

## Shelley McKenzie

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**From:** Shelley McKenzie  
**Sent:** Tuesday, September 02, 2014 4:44 PM  
**To:** facstaff@unbc.ca  
**Subject:** Important changes to use of Fluid Surveys  
**Attachments:** FluidSurveysMemo.pdf

**Importance:** High

*This message being sent on behalf of the Research Ethics Board, Centre for Teaching, Learning and Technology and the Manager – Access, Privacy and Records:*

Good afternoon,

With a new academic year upon us, we would like to make UNBC staff, faculty and researchers aware of a recent change affecting the use of FluidSurveys for projects or initiatives that collect personal data of respondents.

Please note that Canadian-based FluidSurveys has recently been acquired by Survey Monkey, a US-based survey provider. As a result, any data stored with FluidSurveys will now be accessible to Survey Monkey staff outside of Canada. As a result, public bodies in British Columbia who utilize FluidSurveys (containing personal information/data) will now be in contravention of the British Columbia *Freedom of Information and Protection of Privacy Act* (FOIPPA): [http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/96165\\_00](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00) (Section 30.1: Storage and access must be in Canada). Please refer to the attached memo from the Province of British Columbia for the official notification and directives to public bodies.

If you have used, or are currently using, FluidSurveys in which personal information was collected from your participants, we recommend that you seek out alternatives and delete any data in the survey tool to remain in compliance with FOIPPA.

If you plan to use surveys for official UNBC business or research, we recommend you contact Shelley McKenzie, Manager - Access, Privacy and Records for more information and any necessary approvals required. Completing a privacy impact assessment may be required if you plan on utilizing another survey tool (<http://www.unbc.ca/foippa/privacy-impact-assessments>). *It may be possible to use an existing foreign-based survey provider if NO personal information is being collected (e.g. general opinion polls where no identifiable data is captured OR if explicit written consent of research participants is obtained and retained (must be fully informed up front that their information may be accessible to persons and/or institutions outside of Canada).*

If you utilize a survey tool for instructional or research activities, please contact the Centre for Teaching, Learning and Technology (CTLT) to learn more about UNBC's in-house survey tool ([surveys.unbc.ca](http://surveys.unbc.ca)) that addresses many of the compliance issues.

### Researchers:

For researchers who have recently used FluidSurveys and who are currently storing data on the FluidSurveys server, please note that your project may no longer be in compliance with FOIPPA, and that you may need to take steps to rectify this. One possible option may be to obtain (in writing) the re-consent of participants by

informing them of the change and its impact on their data. For researchers considering the use of FluidSurveys for a future research project, please note that the REB strongly recommends the use of a survey provider that stores its data only in Canada and ensures that all data in its possession is accessed only in Canada. You may wish to utilize the in-house UNBC Survey Tool via the CTLT.

### Questions?

For additional general information, clarification and assistance, please contact Shelley McKenzie Manager – Access, Privacy and Records ([Shelley.McKenzie@unbc.ca](mailto:Shelley.McKenzie@unbc.ca) or 250.960.6310). Faculty and researchers may wish to contact the CTLT for available options ([ctlit@unbc.ca](mailto:ctlit@unbc.ca) or 250.960.6509). Researchers can address specific questions or concerns to the Research Ethics Board at [reb@unbc.ca](mailto:reb@unbc.ca) or 250.960.6735.

Thank you very much for your cooperation. Please pass along this message to those colleagues who may not be subscribed to facstaff.

Sincerely,

**Shelley McKenzie, BComm., MBA, CAPP**  
**Manager – Access, Privacy and Records**

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