Open information and open data policy

Office of the Chief Information Officer,
Knowledge and Information Services Branch
Ministry of Labour, Citizens' Services and
Open Government

DataBC
{BETA}

Open Information

Version 1.0
July 2011

Direction to Government from the Premier and Executive Council:

Our government is changing the style and approach of governing to provide citizens with opportunities to influence and improve policies that impact them and their quality of life.

Opening up government data and information are key foundations to enabling engagement with citizens by using new technologies to connect the public to government and to one another. Making government data and information available online invites individuals and organizations to transform data and information into tools and applications that help individuals, institutions and communities; and to promote partnerships with government to create innovative solutions to the opportunities and challenges faced by British Columbians.

The following specific actions will ensure our government continues to build on the open data and open information tools launched today.

Open Data

1. Ministries must take steps to expand public access to government data by making it available online unless restricted by law, contract or policy;

2. Ministries must re-prioritize and expand data collection efforts towards those that enable citizens and sectors to create value from government data;
3. Ministries must adopt BC's open license for data and ensure data accessibility through DataBC in accordance with BC's Open Data Policy, which includes the requirement that data be published in an open machine-readable format;
4. DataBC must ensure that citizens can give feedback on, and assessment of, the quality of published information and provide input to which data should be prioritized for publication.

Open Information

1. To the extent practicable and subject to the *Freedom of Information and Protection of Privacy Act* and other valid restrictions, ministries should use modern technology to disseminate useful information in a routine way rather than waiting for specific requests under the FOIPPA Act.

Ministers will be expected to provide quarterly reports to Cabinet on their progress in meeting these open government objectives.

Christy Clark

Honourable Christy Clark
Premier of British Columbia

Document Purpose

The Open Information and Open Data Policy increases the transparency and accountability of the Government of British Columbia by establishing a framework for the public release of government information and Data.

This Policy also encourages citizen participation and engagement with the Government of British Columbia by:

- offering increased access to government information; and,
- enabling use, adaptation and distribution of Data by the public.

By increasing access to government information and permitting the use, adaptation and distribution of Data, this Policy assists in the creation of a participatory environment in which citizens are engaged with their government, communities and public policy issues.

Specifically, the Open Information and Open Data Policy provides direction and assigns responsibility for:

- The Proactive Disclosure of responses to access to information requests (FOI Requests) and information designated for Routine Release; and,
- The assessment, approval and posting of Open Data for public use, adaptation and distribution.

Advice on this Policy

Advice on this Policy can be obtained from:

Knowledge and Information Services Branch
Office of the Chief Information Officer
Ministry of Labour, Citizens' Services and Open Government

Telephone: 250-356-0361
Facsimile: 250-356-1182
Web: http://www.cio.gov.bc.ca/cio/kis/index.page

Table of Contents

Ministry of
Labour, Citizens' Services
and Open Government

BRITISH
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Knowledge and Information Services
Office of the CIO - Province of BC
People - Collaboration - Innovation

1.0 Introduction

Citizens are increasingly demanding and expecting more direct dialogue with government about their communities and their future. These demands and expectations are driven in part by the rise of online communications and social media. To help meet these demands, government issued its first transformation and technology strategy for the BC Public Service, entitled "Citizens @ the Centre: B.C. Government 2.0". A key theme or strategic shift included in this strategy is citizen participation. This shift promotes the engagement of British Columbians more directly with their government through improved access to Data and the sharing of government information. In addition, a defining principle of the strategy is to empower citizens to create value from Open Data.

In March 2011, government reaffirmed its commitment to Open Government and the goals of greater transparency and accountability, building public trust, and connecting people with government. Premier Clark has followed up on this commitment by formally directing all ministries to expand the public availability of Government Data, and, to the extent practicable and subject to the *Freedom of Information and Protection of Privacy Act (the FOIPP Act)* and other valid restrictions, use modern technology to disseminate useful information in a routine way rather than waiting for specific requests under the FOIPP Act.

The Open Information and Open Data Policy supports and enables Open Government and the Premier's direction by providing British Columbians a more modern and democratic approach to accessing government information and data. The Policy also strengthens government's commitment to engage and empower citizens by creating an environment in which citizens can access, use, adapt and create value from Data.

1.1   Policy Objectives

The key objectives of the Open Information and Open Data Policy are to:

- make government information and Data more accessible to the public in a way that is responsive to citizens' needs and expectations;
- engender a participatory environment in which citizens are engaged with their government; communities and public policy issues;
- provide an equitable approach for citizen access to government information and Data that is timely, simple and straightforward;
- enhance trust between citizens and Government;
- increase efficiencies and cost savings for government;
- create new opportunities to inform citizens about government and enable participation in government decision making;
- enhance the social and economic benefit of government Data;
- empower citizens to create value from Open Data;
- where possible, adopt publicly developed services and products, benefiting citizens and extending the value of Open Data.

1.2 Scope

The Open Information and Open Data Policy applies to information and Data in the custody or under the control of ministries of the Government of British Columbia.

While the Open Information and Data Policy applies to all government information and Data, legal, policy, and contractual obligations, limit the application of this Policy in some cases. In addition, this Policy sets out specific criteria that must be met before government information is designated for Proactive Disclosure or Routine Release, or before Data can be considered Open Data.

1.3 Legal Considerations

The following legal considerations guided the development of the Open Information and Open Data Policy and provide context for its application.

Freedom of Information and Protection of Privacy Act (FOIPP Act)

The FOIPP Act provides the public with a right of access to information in the custody or under the control of government ministries and other public bodies. It also protects personal privacy by prohibiting the unauthorized collection, use, or disclosure of Personal Information by public bodies.

This Policy does not replace or limit an individual's right of access to information, or a ministry's obligations, under the FOIPP Act. Rather, this Policy seeks to supplement the goals of the FOIPP Act by encouraging the Proactive Disclosure and Routine Release of government information and promoting Open Data, while at the same time ensuring the protection of Personal Information and other confidential information.

To clarify, this Policy does not:

- affect an individual's right of access to information under the FOIPP Act;
- extend an individual's right under the FOIPP Act to request that the Information and Privacy Commissioner review a Proactive Disclosure or Routine Release decision (that right only applies to a request for access made under the FOIPP Act)or,
- replace or limit a ministry's obligation to routinely release policy manuals and other information under sections 70 and 71 of the FOIPP Act.

With respect to Personal Information, this Policy:

- maintains the protection of Personal Information in accordance with the FOIPP Act; and,
- does not affect an individual's right to make a complaint to the Information and Privacy Commissioner if Personal Information is inappropriately disclosed under this Policy.

Open Government License

The use, adaptation and distribution of government Open Data will be permitted under the Open Government License.

In accordance with the Open Government License, Data is not licensed for use as Open Data if it includes:
- Personal Information;
- information or Records that are not accessible pursuant to the FOIPP Act;
- third-party rights the government is not authorized to license; and,
- information subject to other intellectual property rights, including patents, trade-marks and official marks, and design rights.

1.4 Supporting Documents

The following documents provide additional guidance to ministries in assessing the application and implementation of the Open Information and Open Data Policy.

Open Data Assessment: This document, attached as Appendix B, supports the Open Data Policy Requirements by enabling ministries to undertake an assessment of their Data to ensure that no potential barriers exist to making the Data publicly available.

Open Data Physical Dataset Format Standard: This document supports the Open Data Policy requirements by describing standard file formats (e.g., CSV, XML) that must be used to ensure that Data is able to become Open Data and be available for use, adaptation and distribution.

1.5 Terms and Definitions

The following definitions are provided for key terms and acronyms used in this document:

"Applicant" is a person who makes a request for access to Records under the FOIPP Act.

"Contact Information" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual.

"Copyright" is the right to reproduce a work or any substantial part of a work.

"Data" are facts, figures and statistics objectively measured according to a standard or scale such as frequency or volumes or occurrences.

"DataBC Website" is the Government of British Columbia's Internet site, www.data.gov.bc.ca, where the Open Data Catalogue, associated applications and other related information reside.

"FOI Request" means an access request made under Part 2 of the FOIPP Act for Records held by government.

"FOIPP Act" *means the Freedom of Information and Protection of Privacy Act (B.C.)*

"General FOI Request" means an FOI Request that is not a Personal FOI Request.

"Government Data" means Data owned by the Government of British Columbia.

"Machine Processable" means Data is structured so that it can be manipulated and allow automated intake and processing through computer application.

"Open Data" is Data that has undergone an Open Data Assessment, meets the requirements included in this Policy, and is listed in the Open Data Catalogue. Such Open Data is then made available to the public for copying, publishing, distribution, transmission and adaptation under the terms of the Open Government License.

"Open Data Assessment" means the assessment process described in Appendix B of this Policy.

"Open Data Catalogue" means a listing of Data references, available through the DataBC Website, in a standard format.

"Open Government License" means the Open Government License for government of BC Information or such other license approved by the Intellectual Property Program, Ministry of Labour, Citizens' Services and Open Government.

"Open Information Website" is the Government of British Columbia's Internet site, www.openinfo.gov.bc.ca, where information Proactively Disclosed or Routinely Released resides.

"Personal FOI Request" means an FOI Request, made by individuals (or their representative) seeking their own Personal Information.

"Personal Information" means recorded information about an identifiable individual other than Contact Information.

"Proactive Disclosure" means the public release of government's responses to General FOI Requests.

"Record" includes books, documents, maps, drawings, photographs, letters, vouchers, papers and any other thing on which information is recorded or stored by any means whether graphic, electronic, mechanical or otherwise.

"Routine Release" means the public release of government information that is not in response to FOI Request.

2.0 Open Information Policy Requirements

The Open Information Policy Requirements, set out below, provide direction for the public release of:

a) responses to General FOI Requests; and,
b) information designated for Routine Release.

2.1 Proactive Disclosure of Responses to General FOI Requests

The following policy requirements apply to the Proactive Disclosure of responses to General FOI Requests:

2.1.1 Responses to General FOI Requests must be posted to the Open Information Website, unless an exemption is approved. Responses to General FOI Requests include the response letter and the responsive Records.

2.1.2 In limited circumstances, an exemption to posting a response to a General FOI Request may be approved where specific exemption criteria apply. Exemption criteria are set out in Appendix A.

2.1.3 Responses to Personal FOI Requests must not be posted to the Open Information Website.

2.1.4 Personal Information must be removed from the General FOI Request response in accordance with the FOIPP Act before posting to the Open Information Website.

2.1.5 Responses to General FOI Requests, and other documentation as required, must be prepared, provided and posted in accordance with procedures issued by the deputy minister of Citizens' Services and Open Government.

2.1.6 A response to a General FOI Request must be posted to the Open Information Website a minimum of:
a) 72 hours after its release, if the response is sent electronically to the Applicant; or,
b) Five business days after its release, if a hard copy is mailed to the Applicant.

2.2 Routine Release – General Requirements

The following policy requirements specify a ministry's general responsibilities in promoting the Routine Release of government information:

2.2.1 Ministries should consider making information that they determine to be of interest or useful to the public, available to the public on a routine basis (i.e., without a request for access under the FOIPP Act) unless its release is limited by law, contract, or policy.

2.2.2 Where a ministry decides to make information available to the public on a routine basis, it should do so in a manner that makes the information available to a wide range of users with no requirement for registration, and in a non-proprietary, non-exclusive format.

2.2.3 Where appropriate, a deputy minister may propose a category of information to be designated under section 2.3, by the Minister of Labour, Citizens' Services and Open Government, for cross-government Routine Release.

2.3 Routine Release of Designated Information

The following policy requirements apply to information designated for cross-government Routine Release:

2.3.1 The Minister of Labour, Citizens' Services and Open Government may designate categories of information that must be routinely released by ministries.

2.3.2 Before information is designated for Routine Release, it must be assessed by the Office of the Chief Information Officer for privacy, security, and Copyright implications and other risk factors.

2.3.3 Categories of information designated for Routine Release, and applicable schedules for release, must be listed on the Open Information Website.

2.3.4 Information designated for Routine Release must be prepared, provided and posted in accordance with procedures issued by the deputy minister of Citizens' Services and Open Government.

2.3.5 Information designated for Routine Release may be redacted before it is posted to remove information that may be withheld in accordance with the FOIPP Act.

2.3.6 In accordance with the FOIPP Act, Personal Information must be removed from information designated for Routine Release before posting.

2.4 Additional Requirements

The following policy requirements set out additional requirements that apply to the Proactive Disclosure and Routine Release of information:

2.4.1 The deputy minister of Citizens' Services and Open Government may issue procedures, guidelines and best practices to support the Open Information and Open Data Policy.

3.0 Open Data Policy Requirements

The Open Data Policy Requirements provide direction for the assessment, approval and posting of Open Data for public use, adaptation, and distribution.

3.1 General Requirements

The following policy requirements apply generally to Government Data and Open Data:

3.1.1 Ministries must establish plans for expanding public access to Government Data and report their progress in accordance with instructions issued by the Deputy Minister of Citizens' Services and Open Government.

3.1.2 Ministry plans must prioritize and expand Data publication efforts on Data that enables citizens and sectors to create value from Government Data.

3.1.3 Only Data that meets the Open Data Criteria and Assessment Requirements, set out in section 3.2, may be posted as Open Data.

3.1.4 Open Data must be listed in the Open Data Catalogue and subject to the Open Government License in accordance with the requirements, set out in section 3.3.

3.1.5 Individuals must not be required to register or identify themselves in order to access, use, adapt or distribute Open Data.

3.1.6 Ministries must not make Data publicly available as part of an Open Data initiative except as in accordance with this Policy.

3.2 Open Data Criteria and Assessment Requirements

The following policy requirements apply to the assessment of Government Data for inclusion in the Open Data Catalogue:

3.2.1 Data may be proposed as Open Data if:

a) access, use, adaptation and distribution of the Data can be permitted for no fee to the public;

b) the Data is Machine Processable;

c) the Data includes necessary information to ensure its completeness and, therefore, its usability; and,

d) the Data is posted in formats that comply with the Open Data Physical Dataset Format Standard.

3.2.2 In making a determination if Data is free from legal, contract or policy restrictions, and can be made available as Open Data, ministries must complete the Open Data Assessment in Appendix B of this Policy.

3.2.3 Deputy ministers or designates must approve the completed Open Data Assessment prior to listing the Open Data in the Open Data Catalogue.

3.3 Open Government License Requirements

The following policy requirements apply to the application of the Open Government License to Open Data:

3.3.1 The Open Government License must:

a) apply to Open Data made available by the Government of British Columbia; and,

b) include the ability for Open Data to be publicly used, adapted and distributed.

3.3.2   Ministries must clearly and expressly state on each ministry webpage that contains Open Data:

a) what Records are Open Data; and,

b) that Open Data is subject to the terms of the Open Government License.

3.4   Additional Requirements

The following policy requirements set out additional requirements that apply to the promotion of Open Data:

3.4.1   Ministries must designate a single point of contact to respond to public inquiries related to Open Data.

3.4.2   Open Data should be maintained or reviewed on a regular or periodic basis in a manner directed by the deputy minister of Citizens' Services and Open Government.

3.4.3   In creating or modifying Data, ministries should consider the objectives of this Policy.

3.4.4   In developing information systems, ministries must consider the objectives of this Policy and enable,

to the extent possible, the creation, use and release of Open Data.

3.4.5   The deputy minister of Citizens' Services and Open Government may issue guidelines on categories of Open Data that should be made publicly available and listed in the Open Data Catalogue.

3.4.6   Services or products created using Open Data may be included on, or linked from, the DataBC Website.

4.0 Roles and Responsibilities

The roles and responsibilities section assigns responsibility for the policy requirements set out in section 2 (Open Information Policy Requirements) and section 3 (Open Data Policy Requirements).

The Minister of Labour, Citizens' Services and Open Government has the responsibility to:

• designate categories of information for cross-government Routine Release.

Deputy ministers have the responsibility to:

• lead their ministry in enhancing government transparency and accountability through the increased release of government information and Data;

Ministry of Labour, Citizens' Services and Open Government

BRITISH COLUMBIA

- promote the benefits of Open Information and Open Data initiatives, encouraging citizen participation and engagement with government;

- ensure responses to General FOI Requests and information designated for Routine Release are prepared and provided in accordance with established processes and timelines;

- approve exemptions to the Proactive Disclosure of General FOI Requests in limited circumstances where established criteria is met;

- consider the objectives of this Policy in making their ministry's information available to the public on a routine basis;

- consider making their ministry's Data available and readily accessible as Open Data unless restricted by law, contract or policy;

- ensure that ministry Data proposed as Open Data is assessed in accordance with this Policy and is maintained or reviewed on a regular or periodic basis;

- designate a single point of contact to respond to public inquiries related to their ministry's Open Data;

- consider the objectives of this Policy when creating or modifying Data or developing information systems;

- ensure that no ministry Data is made publicly available as part of an Open Data initiative except as in accordance with this Policy; and,

- ensure that each ministry webpage that contains Open Data; clearly and expressly states what Records are Open Data, and that any Open Data is subject to the terms of the Open Government License.

The deputy minister of Citizens' Services and Open Government has the additional responsibility to:

- issue guidelines on categories of Open Data that should be made publicly available and listed in the Open Data Catalogue; and,

- issue procedures, guidelines and best practices to support the Open Information and Open Data Policy.

Information Access Operations, Ministry of Labour, Citizens' Services and Open Government has the responsibility to:

- prepare responses to General FOI Requests for posting on the Open Information Website;

- recommend exemptions to the Proactive Disclosure of General FOI Requests, in limited circumstances, where established criteria is met;

- ensure responses to Personal FOI Requests are not published;

- ensure Personal Information is removed from General FOI Request responses before they are proactively disclosed; and,

- ensure information designated for Routine Release is redacted to remove information, such as Personal Information, that must be withheld.

The Office of the Chief Information Officer, Ministry of Labour, Citizens' Services and Open Government has the responsibility to:

- assess categories of information designated for Routine Release for privacy, security, and Copyright implications and other risk factors;

- provide advice to ministries regarding privacy and security matters and the application of IM/IT Standards;

- provide information to ministries regarding Copyright matters; and,

- maintain and update the Open Information and Open Data Policy.

Business and Workforce Transformation, Ministry of Labour, Citizens' Services and Open Government has the responsibility to:

- provide advice to ministries on information designated for Routine Release;

- ensure the DataBC Website and the Open Data Catalogue are managed in accordance with the requirements set out in this Policy;

- recommend types of Data that may be made available as Open Data through the Open Data Catalogue;

- ensure the DataBC Website displays the Open Government License;

- approve for publication to the DataBC Website services or products created using Open Data; and,

- recommend changes to the Open Government License.

Legal Services Branch, Ministry of Attorney General has the responsibility to:

- provide legal advice to ministries regarding Copyright matters;

- provide advice to ministries regarding legal or contractual matters; and,

- maintain and make any necessary revisions to the Open Government License.

Appendix A – Proactive Disclosure Exemption Criteria

Responses to General FOI Requests will be considered for exemption from Proactive Disclosure and posting on the Open Information Website if they contain:

- Personal Information or information that could lead to the identification of the Applicant or other persons;

- information that may harm relations with a First Nation;

- information that may harm relations with another government;

- information that may harm a third party's business interests; or,

- information that is not suitable for Proactive Disclosure based on a formal risk assessment that disclosure to the public may threaten the safety of a person or harm the security of any property or system.

Information Access Operations, Ministry of Labour, Citizens' Services and Open Government may recommend an exemption from Proactive Disclosure in limited circumstances where one or more of the above criteria are met.

The deputy minister, head or designate, of the responsible ministry must approve any recommended exemption.

Ministry of
Labour, Citizens' Services
and Open Government
BRITISH COLUMBIA

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Appendix B – Open Data Assessment

The attached Open Data Assessment must be completed by ministries to ensure that there are no legal, policy, or contract restrictions to making the Data publicly available as Open Data. The attached form and checklist must be completed and approved by the deputy minister or delegate before listing Open Data in the Open Data Catalogue.

A copy of the approved Open Data Assessment form and checklist must accompany the Open Data request submitted to Business and Workforce Transformation, Ministry of Labour, Citizens' Services and Open Government.

Appendix C – Websites

FOIPP Act:
http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00

Citizens' @ the Centre: BC Government 2.0:
http://www.gov.bc.ca/citz/citizens_engagement/gov20.pdf

Office of the CIO:
http://www.cio.gov.bc.ca/

Ministry Information Security Officer (MISO) Contact List:
http://www.cio.gov.bc.ca/cio/informationsecurity/MISO/MISO.page?

Information Security Classification Framework:
http://www.cio.gov.bc.ca/cio/informationsecurity/classification/information_security_classification_framework.page?

Knowledge and Information Services Contact Page:
http://www.cio.gov.bc.ca/cio/kis/index.page?

Intellectual Property Program Contact Page:
http://www.cio.gov.bc.ca/cio/intellectualproperty/contact_us.page?

Information Access Operations website:
http://www.gov.bc.ca/citz/iao/

DataBC website:
http://www.data.gov.bc.ca

Open Government License:
http://www.data.gov.bc.ca/dbc/admin/terms.page?

Open Information website:
http://www.openinfo.gov.bc.ca

BRITISH COLUMBIA | Ministry of Labour, Citizens' Services and Open Government

Open Data Assessment

Ministries must fill in the form below and complete the attached checklist to determine if the Data meets the requirements of the Open Information and Open Data Policy.

The completed form and checklist must be approved by the deputy minister or delegate before listing Open Data in the Open Data Catalogue. A copy of the approved Open Data Assessment form and checklist must accompany the Open Data request submitted to Business and Workforce Transformation, Ministry of Labour, Citizens' Services and Open Government.

Contact Information

Ministry, Division, Branch:	
Contact Name:	
Contact Information:	

Description of the Data

Name: (file name)	
URL (if required):	
Description:	
Format:	

Open Data Assessment

Is the checklist complete?	Yes / No
Are there are any impediments to posting the Data to the Open Data Catalogue?	Yes / No

Approval

Has the Deputy Minister (or delegate) approved the inclusion of the Data in the Open Data Catalogue?	Yes / No

_____   _____

Deputy minister (or delegate)   **Date:**

For Use by Business and Workforce Transformation (DataBC) staff

Eligible for the Open Data Catalogue:	
Comments (if required): e.g., why something would not be posted.	
Data Received:	
Date Posted:	

Open Data Assessment Checklist	Yes	No
Privacy Ministries may contact Knowledge and Information Services to assist in this assessment.		
Is the Data free of Personal Information that may directly identify an individual (e.g., name, phone number, photo, address, driver's license number or any similar identification number)?		
Is the Data free of information that may **indirectly identify an individual** (e.g., through the use of Data based on small numbers, limited geographic distribution or that could reasonably be combined with other Data to identify individuals)? **Note:** The publication of some Data may be authorized by legislation or as part of a public Record (e.g., publication of small numbers by the BC Vital Statistics Agency – deaths, births, marriages). If this applies to your Data, answer 'Yes'.		
Copyright Ministries **must** contact the Intellectual Property Program to assist in this assessment. Any legal review or legal advice is provided by Legal Services Branch.		
Is the material created solely by B.C. government employees?		
Do the materials include only content owned by the B.C. Government (i.e., have you ensured that there is no third party content included in the materials)?		
Have you ensured that there is no exclusive license for another party to use or access the materials?		
Note: If there is a contract related to the content in the materials, the Intellectual Property Program must be contacted.		
Legal, Contractual or Policy Constraints		
Is the public release and use of the Data permitted under law, contract or policy (e.g., have you ensured that there are no relevant legal, contractual or policy restrictions or limitations)?		
If there are legal, contractual or policy restrictions or limitations to the public release or use of the Data, have they been addressed?		
Open Data Assessment Checklist		
Security Controls		
Have you contacted your ministry information security officer to ensure that all necessary security controls have been implemented?		
Has the material been labelled as 'Public' using the Information Security Classification Framework?		
Pricing Frameworks		
Is the Data available to the public without collecting a fee?		
If a fee is required, does the program area have the authority to waive any fees associated with the release of the Data?		
Data Source		
Does your ministry have primary responsibility for the Data?		
Is the Data complete (i.e., a subset of the Data has not been excluded)?		
Can the Data be provided in a machine-processable format (e.g., CSV) See the Open Data Physical Format Standard		

If the answers to these questions are "Yes", the Data can be included in the Open Data Catalogue located on the DataBC Website. Any "No" responses indicate that the Data is either not eligible for inclusion in the Open Data Catalogue or potential barriers must be addressed before the Data can be included.

Generally speaking, the majority of non-personal Data can be considered for listing in the Open Data Catalogue. However, there may be some instances when it is unclear whether certain Data should be publicly available (e.g. questions about publication rights or the inclusion of third party information). If you have questions, or need assistance in addressing potential barriers please contact:

Area	For Questions Related To	Contact	Contact Information
Open Data Catalogue	General information about the catalogue including Data formats, access and methods of availability	David Wrate, Director	Email: David.Wrate@gov.bc.ca Tel: 250-588-9231
Architecture & Standards	Compliance with IM/IT standards and architectures	Lloyd Loisel, Director	Email: Lloyd.Loisel@gov.bc.ca Tel: 250 387-1534
Copyright Information	Copyright, publication rights and third-party property rights	Pamela Ness, A/Director	Email: Pamela.Ness@gov.bc.ca or ipp@mail.qp.gov.bc.ca Tel: 250 356-0827
Information Security	Security of government's infrastructure or operations	Rob Todd, Director	Email: Rob.Todd@gov.bc.ca Tel: 250 387-8823
Knowledge & Information Services	Privacy legislation and policy, including how to treat Personal Information	Sharon Plater, Director	Email: Sharon.Plater@gov.bc.ca or CPIAADMIN@gov.bc.ca Tel: 250 356-0322 or Privacy Help Line: 250-356-1851
Legal Review and Advice	Legal assistance, including with copyright, publication rights, third-party property rights and privacy	Lauren Knoblauch, Solicitor	Email: Lauren.Knoblauch@gov.bc.ca Tel: 250 356-5744