

Information Access and Correction Procedure

Parent policy

Information Access and Correction Policy #300-2-22

Purpose

This procedure outlines how Bow Valley College receives, processes, and responds to requests for access to records and for correction of personal information in its custody or under its control, in accordance with the *Access to Information Act*, Alberta (“ATIA”), and the *Protection of Privacy Act*, Alberta (“POPA”).

Scope

This procedure applies to all records in the college’s custody or control and to all college employees, contractors, and service providers who receive or process requests for access to records or correction of personal information.

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.

Access Requests

1. Informal or routine access requests

- 1.1. Information may be available through the college’s website or from the relevant office of record. Before submitting a request under ATIA, an applicant should first contact the office of record to determine whether the information or record can be disclosed routinely. College employees may be able to access their personnel files by submitting a written request to peopleandculture@bowvalleycollege.ca. Students may be able to access their records by contacting records@bowvalleycollege.ca.
- 1.2. Applicants may request access informally to records containing non-personal information, such as college policies, procedures, manuals, and guidelines. Personal information will not be disclosed routinely unless authorized under POPA.
- 1.3. If the information or record cannot be disclosed routinely, the applicant may submit a formal request under ATIA.
- 1.4. If there is any doubt about whether a record may be disclosed routinely, the office of record must consult the Access and Privacy Officer.

2. Formal access requests

- 2.1. If the records cannot be disclosed routinely, the applicant must submit a completed and signed [**Access to Information Form**](#). A \$25 processing fee applies unless the request is for the applicant’s own personal information, in which case no initial processing fee is generally required.
- 2.2. Applicants must clearly describe the specific records or personal information they are requesting, including the relevant dates or time periods.

- 2.3. The completed and signed Access to Information form, and any applicable fees must be sent to the address below or by email:
Access and Privacy Officer
345 – 6th Avenue SE
Calgary, Alberta, Canada T2G 4V1
Telephone: (403) 476 - 2201
Email: privacy@bowvalleycollege.ca
- 2.4. Cheques or money orders must be made payable to Bow Valley college. If an initial processing fee applies, the request will not be processed until the fee is paid.
- 2.5. Formal access requests must be submitted in writing. However, an applicant may make an oral request if they cannot submit a written request because of limited English language skills or a disability.
- 2.6. If a formal request is received by another college office, an access request must be forwarded immediately to the Access and Privacy Officer. A request will not be considered submitted to the college until the request is received by the Access and Privacy Officer.
- 2.7. College employees and departments must not respond directly to a formal access request.

3. Processing access requests

- 3.1. The Access and Privacy Officer will process all formal access requests received by the college as follows:
 - 3.1.1. Each formal access request will be logged upon receipt and acknowledged in writing.
 - 3.1.2. The Access and Privacy Officer will identify the offices of record that are likely to hold the requested records and will send a written request to the relevant offices of record.
 - 3.1.3. Within the specified timeline, the office of record must provide the Access and Privacy Officer with copies of all records responsive to the access request.
 - 3.1.4. When asked to provide responsive records, the office of record must conduct a reasonable and thorough search and, if records are found, provide unredacted copies to the Access and Privacy Officer.
 - 3.1.5. Records must not be altered, destroyed or withheld during the request process.
 - 3.1.6. If no responsive records are found, the office of record will inform the Access and Privacy Officer.
- 3.2. If necessary, the Access and Privacy Officer will help the applicant clarify or refine the request to support an adequate search for responsive records.
- 3.3. The Access and Privacy Officer will review the responsive records to confirm relevance, identify personal and other protected information, and apply the mandatory and discretionary exceptions under ATIA and POPA.
- 3.4. Information subject to a mandatory exception must be withheld or severed. Information subject to a discretionary exception may be withheld or severed.
- 3.5. The Access and Privacy Officer will respond to access requests within the timelines set out in ATIA. The response will include the decision, the applicable statutory provisions, and information about review rights.
- 3.6. Records will be disclosed in a secure and reasonable manner, taking into account the sensitivity of the information, the requested format where feasible, and the risk of unauthorized access.
- 3.7. For each formal access request, the Access and Privacy Officer will maintain a file containing the written request, search efforts, records reviewed, and the final response.

Correction Requests

4. Informal correction requests

An individual who believes their personal information held by the college contains an error or omission may request a correction under POPA. However, the formal right to request a

correction does not replace routine processes for updating personal information, such as a change of address, which may be handled informally by the appropriate office of record. Making an informal correction request does not affect an individual's right to submit a formal correction request under POPA.

5. Formal correction requests

- 5.1. An individual may request correction of their own personal information, or an authorized representative may do so on their behalf. The request must be in writing and identify the record, the information to be corrected, the requested correction, and any supporting documentation.
- 5.2. Applicants should use the Correction of Personal Information Request Form whenever possible. However, a correction request will not be refused solely because the form was not used. The form is available on the college's website or by contacting the Access and Privacy Officer.
- 5.3. A formal correction request may be submitted to the office of record or the Access and Privacy Officer.
- 5.4. The office of record or the Access and Privacy Officer will log the request, acknowledge receipt, and verify the requester's identity or authority to act.
- 5.5. The office of record or the Access and Privacy Officer may require the requester to provide clarification, additional details, or supporting evidence.
- 5.6. If the request is submitted to the Access and Privacy Officer, the Access and Privacy Officer will work with the relevant office of record or program area to process the correction request.
- 5.7. The college may correct the information, or it may refuse or be unable to make the requested correction.
- 5.8. If the college corrects an error by changing information or adding new information, all records containing that personal information must be corrected and annotated with the date of the correction.
- 5.9. If the college corrects personal information, it must notify any public body or third party to whom the information was disclosed in the year before the correction request, unless the correction is not material or the applicant agrees in writing that notice is unnecessary.
- 5.10. If the college refuses or is unable to make a requested correction, it must annotate or link the personal information to the relevant part of the requested correction. The college may refuse or be unable to make the correction if the information is not personal information, the applicant has not provided adequate supporting proof, or the information is an opinion rather than a fact.
- 5.11. The college will not correct an opinion, including a professional or expert opinion. However, the applicant may add their views about the opinion to the record.

6. Timelines for Responding to Correction Requests

The college will respond to informal and formal correction requests within thirty (30) business days of receiving the request, or within any other time prescribed by POPA.

Review and Complaints

An applicant may ask the Office of the Information and Privacy Commissioner of Alberta to review any decision, act, or failure to act by the college relating to an access or correction request.

Definitions

Applicant:

A person who submits an access request for records, either directly or through an authorized representative.

Correction:

A change to personal information to correct an error or omission of fact.

Link or linkage:

Attaching or connecting the requested correction to the record.

Office of record:

Is the College department or business unit that is responsible for maintaining a College record.

Personal information:

Recorded information about an identifiable individual, including name; address or telephone number; race, national or ethnic origin, colour, religious or political beliefs or associations; age, sex, marital or family status; an identifying number, symbol, or other particular assigned to the individual; fingerprints, other biometric information, blood type, genetic information, or inheritable characteristics; health and health care history, including information about a physical or mental disability; educational, financial, employment, or criminal history, including criminal records where a pardon has been given; anyone else's opinions about the individual; and personal views or opinions, except if they are about someone else.

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, 2028

Related policy

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Related legislation

Protection of Privacy Act, Alberta (POPA), 2024

Access to Information Act, Alberta (ATIA), 2024