

<b>Section:</b>	<b>District Administration</b>	
<b>Title:</b>	<b>Privacy Management Program Complaints</b>	<b>2.4.7</b>

## Purpose

To provide guidance for filing a complaint regarding the Privacy Management Program and the school district's compliance with the *Freedom of Information and Protection of Privacy Act (FIPPA)*.

## Guidelines

1. The school district holds the responsibility to ensure personal or private information is collected, used, or disclosed in accordance with *FIPPA*. Individuals have the right to file a complaint if they determine the school district is not managing their personal information in accordance with *FIPPA*. A complaint may include reference to:
  - a. Unauthorized collection of their personal information;
  - b. Unauthorized use of their personal information;
  - c. Unauthorized disclosure of their personal information;
  - d. Inadequate security of their personal information; or
  - e. Refusal to correct or annotate records containing their personal information.
2. The school district also holds the responsibility for responding to requests to access information in accordance with *FIPPA*. A complaint may include:
  - a. The failure of the school district to make a reasonable effort to assist with the access to information request;
  - a. The failure of the school district to adequately search for the records requested;
  - b. A fee assessed by the school district regarding the search for the records;
  - c. The refusal to waive the fee assessed;
  - d. The unauthorized extension of time taken by the school district to respond to the request to access information.

## General Procedures

1. An individual may submit a complaint in writing to the [privacy officer](#).
  - a. The complaint should include as much detail as possible to assist with understanding the complaint.
  - b. The privacy officer must review and respond to the complaint within 30 business days,
    - i. providing clarification on the legal authority used to take the actions taken; or
    - ii. providing information on any corrective actions taken, considering the complaint.
  - c. The response to the complainant must include information on submitting a complaint to the Office of the Privacy Commissioner if not satisfied with the response from the school district.

**Date Approved:** February 2023

**Legal Reference:** *Access to Information and Protection of Privacy Act*

**Cross Reference:** *Access to Information and Protection of Privacy and Personal Information Policy*  
*Privacy Management Program (includes procedures 2.4.1 to 2.4.7)*

**Forms :**