

Manitoba OmbudsNews

2019-3 Ombudsman, Whistleblower, Access and Privacy Newsletter

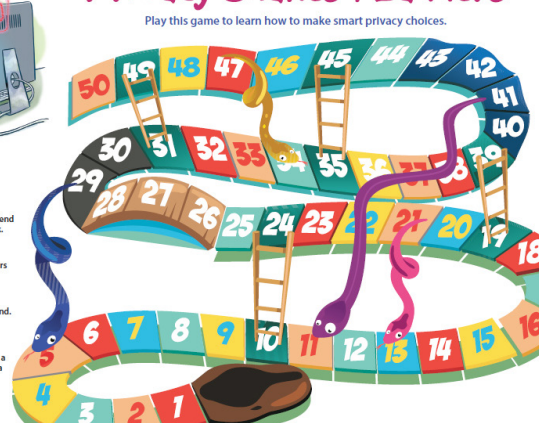
Privacy activity sheets for kids

The Office of the Privacy Commissioner of Canada, in collaboration with provincial and territorial counterparts including our office, launched a new series of activity sheets to help young Canadians understand various privacy issues by presenting them in a visually appealing, easy-to-understand format. The activity sheets are available in both English and French.

- » **Privacy Snakes and Ladders** is a twist on the classic children's game that helps players learn how to make smart privacy choices by climbing up a ladder when they make a good decision or sliding down a snake because they have shared a password with a friend, for example.
www.ombudsman.mb.ca/data/files/activity-sheet-snakes-ladders-eng.pdf
- » **Connect the Dots** has kids complete the picture of a family with a checklist of rules they can use at home to practice good online privacy.
www.ombudsman.mb.ca/data/files/activity-sheet-connect-dots-eng.pdf
- » **Learning About Passwords / Colour the Tablet** challenges kids to create their own strong, eight-character password by filling in the blanks. It also asks them to draw a lock on a tablet, representing how password protects an electronic device.
www.ombudsman.mb.ca/data/files/activity-sheet-passwords-eng.pdf
- » **Word Search** introduces children to privacy vocabulary by having them comb through a puzzle to find words such as "post," "click" and "footprint."
www.ombudsman.mb.ca/data/files/activity-sheet-word-search-eng.pdf

Privacy Snakes & Ladders

Play this game to learn how to make smart privacy choices.



Snakes

- 21 Oh no. You shared a picture of a friend without asking them if it was ok.
- 29 You used a phone that is not yours without asking.
- 41 You shared a password with a friend. That's not a good idea!
- 47 You used your real name to play a game online. (It's better to use a make-believe name.)

Ladders

- 10 Yay! A grown up you trust helped you to make a password.
- 19 Great! You told your parent that you don't play a game anymore. Now they can delete it.
- 31 Good job! You told a grown up someone was being mean to you online.
- 35 You checked with a parent or guardian before buying a game online.


How to Play

1. The person who most recently did something to protect privacy goes first.
2. Take turns rolling the die and move your game piece forward that number of spaces.
3. If you land at the bottom of a ladder, skip ahead.
4. If you land on a snake tail, slide back down.
5. You must land exactly on the last square to win.

If you're worried about something you see online, or have questions about how to protect your privacy, talk with an adult you trust.

Kids go online earlier in life than ever before - which means that parents and guardians should start talking about the digital world and online privacy much sooner than they used to. We created this activity sheet as a fun way to get the conversation started. For more activities and information, visit youthprivacy.ca

Word Search



COMPUTER
PASSWORD
POST
FRIENDS
CLICK
FOOTPRINT
INTERNET
SHARE
PHOTO
TABLET

5 Tips to protect your privacy online

1. Think before you post! Think about the photos, comments, messages and videos you post online, before you or your parents post them.
2. Remember that things you post and share are not private. Remember that people can copy things online and send them to other people.
3. Know who your friends are. If you don't know someone in person, then you can't be sure who that person is online.
4. Protect your privacy with passwords. Learn how to make strong passwords and don't share them with other people.
5. Report your friends. Ask if it is okay to share a photo or video of someone else before you or a parent post it. Don't say mean things about other people online.

Learning About Passwords

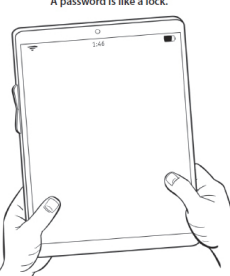
Practice making up a password

- Make the password 8 or more letters, numbers and symbols.
- Use letters, numbers AND symbols in your password.
- Use different passwords for different accounts.
- Make it hard to guess. Too many people know your pet's name, so don't use that!
- Don't share your passwords.

After making the password on this sheet, check with a grownup to see if it is a good one. That way you will know how to make a good one on your own.

Colour the Tablet

Colour the tablet. Draw a lock on it. A password is like a lock.



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Visit the "Teachers and Students" section of our website for more classroom resources:
www.ombudsman.mb.ca/info/teachers-and-students.html

Ombudsman infographics

We've started producing a new series of infographics to help Manitobans better understand a variety of ombudsman-related topics. So far, we've created infographics for **your access to information rights** (under FIPPA), **your personal health information rights** (under PHIA) and **your right to know**. Please post and share!

YOUR ACCESS TO INFORMATION RIGHTS

Under Manitoba's **FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT** you can:

- SEE OR GET A COPY OF RECORDS** (general information) held by public bodies, and any refusal must be justified
- SEE OR GET A COPY OF YOUR PERSONAL INFORMATION** held by public bodies, and request a correction if you believe there is an error
- MAKE A COMPLAINT TO THE OMBUDSMAN** about any access decision made by the public body or about how your access request was handled
- DESIGNATE ANOTHER PERSON** to exercise your rights or make a complaint on your behalf

Find out more about FIPPA and your access to information rights www.ombudsman.mb.ca/info/fippa.html

Manitoba Ombudsman
www.ombudsman.mb.ca • 1-800-665-0531 • ombudsman@ombudsman.mb.ca

YOUR PERSONAL HEALTH INFORMATION RIGHTS

Under Manitoba's **PERSONAL HEALTH INFORMATION ACT (PHIA)**

PHIA applies to Manitoba public bodies and trustees of personal health information, such as hospitals, doctors, dentists, physiotherapists, pharmacists and others.

- ACCESS**
Right to access your personal health information, and right to ask that any errors be corrected
- PRIVACY**
Right to privacy of your personal health information, which should only be collected, used and shared for purposes allowed by PHIA
- COMPLAINT**
Right to make a complaint to the ombudsman about access to and privacy of your personal health information
- DESIGNATE ANOTHER PERSON**
Right to have someone else exercise your rights or make a complaint on your behalf

Find out more about PHIA and your personal health information rights www.ombudsman.mb.ca/info/phia.html

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Your RIGHT to KNOW

Your right to access information held by provincial and municipal public bodies is set out in Manitoba's **Freedom of Information and Protection of Privacy Act (FIPPA)** and **Personal Health Information Act (PHIA)**.
Your right to access information held by federal institutions is set out in Canada's **Access to Information Act**.

Access to information helps **citizens be...**

- Informed**
Find out more about matters that affect you and your community.
- Engaged**
Better understand issues and participate in the democratic process.
- In control**
Know why and how your own personal and personal health information is handled.

Access to information helps **public bodies be...**

- Transparent**
It is easier for citizens to see and understand how and why actions and decisions are made.
- Open**
It is common practice to engage with citizens about important decisions and public services.
- Accountable**
Good governance is promoted and citizens are able to hold public bodies to account.

Manitoba Ombudsman

You'll find the three access and privacy-related infographics at www.ombudsman.mb.ca/documents_and_files/brochures-fact-sheets-and-guides.html

Updated practice note

Public bodies have important access to information and protection of privacy obligations under FIPPA and PHIA. To support the work of public bodies, we publish practice notes and other resources on our website. In September, we updated our practice note, **Documentation About Processing Access Requests Under FIPPA**, which is available at

www.ombudsman.mb.ca/uploads/document/files/documentation-about-processing-access-requests-under-fippa-en.pdf

Responding to an access request is a time-sensitive process under FIPPA and this can pose challenges when dealing with complex or multiple requests or when access and privacy personnel have other work duties. Having adequate documentation in a public body's FIPPA file is critical for efficiently processing the request and effectively supporting decisions made about the request. Documentation is also necessary for public bodies to be able to address any issues that arise throughout the process, including when complaints are made to our office.



We will be having a **Brown Bag Talk** on this subject for access and privacy personnel on December 3. Brown Bag Talks are held in our boardroom at 750-500 Portage Avenue. Seating is limited to 25 participants although more can be accommodated through teleconference. Reserve your spot by phoning our office at 204-982-9130.

New investigation reports

PHIA Case 2019-0266: A worker complained that her personal health information was disclosed by the Workers Compensation Board (WCB) to her employer as part of the process for a reconsideration of an adjudicator's decision. The worker consented to the disclosure of the claim file information, but after the disclosure was made, the WCB determined that it would not be proceeding with the reconsideration. Our office found that the disclosure was authorized under PHIA as it was made with the worker's consent and while the reconsideration process was ongoing.

In the course of our investigation, we raised questions about the WCB's process for disclosure of personal health information to an employer and about the timeliness of the retrieval of the information, should retrieval be necessary. The WCB reviewed its process with relevant staff and advised them of the importance of retrieving claim file information as soon as possible in the event an appeal does not proceed. The WCB will also review its relevant policies from a privacy perspective.

<https://www.ombudsman.mb.ca/uploads/document/files/case-2019-0266-en.pdf>

FIPPA Case 2019-0111: Manitoba Infrastructure refused access to a legal opinion on the basis of solicitor-client privilege. The complainant maintained that as a summary of the opinion had been provided to him, the department had waived privilege over the information. Our office found that privilege had not been waived and Manitoba Infrastructure's refusal of access to the opinion was authorized under FIPPA. The complaint was not supported.

<https://www.ombudsman.mb.ca/uploads/document/files/case-2019-0111-en.pdf>

Access and privacy presentations

Our office participated in the Manitoba Connections conference on access, privacy, security and information management, held in Winnipeg on September 23-24. We had the opportunity to talk with conference attendees about questions they had about FIPPA and PHIA and provide copies of access and privacy-related resources at our exhibitor table. We also presented a session on [Key Steps for Responding to Privacy Breaches](#) to better prepare attendees to effectively respond to a breach and prevent future breaches.

We broadened our reach by presenting this session as part of our Brown Bag Talk series on October 23, so that access and privacy coordinators and officers who did not attend the conference would have an opportunity to learn more about managing privacy breaches.

Upcoming event: AMM Annual Convention

If you're attending the [Association of Manitoba Municipalities Annual Convention](#) in Brandon at the end of November, visit our booth in the display area of the Keystone Centre on November 26-27. Ask our staff your access & privacy or ombudsman questions and pick up our helpful resources.

Educational poster

The Office of the Privacy Commissioner of Canada developed this poster aimed at youth in grades 4-6 for classroom use. It offers tips for protecting personal information online to help equip students with the knowledge needed to make sound privacy decisions.

The poster is downloadable so it can be printed by educators and parents at www.priv.gc.ca/media/4744/privacytipsposter_e.pdf

You can also request copies for your library or classroom by emailing us at ombudsman@ombudsman.mb.ca



In the last couple of months, we said farewell to two long-time ombudsman employees. **Jack Mercredi**, intake complaints analyst, retired after 26 years with our office. **Wanda Bryant**, investigator, spent 20 years with us before leaving for other opportunities. We wish them both well!

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ombudsman@ombudsman.mb.ca
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Brandon Office
 202- 1011 Rosser Ave.
 Brandon, MB R7A 0L5
 Phone: 204-571-5151
 Fax: 204-571-5157
 Toll Free in MB 1-888-543-8230

Thompson Office
 City Centre Mall
 1720-300 Mystery Lake Road
 Thompson, MB R8N 0M2
 Phone: 204-677-7270
 Toll Free: 1-877-677-7270

Winnipeg Office
 750 - 500 Portage Ave.
 Winnipeg, MB R3C 3X1
 Phone: 204-982-9130
 Fax: 204-942-7803
 Toll Free: 1-800-665-0531