Passenger Transportation Board
MOVING FORWARD, TOGETHER

Privacy policy

The Passenger Transportation Board (Board) is committed to protecting the privacy of those who visit its website. The purpose of this privacy statement is to inform you of the personal information that may be collected from you when visiting the Board website and how that information may be used.

The Board collects, uses and discloses personal information in accordance with the Freedom of Information and Protection of Privacy Act (FOIPPA) and other applicable legislation. ‘Personal information’ is defined broadly in FOIPPA as recorded information about an identifiable individual, other than contact information, which is the information used to contact a person at a place of business.

What information does the Board website collect?

The Board’s website collects information about your visit, including personal information, through the use of audit logs and cookies. A cookie is a small file stored on your computer by your web browser when using some websites. A cookie may remain on your computer after the Internet session finishes (until the cookie expires or is deleted by you).

The information collected is:

- The web browser and operating system you are using (e.g. Vista, XP, Safari).
- The date and time of the visit.
- The pages or services accessed.

- If you were on another website before visiting the Board's website, the URL (web address) of that previous website if it referred you to the Board's website.
- The URL (web address) of the first website you visit immediately upon leaving the Board's website if you were referred to that website by the Board website.
- The Internet Protocol (IP) network domain name (e.g. shaw.ca) and address (e.g. 192.10.100.20) of the computer you are using. IP address and domain are identifiers that may be used to distinguish between users and identify your internet service provider or your computer itself.

The Board, via its website, will notify you if cookies will be collecting additional information from you, other than what is listed above.

The Board's website collects personal information under the authority of section 26(c) of FOIPPA for the purposes stated below in the next section.

Why does the Board website collect my personal information and how will it be used?

The Board's website collects personal information through cookies to better understand general user trends at an aggregate level and improve web performance, web services, and website maintenance. Personal information will only be used by authorized staff to fulfill the purpose for which it was originally collected or for a use consistent with that purpose, unless you expressly consent otherwise. The Board also collects personal information through security audits to protect against threats from hackers, and for other enforcement and security purposes. The Board does not use this data to determine your identity unless required to do so as part of an internal investigation or for another enforcement-related purpose, and then, only in compliance with FOIPPA.

The Board collects the contact information submitted through the "Email us" form on the "Contact us" page. We are collecting the personal information you are entering into this form for the purpose of

replying to your message to the Board. If you have questions about our collection of your information, please contact us at ptboard@gov.bc.ca.

We are collecting your personal information under section 26(d) of the Freedom of Information and Protection of Privacy Act.

If necessary, the Board may share personal information collected through the website with trusted third parties who assist the Board with operating the website.

What safeguards are in place to protect my personal information?

The Board is obligated to protect your personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal. Specifically, access to systems, applications and the collected data is restricted to authorized personnel only. Furthermore, any personal information collected and used for identifying user trends (e.g. IP address) is aggregated and made anonymous during report generation.

How long is information retained?

Some cookies will remain on your computer for only as long as your browser remains open, or until you delete them off your computer. Other cookies will remain on your computer so that you may be recognized when you return to the website. These cookies will expire no later than 18 months from when they are first placed on your computer. Information collected as a part of a cookie or a security audit log is retained for 2 years. Information collected or created by the Board is maintained in accordance with government's records retention schedules and other legislative requirements.

Can I opt out of the collection of my personal information?

Your browser may permit you to disable cookies, but you cannot opt out of the information collected for audit purposes. Also, your decision to disable cookies may impair your ability to browse, read, and download information contained on the Board's website.

How can I access and correct information I submit to a website?

You can review any personal information collected about you by requesting access to it or by submitting a Freedom of Information request. You may request changes or annotate your personal information if you believe it to be inaccurate by submitting a written request describing the error. The request must be made in writing to the Board. The Privacy, Compliance and Training Branch may be contacted for general information.

What about links to external websites from the Board's website?

The Board's website may include links to external websites. Once you leave the Board's website, this privacy statement does not apply. The Board is not responsible for the privacy practices or content of external websites.

Who can I contact for more information about this privacy statement?

Questions regarding this privacy statement, including the collection of personal information, can be sent to the Board via our contact form.