



**Annual Report 2019**

BC FIPA would like to acknowledge that it acts in Indigenous territories across British Columbia. Our offices are currently located on unceded Coast Salish territory, including the lands belonging to the x̣ṃəθḳʷəỵəm (Musqueam), Skwxwú7mesh (Squamish) and sə́lilwətaʔt /Selilwitulh (Tsleil-Waututh) Nations. We acknowledge our traditional hosts and thank them for their graciousness in welcoming us to carry out this work on their land. In so doing, we recognize their inherent Indigenous rights and title, the implementation without qualification of the UN Declaration on the Rights of Indigenous Peoples (UNDRIP), and our support for the 94 calls to action by the Truth and Reconciliation Commission.

FIPA is one of Canada's few advocacy groups dedicated to access to information, transparency and privacy issues. We conduct research into the public opinion, policy and law that intersect access to information and privacy frameworks in BC and across Canada. This includes monitoring the performance of public bodies, governments and regulators in the sector. FIPA commissions studies and provides material that empower lawyers, journalists, students, and the general public. In turn, we are frequently consulted on policy issues by politicians and government officials.

## Funders

The BC Freedom of Information and Privacy Association thanks the Law Foundation of BC and all our contributors including donors, funders, and volunteers for their ongoing support of our advocacy, programs, projects and activities. We also acknowledge the financial support of the Province of British Columbia (Gaming Policy and Enforcement Branch).



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**Alexandra Wieland**, Information and Privacy Archivist, Simon Fraser University

**Robert Tremonti**, Privacy Professional and Information Security Advisor

## Staff

**Jason Woywada**, Executive Director

**Joyce Yan**, Program Director

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# Message from the President

Dear members, allies, and partners,

Greetings. I hope that this AGM season finds you well, and that you are managing to navigate what has truly been an extraordinary first half of 2020. FIPA has been working remotely since March, and this is our first online AGM. I have been thoroughly impressed with the adaptability and tenacity of FIPA's staff, who, with support from the Board of Directors, have maintained our core operations, upgraded our systems, and moved forward with several important projects - including organizing our AGM - while dealing with the challenges posed by the COVID-19 pandemic. I look forward to reflecting on this transformative period during our next AGM.

## Major themes

2019 was an exciting year for FIPA, as outlined in this AGM report. There are three overarching themes in our recent and ongoing work that are worth emphasizing:

- **FIPA is taking on larger, longer-term projects that combine research and law reform.** We have engaged in several multi-year initiatives that have used original research to generate reports, drive public conversations, and form a basis for efforts to reform legislation and policy.
- **Emerging challenges in the privacy field are an increasing priority for FIPA.** From data breaches to facial recognition to machine learning to the intersections of Big Data, surveillance capitalism, and democracy, privacy issues are increasingly at the forefront of public debates. They are also actively shaping public policy discussions, and this gives rise to opportunities for research, public education, and law reform work by FIPA.
- **FIPA's work has multiple target audiences.** We prepare policy submissions, testify before committees, file formal complaints, engage in litigation, provide direct support for clients, publish research reports and news releases, deliver public education events, give public talks, and respond to requests for comment from print and broadcast journalists. We must continue to develop our capacity to communicate persuasively and effectively.

## Change in the FIPA office

The last year was also a time for growth and change at FIPA. In late summer, Executive Director Sara Neuert announced that she would be leaving FIPA at the end of October. Sara came to FIPA with a background of grassroots organizing and work in the non-profit, government, and industry sectors. She coordinated the organization of our 2018 Info Summit and numerous other events, initiated a strategic planning process, and worked with FIPA's allies and partners on efforts to reform BC's FIPPA. On behalf of the Board and Members, I want to thank Sara for her work on behalf of FIPA, and to wish her all the best in the future.

In September 2019, we initiated a robust ED search process. We interviewed a group of extraordinary candidates throughout the Fall and made our hiring decision in early 2020, welcoming Jason Woywada as the new Executive Director of FIPA. During the interim period between Sara's departure and the start of Jason's term, FIPA Program Director Joyce Yan stepped into the role of Interim Executive Director. Our ability to maintain operations throughout Fall 2019 and to transition smoothly into 2020 are due in no small part to Joyce's work as Interim ED.

## Expanded Funding

In 2019, FIPA participated in the Law Foundation of BC's review of its law reform program funding. As a recipient of a Continuing Program grant from the Law Foundation, FIPA provided an overview of our law reform efforts over the past five years. We also made a case for an expansion of our funding, with a view to adding a dedicated law reform staff position. The Law Foundation generously endorsed an expansion of our Continuing Program grant towards the end of 2019, and this has created exciting new opportunities for the current year.

## Acknowledgements

I would like to acknowledge the important contributions of two dedicated FIPA Directors.

Carla Graebner, Librarian for Data Services and Government Information at SFU, stepped down from the Board after our 2018 AGM. Carla served as a Director for many years, most recently in the role of Vice President. She is a passionate advocate for transparency and privacy, and she brought a wealth of experience to FIPA. Carla played an instrumental role in many of FIPA's successes over the past decade, and she continues to 'walk the talk' of an open government and data protection advocate in her work at SFU.

Chris Burns, Data Services Librarian and Criminology Liaison Librarian at KPU, is leaving the Board after this year's AGM. She has served as a Director since 2017, and has been FIPA's diligent and attentive Treasurer for several years. Chris has dedicated a career to assisting students and faculty in their pursuit of government information, and FIPA benefited from her expertise, outstanding attention to detail, and commitment to information and privacy rights issues.

It has been an immense privilege to work alongside Carla and Chris, and, on behalf of the Board and members, I want to thank them sincerely for their contributions to FIPA.

Sincerely,



Mike Larsen  
President

# Message from the Executive Director

Dear members, allies and partners,

I am new to some of you. I come to FIPA with a professional career that spans close to 30 years with a diverse set of skills, knowledge and experience that both complement and contribute to the organization. I'm not originally from BC but am proud to call it home. When I moved here six years ago, I knew that access to information and privacy would continue to play a part in how I contribute.

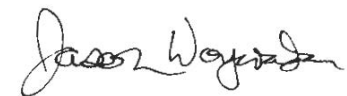
My LinkedIn profile documents my career path. In 1993, while FIPPA was being brought into force, I was fresh out of college with a journalism diploma starting as a broadcast reporter at CKX Television in Brandon, Manitoba. In this role, I became acutely aware of the importance of transparency and access to information. In 2003, when BC's PIPA legislation was brought into force, I was Caucus Services Director for the Manitoba NDP government responsible for managing components of the voter file as social media platforms Facebook and Twitter became ubiquitous. It was in this role I became acutely aware of privacy. In 2014-15, as BC PIPA and FIPPA entered legislative special committees, I moved to BC and began professional development. As Vincent left the role of Executive Director of FIPA in 2018, I completed my Master of Business Administration and completed courses through the International Association of Privacy Professionals to be a Certified Information and Privacy Professional Canada and Certified Information Privacy Manager. As Sara entered the Executive Director role, I spoke at the 2018 Info Summit on a panel regarding Privacy in Politics while also starting project work with the Ministry of Citizens' Services drafting the *2017/18 and 2018/19 Annual Report on the Administration of the Freedom of Information and Protection of Privacy* for the province. When Sara left the role, I applied for the position.

FIPA delivers important work as a civil society organization. I'm excited by the opportunity to expand upon its capabilities and contribute everything I can that leads to the delivery of its mandate. In drafting this, I am still in my first six months in the Executive Director position. During this time, I have been engaging FIPA's stakeholders and core network of board, staff, contributors and strategic partners. This has been an incredibly positive and productive experience. This outreach, as part of my onboarding, coincided with working through the challenges and opportunities presented by the COVID -19 pandemic. My first months on the job have been an amazing opportunity to deliver multiple projects in flight and implement the necessary changes to maintain and improve operations.

This year, the 2019 FIPA annual report is in a new format and layout. It communicates the actions FIPA takes to deliver programs, projects and activities in line with the organization's vision, mission and values. I look forward to expanding upon and continuing the good work FIPA does.

Sincerely,

Jason Woywada,  
Executive Director



# Our Work

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FIPA is a cornerstone of BC's civil society, with over 130 individual and organization memberships. Our advocacy work focuses on access to information, transparency and privacy. Our core programs, projects and activities include:  
legal research, law reform, public legal education, public assistance

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The **BC Freedom of Information and Privacy Association** is a non-partisan, non-profit society that was established in 1991 to advocate for and defend freedom of information and privacy rights in Canada.

Our goal is to empower citizens by increasing their access to public information and their control over their own personal information. We serve a wide variety of individuals and organizations through legal research, law reform, public legal education, and public assistance.

FIPA was founded as part of an effort to establish access to information and privacy legislation in BC. Our organization was the prime non-governmental force behind the passage of BC's *Freedom of Information and Protection of Privacy Act* (FIPPA). In the almost 30 years since, FIPA has worked tirelessly to defend and expand the reach of the FIPPA and to protect the information rights of British Columbians. This includes advocacy at the provincial level with BC's *Personal Information Protection Act* (PIPA), and federally with *The Personal Information Protection and Electronic Documents Act* (PIPEDA)

We have fought for the public disclosure of government contracts worth hundreds of millions of dollars. We have convened dialogues, conferences, workshops, and celebrations dedicated to establishing a democratic balance of power between the institutions, the citizens, and the officials who make up our society. Most importantly, we have helped citizens to understand and act on their fundamental information and privacy rights.



# 2019 Highlights

	Law Reform		Public Legal Education		Legal Research
	Partner Work	Activities	Our Events	Speeches	Projects
January	BCCLA	FIPPA Petition	FOI workshops Capilano Students	Privacy in Peril	
February			FOI 101 Langara Students		
March					Update to Fallen Behind Starts
April					
May			Policing Info World		
June			Annual General Meeting		Health Professions Review Recommendations
July					Update to Connected Car Starts
August					
September	ARMA		FOI 101 UBC iSchool	Privacy in records management	
October				Privacy Presentation Culture Chats BC Association	
November	UBCIC FOI Guide		FOI 201 Courthouse Libraries BC	Public Interest Disclosure Act (PIDA) coming-into-force	
December					

**Public Assistance** Available throughout the year activities include some of the following.

<b>Helplines</b>	208	<b>Help Topic Hits</b>	8,961
<b>Legal Assistance</b>	113	<b>Media Interviews</b>	57
<b>Website Visits</b>	20,187	<b>FIPA Event Attendees</b>	280
<b>Pageviews</b>	84,278	<b>FIPA Followers</b>	2,818

## Special Projects

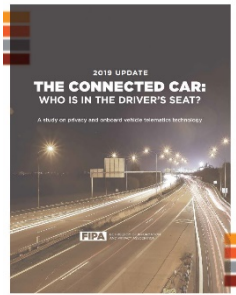
Design Jam OPC  
Learning Management  
System BC Law Foundation

# Legal Research

## Research based advocacy

To inform all aspects of our work, FIPA conducts legal research. This includes systematic legislative and regulatory review and consideration of court and commissioner rulings of relevance. We research emerging information rights issues by filing our own FOI requests and working with a variety of stakeholders. FIPA finds the pulse of public opinion by conducting polls and surveys.

## Research Project Update - *Connected Car: Who is in the Driver's Seat?*

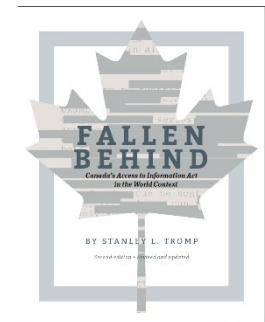


In July of 2019, FIPA updated our research and report on *Connected Car: Who is in the Driver's Seat?*. This analyzed what has changed with privacy of automobiles since the original 2015 report. The original report was used to advise the Standing Senate Committee on Transport and Communications in Ottawa. The update revealed few changes and led to FIPA renewing work with the Canadian Automobile Association and filing a complaint to the Office of Privacy Commissioner.

## Research Project Update - *Fallen Behind*

In March of 2019, FIPA started work with freelance journalist Stanley Tromp to update his 2008 book *Fallen Behind*. Finished in the Fall of 2019 it was released in May 2020.

*Fallen Behind: Canada's Access to Information Act in the World Context (2<sup>nd</sup> Edition)* details how Canada's *Access to Information Act* has fallen further behind the rest of the world's FOI laws. Making problems identified in the first edition worse. In his preface to the new edition, Halifax human rights lawyer Toby Mendel writes, "As someone who travels around the world promoting the right to information, it is frankly a source of profound embarrassment to me how poorly Canada does on this human right."



In the authoritative Global Right to Information Rating system of the world's 128 national laws, Afghanistan ranks number 1, while Canada – which has worked hard to transform that nation into a modern democracy – ranks 58. Mexico ranks second, followed by (in order) Serbia, Sri Lanka, Slovenia, Albania, India, Croatia, and Liberia.

This is an important resource to many researchers and FIPA is excited to have released an updated this important work.

# Law Reform

## FIPPA Petition:

Despite commitment to the contrary, the BC government has not amended FIPPA. That inaction prompted FIPA to work with the BC Civil Liberties Association (BCCLA) to launch an on-line petition that gave British Columbians an opportunity to show their support for transparency. The petition gave the public an opportunity to directly show their support for FIPPA law reform.

## Intervener OIPC File P18-74436 Written Hearing:

In January, FIPA was invited by the Office of the Information and Privacy Commissioner (OIPC) to participate in the matter of the Application of the Personal Information Protection ACT (PIPA) to the Courtenay-Alberni Riding Association of the New Democratic Party of Canada.

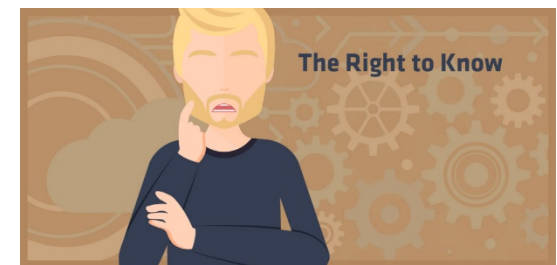
There was a question of whether PIPA applies to the registered electoral district association of Canada's NDP, and as such, was essentially a Charter issue in terms of jurisdiction. At the end of 2019, the status of this case is in a holding pattern as the Courtenay-Alberni Riding Association of the NDP of Canada has abandoned any argument based on the Charter.

We are in the first phase of the inquiry and the question is whether PIPA applies to the registered electoral district association of Canada's NDP. Brent Olthuis of Hunter Litigation Chambers has been acting on FIPA's behalf on a pro bono basis.

## Access to Information - Pesticides Distribution in Canada

In March, FIPA was invited to help a university-affiliated Access to Information requester. The requester was denied access to requested information from the federal government. Specifically, Health Canada has admitted to having the records but is refusing to release them on the grounds that doing so would harm the confidential business interests of third-party companies involved in the sales and distribution of chemical pesticides in Canada.

Health Canada is claiming that releasing accurate information about the volume of pesticides sold would allow calculations that may create informed guesses in order to arrive at sales figures for companies.



## Recommendations - Health Professions Review of the Inquiry into the Performance of the College of Dental Surgeons of British Columbia (Part 2)

In June 2019, FIPA made a written submission to the Professional Regulation and Oversight Branch of the Ministry of Health, as part of its public engagement following an inquiry into the College of Dental Surgeons of British Columbia (CDSBC). We provided comment on Harry Cayton's 2018 report, part two of which outlined possible approaches to modernizing British Columbia's health profession regulatory framework. FIPA supported the report's statements for improving the transparency and accountability of BC's Health Profession regulatory framework. In addition, FIPA spoke of the need to recognize a strong public interest principle when it comes to the releasing of information about policies, governance practices, and disciplinary and accountability processes. FIPA also emphasized the need for consistent standards across the various health professions with regards to the publication of information about complaints.

### Partner Work

FIPA works with a variety of other civil society groups and is part of an active network of organizations interested in access to information and privacy issues.

The BCCLA continued to be a key partner on several projects in 2019. We co-hosted events, distributed joint petitions, joined the BCCLA on calling for FIPPA reform in Alberta, and worked with the BCCLA to file FOIs on police fingerprinting for vulnerable screening and support on Bill C-59.

In late 2018, FIPA began to work with the Union of British Columbia Indian Chiefs (UBCIC). Signing on to a joint letter, we advocated to have records held in storage facilities by Crown-Indigenous Relations and Northern Affairs Canada receive better protection. This included calls to have them moved to facilities that properly archive and store them in a manner that will preserve the delicate records to prevent further disintegration. In 2019, FIPA also worked with UBCIC on a project to develop FOI guidelines for Indigenous community researchers. The project included interviews with researchers to hear in their own words the challenges they have experienced when filing ATI/FOI and Privacy Act requests for records dating back to the 1800's. UBCIC continues to advocate for the records to be properly archived The National Archives and Records Administration (NARA).

FIPA is an active member of the Protect our Privacy Coalition; a group of more than 50 civil society and public interest organizations working to protect privacy and fight repressive legislation such as the 2015 Anti-Terrorism Act.

## Public Assistance

A component of our programming is to provide advice and assistance to a wide variety of individuals and organizations. In our increasingly digital world, our “Help Topics” pages provide information on how to file FOI requests with various public bodies, how to appeal decisions, how to request personal records, and how to make privacy complaints.

We also provide telephone assistance free of charge during normal business hours. In 2019, FIPA provided direct assistance to **208** people through our telephone and email helplines. In cases where more summary advice is needed, we provide basic assistance and referrals. In 2019, we provided referrals to **113** people. These numbers consistently demonstrate a need for public assistance resources.

## Public Legal Education

FIPA provides the public with access to guided self-help materials where gaps in legal education are identified. Our website, with its help sections and online library, is one of our most accessible means of educating the public on the systems governing freedom of information and privacy protection in BC and across Canada.

## Presentations

Representatives of FIPA often appear on panels and in conference sessions focused on various information rights issues.

In January 2019, FIPA’s President Mike Larsen along with Michael Vonn of the BCCLA spoke on a panel organized by the SFU Library and Vancouver Public Library. The event was called “Privacy in Peril”. It was well-attended, with lively discussion. Our event write up can be found here: <https://fipa.bc.ca/democratic-implications-of-privacy-issues-take-centre-stage-at-privacy-in-peril/>

In September, Larsen spoke on a panel at the Association of Records Managers and Administrators (ARMA) conference on “Privacy in records management”. And in October, he spoke to the Culture Chats BC Association on transparency, freedom of information and the importance of community-based local news. ARMA’s event description can be found here: <https://collabware.com/events/2019/3/5/arma-metro-nyc-2019-conference-9sa9x>

In November, Carroll Boydell, author of FIPA’s Best Practices in Whistleblower Legislation report, spoke on behalf of FIPA at the Public Interest Disclosure Act (PIDA) coming-into-force event in Victoria. The event was attended by different stakeholders including government officials, regulatory offices and civil society. Her original work can be found on the FIPA website here: <https://fipa.bc.ca/best-practices-in-whistleblower-legislation-an-analysis-of-federal-and-provincial-legislation-relevant-to-disclosures-of-wrongdoing-in-british-columbia/>

## Online communications



FIPA self-published several articles through our website and through our podcast initiative, *Data Subjects*. The podcast provided the opportunity to provide a new generation of ATI/FOI advocates with an overview of the history of the right to know movement in BC, as told by some of its key players. FIPA also uses Twitter and mailing lists to maintain its online engagement. We repost relevant news, keep our contacts up to date with our work and solicit engagement in our campaigns. 2019 saw us continue to modernize our online content, with relevant messages to members, website posts and tweets. In 2019, our Twitter followers and mailing list subscribers totaled **2,818**.

## Media interviews

FIPA appeared in numerous news and media reports, ranging from local newspaper and radio stations to national television networks. Media interviews provide FIPA with an opportunity to draw attention to the need to strengthen privacy and freedom of information rights at the provincial and federal levels. The organization and its spokes people are recognized by local, regional, and national media as an authority on issues related to information and privacy rights, and we are often the only non-profit organization contacted for comment on emerging issues on these topics. Providing accurate and consistent media commentary and analysis that reflects our vision, mission and values often involves quick-turnaround research and preparation.

In total, FIPA provided commentary for **57** news and media items for print, web, radio, and television in 2019. We additionally distributed **11** media advisories and releases. It is important to note that beyond 'on the record' comments, FIPA is regularly contacted by journalists seeking background information and assistance with the legal aspects of FOI (including advice on challenging files).

The interview topics that FIPA engages on are varied but they all intersect access to information, transparency, privacy and the information and data rights of the individual. Topics included: issues about the spending scandal at the legislature and the lack of transparency there, FIPPA reform, the implications of big tech, data collection, issues involving privacy breaches, the update to our Connected Car report, and the OIPC ruling that federal parties are subject to PIPA. cameras used for surveillance, privacy breaches from public bodies, FIPPA reform, and information collection practices by political parties.

## Events

Each year, FIPA coordinates a variety of public education events on freedom of information, privacy, and legislative and legal issues.

In January 2019, FIPA President Mike Larsen facilitated an FOI workshop for Communications/Journalism students Capilano University. The event was so successful, FIPA has been asked to hold larger forums soon. In February, Larsen facilitated another FOI 101 workshop for Langara Communication Students.

In May, FIPA and BCCLA along with Kwantlen University hosted an event called “Policing Info World”. The event looked at how data-driven software and smart technology has become integrated into policing, questions around privacy, profiling, who has access to information and ease of surveillance. It is the use of data-driven technology that allows police to use information in ways that can reduce crime but, we asked the question, “Are we making a sacrifice to our fundamental privacy rights?” The conference was comprised of four panels: Data and New Surveillance Modes and Capacities; Data and Predictive Policing; Data and Bias-Free Policing; Data and the Border. FIPA President Mike Larsen spoke on Predictive Policing and the Executive Director Sara Neuert spoke on Bias-Free policing. The event was free to attend and the feedback was extremely positive, emphasizing the high level of the expertise from all of the panels. It was funded through the donations of sponsors. Our event write-up can be found here: <https://fipa.bc.ca/data-subjects-policing-info-world-conference/>



FIPA held its Annual General Meeting in June 2019. Our guest speaker was Bryan Carney, Director of Web Production at The Tyee. The Tyee has consistently published detailed and informative stories that examine the everyday dimensions of surveillance practices, address their implications, and pose vital questions about accountability and the adequacy of legal and institutional privacy protections. In addition, The Tyee does provide reactive coverage and follow-up reporting when important privacy rights issues are broken by other media organizations, it is also tenaciously proactive, posing questions, following leads, and using FOI and Privacy requests to further original reporting. His AGM address titled “Accountability Cannot Be Automated”. Carney spoke of his challenges and experience in his pursuit to get to the truth highlighting the importance freedom of information and transparency in government. The AGM was attended by **30** people, with **18** voting members represented. Three directors were re-elected and two new directors were elected.



FOI 101 and 201 training events can be held throughout the year, in 2019 they were focused in the fall. In recognition of Right to Know Week in September, FIPA held an FOI 101 workshop at the UBC iSchool, facilitated by Mike Larsen. In November, FIPA President Mike Larsen and Director Alexandra Wieland facilitated our second Courthouse Libraries FOI 201 webinar. This was the most well-attended FIPA/Courthouse Libraries webinar to date, with **173** participants registered and **120** in attendance during the live stream.



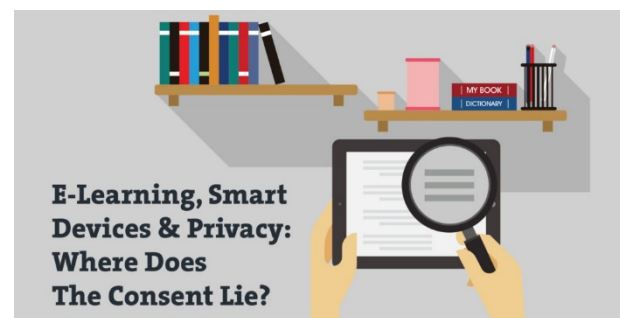
# Special Projects

## Learning Management Systems - BC Law Foundation

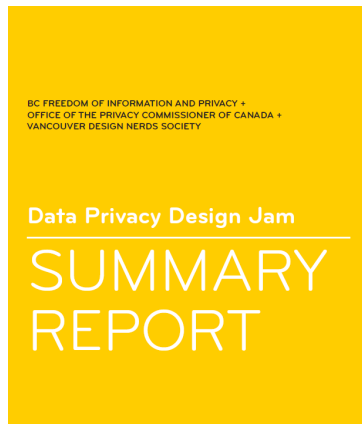
2019 saw FIPA begin collaboration with the BC Teachers' Federation (BCTF) on issues surrounding the Google learning platform. We filed several FOIs to school districts to see what type of privacy policies would cover the learning platforms used as an educational tool. This prompted a project application to the BC Law Foundation for a separate grant on Learning Management Systems. This project was approved to action and deliver results to address the issues identified.

FIPA hosted two public consultations in November for our Learning Management Systems project, which sought to assess the current state of privacy compliance, consent and use of technology in BC's K-12 classrooms. The events were facilitated by Sara Levine and Matthew Levine, who are lawyers conducting the research and policy review. Both sessions had good representation from parents, teachers, and administrators, many of whom wore multiple hats and are generally concerned with the lack of privacy training for teachers and those at the managerial level. Teachers and educators are frustrated with the bureaucratic barriers to exploring new applications within the classrooms and concerned about the privacy implications of Google and other software. There was a consensus opinion about the pressing need for teacher and managerial-level education in the privacy/*FIPPA* field. Although consultations were complete in 2019 the final report will be released in 2020.

One of our key take-aways from this project has been that there is considerable interest among stakeholder groups in the broader issue of privacy in the K-12 education system, particularly in relation to digital technology in the classroom. There is a clear need for further research and advocacy work in this area. Throughout the consultation, it became apparent that educators and parents want to talk about privacy and technology – there is an enthusiastic audience for both this report and for future work in this area. It is our hope that this project will be the jumping-off point for future research, advocacy, and legal reform work.



# Design Jam - Office of the Privacy Commissioner



In 2019, FIPA applied for and received funding from the Office of the Privacy Commissioner of Canada's Contribution Program to explore the issue of meaningful consent in the age of connected devices. In order to find creative solutions, we embraced a collaborative and inter-disciplinary approach that carefully considered the many positions of the stakeholders that fully represented this issue.

With the Vancouver Design Nerds, FIPA hosted a two-day design jam that brought experts from academia and industry together with advocates and activists to produce cutting-edge solutions to the problems of connected devices and meaningful consent. Applying creative thinking processes with analysts trained in critical thinking gave rise to amazing outcomes that reflect the range of privacy issues facing people.

It became clear that this project in itself is not the final stage in our work on meaningful consent and connected societies. Rather, this project has become a 'jumping off point' that will launch future research and events to further address these complex issues with simple solutions. More specifically, we have begun to explore the feasibility of hosting another design jam with everyday consumers from various backgrounds rather than expert participants.

Although initiated in 2019 this will be more fully reported on in our 2020 annual report.

FIPA thanks the Office of the Privacy Commissioner of Canada for this opportunity to provide our views on this important issue.

# Going Forward

## Strategic Management Plan & Website Redevelopment

A priority for 2020 is to update our website in order to meet our evolving communications education, and member engagement needs in program and project delivery. Surveys and user experience will be part of making an evidenced based decision as we redevelop the site and expand functionality. With work by its board of directors and its incoming Executive Director FIPA plans to develop and distribute its first outwardly facing strategic management plan reflecting the organizations Vision, Mission and Values.

## 2020 and beyond

2020 has already seen some amazing deliverables. Our Design Jam Report, ongoing Learning Management Systems Research, and update to Fallen Behind all advanced prior to the Annual General Meeting. We also made an oral submission to the Special Legislative Committee to review BC's Personal Information Protection Act (PIPA) in June. FIPA is also preparing a submission as part of the formal review of the Access to Information Act announced by the Government of Canada in June 2020.

Public and private sector responses to COVID-19 have created unprecedented and ongoing challenges related to transparency and privacy rights. The lesson September 11 taught us is that temporary exceptional measures can quickly become a new normal. For FIPA, that means actively monitoring these emergency provisions and intervening to stop undue entrenchment will be a priority in the near future.

This erosion of civil liberties that intersect privacy and access to information means FIPAs vigilance in monitoring and sounding the alarm on issues is increasing in importance. While public bodies are taking steps to increase surveillance and secrecy, we see mis dis and mal information campaigns targeting the cornerstones of democracy. There is a corresponding erosion of public trust in our public bodies. As a result, FIPA will be focusing more attention to the intersection of transparency privacy and trust in months and years ahead.

# Numbers over Time

## People Served

	2015	2016	2017	2018	2019
<b>Helplines</b>	226	173	161	178	208
<b>Legal Assistance</b>	160	152	151	172	113
<b>Website Visits</b>	14,756	20,831	17,269	17,772	20,187
<b>Pageviews</b>	25,552	26,939	23,071	24,021	84,278
<b>Help Topic Hits</b>	6,812	13,108	12,074	9,254	8,961
<b>Media Interviews</b>	135	73	93	44	57
<b>FIPA Event Attendees</b>	80	171	298	320	280
<b>FIPA Followers (Twitter, subscribers, members)</b>	2,104	2,312	2,482	3,124	2,818

# In Memoriam

In February of 2020, long-time and committed FIPA member Sharlene Hertz passed away. Sharlene was a life-long advocate for justice and a dedicated part of BC's non-profit community. She gave generously of her time, inspired those who knew her, and helped the organizations that she worked with to realize their potential. Sharlene is survived by her husband, FIPA Vice President Keith Reynolds.





## Annual Report 2019

The BC Freedom of Information and Privacy Association thanks the Law Foundation of BC and all our contributors including donors, funders, and volunteers for their ongoing support of our advocacy, programs, projects and activities. We also acknowledge the financial support of the Province of British Columbia (Gaming Policy and Enforcement Branch).



BC Gaming Policy and Enforcement  
Branch of the Ministry of Public  
Safety and Solicitor General