

**ALBERTA  
INFORMATION AND PRIVACY COMMISSIONER**

**Report on Investigation into Complaint  
Regarding Unauthorized Access of Personal Information**

**May 30, 2002**

**Alberta Government Services  
Investigation #2420**

**I. INTRODUCTION**

On April 3, 2002, the Office of the Information and Privacy Commissioner received a complaint regarding the unauthorized access of personal information.

The Complainant had recently obtained an unlisted telephone number. On the evening of March 27<sup>th</sup>, 2002, the Complainant received two "crank calls". The Complainant recognized the voice of the caller as an individual known to the Complainant. The Complainant said the caller was an employee ("the Employee") with Alberta Government Services. The Complainant claimed that, when confronted, the Employee admitted to using the Employee's "connections" to obtain the unlisted telephone number to make the calls.

The Complainant said the unlisted telephone number was known to only a specific number of individuals. The Complainant claimed that none of these individuals disclosed this information to the Employee. The Complainant believed the Employee had obtained access to the unlisted telephone number through the Employee's government access privileges. The Complainant wanted assurance that the Employee had no access to other information about the Complainant.

In response to the Complainant's complaint, this Office conducted an investigation under *the Freedom of Information and Protection of Privacy Act* ("the FOIP Act"). This report outlines the findings of this Office.

**II. INVESTIGATION FINDINGS**

Upon request, Alberta Government Services conducted a search of its electronic databases for information about the Complainant. Alberta Government Services said the Complainant's address and telephone number are contained in the Motor Vehicle Registry.

However, prior to April 15<sup>th</sup>, 2002, the Motor Vehicle Registry contained the Complainant's previous address and telephone number. The Complainant's new address and unlisted telephone number did not appear in the Motor Vehicle Registry until April 15<sup>th</sup>, 2002. Alberta Government Services provided this Office with printouts showing the Complainant's information in the Motor Vehicle Registry prior to April 15<sup>th</sup> and after April 15<sup>th</sup> to substantiate this fact.

The Complainant said the calls were made on March 27<sup>th</sup>, 2002 – this was prior to when the unlisted telephone number was entered into the Motor Vehicle Registry. Therefore, the evidence would indicate that the Motor Vehicle Registry was not the information source for the Employee.

Alberta Government Services reviewed the Employee's access privileges and confirmed that the Employee does not have direct access to the Motor Vehicle Registry database. However, even if the Employee had direct access to the Motor Vehicle Registry database or had contacted an individual who did have direct access to the Motor Vehicle Registry database, the information in the database as of March 27<sup>th</sup>, 2002 did not contain the unlisted telephone number.

Therefore, this Office concludes that the Employee could not have obtained access to the Complainant's unlisted telephone number from the Motor Vehicle Registry.

### **III. CLOSING COMMENTS**

The Complainant is convinced that the Employee obtained access to the unlisted telephone number through employment connections. The Complainant said the Employee may have also obtained the unlisted telephone number from federal government databases and municipal government databases.

Federal government departments and agencies are not subject to the FOIP Act and are outside the jurisdiction of this Office.

Municipalities are subject to the FOIP Act. However, there is no evidence that the Employee has direct access to municipal government databases.

The Complainant's concerns are understandable. However, the Complainant's allegations are speculative. In the absence of any evidence, this Office cannot proceed any further on this matter. Therefore, this case is closed.

Submitted by,

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