

Help Legal Aid BC improve services for everyone

Legal Aid BC (LABC) now provides more inclusive demographic categories for legal aid applicants and clients related to their race, gender, sexual orientation, and disabilities when they access legal aid services. All data is kept confidential.

To improve legal aid services for everyone, we need to know more about who is using legal aid and how well it's working for them. This initiative advances our commitment to Truth and Reconciliation, and equity, diversity and inclusion. We're building on our past practice of tracking the experience with legal aid for clients who are Indigenous, have different gender identities, or live with disabilities. We are asking and listening to people with different lived and living experience of racism and discrimination to guide us on what data we should collect and how best to collect it.

We will be better able to provide tailored options to legal aid applicants and clients who share this information when they so choose.

The choice to share (or not share) does not affect an individual's access to legal aid services. Choosing to share this information with LABC helps us understand the people we serve, their needs, how their experience of our services might be different, and what service improvements will be impactful, especially for people who often face unfair treatment because of how they identify.

Please see the below for more information:

Why am I asked this information when applying for legal aid?

We collect personal information to help us understand how different people experience our services so that we can improve where needed. We look to data to help paint a picture of different client needs and outcomes and guide us to create fair services for all applicants and clients, regardless of race, Indigenous identity, gender, sexual orientation or disability. Data will enable us to monitor our progress. The more people share, the more complete our understanding will be.

LABC is guided by the work of the [BC Human Rights Commissioner](#), [Multiculturalism Act](#), and [Anti-Racism Data Act](#) when we collect this demographic information to inform our progress towards embedding Truth and Reconciliation and equity, diversity and inclusion in everything we do.

Can I share my demographic information only when I apply for legal aid?

You can share this information with us anytime. All you have to do is complete the Demographic Data Client Consent form and email it to our intake staff. You can find more detailed information on how to do that in the form.

Do I have to share my race, gender, sexual orientation or disabilities when applying for legal aid?

No. It's part of our process to ask for this information. Answering is completely voluntary. You can choose to answer as many or as few questions as you prefer. You can tell us that you prefer not to share the information.

How will this information be collected?

When you contact LABC staff regarding your case or apply for legal aid, staff will ask you questions during your discussion and enter your data into our client information system. If you apply using a form, part of the form includes the race, gender, sexual orientation and disabilities options.

How will this impact my application for legal aid

It will not. Any additional information you share will not impact your application or affect the quality of your service.

What is done with the data collected?

The data is kept confidential and stored securely. Data may be shared with third-party service providers for analysis or data management relating to the purposes set out here, provided that adequate technical and contractual security provisions are in place. Your personal information is collected in accordance with the [Freedom of Information and Protection of Privacy Act](#) and the [Anti-Racism Data Act](#).

For more information on why we collect personal information and how it is used, please see our [Privacy Policy](#). LABC reports on the fairness of legal aid outcomes in its annual report published on our website. If you wish to contact LABC about your personal information, email us at privacy@legalaid.bc.ca.

Can I ask for my demographic data to be removed?

Yes. You can ask an LABC staff member to change your demographic data or remove demographic data from our client information system at any time.

How do I provide feedback on the new changes?

To give feedback, please call 1-866-577-2525. To file a complaint, complete the Record of Complaint form on [this web page](#) and select "Policy" as the reason for providing feedback.