

# PROTECTING YOUR PRIVACY DURING CONTACT TRACING



**Contact Tracing** is a process to identify and notify people who had close contact with someone who tested positive for COVID-19. Contact tracing helps reduce the spread of COVID-19 by helping you take steps to self-isolate, get tested (if necessary) and seek care. Read more on Island Health's webpage [I May Have Been Exposed](#).

## How your personal information is collected

### How did you get my name and contact information?

Contact tracers interview everyone who test positive for COVID-19 to identify close contacts.

Island Health also collects information from schools, care homes and businesses.

### How will I be contacted?

If you are a close contact, contact tracers will contact you by **phone**.

Island Health works with partners and other agencies to make phone calls. You may receive a call from [Statistics Canada](#) or the [BC Center for Disease Control \(BCCDC\)](#).

### What information will I be asked to provide?

We will ask you to verify: your name, date of birth, address, provincial health number (PHN), symptoms, employment info and your vaccination status or other health information.

### Legal authority for collection

*BC Freedom of Information & Protection of Privacy Act: sections 26(c), 26(a) and 27(1) and the BC Public Health Act: section 9(1)*

## How to confirm that a contact tracer is legitimate

### What information will I NOT be asked to provide?

We will never ask you for any **financial information**. This includes: Social Insurance Number (SIN), banking details or bank account number, credit card number, online account information (usernames, passwords, PIN codes) or any form of payment or payment information. Do not give financial details to any contact tracer!

### What to do if you suspect a call is not legitimate

- 1. Politely decline** to provide information, inform the caller you want to verify if the call is legitimate and end the call.
- 2. Write down details** from the call. This includes: date and time, phone number, how the caller appeared in your caller ID, name of the caller, organization the caller identified, what they told you and what information they requested.
- 3. Contact Island Health** at **250-739-5884** and share details from the call. We will ask you questions to confirm your identity and check our records to determine if you are a person who required contact.