



Memorandum

Privacy and Legislation Branch

This document has been prepared for general information purposes. It is not a legal document. Please refer to the *Freedom of Information and Protection of Privacy Act* and Regulations for purposes of interpretation and application of the law.

September 2014

Re-evaluating Canadian Online Survey Options

Background

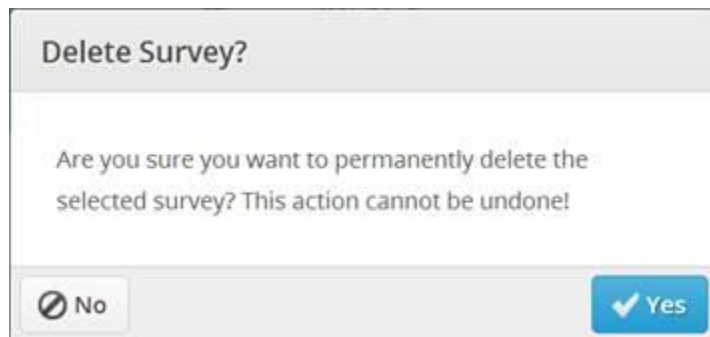
FluidSurveys, a Canadian survey tool has recently been bought by SurveyMonkey, an American company offering similar services. Many ministry program areas have used FluidSurveys for conducting surveys that contain personal information, and in compliance with a corporate PIA written by our office. Many non-ministry public bodies have similarly relied on this PIA for guidance. Given the changes to the corporate structure of FluidSurveys we have re-evaluated our assessment.

Outcome

Although all survey information will remain stored within Canada, unfortunately, SurveyMonkey employees will now have access to Canadian FluidSurveys data. As such, we will be removing our corporate PIA for FluidSurveys and recommend that anyone that has conducted a survey with this tool and collected personal information go to this site and delete this data in order to remain fully in compliance with the *Freedom of Information and Protection of Privacy Act* (FOIPPA).

How to Delete Survey Data

At the “Survey Dashboard” level (the first screen seen when logging into FluidSurveys), there is a list down the left-hand side of the screen. This is a list of all of a user’s surveys either “Live” or “Closed”. By clicking on one of the surveys in this list, a high-level overview of that survey appears on the right-hand side of the screen. This overview will include a dropdown icon in the top right corner labelled “Actions”. By clicking this, a series of options will be presented, one of which is “Delete”. Click this and a new window opens, which looks like this:



By clicking “yes”, the survey and associated responses are permanently deleted.





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Future Use of Fluidsurveys

Just because FluidSurveys is outside of Canada does not mean that it cannot be used. However, if your survey involves the collection of personal information, then it should not be used without consent of the respondents. If you would like to use FluidSurveys for a survey without personal information, you can assess this use of it with the current SurveyMonkey corporate PIA template available here: http://www.cio.gov.bc.ca/cio/priv_leg/foippa/guides_forms/guide_index.page?

The SurveyMonkey corporate PIA requires opting out of IP collection, which is captured by default on FluidSurveys. To switch these options off, the user has to click on the “settings” icon (pictured below). This icon can be found at the dashboard level and after clicking into the actual survey. One of the options within the settings tab is Privacy & Security, where the anonymity options should be deselected (see below).

Settings icon:



Anonymity Options

- Capture IP Address (?)
- Track Respondent Location (?)
- Track Respondent Geo Location (?)
- Track Respondent Browser (?)
- Track Respondent Operating System (?)

If you are a ministry and having any trouble navigating the PIA requirements for your surveys, please feel free to contact our privacy helpline (Privacy.Helpline@gov.bc.ca , 250-356-1851). If you are non-ministry public body you can contact the Office of the Information and Privacy Commissioner for assistance reviewing your PIAs (info@oipc.bc.ca , 250-387-5629). Both offices can be reached from outside Victoria by requesting a transfer through Enquiry BC (1-800-663-7867).

Other Options

The following are alternative options for surveys. They may meet data residency and data sovereignty requirements, however, our office has not assessed this and do not endorse these tools. If you are interested in using any of these services, we recommend engaging the appropriate PIA process for your survey project on the tool that best fits.

Interceptum, <http://interceptum.com> TooFast, <https://www.toofast.ca/#>

LimeSurvey, <http://www.limesurvey.org> Simple Survey, <http://www.simplesurvey.com>

Echo Sondage, <http://questionnaireenligne.ca/>



Ministry of
Technology, Innovation
and Citizens' Services

For more information:
Phone: 250 356-1851 (in Victoria)
or 1 800 663-7867 and ask for the Privacy and Access Helpline
Website: www.cio.gov.bc.ca