

Privacy Complaint Procedure

Parent Policy

200-2-23 Protection of Privacy Policy

Purpose

This procedure sets out how Bow Valley College receives, investigates, and responds to complaints about its collection, use, or disclosure of personal information.

Scope

This procedure applies to all college employees, contractors, service providers, students, and volunteers who collect, use, or disclose personal information on the college's behalf.

Procedure

A complainant may submit a privacy complaint if they believe the college has collected, used, or disclosed personal information in a manner that does not comply with the *Protection of Privacy Act*, Alberta ("POPA").

The procedure for submitting, investigating and responding to privacy complaints is as follows:

1. A privacy complaint must be submitted in writing to privacy@bowvalleycollege.ca and must include:
 - a. The complainant's name and contact information;
 - b. A description of the concern, including relevant details such as what happened, when it occurred, the college department, program, system or employee involved, how the complainant became aware of the issue, and why they believe the collection, use, or disclosure of personal information may not comply with POPA; and
 - c. Any supporting documentation.
2. The Access and Privacy Officer will:
 - a. Conduct an investigation, which may include:
 - i. reviewing relevant college records, systems, policies, or practices;
 - ii. consulting relevant college departments, employees, or service providers; and
 - iii. assessing compliance with POPA requirements.
3. Within thirty (30) business days after receiving the complaint, the Access and Privacy Officer will provide the complainant with a written response summarizing the college's findings and, where appropriate, any corrective or preventive measures taken or planned. The response will also advise the complainant that they may request a review by the Information and Privacy Commissioner, Alberta ("Commissioner").
4. If a privacy complaint is substantiated, the college will take reasonable steps to reduce any impacts and address any underlying process, training, administrative, or system issues.
5. The Access and Privacy Officer will keep records of privacy complaints, investigation findings, and any corrective or preventive measures.

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.

Definitions

Commissioner:

The Information and Privacy Commissioner of Alberta

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, 2029

Related policy

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Related legislation

Protection of Privacy Act, Alberta (POPA), 2024

Access to Information Act, Alberta (ATIA), 2024