



OFFICE OF THE  
INFORMATION &  
PRIVACY COMMISSIONER  
for British Columbia

Protecting privacy. Promoting transparency.

## Announcement

**June 22, 2015**

### **OIPC releases updated guidelines for strata corporations and agents**

The Office of the Information and Privacy Commissioner has released an updated version of *Privacy Guidelines for Strata Corporations and Strata Agents*.

The revised guidance document, and a supplemental companion Q and A document, can be found on the OIPC website at: <https://www.oipc.bc.ca/tools-guidance/guidance-documents/>.

The guidelines have been updated to clarify how personal information should be treated when strata corporations receive requests for correspondence related to a complaint.

Section 36 of the *Strata Property Act* states that strata corporations must make documents and records related to a complaint available for inspection by authorized parties upon request. Because this is a mandatory provision of the SPA, the disclosure of this information is authorized under section 18(1)(o) of the *Personal Information Protection Act*. Strata councils do not need to sever the personal information in the correspondence because the SPA authorizes the disclosure.

The guidance document also includes information that will assist strata corporations with responding to privacy complaints, creating privacy policies, responding to privacy breaches, installing video or audio surveillance, and more.

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