

Procedures

RESPONDING TO A REQUEST FOR ACCESS TO OR CORRECTION OF INFORMATION PROCEDURES

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1.0 PURPOSE

The purpose of these procedures is to set out how the university manages the following:

- 1.1 requests for access to records in the University's custody or control; and
- 1.2 requests for correction of Personal Information in the University's custody or control.

2.0 PROCEDURES

2.1 Receiving an Access Request

- 2.1.1 All access requests must be made in writing. Applicants who do not make their request in writing are asked to make a written request.
- 2.1.2 Employees must treat access requests as confidential, including the applicant's identity, contact details and contents of request. Information about access requests is to be used or shared only to the extent necessary to respond to the access request.
- 2.1.3 Employees must not ask applicants the reason(s) for which they have submitted an access request.
- 2.1.4 Within 3 business days of receipt of an access request, employees must transfer an access request to the Office of Access, Privacy and Records Management, unless
 - i. the individual is seeking access to their Personal Information and,
 - ii. the administrative units which received the request routinely disclose the information to the individual in response to such requests.
- 2.1.5 Information or records that are responsive to an access request must not be destroyed after a request has been received.
- 2.1.6 After an access request has been transferred to the Office of Access, Privacy and Records Management, all communication with the applicant regarding the access request must be handled by Access, Privacy and Records Management.

2.2 Processing an Access Request

- 2.2.1 The Access, Privacy and Records Management Office is responsible for the following:

- i. Determining if the University should charge a processing fee;
- ii. Issuing a call to search for responsive records to the relevant administrative or academic units; and
- iii. Ensuring that responsive records released to an applicant are compliant with Division 2 of FOIPPA.

2.2.2 An academic/administrative lead, or designate is responsible for the following:

- i. Conducting a search for responsive records;
- ii. Maintaining confidentiality of the access request, and only sharing the contents of the request with those within the unit that are involved in producing responsive records;
- iii. Ensuring that responsive records are not deleted after receipt of an access request;
- iv. Transferring copies of the responsive records to the Access, Privacy and Records Management Office in a secure manner; and
- v. Informing the Access, Privacy and Records Management Office if the call for records should be sent to another academic/administrative unit.

2.2.3 An academic/administrative lead, or designate, must not share the contents of the request with other academic or administrative units, and must not request records from other units to complete the search for records.

2.3 **Releasing Information**

2.3.1 The identity of an applicant must be verified prior to releasing copies of personal records.

2.3.2 The Access, Privacy and Records Management Office must notify the applicant if an access request is not completed within 30 business days of receiving the request.

2.3.3 Responsive records must be released in a secure manner.

2.4 **Routine Requests for Information**

2.4.1 The Access, Privacy and Records Management Office is responsible for determining if a type of access request is sufficiently frequent so that the academic/administrative unit responsible for the records can assume responsibility for processing the request.

2.4.2 In addition to the responsibilities outlined above for receiving and processing an access request, an academic/administrative lead, or designate, is responsible for the following:

- i. Verifying the identity of the applicant prior to releasing the information; and
- ii. Notifying the Access, Privacy and Records Management Office if a request for information cannot be completed within 30 business days of receiving the request.

2.5 **Correction of Personal Information**

2.5.1 Any individual who believes there is an error or omission in their personal information in the custody or under the control of the University may request that the University correct the information.

2.5.2 A request to correct recorded personal information is confidential and should only be shared with those responsible for facilitating the request.

2.5.3 An academic/administrative lead, or designate, is responsible for the following:

- i. Verifying the identity of the applicant;
- ii. Making corrections to recorded personal information or annotating the recorded personal information with the correction request;
- iii. Notifying any other public body or any third party to whom that information has been disclosed during the one-year period before the correction was requested; and
- iv. Notifying the Access, Privacy and Records Management Office if the request to correct information cannot be completed within 30 business days of receiving the request.