

1.0 ASSOCIATED POLICY

- Privacy Policy

2.0 DEFINITIONS

Applicant

A person who, personally or through an authorized representative, submits a Request for Correction of Personal Information.

Office of Record

The University department or business unit that is responsible for maintaining a University record.

Personal Information

Recorded information about an identifiable individual as defined under the FOIP Act, which includes but is not limited to an individual's name, age, ID number, ethnic origin, financial information, biometric information, medical history, or an opinion about the individual.

Record

Recorded information in any form which includes any notes, images, audio-visual recordings, documents, videos, text messages, social media posts, and any other information that is written, photographed, recorded or stored in any manner, but does not include software or any mechanism that produces records.

Request for Correction

A request by an individual to correct Personal Information which the individual believes was incorrectly recorded by the University made pursuant to the FOIP Act.;

3.0 PROCEDURE ELEMENTS

3.1 Correction to Personal Information Without a Formal Request

- 3.1.1 Where an individual believes there is an error or omission about them in the custody of the University, they can request a correction of that information directly from the relevant department following the department's internal process.

3.2 Request for Correction

- 3.2.1 An Applicant may request correction of Personal Information by submitting a Request to Correct Personal Information form to the Information and Privacy Office.
- 3.2.2 The Information and Privacy Office will provide a response to the Request for Correction within the timelines established under the FOIP Act.
- 3.2.3 If the Information and Privacy Office, in consultation with the Office of Record, determines a correction is required, all instances of error or omission shall be corrected, including all information systems, paper and electronic. If the University previously shared this information with another office or public body, a request to correct that information must be sent by the Office of Record to correct the information.

CORRECTION OF PERSONAL INFORMATION PROCEDURE

- 3.2.4 The University will make a correction if personal information has been mistakenly recorded or is missing from the record. This includes instances where the recorded information does not accurately reflect the factual information of the applicant. The University will not correct a professional or expert opinion on a record of Personal Information.
- 3.2.5 If the Information and Privacy Office, in consultation with the Office of Record, determines a correction is not warranted, the Office of Record will annotate the original record noting a request for correction was requested and reason for its refusal.
- 3.2.6 If an Applicant is unsatisfied with the University's response to their Request for Correction, the Information and Privacy Office will advise them of their right to contact the Information and Privacy Commissioner's Office within the 60-day review period.

4.0 RELATED POLICIES, PROCEDURES, FORMS AND OTHER DOCUMENTS

- Access to Information Procedure
- Records Retention and Destruction Procedure
- Records Management Policy
- Management of Student Records and Information Policy
- Use of Personal Information for Academic Research and Creative Activity Procedure

5.0 ACCOUNTABILITY

Responsible Office

Information and Privacy Office

6.0 HISTORY

Relevant Dates

Approved: **2024.08.27**

Effective: **2024.08.27**

Next Review: **2029.08**

Modification History

15.02.26: This is a new procedure which supports policy D7500 – Privacy – approved by Board Motion 02-02-26-2014/15.

21.11.01: Minor revision to update position title. Approved by Policy Sponsor.

24.08.27: Comprehensively revised to ensure compliance with legislative requirements and alignment with current processes. Previously titled Access to Records and Correction of Personal Information Procedure. Approved by President's Policy Committee (#2024.08.27-03.3 EC).