



FOR IMMEDIATE RELEASE
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PRIVACY COMMISSIONER RELEASES REPORT ON ICBC JURY-CHECKING

Victoria—The Office of the Information and Privacy Commissioner today issued its report on the checking of jury members by ICBC in the run-up to a civil trial earlier this year.

In April of this year, ICBC advised a trial judge that an ICBC adjuster had provided personal information about the trial's jurors to the external defence counsel retained by ICBC for the trial. Soon after learning of the incident, Commissioner David Loukidelis announced that, having been asked by the Solicitor General to investigate the incident, he would look into the matter and report publicly.

Five other similar incidents of jury checking were identified in the ICBC jury trials that could be identified since 2000. Today's report discloses that, although ICBC had policies in place at the time to prohibit jury checking, those policies had not prevented these incidents. The Commissioner is therefore recommending that ICBC should focus on more specific training for claims adjusters and better communication and awareness of ICBC's privacy policies for external defence counsel.

Loukidelis said, "ICBC has privacy policies that prohibit jury checking, but it needs to communicate these better. It also needs to do more training for adjusters and outside lawyers." He added, "ICBC has from the get-go treated this incident very seriously and has co-operated fully with our investigation. CEO Jon Schubert has responded positively to our recommendations and I'm confident they'll be implemented quickly." The Commissioner noted that his office will follow up on ICBC's progress in implementing the report's recommendations, to ensure they are rolled out quickly across the corporation.

The report can be accessed on our website at:
www.oipc.bc.ca/orders/investigation_reports/InvestigationReportF09-01.pdf

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