

Guidelines to respond to requests for information

1. An individual has the right to ask for access to his or her personal information.
 - a) Request should be made in writing.
 - b) The written request should contain enough information to allow FFG to make a reasonable effort to locate the information.
 - c) The applicant may ask to see the information or receive a copy of it and they do not have to say why they are asking for the information.
2. FFG must respond to the applicant within 45 calendar days of receiving the request.
3. Unless FFG has no such record, or it can refuse access under the Act, FFG must:
 - a) Give the individual access to his or her personal information
 - b) Tell the individual what the information has been or is being used for, and
 - c) Tell him or her to whom, and in what situations, the information is being or has been disclosed by FFG.

Note: FFG may not have a record of the persons or organizations that they have disclosed personal information to before January 2004. If this is the case, FFG should tell the individual to whom, or to what organization, it may have disclosed the information.

4. A reasonable fee may be charged if the request involves a large number of records and it takes a long time to locate and produce the record. No fee can be charged when providing personal information to an employee.
5. Persons who can request personal information are:
 - a) the individual that the information is about
 - b) his or her authorized representativeIndividuals may request records that contain personal information about them.

Guidelines to requests for corrections to personal information

An individual who believes that his or her personal information has a mistake in it, or is missing some information, may ask the organization to correct it.

A request for correction must give enough information so that an organization that makes a reasonable effort can find the information. Requests should be made in writing and a fee can not be charged for correction of information.

