes	Oath of Employment; contractual terms, audit and usage tracking	Low	High
2. Inviting the wrong people (person mix-up)	Additional verification of personal information with relationship manager.	Low	Low
3. Participants could reveal their identity publicly in their responses	Warning provided and terms of use. Responses not linked to identity information in platform	Low	Low
4. Respondents not informed about data collection authority and permitted uses	Notice incorporated into templates; training; click through terms of use	Low	Low

10. Collection Notice

This dialogue is confidential. Your name and email are private and will never be linked to your thoughts or ratings so feel free to share openly. Please remember that you thoughts (but never your identity) will be seen by others in the conversation. Any ideas that are rude, hurtful or identify a person or a group of people may be removed.

The feedback shared through this process (called an "exchange") will help JIBC prepare for the future and improve how we meet the needs of students, employers, communities, and government.

Personal information is collected by JIBC and protected as required by the Freedom of Information and Protection of Privacy Act. Fulcrum Management Solutions Ltd., the operators of Thoughtexchange, have permission to collect and use your information to the extent required to support your participation in this exchange, and they may not share it or use it for any other purpose without your written consent.

If you have any questions or concerns about this exchange, please contact: Tracey Carmichael, Director Institutional Research: 604-528-5638 or tcarmichael@jibc.ca.

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 public body's privacy office(r) and/or security personnel when filling out this section. They will also be able to tell you whether you will need to complete a separate security assessment for this initiative.

S.15(1)(l)

11. Please describe the physical security measures related to the initiative (if applicable).
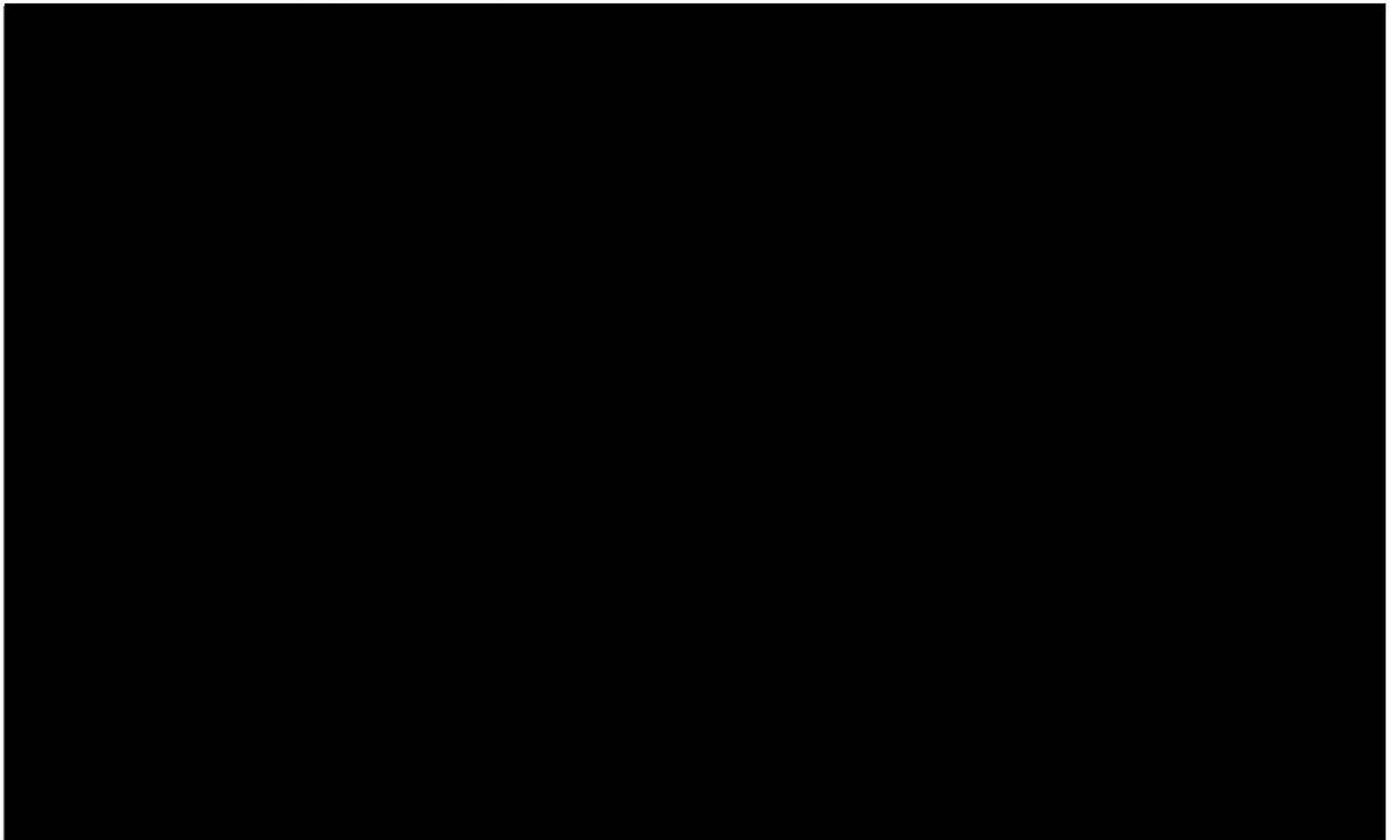
12. Please describe the technical security measures related to the initiative (if applicable).
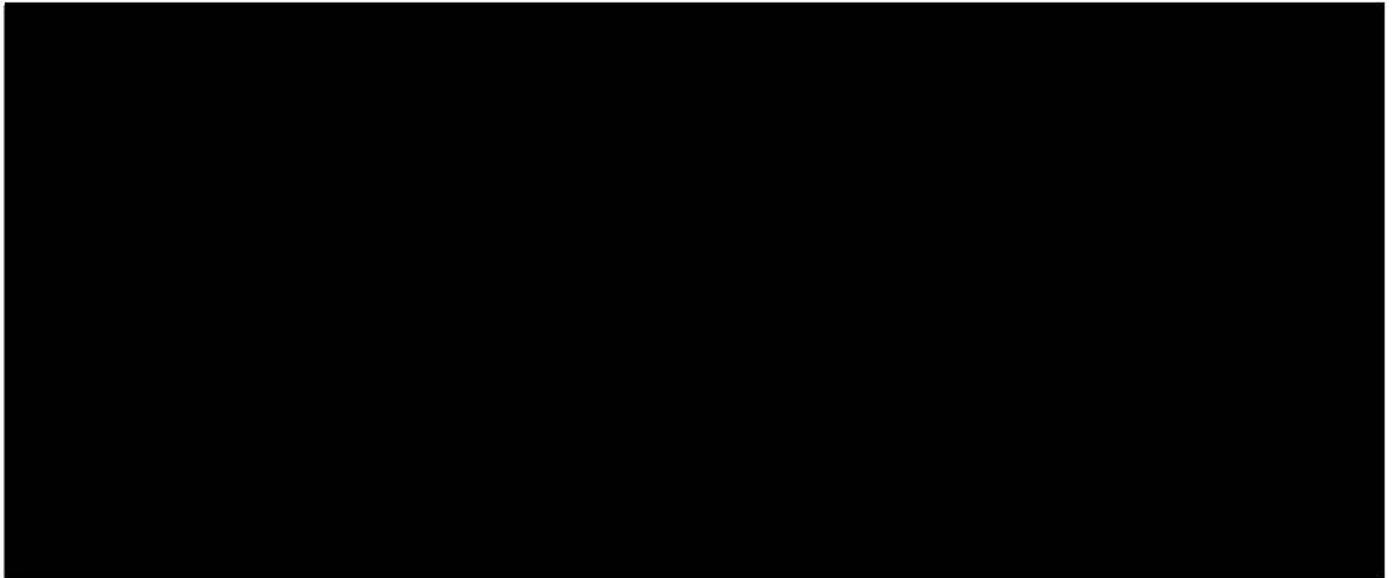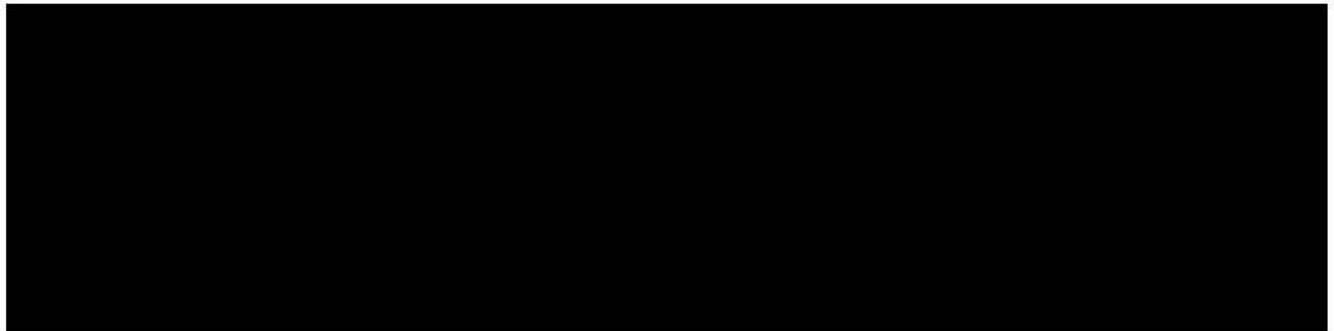
Data encryption

Backups
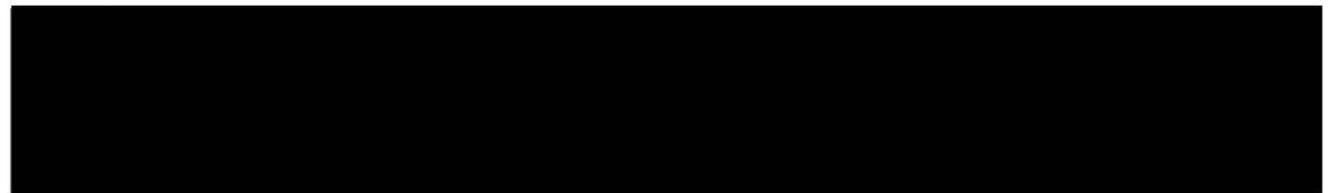
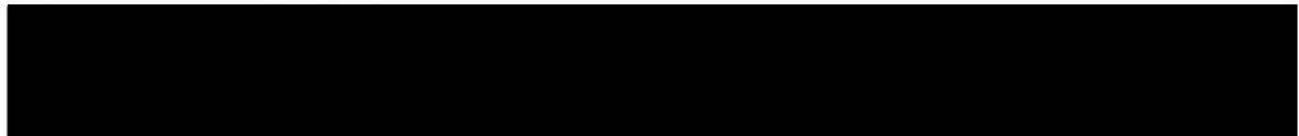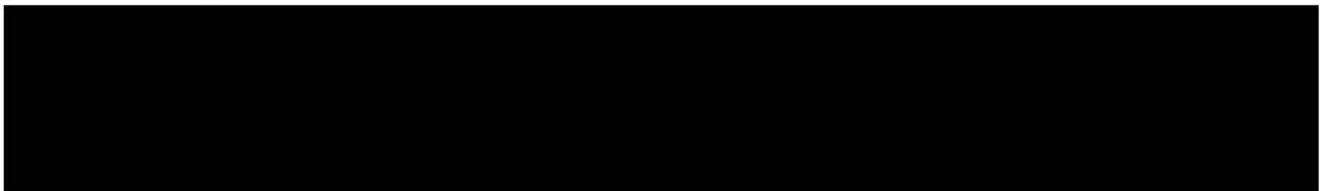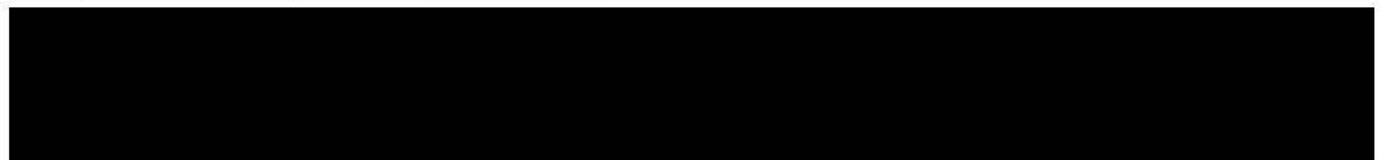Penetration testing

Network security
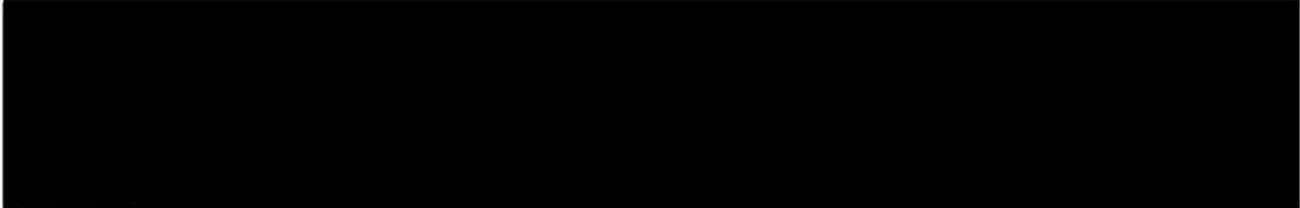
File sharing

Authentication
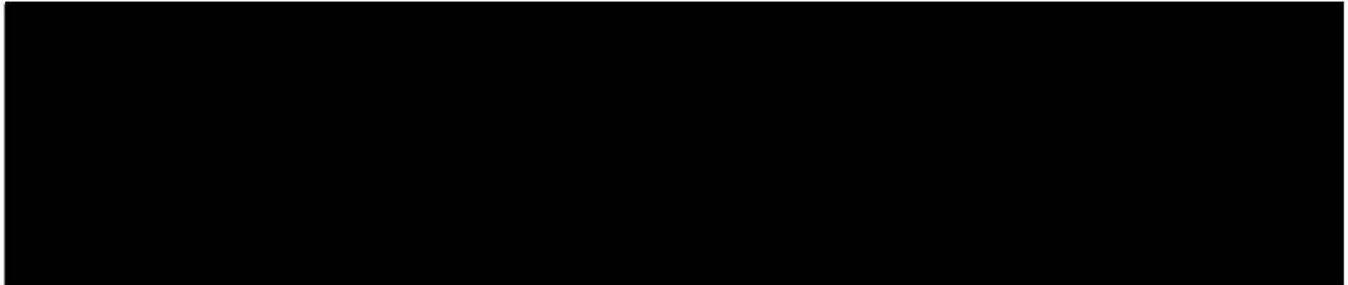
System monitoring, logging and alerting

Virus scanning

Endpoint monitoring and computer security

Mobile device management

[REDACTED]

Data confidentiality

[REDACTED]

Protected data and personally identifiable information

[REDACTED]

13. Does your branch/department rely on any security policies?

Information Security. Policy #2502

Policy Responsibility: VP Finance and Operations

This policy is intended to protect the security of the JIBC's information assets and is applicable to all JIBC staff, faculty and students.

Information and Educational Technology Acceptable Use. Policy #2503

Policy Responsibility: VP Finance and Operations

This policy establishes guidelines for both acceptable and unacceptable uses of JIBC owned or leased IET resources, thereby ensuring a stable, effective and efficient operation while minimizing potential disruption and risk.

Freedom of Information and Protection of Privacy. Policy #3106

Policy Responsibility: VP Finance and Operations

The Institute will comply in full with the provisions of the Freedom of Information and Protection of Privacy Act. For the purposes of the Act, the President is designated as the Head of the Institute and is responsible to ensure that the Institute complies with the Act. The President may delegate the facilitation of the administration of the Act. The President shall report to the Board, in a timely manner, any actual or anticipated non-compliance with this policy.

[Records and Information Management. Policy #2102](#)

Policy Responsibility: VP Finance and Operations

The Justice Institute of British Columbia (JIBC) is mandated by the BC Government's Document Disposal Act (RSBC 1996, c.99) to ensure that records under its custody and control are secure, complete, and accurate, and that only necessary records are retained. In this regard, JIBC is committed to implementing and maintaining records management best practices across the organization in conformance with the Document Disposal Act and other applicable legislation and policies as described by the B.C. Government.

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.**

    User access to Thoughtexchange is provided to JIBC employees with approved stakeholder engagement purposes authorized by their supervisor. All JIBC Exchange Leaders Surveys have access to personal information contained in invitation list data to support research collaboration. When users change roles or leave JIBC employment, their access to Thoughtexchange is revoked.

    Thoughtexchange maintains user activity logs and audit logs.

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

    A JIBC account administrator is assigned who approves new users and monitors their use of the product. JIBC policies and JIBC's ThoughtExchange documentation state that sharing passwords is not permitted. All users must have their own account and activity logs are available for each user, including the account administrator.

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 public body notify them of the update, correction or annotation?**

Participants may update their own personal information within Thoughtexchange. Exchange Leaders may also update or delete personal information and thoughts when requested by the participant.

Upon request, Thoughtexchange will delete all of a participant's data.

17. **Does your initiative use personal information to make decisions that directly affect an individual(s)? If yes, please explain.** No

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.**

19. **If you answered "yes" to question 17, do you have a records retention and/or 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?**

    Yes

Part 5 – Further Information

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

    No

> *Please check this box if the related Information Sharing Agreement (ISA) is attached. If you require assistance completing an ISA, please contact your privacy office(r).*

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

    Demographic statistics are created to describe the people who participated in the exchange. Demographics cannot be connected to qualitative feedback.

Please check this box if the related Research Agreement (RA) is attached. If you require assistance completing an RA please contact your privacy office(r).

22. Will a personal information bank (PIB) result from this initiative? If yes, please list the legislatively required descriptors listed in section 69 (6) of FOIPPA. Under this same section, this information is required to be published in a public directory.

No

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

Part 6 – Privacy Office(r) Comments

This PIA is based on a review of the material provided to the Privacy Office(r) as of the date below. If, in future any substantive changes are made to the scope of this PIA, the public body will have to complete a PIA Update and submit it to Privacy Office(r).

[signature]	*George Jones*	2019 Oct 2
Privacy Officer/Privacy Office Representative	Signature	Date
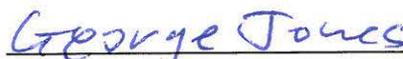
Part 7 – Program Area Signatures

Tracey Carmichael	_AT. Carmichael_	_2-Oct-2019._
Program/Department Manager	Signature	Date

George Jones	_George Jones_	_2019 Oct 2_
Contact Responsible for Systems Maintenance and/or Security (Signature not required unless they have been involved in this PIA.)	Signature	Date

Mike Proud	_[signature]_	_2019-Oct-9_
Head of Public Body, or designate	Signature	Date

A final copy of this PIA (with all signatures) must be kept on record.

If you have any questions, please contact your public body's privacy office(r) or call the OCIO's Privacy and Access Helpline at 250 356-1851.