1. Introduction

1.1 Under section 42(2)(e) of the Freedom of Information and Protection of Privacy Act you may make a privacy complaint if you believe the University has collected, used or disclosed your personal information in contravention of Part 3 of The Act.

2. Procedures

2.1 The University’s procedure for making a complaint consists of five steps:

2.1.1 Make your complaint to the head of the department or office which has custody and control of your personal information and who you believe has acted inappropriately with respect to the collection, use and/or disclosure of your personal information.

2.1.2 If after making your complaint you are not satisfied with the resolution or outcome, you may re-submit your complaint in writing to the Information and Privacy Coordinator, Archives and Records Management Department.

2.1.3 Your complaint to the Information and Privacy Coordinator must be in writing (i.e. signed letter or memo, not email) and should describe the nature of your complaint (i.e. the inappropriate collection, use or disclosure of your personal information), the department or office which has custody and control of the personal information in question, the specific information which is at issue, your previous complaints and attempts to resolve the issue, and the remedy you seek.

2.1.4 The Information and Privacy Coordinator will then attempt to resolve your complaint informally.

2.1.5 If you are not satisfied with the informal attempt to resolve your complaint you may submit a formal privacy complaint to the Office of the Information and Privacy Commissioner (OIPC). In addition, if you do not want to make your complaint to the appropriate University department or the University Information and Privacy Coordinator, you may complain directly to the OIPC. However, the OIPC complaint procedure states that "where a complainant has not given the [University] an opportunity to respond to and attempt to resolve the complaint, the OIPC will normally refer the complainant to the [University] before the OIPC takes further action." In some cases the OIPC may determine that it would not be appropriate to
refer your complaint to the University and will instead refer your complaint to an OIPC Portfolio Officer for investigation.

2.2 You may contact the OIPC by writing to:

Information and Privacy Commissioner
PO Box 9038, STN PROV GOVT
Victoria, BC, V8W9A4

Phone: 250-387-5629
Fax: 250-387-1696

3. Authority

3.1 This procedure is administered under the authority of the Archives and Records Management Department. Questions about interpretation of the procedure may be directed to the University Archivist. See SFU Archives’ website (http://www.sfu.ca/archives) for contact details.