



building trust. driving confidence.

November 30, 2020

This letter is coming to ICBC's business partners to update you on our efforts to protect customers' privacy. We all take privacy seriously and we know it is a continuously evolving space, with technology shifts to which we are continuing to adapt.

The B.C. Freedom of Information and Protection of Privacy Act (FIPPA) sets rules around ICBC's ability to collect, use and disclose personal information. ICBC's business partners are committed to ensuring that personal information is stored and accessed only in Canada, except in very limited circumstances.

ICBC recently learned that Telus is transitioning its Telus.net email accounts to a platform powered by Google, which is based in the U.S. This change has meant that personal information sent to some Telus email addresses could end up being stored in servers abroad. As a result, ICBC has initiated a review to ensure that the email services used by our business partners to handle ICBC customer information have servers located in Canada.

We recognize that many other email service providers also have servers located outside Canada, including Yahoo, Gmail, and Hotmail. Please ensure that you do not send, use or disclose any ICBC customer personal information using those email providers.

Please also note that this does not affect customers' personal email addresses – customers can still receive information at their preferred addresses.

Thank you for your ongoing help in our efforts to protect customers' privacy.