



Information Access and Correction Policy

Policy statement

Bow Valley College is required to provide the public with access to records in its custody and control in accordance with the provisions of the *Access to Information Act*, Alberta ("ATIA") while protecting personal information in accordance with the *Protection of Privacy Act*, Alberta ("POPA"). The college is committed to administering access to information in a transparent, accountable, and legally compliant manner. It also recognizes individuals' right to request correction of their personal information under POPA.

Purpose

The purpose of this policy is to:

1. Recognize the public's right to access records in the college's custody or control, subject to legislative exceptions;
2. Recognize the right of individuals to request correction of their personal information in accordance with POPA;
3. Ensure personal information is protected during the access process;
4. Establish roles, responsibilities, and accountability for access and correction decisions; and
5. Promote consistent and timely responses to access requests and requests to correct personal information.

Scope

This policy applies to all members of college community including its Board of Governors, Executive Team members, employees, contractors and volunteers. This policy applies to all records in the custody of or under the control of the college and to all access requests made informally or under ATIA and requests to correct personal information made under POPA.

Principal objectives

1. The college will act in an accountable and transparent manner when responding to requests for records and requests to correct personal information. Access requests will be viewed in terms of the college's obligations to the public and under ATIA. Requests to correct personal information will be handled in accordance with POPA.
2. The college's commitment to complying with ATIA and POPA in the conduct of its operations and programs, including responding to access requests and requests to correct personal information, will be achieved by adhering to this policy and associated procedures.
3. The Access and Privacy Officer oversees the college's access and privacy responsibilities, responds to questions, and works with other college departments to process access and correction requests.

Core principles

1. Individuals have a legislated right to access records, subject to limited and specific exceptions, and to request correction of their personal information in accordance with POPA.
2. The college will make reasonable efforts to assist applicants and respond openly and accurately to access requests.
3. Access requests will be processed in line with legislated timelines.
4. Personal information will only be disclosed in accordance with POPA and ATIA.



5. Correction requests will be handled in accordance with POPA.
6. College employees will:
 - a. protect personal information from unauthorized disclosure,
 - b. preserve and provide responsive records to the Access and Privacy Officer on request,
 - c. promptly forward formal access requests and non-routine correction requests to the Access and Privacy Officer.

Compliance

Members of the college community must adhere to the policies, procedures, and standards established by the college. These policies are designed to foster a safe, respectful, and inclusive environment that supports learning, teaching, and professional integrity.

Non-compliance may create risk for the college and will be addressed accordingly through applicable college policies, procedures and contracts. This may result in disciplinary action, up to and including termination for employees, and expulsion for students.

Definitions

Access Request

A request for access to records.

Correction Request

A written request by an individual to correct their personal information in the custody or under the control of the college in accordance with POPA.

Personal information:

Recorded information about an identifiable individual, including:

- a. The individual's name, home or business address or home or business telephone number,
- b. The individual's race, national or ethnic origin, colour or religious or political beliefs or associations,
- c. The individual's age, sex, marital status or family status,
- d. An identifying number, symbol or other particular assigned to the individual,
- e. The individual's fingerprints, other biometric information, blood type, genetic information or inheritable characteristics,
- f. Information about the individual's health and health care history, including information about a physical or mental disability,
- g. Information about the individual's educational, financial, employment or criminal history, including criminal records where a pardon has been given,
- h. Anyone else's opinions about the individual, and
- i. The individual's personal views or opinions, except if they are about someone else.

Record

Record in any form in which information is contained or stored, including information in any written, graphic, electronic, digital, photographic, audio or other medium, but does not include any software or other mechanism used to store or produce the record.

Data sheet

Accountable officer

Executive team member responsible for legal function

Responsible officer

Access and Privacy Officer

Approval

President and CEO

Contact area

Campus Services

Relevant dates

Approved	Executive Team: EXT260714-04
Effective	July 14 , 2026
Next review	July 13, 2029

Directly related policy

300-2-23 Protection of Privacy Policy

Directly related procedure

300-2-22 Information Access and Correction Procedure

300-2-23 Protection of Privacy Procedure

300-3-2-D Campus Security Release of Information Procedure

Related legislation

Protection of Privacy Act, Alberta (POPA), 2024

Access to Information Act, Alberta (ATIA), 2024