



### Purpose

Collision and glass repair facilities must ask all employees whether they consent to having their personal information stored in Entegral, which stores information on servers in the USA.

This job aid provides information on what is considered business contact information versus personal information. Filling out the consent form is a requirement; however, employees can choose to opt out of having their personal information stored in Entegral.



### Difference between Business and Personal Information

In order to protect employees' personal information and adhere to the requirements set by the Freedom of Information and Protection of Privacy Act (FIPPA), ICBC will require that all employees of collision and glass repair facilities are asked for their consent to have their personal information stored in Entegral.

**"Personal Information"** means recorded information about an identifiable individual other than information which would enable a person to be contacted at their place of business ("contact information").

Examples of other companies and services that store personal information in the United States include Apple\*, iCloud\* and LinkedIn Corporation.

**Employee business contact information** required for the profile includes:

- Employee name
- Business address
- Business phone number
- Business email
- Technician trade type

**Employee personal information**, which employees have the option of not providing, includes:

- Date of employment
- Certifications and training certification numbers (if applicable)
- Driver's licence number (only required for facility owners)
- Percentage of ownership of facility (if applicable)



### Consent Process

The consent form needs to be signed whether or not an employee chooses to submit personal information in Entegral.

If an employee provides consent to have their personal information stored in Entegral, then the profile questions regarding that employee can be completed in full.

If an employee does not consent to having their personal information stored in Entegral, then their business contact information must still be entered; however, their personal information



(which includes date of employment, certifications and training certification numbers, driver's licence number and percentage of ownership of facility) will need to be sent to ICBC's Supplier Programs & Administration team via [supplierprograms@icbc.com](mailto:supplierprograms@icbc.com). We will store employee personal information in-house (similar to how it was done prior to the Entegral application process).

**Storage of Consent Form**

A [consent form](#) is available on our [MD Business Partners](#) site for employees to sign. The completed hardcopy or softcopy forms must be kept in a safe place in the facility and are subject to audit.

It is the company's responsibility to keep the information on the profile up-to-date and to ensure that all new employees complete the consent form.

\*Apple and iCloud are trademarks of Apple Inc.