

**March 30, 2020**

***Note: Please share this important information with all staff in your organization.***

Dear CLBC Service Providers,

Given the importance of physical distancing, there has been much work in the sector to identify and use virtual methods for staying connecting, including platforms like Zoom and FaceTime. And along with that, questions have been raised about how to do this while also complying with privacy needs. The Minister of Citizen Services has issued an order now enabling broader use of these technologies. [You can find that announcement here](#). This supports CLBC staff and service providers to use video conferencing services during the COVID-19 emergency.

However, CLBC service providers must be mindful about how these platforms collect people's information and take precautions to protect personal information. Please be advised that video conferencing services such as Zoom, FaceTime and non-government Skype all collect information about the users of their services. In addition, all aspects of the video and conversation are accessible to the provider of the service, its partners and potentially the host of the call and may be used for marketing, research or any other purpose at the discretion of the provider of the service. This includes your IP address, email, network provider, location as well as any aspect of the call.

These video calling platforms can be used to support individuals who are self-isolating during this time as long as there is mindfulness about protecting people's privacy and personal information. Agencies can use Zoom, Skype and FaceTime to connect with individuals as long as the following conditions are met:

- There is agreement that both the provider and the individual would like to connect using video calling. If the individual does not want to connect this way, the service provider must try other options such as a phone call, texting or email.
- There is no discussion about people's identifying information while video calling (e.g. SIN, birth date, first and last name used together - use of first name alone is fine). If you need to discuss identifying information, please use a phone call.
- There should never be any recordings of video calls with individuals and / or their families.

CLBC's Quality Assurance Office is responsible for overseeing adherence to privacy legislation. If providers have questions about protecting people's privacy using Skype, Zoom or FaceTime, please email [PrivacyOfficerCLBC@gov.bc.ca](mailto:PrivacyOfficerCLBC@gov.bc.ca).

Some agencies and individuals may not have used these video calling services before. These links below provide simple step-by-step instructions for downloading and using these services:

- [How to Download and Use Skype](#)
- [How to Download and Use Zoom](#)
- [How to Use FaceTime](#)