

Be informed about Consent and the Collision, Glass and Commercial Collision Repair Program

British Columbia has strict privacy laws intended to ensure individuals are protected when it comes to their personal information. As a public body, ICBC is governed by the B.C. Freedom of Information and Protection of Privacy Act (FIPPA), which sets out rules around ICBC's ability to collect, use and disclose personal information.

To abide by FIPPA, ICBC must:

1. give notice to repair facility employees if it is storing or sending their personal information to a location outside of Canada,
2. explain why it is doing this, and
3. obtain written consent from the relevant individuals for doing so.

ICBC has recently partnered with **Entegral**, the leading provider of communication and collaboration services between repair facilities, insurers and other industry professionals around the world. This robust partnership will allow ICBC to collect, report and enforce minimum equipment and training program requirements effectively to support safe and appropriate commercial vehicle repairs for our mutual customers.

Entegral is based in the USA, and has data storage servers in the USA where repair facility employees' personal information will be stored. Examples of other companies and services that store personal information in the United States include Apple*, iCloud* and LinkedIn Corporation.

The information collected in Entegral is currently submitted to ICBC in paper format. No new information is being collected.

If you have any questions, please contact Supplier Programs & Administration at – 604-777-4513, toll-free 1-877-921-3311 or by email at carshop@icbc.com.

* Apple and iCloud are trademarks of Apple Inc.