PROCEDURE

How to make a Request for Access to University Records under the FIPPA

Last updated: July 4, 2017 (v1.2)

1. Procedures

1.1 Contact the University department or office that has the records to which you seek access. Discuss your request with a staff member to determine if records exist that respond to your request and if those records can be disclosed to you directly by the department. Records that contain confidential or third party personal information are subject to exceptions to your right of access under the Freedom of Information and Protection of Privacy Act (the Act) and are not disclosed directly by departments. Those records are sent by the department to the Archives and Records Management Department for a formal review pursuant to “Division 2 – Exceptions” of the Act.

1.2 If the department refuses to disclose records to you because they contain confidential or third party personal information or for any other reason, submit your request in writing to the department if you have not already done so. Please include a street mailing address, phone number and email address on your request. Requests for general information may be made by email. However, requests for personal information must be made by a signed letter. If you wish, you may copy your request to the University’s Information and Privacy Officer, Archives and Records Management Department.

1.3 When making a request, be clear and identify the specific records to which you seek access. Also, specify dates or a time period for the records you request. Pursuant to section 5(1)(a) of the Act you must provide sufficient detail in your request to enable an experienced University employee, with a reasonable effort, to identify the records sought. Keep the scope of your request narrow and specific. A clearly defined request with a narrow scope will greatly assist the University in searching for records and responding to your request quickly.

1.4 If all or part of your request is reviewed by the Archives and Records Management Department you will receive an Acknowledgement Letter that may also notify you of any time extensions or fees that apply.

1.5 Once the Archives and Records Management Department has completed its formal review of the records an Access Review Recommendation is submitted for approval to the appropriate decision-making authority in accordance with University Policy I10.02 – Head of the Institution and Delegation of Authority.

1.6 Records to which exceptions apply may be withheld entirely or be “severed” or “redacted” (i.e. portions blacked-out). A Decision Letter will explain in detail the exceptions applied and give reasons. If you request access to records containing personal information about yourself the University may ask you
to present yourself in person to the appropriate department with one piece of picture ID before the records are disclosed to you.

1.7 If you are not satisfied with a department’s disclosure of records or the University’s formal access decision, you have thirty (30) business days from the date of a disclosure or formal Decision Letter to complain in writing to the Office of the Information and Privacy Commissioner for British Columbia at:

   Information and Privacy Commissioner
   PO Box 9038, Stn Prov Govt
   Victoria, BC V8W 9A4

   Telephone: 250-387-5629
   Facsimile: 250-387-1696

2. Authority

2.1 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.