



74 West Seymour Street
Kamloops, BC V2C 1E2

T 250 828 5500
F 250 828 5631

2940 Virtual Way
Vancouver, BC V5M 0A6

T 604 270 0649
www.bclc.com

VIA EMAIL

September 13, 2021

[applicant information]

Re: Request for Records: BCLC File 21-024

British Columbia Lottery Corporation (BCLC) writes further to your July 20, 2021 request under B.C.'s *Freedom of Information and Protection of Privacy Act* (FIPPA) and BCLC's letters dated July 20 and August 27, 2021.

You requested:

"A list of any Privacy Impact Assessments for systems that contain customer data from Jan. 2017 to [July 20, 2021]"

In accordance with section 6(2) of FIPPA, BCLC has created a record (two pages), enclosed, in response to your request. The record lists completed privacy impact assessments about electronic systems containing customer data by subject matter and year of completion.

Some information has been withheld from disclosure under sections 15 and 17 of FIPPA. Below are the reasons for withholding information under each of the exceptions to disclosure noted.

Section 15 (harm to law enforcement)

The information withheld under section 15(1)(l) of FIPPA could harm the security of a system, including BCLC's computer and communication systems. In addition, some information withheld under this section is harmful to law enforcement because it would reveal anti-money laundering control processes. If disclosed, the information would be useful to those seeking to evade detection for committing money laundering offences.

Section 17 (harm to the financial or economic interests of BCLC)

The information withheld under this section is harmful to BCLC's financial or economic interests because disclosure would result in the premature disclosure of a project, and could reasonably be expected to harm the negotiating position of BCLC.

The full text of sections 15 and 17 can be found at:

http://www.bclaws.ca/Recon/document/ID/freeside/96165_00

These records will be published a minimum of five business days after release at:

<https://corporate.bclc.com/who-we-are/corporate-reports/reports-disclosures.html>

If you have any questions or concerns regarding BCLC's processing of your request, please contact me at CPenkert@bclc.com, via mail or at (250) 852-5370.

Additionally, under section 52 of FIPPA, you may ask the Information and Privacy Commissioner to review this reply to your request for information. You have 30 business days from the receipt of this notice to request a review by writing to:

Office of the Information and Privacy Commissioner for British Columbia
P.O. Box 9038, Station Provincial Government
Victoria, BC V8W 9A4

T (250) 387-5629 F (250) 387-1696
Email info@oipc.bc.ca Online www.oipc.bc.ca

Sincerely,

[original signed by]

Christian Penkert
Senior Freedom of Information Analyst

Enclosure



BCLC Freedom of Information Request 21-024

YEAR	PRIVACY IMPACT ASSESSMENT SUBJECT MATTER
2017	Multicultural Strategy
2017	CRM Reporting Server (CRM Phase 1 Track 5)
2017	§ 15(1)(l)
2017	§ 15(1)(l) Telus Upgrade
2017	§ 15(1)(l) QC Replacement
2017	eGAS Case Emails - § 15(1)(l)
2017	CSC Customer Satisfaction Survey
2017	PlayNow ID Verification Update
2018	Encore Loyalty API POS Vendors
2018	§ 15(1)(l) Connect Poker mobile
2018	PIA Data Governance workshops - CRM Track 6
2018	MDM Player Central - CRM Track 7
2018	Casino Loyalty Kiosks
2018	Source of Funds Declaration
2018	Encore Rewards Merge Account Request
2018	§ 15(1)(l) as Deposit Option on PlayNow
2018	Deceased players' accounts on PlayNow
2018	Implement Canada Post Address Complete on PlayNow.com
2018	Upgrade to § 15(1)(l) Drivers License Scanner
2018	§ 15(1)(l) RGI Integration via IGT Connect
2018	Gaming Activity Report - Add to ER.ca and Add Table Play
2018	§ 15(1)(l) BI AML Alerts
2018	Email-to-Case functionality for AML Analysts
2018	§ 15(1)(l) Portal Access for § 15(1)(l)
2018	Deceased Encore Players Payouts
2018	Testing § 15(1)(l) for AML and Investigations
2018	§ 15(1)(l) AML Assist for AML Unit
2018	FMEP Request Process
2018	Loyalty R2 CRM Requirements
2018	CRM Track 9 – Single Player View (aka Enterprise Player Permissions)
2018	PlayNow.com Player Registration Validation
2018	§ 15(1)(l) Evergreen FY19
2018	Live Dealer
2019	Facial Recognition (Casino) PIA
2019	§ 15(1)
2019	ETL Code Evergreen (with § 15(1)(l))
2019	§ 15(1)(l) Poker Product Upgrade – Mobile Applications
2019	Re-Licencing of § 15(1)(l) Software and Take-over from Security
2019	§ 15(1)(l) – extension of Case Document for eGaming Support Team
2019	Business Intelligence Evergreen
2019	Phone Widget Replacement - § 15(1)(l)
2019	CSC Voice of the Customer Replacement - § 15(1)(l)
2019	§ 15(1)(l) Sports Platform Upgrade
2019	§ 15(1)(l) for Investigations
2019	§ 15(1)(l) Enhancement for Investigations Correspondence
2019	Email to case feature in § 15(1)(l) for Investigations



BCLC Freedom of Information Request 21-024

2019	BCLC access to ^{s 15(1)(l)}
2019	eGaming finance - ^{s 15(1)(l)} Access to Secure Document Upload Link
2019	Coop Data Lake Learning Project
2020	Digital Prize Claims - ^{s 15(1)(l)}
2020	Mandatory Carded Entry and Play
2020	Player Data Management Framework
2020	^{s 15(1)(l)} Backups of ^{s 15(1)(l)} data
2020	^{s 17(1)}
2020	GameSense Advisor (GSA) Program Enhancement for Customer Support Operations
2020	Database to Database Connection between ^{s 15(1)(l)} and EDW
2020	On-Demand Email History ^{s 15(1)(l)} (CRM)
2020	^{s 15(1)(l)}
2020	PlayNow OBP Bank File
2020	Customer Live Chat Service Upgrade - ^{s 15(1)(l)}
2020	^{s 15(1)(l)} DevOps Tooling
2021	^{s 15(1)(l), s 17(1)} Data Platform
2021	PEP HIO Acknowledgement at casinos
2021	PEP Acknowledgement at PlayNow Registration
2021	Transition GameSense Advisors into ^{s 15(1)(l)} Service Cloud
2021	Marketing Pilot Phase 2
2021	^{s 15(1)(l)} IVR Phase 2 Lottery Hotline
2021	Retail Sports Integration
2021	^{s 17(1)}
2021	Integration between ^{s 15(1)(l)}
2021	Earn Encore Rewards on PlayNow