

Freedom of Information Requests

- A Freedom of Information request must be a written request that provides sufficient detail that an experienced employee with reasonable effort can identify and retrieve the records requested.
- If the requestor has limited ability to write in English or a physical disability that prevents the applicant from writing, have the individual directly contact the Privacy Officer with their oral request.
- If you receive an oral request from anyone else, ask the requestor to send a written request for the records they seek to privacy@unbc.ca (or equivalent CNC email address).
- Universities and colleges can only release information that may be considered an invasion of personal privacy to a third party if there is a third party authorization form or similar standard release of information form consenting that the university or college may do so. For example:
 - Law offices will sometimes ask a client to sign a release of information form when that lawyer is helping that client gather information.
 - Information Releases can be filled out as part of student application for admission and residence application forms.
 - Informed Consent Notices provide the students with an opportunity to provide informed consent to the use of systems or initiatives that manage information outside of the direct custody and control of a university or college. These notices will also inform students who will access their personal information under which circumstances.
- We have thirty business days to respond to a Freedom of Information Request.
- Forward written requests for personal information to your Privacy Officer as soon as you get them! You will be provided with support to figure out how to proceed if necessary.

Remedial Requests

- Publically available information can be provided without a written request including.
 - Pamphlets
 - Public event advertising
 - Business Cards
 - Publically available annual reports
- If this information is available on the public website, help the individual find this information for future reference.

Other Requests

- Subpoenas: If you receive a subpoena for records managed by your university or college, forward it to your Privacy Officer as soon as you get it!
- A law enforcement agency may need information for an investigation. Ask the law enforcement agent to submit a written request detailing the information needed to privacy@unbc.ca (or equivalent CNC email address).
- Contacting or following up with listed emergency contacts. If you become aware that a student is in crisis, contact the Manager of Student Affairs (or equivalent at other institutions) with any facts that you are able to provide.