



British Columbia Ferry Services Inc.
Suite 500 – 1321 Blanshard Street
Victoria, BC V8W 0B7
Tel (250) 978-1502
Fax 1-866-846-0453
www.bcferries.com

July 5, 2023

Sent via email to:

Our File: FOI-2024-005

The Breaker

Dear _____ :

Re: Request under the *Freedom of Information and Protection of Privacy Act*

British Columbia Ferry Services Inc. (BC Ferries) received your request for access to records under the *Freedom of Information and Protection of Privacy Act* (the FOIPP Act) on May 24, 2023. Your request was as follows:

"A copy of briefing notes and correspondence regarding the May 22, 2023 website, app and phone system outage, specifically from the offices of CEO Nicolas Jimenez, CIO Steve Harris and executive director of communications Deborah Marshall."

Thank you for your payment of \$37.50 for this request, received on June 26, 2023.

Enclosed please find copies of the records responsive to your request. Some of the records contain information excepted from disclosure under the FOIPP Act. This information was severed so the remaining information could be disclosed. The severed information is excepted from disclosure under sections 13 (advice and recommendations), 15 (harm to the security of a system), 19 (harm to public safety) and 22 (personal information) of the FOIPP Act. A copy of the FOIPP Act can be found here: https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/96165_00 . We have noted on the records disclosed to you the sections of the FOIPP Act we relied on to sever the information.

If you are not satisfied with this response, you can apply to the Information and Privacy Commissioner for a review of this response. You have 30 working days from receipt of this letter to request a review by writing to:

Office of the Information and Privacy
Commissioner for British Columbia
PO Box 9038, Stn. Prov. Govt.
Victoria, BC V8W 9A4
Facsimile: (250) 387-1696

If you request a review, please provide the Commissioner's office with a copy of this letter, a copy of your original request, and the reasons or grounds upon which you are requesting the review.

If you have any questions, please write or call our office at (250) 978-1502.

Sincerely,

Original signed by

Shauna Rasmussen
Manager, Information and Privacy
FOIPP Office