Privacy Impact Assessment
Nextcloud

PIA#*20-011* *(Office of the University Secretariat to assign)*

Why do I need to do a PIA (Privacy Impact Assessment)?
Section 69(5.3) of the *Freedom of Information and Protection of Privacy Act* (FIPPA) requires the head of a public body to conduct a privacy impact assessment (PIA) in accordance with the directions of the minister responsible for FIPPA. Public bodies should contact the Information Governance Officer to determine internal policies for review and sign-off of the PIA. If you have any questions about this PIA template or FIPPA generally, please contact Adam Cullum (Information Governance Officer) at adam.cullum@unbc.ca or (250) 960-5139 or visit http://www.unbc.ca/foippa.

What if my initiative does not include personal information?
Public bodies still need to complete Part 1 of the PIA and submit it along with the signatures pages to Information Governance Officer even if it is thought that no personal information is involved. This ensures that the initiative has been accurately assessed.

Part 1 – General

Name of Department:	Environment Community Health Observatory Network ("ECHO Network")
PIA Drafter:	Diana Kutzner
Email:	Diana.kutzner@unbc.ca **Phone:** 250-960-6342
Department Manager:	**Margot Parkes**
Email:	Margot.Parkes@unbc.ca **Phone:** 250-960-6813

In the following questions, delete the descriptive text and replace it with your own.

1. Description of the Initiative

The ECHO Network is migrating to a new platform to manage the storage of their records and capacity to collaborate. Nextcloud offers an industry-leading, on-premises content collaboration platform that utilizes technology combining the convenience and ease of use of consumer-grade solutions like Dropbox and Google Drive with the security, privacy and control needed to conduct ethical research.

The use of Nextcloud will replace the functions that the ECHO network was using Igloo.com to manage.

2. Scope of this PIA

This PIA covers the implementation of Nextcloud on UNBC servers and the use of their first party services that ECHO will utilize to meet their administrative and collaborative needs.

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Privacy Impact Assessment
Nextcloud

Form adapted from the BC Government template for Non-Ministry Public Bodies. June 2014

PIA#*20-011* *(Office of the University Secretariat to assign)*

3. **Related Privacy Impact Assessments**

   PIA 17-006 Igloo SAAS provides a comparative use case for Nextcloud.

4. **All Elements of Information or Data**

   Name, position, affiliated institution, intellectual property, character references, agendas, meeting notes, meeting outcomes, meeting schedules, tasking, statistics, email addresses, correspondence, project summaries, project related financial information, photos, comments on a blog.

   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 the Information Governance Officer for review. You will receive support completing the remaining steps of the PIA.

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Privacy Impact Assessment

Nextcloud

Form adapted from the BC Government template for Non-Ministry Public Bodies. June 2014

PIA#*20-011* *(Office of the University Secretariat to assign)*

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**

Nextcloud is an "on-premise cloud". While the functionality exists to access information from the Nextcloud File service from anywhere in the world, the storage of all information will be held within UNBC servers dedicated to the Nextcloud File service on the GIS lab server on campus. Collaborators from around the world will access Nextcloud but a set of guidelines managed in Question 10 will ensure that researchers have received the appropriate consent to have their data stored on this platform.

6. **Data-linking Initiative***

In FIPPA, "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 the Information Governance Officer to discuss the requirements of a data-linking initiative.	N/A

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7. Common or Integrated Program or Activity*

In FIPPA, "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.	N/A

* 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) as well. Contact the Information Governance Officer to determine how to proceed with this notification and consultation in the early stages of developing the initiative, program or activity.

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

Personal Information Flow Table			
	Description/Purpose	**Type**	**FIPPA Authority**
1.	Researchers who have been given access to Nextcloud by the ECHO Network Research Manager ("administrator") to collaborate, share and store project information.	*Collection / Use*	*26(c), 32(a)*
2.	Researchers will access and directly or indirectly comment or interact with each other researcher's content.	*Disclosure/ Collection/Use*	*26(c), 32(a), 33.1(1)(e), 33.2(a)*

UNBC UNIVERSITY OF
NORTHERN BRITISH COLUMBIA

Privacy Impact Assessment

Nextcloud

Form adapted from the BC Government template for Non-Ministry Public Bodies. June 2014

PIA#*20-011* *(Office of the University Secretariat to assign)*

| 3. | Once the project is complete and closed, the administrator will remove each researcher's access to Nextcloud and export a copy of the information to a data repository outside of Nextcloud while keeping the original copy within Nextcloud to aggregate for secondary use of statistical and reporting data. The cloud system will remain accessible to both of the Principle Investigators leading the project at UNBC (Dr. Margot Parkes; Dr. Henry Harder). | *Storage, Disclosure* | *30.1, 33.2(c), 33.1(1)(e)* |
| 4. | The ECHO Network Research Manager will export the data to a UNBC shared drive folder and generate an aggregate report from the contributions of all of the researchers and present the report to ECHO Network. | *Use* | *32(a)* |

9. Risk Mitigation Table

Risk Mitigation Table				
	Risk	**Mitigation Strategy**	**Likelihood**	**Impact**
1.				
2.				

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Privacy Impact Assessment
Nextcloud

Form adapted from the BC Government template for Non-Ministry Public Bodies. June 2014

PIA#*20-011* *(Office of the University Secretariat to assign)*

3.

4.

5.

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NORTHERN BRITISH COLUMBIA

Privacy Impact Assessment
Nextcloud

Form adapted from the BC Government template for Non-Ministry Public Bodies. June 2014

PIA#*20-011* *(Office of the University Secretariat to assign)*

10. Collection Notice

To manage consent for the international access to the NextCloud server, a terms of service page will require researchers to agree to the following guidelines before they can access and contribute to the content belonging to the ECHO Network.

Guidelines to using echo.unbc.gis.ca Filesharing/repository platform as part of the ECHO Network project

The ECHO Network file share (by Nextcloud) will be used to establish a collaborative environment where researchers can share information and report on their findings. Nextcloud incorporates calendars, file sharing, user directories, search engines, and task management functions to maintain consistent processes in developing the presentation of their research findings to everyone involved in managing a research project.

UNBC is responsible for administering the environment and will manage access and use of Nextcloud's functions for the Environment, Community, Health Observatory (ECHO) Network during the ECHO Network research project.

This document provides guidelines around the use of Nextcloud by the ECHO Network community and how collection, use, storage, disclosure and disposition of personal information is managed in order to ensure compliance with Canadian privacy protection legislation and a respectful collaborative environment.

This document should be used alongside the platform, and its application be informed by, the overarching principles of the ECHO Network (see also ECHO Principles Document) and the ECHO Network Authorship Protocol.

Personal information

Nextcloud will require you to provide some personal information including: Your name, position, and the institution with which you are affiliated. Other information shared on Nextcloud may include agendas, meeting notes and outcomes, tasks, meeting schedules, statistics, email addresses, correspondence, project summaries, project related financial information, photos, and comments on documents or other work made available in the platform.

While Nextcloud allows us to store information on UNBC servers, the information you provide may be accessed by international research partners in the process of collaboration. If you are providing any identifiable personal information of third parties whether directly identifiable or through part of a

UNBC UNIVERSITY OF NORTHERN BRITISH COLUMBIA

Privacy Impact Assessment

Nextcloud

Form adapted from the BC Government template for Non-Ministry Public Bodies. June 2014

PIA#*20-011* *(Office of the University Secretariat to assign)*

mosaic of statistical information, you are responsible for ensuring that your research ethics board is aware of the potential for international access to this information. You are responsible for documenting the informed consent of participants to manage their identifiable information on this platform.

Guidelines for sharing information on Nextcloud

- Please note that when posting research related information on Nextcloud, you must already have aggregated that information to a level where individuals cannot be individually identified without having documentation of the participants' informed consent.
- Research findings that are not ready to be published, or comments about research findings posted in Nextcloud cannot leave the Nextcloud environment. Researchers should address concerns about findings privately and professionally.
- Nextcloud creates audit trails that help prevent and investigate mismanagement of information. This means that the creation and modification to objects stored in the Nextcloud platform are audited and recorded. Authorized users can view the audit log to review member actions in specific areas or content types.
- Nextcloud users may NOT use personal information provided on Nextcloud to make decisions that directly affect an individual.
- Do not to leave devices connected to Nextcloud (echo.gis.unbc.ca) unsecured or unattended

Changes in employment will be reported to the ECHO Network Research Manager so access can be managed in Nextcloud accordingly.

Researchers will be responsible for their own consent management forms as they require them and receive approval for them from their REB.

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Form adapted from the BC Government template for Non-Ministry Public Bodies. June 2014

Part 3 – Security of Personal Information

Please consult with the Information Governance Officer, the Chief Information Officer or the IT Security Officer when filling out this section if you have any questions.

11. **Please describe the** <u>physical</u> **security measures related to the initiative (if applicable).**
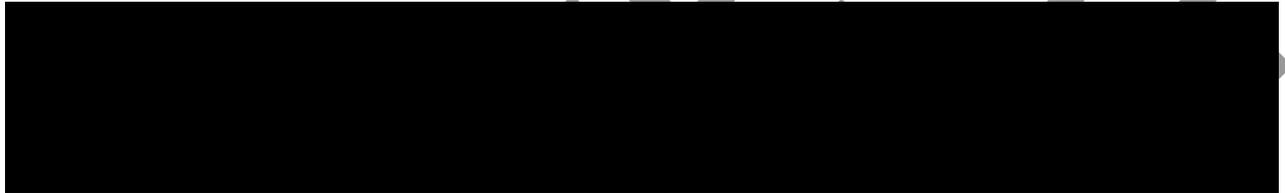
12. **Please describe the** <u>technical</u> **security measures related to the initiative (if applicable).**
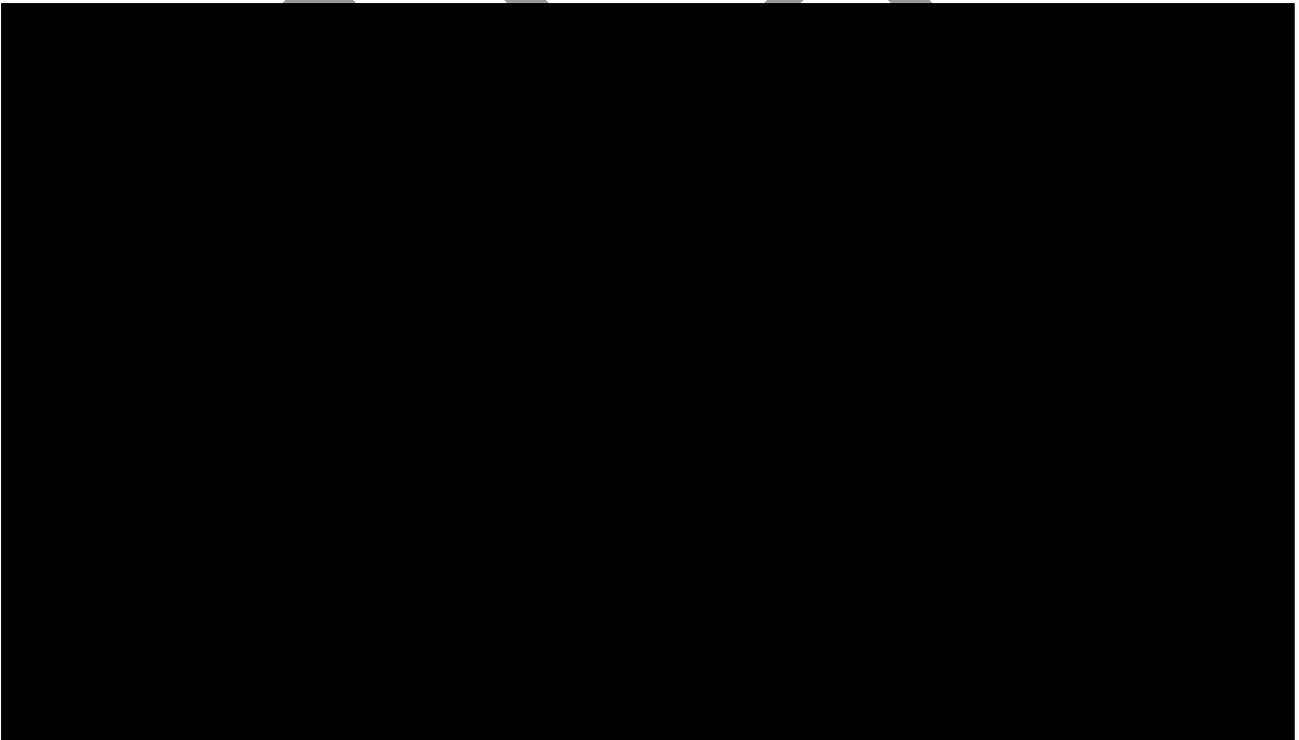
13. **Does your department rely on any security policies? If so, indicate here:**

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.**

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Privacy Impact Assessment

Nextcloud

Form adapted from the BC Government template for Non-Ministry Public Bodies. June 2014

PIA#*20-011* *(Office of the University Secretariat to assign)*
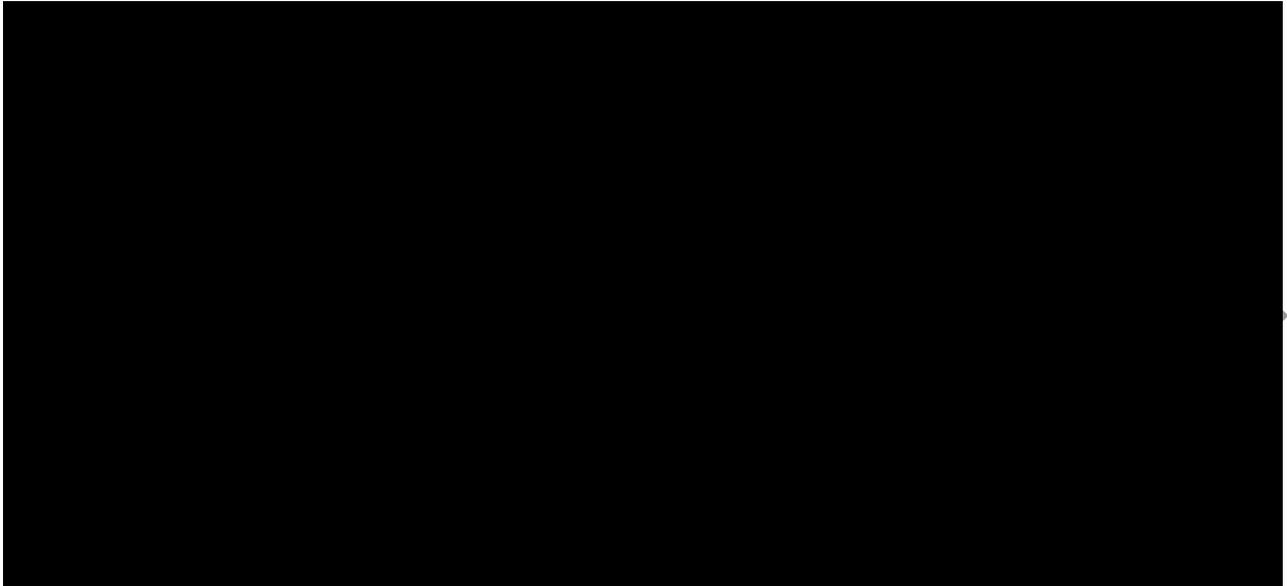
15. Please describe how you track who has access to the personal information.
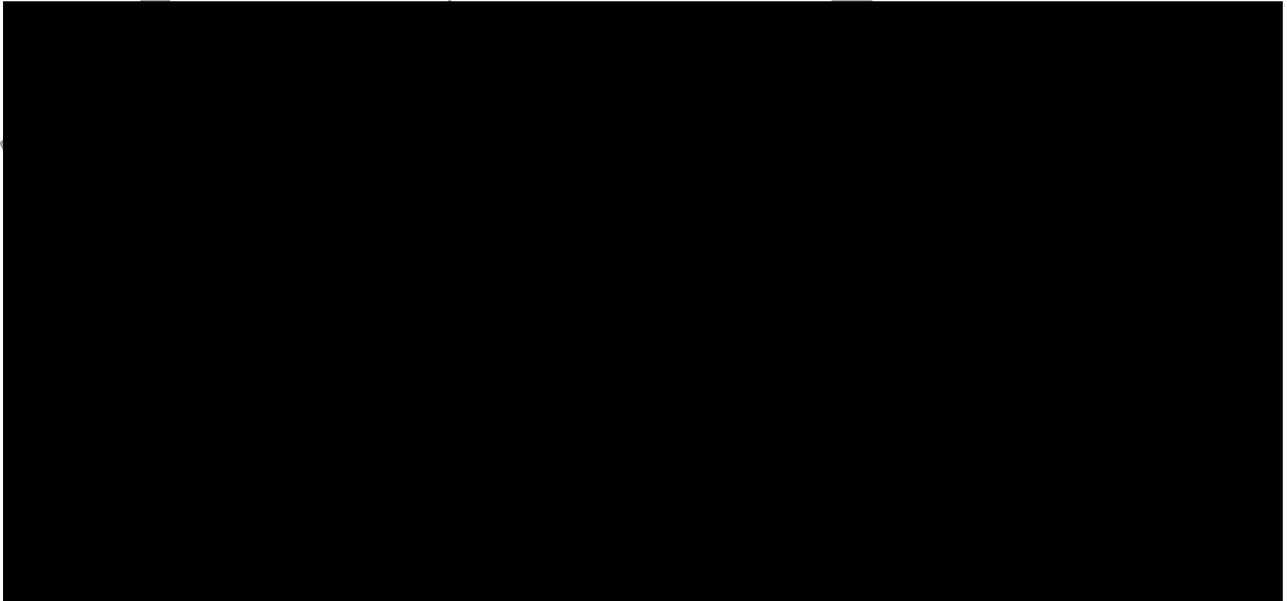
Part 4 – Accuracy/Correction/Retention of Personal Information

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?**

UNBC UNIVERSITY OF
NORTHERN BRITISH COLUMBIA

Privacy Impact Assessment
Nextcloud

Form adapted from the BC Government template for Non-Ministry Public Bodies. June 2014

PIA#20-011 (Office of the University Secretariat to assign)

Users have access to update their own information. Users will be responsible for correcting or updating the information of any individual that user identifies within the services managed in Nextcloud

17. Does your initiative use personal information to make decisions that directly affect an individual(s)? If yes, please explain.

No. By only using the service, no decisions will be made that directly affect an individual, but each researcher may use the service in a way that makes a decision that directly affects individuals. That researcher will need to ensure measures for handling accuracy of information, and clear records retention timelines, are transparent and that these measures are reported to the ECHO Network Research Manager

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.

Creating complete and accurate records is the responsibility of individual researchers.

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?

The ECHO Network Research Manager will ensure that all information is extracted from the Nextcloud to UNBC's servers one year after the ECHO network decommissions or before the last day Nextcloud is used by the ECHO network, whichever time occurs first. Researchers will be asked to remove any information they do not want published from Nextcloud before this migration happens. Migration of data to other UNBC servers may happen as the project progresses if the ECHO Network Research Manager discovers it is necessary for the archival preservation and organization of information. Aggregate data and reports may be retained in Nextcloud after the ECHO Network dissolves. If migration does occur throughout the project, the ECHO Network Research Manager will inform researchers the data that will be migrated and when migration will occur.

Part 5 – Further Information

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

No.

UNBC UNIVERSITY OF
NORTHERN BRITISH COLUMBIA

Privacy Impact Assessment
Nextcloud

Form adapted from the BC Government template for Non-Ministry Public Bodies. June 2014

PIA#*20-011* *(Office of the University Secretariat to assign)*

Please check this box if the related Information Sharing Agreement (ISA) is attached. If you require assistance completing an ISA, please contact the Information Governance Officer.	N/A

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

No.

Please check this box if the related Research Agreement (RA) is attached. If you require assistance completing an RA please contact the Information Governance Officer, the UNBC Research Office or UNBC Archives.	N/A

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 FIPPA. 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 – Comments, Conditions & Concerns

This PIA is based on a review of the material provided to the Information Governance Officer 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 for approval.

The ECHO Network Research Manager will be responsible for ensuring that individual researchers have been informed on the appropriate use of Nextcloud as a resource for the ECHO Network research project. Once informed, individual researchers will be responsible for the proper use of Nextcloud for collaboration and sharing with the ECHO Network.

UNBC UNIVERSITY OF
NORTHERN BRITISH COLUMBIA

Privacy Impact Assessment
Nextcloud

Form adapted from the BC Government template for Non-Ministry Public Bodies. June 2014

PIA#*20-011* *(Office of the University Secretariat to assign)*

Part 7 – Program Area Signatures

Diana Kutzner	Agreed as per email chain	August 26 2020
Name of Individual leading the Program/Project *(Normally the individual who completed the PIA)*	Signature	Date

Margot Parkes	Agreed as per email chain	August 27 2020
Manager Overseeing the Program/Project	Signature	Date

Matt McLean	Agreed as per email chain	August 17 2020
Contact Responsible for Systems Maintenance and/or Security *(if applicable)*	Signature	Date

Adam Cullum	Agreed as per email chain	August 28 2020
Information Governance Officer (Privacy Officer)	Signature	Date

Once the PIA has been approved with or without conditions, the Information Governance Officer will collect signatures from the individuals indicated above. A copy will be provided to all signatories for convenience or to attach to a requisition or file with a contract.

A final copy of this PIA (with all signatures) will be kept on record with the Information Governance Officer.

Adam Cullum

From:	Adam Cullum
Sent:	Friday, August 28, 2020 5:43 AM
To:	Margot Parkes
Cc:	Scott Emmons; Matt McLean; Diana Kutzner
Subject:	RE: Draft PIA of Nextcloud for your Review

Thank you Margot! I'll have the email chains compiled into the PIA package and we can consider this approved to use. I'll try to have that done today but Monday at the latest.

Adam Cullum, BA, CRA (Certified Records Analyst)
Information Governance Officer
Office of the University Secretariat
Room ADMN 2021
University of Northern British Columbia
3333 University Way
Prince George, BC V2N 4Z9
Telephone: 250 960 5139

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From: Margot Parkes
Sent: Thursday, August 27, 2020 1:32 PM
To: Adam Cullum ; Diana Kutzner
Cc: Scott Emmons ; Matt McLean
Subject: Re: Draft PIA of Nextcloud for your Review

Hi all,

Thanks for progressing this – I appreciate the efforts this involves and glad that you are encouraged by this as a data-sharing platform Adam.

I have chatted about this with Diana, and this gets my approval.

Best,

Margot

From: Adam Cullum <Adam.Cullum@unbc.ca>
Date: Wednesday, August 26, 2020 at 4:34 PM
To: Diana Kutzner <Diana.Kutzner@unbc.ca>
Cc: Scott Emmons <Scott.Emmons@unbc.ca>, Margot Parkes <Margot.Parkes@unbc.ca>, Matt McLean <Matt.McLean@unbc.ca>
Subject: RE: Draft PIA of Nextcloud for your Review

Awesome! I just need Margot's go ahead in writing and then and we are set to consider it signed.

Adam Cullum, BA, CRA (Certified Records Analyst)
Information Governance Officer
Office of the University Secretariat
Room ADMN 2021
University of Northern British Columbia
3333 University Way
Prince George, BC V2N 4Z9
Telephone: 250 960 5139

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From: Diana Kutzner <Diana.Kutzner@unbc.ca>
Sent: Wednesday, August 26, 2020 4:33 PM
To: Adam Cullum <Adam.Cullum@unbc.ca>
Cc: Scott Emmons <Scott.Emmons@unbc.ca>; Margot Parkes <Margot.Parkes@unbc.ca>; Matt McLean <Matt.McLean@unbc.ca>
Subject: RE: Draft PIA of Nextcloud for your Review

Hi Adam, (cc: Matt, Scott, Margot)

Apologies for the delayed response. These changes look fine to me, thank you. I think we're ready to proceed ☺.

Thanks so much for making this process as easy as possible for us!
Best,
Diana

From: Adam Cullum <Adam.Cullum@unbc.ca>
Sent: Friday, August 21, 2020 12:57 PM
To: Diana Kutzner <Diana.Kutzner@unbc.ca>; Matt McLean <Matt.McLean@unbc.ca>
Cc: Scott Emmons <Scott.Emmons@unbc.ca>; Margot Parkes <Margot.Parkes@unbc.ca>
Subject: RE: Draft PIA of Nextcloud for your Review
Importance: High

Really having a Friday moment… it didn't save right. Refer to this one. Sorry…

From: Adam Cullum
Sent: Friday, August 21, 2020 12:55 PM
To: Diana Kutzner <Diana.Kutzner@unbc.ca>; Matt McLean <Matt.McLean@unbc.ca>
Cc: Scott Emmons <Scott.Emmons@unbc.ca>; Margot Parkes <Margot.Parkes@unbc.ca>
Subject: RE: Draft PIA of Nextcloud for your Review

Forgot the attachment… it's a Friday.

From: Adam Cullum
Sent: Friday, August 21, 2020 12:55 PM

To: Diana Kutzner <Diana.Kutzner@unbc.ca>; Matt McLean <Matt.McLean@unbc.ca>
Cc: Scott Emmons <Scott.Emmons@unbc.ca>; Margot Parkes <Margot.Parkes@unbc.ca>
Subject: RE: Draft PIA of Nextcloud for your Review

Hi Diana and Matt,

Based on your feedback, I've adjusted the PIA for NextCloud. With international access to this platform, the terms of service page with the guidelines as we have agreed upon will be a required component to ensure that both the researcher's informed consent, and the researcher's responsibility to manage informed consent for storing data on this platform, are in place.

In addition to the copyediting that Diana suggested throughout the PIA, I have made a few other adjustments. See the language in Question 5, and the adjusted language in Question 10 to cover the changes made to accommodate international access. I changed the product title in the guidelines to read Nextcloud instead of Fileshare to accurately represent the current name of the product. In Question 12, I incorporated Matt's comments about encryption directly into the response, and I removed the claim regarding remote wiping because it doesn't seem to be a reliable solution with the variables that Matt pointed out.

Let me know if there are any further changes required or if we are ready to proceed with approval. If you approve of the PIA as written, please respond back to me indicating this is the case. Matt seemed to approve before his comments were in place. I just need Diana to confirm that she is happy with the changes made, and that Margot is comfortable with the work that has been done to assess this platform.

Adam Cullum, BA, CRA (Certified Records Analyst)
Information Governance Officer
Office of the University Secretariat
Room ADMN 2021
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Telephone: 250 960 5139

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From: Diana Kutzner <Diana.Kutzner@unbc.ca>
Sent: Thursday, August 20, 2020 10:15 AM
To: Matt McLean <Matt.McLean@unbc.ca>; Adam Cullum <Adam.Cullum@unbc.ca>
Cc: Scott Emmons <Scott.Emmons@unbc.ca>; Margot Parkes <Margot.Parkes@unbc.ca>
Subject: RE: Draft PIA of Nextcloud for your Review

Thank you Adam for drawing up this draft and Matt for your prompt review!

I've reviewed the draft PIA and added several comments. One key question that arises is the ability of researchers/ECHO Members outside of Canada to access the files. I'm wondering if there is further flexibility on this due to the Networks reach to New Zealand, Australia and Hawaii.

Looking forward to your thoughts on this.
Diana

From: Matt McLean
Sent: Monday, August 17, 2020 4:59 PM
To: Adam Cullum ; Diana Kutzner ; Margot Parkes
Cc: Scott Emmons
Subject: Re: Draft PIA of Nextcloud for your Review

Hello,

This looks good to me. I did leave a couple of comments on point 12. (TLDR Encryption is only as good as the people using it). But I don't think that affects this PIA in any meaningful way, as literally every system ever will have the same limits. Though if the data in here is highly sensitive it may be worth at 5-10 minute primer on handling encrypted data for end users.

_____

Matt McLean, BSc
Senior Lab Instructor
GIS Lab
University of Northern British Columbia

Phone: 250-316-0127
Email: matt.mclean@unbc.ca

_____

From: Adam Cullum
Sent: August 17, 2020 16:20
To: Diana Kutzner; Matt McLean; Margot Parkes
Cc: Scott Emmons
Subject: Draft PIA of Nextcloud for your Review

Good afternoon Diana, Matt, and Margot

Please find the draft Privacy Impact Assessment ("PIA") for Nextcloud to support the information management needs of the ECHO Network. If Diana and Matt can review to ensure that I have covered everything we have discussed accurately and that the questions of the PIA are answered accurately, then after making any necessary edits we can move to "sign" and approve the use of this service. I've included Scott even though he isn't a signatory in case he has feedback that anyone else has missed.

Under pandemic measures, PIAs aren't signed with wet signature. We would create an email chain containing comments from each of the signatories (Diana as project lead, Margot as overseer, Matt as the systems person and myself for privacy compliance) that would demonstrate we all understand and approve of the contents of the PIA based on our roles in the decision. At that point, I PDF compile our email discussion with this document and it is considered signed and you are ready to use it.

Let me know if you have any questions, concerns or feedback. I appreciate the opportunity to review Nextcloud with you and learn more about how you will be using it.

Adam Cullum, BA, CRA (Certified Records Analyst)
Information Governance Officer
Office of the University Secretariat
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