

Section:	District Administration
Title:	Privacy Management Program Complaints

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: Collection of Personal Information, Requesting Access to Information, Privacy Impact Assessment, Privacy Breach Management, and Privacy Complaints)

Forms :