YOUR SECURITY IS OUR PRIORITY

Privacy and security are of utmost importance to Nidus in all of our operations, including the online Personal Planning Registry.

The Registry is a service operated by the Nidus Personal Planning Resource Centre, a non-profit charitable organization, incorporated in 1995 to be a resource for education and assistance on personal planning in B.C. The Registry lets you store important information and documents related to your personal life, and make them available in case you cannot communicate your wishes or are incapable of managing your affairs.

The Registry Privacy Policy and Terms and Conditions are based on the legislation governing privacy and protection of personal information. The requirements are designed to protect the security and integrity of the Registry service.

THE REGISTRY PRIVACY AND SECURITY TEAM

David Flaherty, an expert on privacy issues and B.C.'s first Information and Privacy Commissioner, advises Nidus on privacy and security for the Registry. Mr. Flaherty works as a privacy consultant and volunteered his services to Nidus because he believes the Registry is an important service. He also understands the challenges of privacy and security measures in the online world.

Questions relating to the security of online services are often about the location of data/information stored in the system. Many online services are located in the United States and the data they manage is subject to U.S. laws—meaning it may be accessible to enforcement agencies such as Homeland Security.

Nidus is pleased to be working with a Canadian, Vancouver-based company: Gravit-e Technologies. All Registry data is stored in Canada, in a state-of-the-art data center with 24/7 monitoring and biometric security controls. Access to the Registry occurs using encrypted communications, and access to servers with Registry data is limited to select authorized administrators. All activity from users in the Registry is logged, providing a comprehensive audit trail. Additional monitoring and reporting capabilities are also in place, alerting administrators in real-time if any suspicious activity on the Registry is detected.

The Nidus Registrar, Joanne Taylor, keeps the Registry policies up-to-date and reviews them with users to ensure compliance.

Thanks to lawyer Hugh McLellan of McLellan Herbert, Molly Shamess and Audrey Jun, graduates of UBC Law and members of the Law Society of BC for their contributions to the Registry policies.

Personal Planning Registry

- Secure storage of important information and documents.
- 24/7 access.
- Self-management to keep information up-to-date.
- Ability to grant viewing access to authorized third parties (Access Users) and specific individuals.

gravit-e technologies

The following measures are integral to the security of the Registry—and many of these are in YOUR control when setting up the Account and giving access.

WHO CAN CREATE AN ACCOUNT?

Account Holders can create their own Registry account. You might need someone to help with you the technical aspects but you must be able to give informed consent to the Terms and Conditions, enter your own private password, and direct other aspects of the registration process.

If you are not able to give informed consent to create your account and enter your own private password, then someone who has legal authority to act on your behalf may act as the Registrant to create your account. They will enter your name as the Account Holder, not their own.

Registrants can be:

- A representative named in your Representation Agreement.
- An attorney named in an Enduring / Power of Attorney.
- A court-appointed Committee (guardian).

Can a lawyer or notary public register for clients?

Yes, a lawyer or notary public can register on behalf of their clients but only as an authorized Registration Agent. They must be in good standing with their respective governing bodies and follow Registry policies. They can apply online at Request Registration Agent Account.

Create Your Account

The Account Holder is the person whose information and document are being registered and may need to be located on a search by a third party (such as a financial institution or hospital).

WHAT EMAIL ADDRESS DO I USE FOR THE REGISTRY ACCOUNT?

The Registry system requires an email address. The email address is used to send confirmation of registration, instructions on changing a password—including a temporary password—and important notifications.

If you do not have an email address, consider getting help to set one up. Alternatively, you can use the email of your representative or attorney. Do NOT use the email of a service provider, government staff or anyone not legally authorized to act on your behalf. If you do so, it makes your Account unsecure and it also makes those individuals and their agencies liable for your personal information.

Email Address

If neither you nor the person who has legal authority to act on your behalf have an email address, you may use ra@nidus.ca

This email address is only for the purpose of the setting up a Registry Account and is not monitored. It can be changed if you have one you can use.

KEEP YOUR PASSWORD PRIVATE!

You must not give the password for the Registry Account to anyone else. This violates the Registry policies and puts the security of the Account at risk.

This requirement can be especially difficult for people in the community living sector where the service system is a dominant presence. However, it is a requirement of the Registry that service providers and government staff do not have access to an adult's password/direct access to the Account. This is to protect the individual's privacy and the liability of the agencies/service providers.

TIP: Using a mix of numbers and characters makes for a stronger password. Changing it periodically increases its security.

TIP: Service providers can obtain a photocopy of the Agreement for their file from the representative. If service providers need other information, they should communicate with the representative directly or apply to be Access Users.

How can a hospital or bank search the Registry?

Third parties such as the Public Guardian and Trustee, government agencies, health care providers, financial institutions and others may access Registry records as authorized **Access Users**. They must agree to follow Registry policies. They can apply at Request Access User Account.

Access Users receive a special log-in that allows them to view, save and print information and documents stored in the Registry, according to permissions given by the Account Holder/ Registrant.

How do I permit a hospital or bank to access my record?

When you register a Representation Agreement, Enduring Power of Attorney or other personal planning document, you can permit an authorized Access User to have access to the information about your document (as well as a copy if it was uploaded). Permit access according to what authorities your document covers. See diagram on the right for an example.

Access Users cannot change your record. Only the Account Holder/Registrant can make changes, which is why protecting your password is so important.

Shared Access

You can share read-only access to your registered information and documents with those who need to know—while keeping your password private.

Share access with your representative, alternate, monitor, financial advisor, physician and others. Make sure these are people you trust to keep your information private. To use this feature:

1. Sign in to your Registry Account.
2. Select a registered document.
3. Click the purple 'Share' button (top corner).
4. Enter the email address of the person you want to share access with. They will receive an email with instructions.

Permit Access Users to View

Permit Access:	☐	Allow Financial & Legal Institutions
Permit Access:	☑	Allow Health & Personal Institutions
Register Copy Upload PDF File (optional):	◉	Now
	◯	Later

More Information

- Free Registry Demos
- More facts and features at Nidus