

Personal Information Inventory

The following is a summary of personal information under the custody or control of the Land Title and Survey Authority of British Columbia (“LTSA”), some of which is contained in personal information banks (which are files of information that are organized or retrievable by the name of an individual or by an identifying number, symbol or other particular assigned to an individual).

1. Operational Records

Statutory records stored in electronic systems and paper files in vaults, staff offices and off-site storage, including:

- Land title records collected in relation to filings in a land title office as a result of applications under legislation, including the *Land Title Act*. These records contain personal information such as name, address, telephone number, e-mail, occupation, unique identification numbers, information related to property ownership and in some cases personal information contained in supporting documents filed with the land title office (e.g. trusts, court orders).
- Surveyor General records collected as part of a statutory application or survey plan review in relation to carrying out statutory duties, including approving survey plans and preparing Crown grants. These records contain personal information such as name, address, telephone number, e-mail, occupation, unique identification numbers and in some cases personal information contained in supporting documents filed in relation to survey plans and Crown grants.
- Transparency records and applications collected under the *Land Owner Transparency Act*. These records contain personal information such as name, address, telephone number, e-mail, occupation, date of birth, citizenship, information related to property ownership and in some cases personal information contained in applications filed with the administrator to suppress or correct information in the Land Owner Transparency Registry.

2. Administrative Records

Administrative records stored in electronic systems and paper files in vaults, staff offices and off-site storage, including:

- Statutory administrative records, including correspondence, inquiries, complaints, insurance, claims and customer records. These records contain personal information such as name, address, telephone number, e-mail, occupation and unique identification numbers.
- Customer records, including account and inquiry information. These records contain personal information such as name, address, telephone number, e-mail, account, password and banking information.
- Systems and security records, including authentication, access and user login information. These records contain personal information such as name and login identifier.
- Finance records, including employee pay and benefit and customer payment information. These records contains personal information such as name, date of birth, social insurance number, address, telephone number, e-mail, unique

identification numbers, earnings, benefit entitlements, tax, account, password, banking and payment information.

- Human Resources records, including employee pay, benefit, performance, health, educational, employment and background information. These records contain personal information such name, address, telephone number, e-mail, family status, spousal information, social insurance number, gender, birth date, birth place, citizenship, residency, medical, earnings, benefit entitlements, tax, account, unique identification numbers, employment history, education, experience and employment background information.
- Communications records, including customer, stakeholder and employee contact, account and feedback information. These records contain personal information such as name, address, telephone number, e-mail or other electronic Direct Message contact information and account information.
- Facilities records, including building access and alarm codes and first aid reports. These records contains personal information such name, unique identification number and medical information.
- Corporate records, including board, officer and stakeholder information and disclosures. These records contain personal information such name, address, telephone number, e-mail, family status, financial, gender, birth date, citizenship, residency, employment history, education, experience and employment background information.
- Regulatory records, including freedom of information access requests, complaints and policy, legal and regulatory compliance information. These records contain personal information such as name, address, telephone number, e-mail and unique identification number information and in some cases personal information relating to the details of a request, complaint or investigation.