

Policy Number: IT5.200	Policy Section: Information Technology	Effective: March 02, 2011 Amended: July 9, 2025
Title: Access to Records and Correction of Personal Information Policy		Executive Sponsor: Vice President, Information Technology and Project Services

<p>SUMMARY:</p> <p>This policy explains how people can request to access their personal records at CLBC.</p> <p>It is a requirement under the <i>Freedom of Information and Protection of Privacy Act (FOIPPA)</i>.</p> <p>The policy also explains how everyone can ask to change information in their CLBC record.</p>

1. PURPOSE

The *Access to Records and Correction of Personal Information Policy* describes how Community Living British Columbia (CLBC) provides people access to records and responds to requests for changes to personal information in the custody or under the control of CLBC as required under the *Freedom of Information and Protection of Privacy Act (FOIPPA)*. It applies to CLBC staff and to any person requesting access to a record that is in the custody or under the control of CLBC, or whose personal information is held by CLBC.

This policy is part of CLBC's Privacy Management Program and Privacy Policy Suite, as established by the *Organizational Privacy Policy*. It should be used together with the *Access to Records and Correction of Personal Information Procedures* as one set of guidance.

2. DEFINITIONS

See *Appendix – Definitions* for relevant definitions.

3. POLICY

Access to Records

3.1 Any person may request access to a record in the custody or under the control of CLBC. These records may or may not include personal information about the person. The applicant must submit a written request to CLBC. The *Request to Access Information* form is available on CLBC's [website](#). See the *Access to Records and Correction of Personal Information Procedures* for more information.

3.2 A person's right to access a record in the custody or under the control of CLBC may be restricted only if disclosure of the information:

- Would harm someone else, for example by disclosing their personal information;

- Would harm an investigation or legal proceeding; **or**
- Is prohibited by law, such as by a court order.

3.3 Access to a record that does not contain the applicant's personal information may be subject to fees, as authorized by *section 75* of FOIPPA.

3.4 When providing access to records, CLBC must make every reasonable effort to assist applicants and to respond to requests openly, accurately, completely and without delay.

3.5 A person that is not satisfied that they have received all the information they are entitled to may ask the Office of the Information and Privacy Commissioner for a review.

Access to Personal Information

3.6 Any person whose personal information is held by CLBC, has the right to access, review and correct this information. This includes, but is not limited to, individuals supported by CLBC, their family members, CLBC staff, and volunteers.

3.7 CLBC must ensure the person requesting access or correction to personal information has the authority to do so:

- A person can access or request correction of their own personal information.
- A third party has the authority to access or request correction of another person's personal information from CLBC if they have:
 - written consent from that person or their legal representative,
 - a representation agreement, or
 - committee ship.

3.8 CLBC must not share personal records about an individual that have been obtained from a third party unless authorized to do so by law. The third party is responsible for the release of their records. See the *Confidentiality and Information Sharing Policy* for more information.

3.9 A CLBC employee or volunteer may make a request for their personal information through CLBC's People Services.

See the *Personal Information Access and Correction Procedures* for more information.

Correction of Personal Information

3.10 CLBC and its service providers have a duty to ensure that personal information they hold is accurate and complete. Upon receiving a written request and adequate proof of the need to correct, CLBC staff must correct any factual errors or omissions and inform any other organizations to whom they may have provided incorrect information.

3.11 CLBC may refuse or be unable to make a correction to personal information if:

- The applicant has not provided adequate proof in support of requested correction,

- The applicant does not have legal authority to make the request (for example, consent or representation agreement if the applicant is a third party), **or**
- The information is such that it cannot be corrected.

CLBC will notify the applicant in writing if their personal information cannot be corrected. See the *Access to Records and Correction of Information Procedures* for more information.

Cultural Safety

3.12 When handling a request from an Indigenous person, community or Indigenous Governing Entity for a record or personal information, staff contact the Privacy team. The Privacy team, Indigenous Relations team, and Policy and Government Relations team will work collaboratively with regional staff to ensure cultural safety considerations are addressed.

4. REFERENCES

Access to Records and Correction of Personal Information Procedures

[Confidentiality and Information Sharing Policy](#)

Documentation and Recording Policy: Individual Records

FOI and Requests for Information – Questions and Answers for CLBC Staff

[Freedom of Information and Protection of Privacy Act Policy and Procedures Manual](#)

[Guidance on FIPPA's FOI Process - OIPC](#)

[Organizational Privacy Policy](#)

[Role of Formal and Informal Representatives Policy](#)

[Request to Access Information](#)

Appendix – Definitions

Confidentiality: The obligation to keep others' personal information private, secret and safe from access, use or disclosure by people who are not authorized to have that personal information, and it is not made available or disclosed to unauthorized individuals, entities or processes.

Freedom of Information and Protection of Privacy Act (FOIPPA): Provincial legislation that provides the legal context for the accountability of public bodies, including CLBC, as regards to information sharing and protecting personal privacy.

Information Access Operations Branch (IAO): The section in the B.C. Ministry of Citizens' Services which manages all requests for information under the Freedom of Information and Protection of Privacy Act (FOIPPA) for the BC government, including Community Living BC. The Information Access Operations Branch provides freedom of information request processing, related advice and training services for CLBC.

Informed Consent: A person is made aware of the decision or choice to be made; understands the possible consequences of giving or not giving consent, including for instance the purpose for which released information may be used; and then consents voluntarily.

Office of the Information and Privacy Commissioner: The Office of the Information and Privacy Commissioner investigates, mediates and attempts to resolve appeals concerning access to information disputes, and where necessary issues binding orders. The Office generally requires a complainant to first work out a solution directly with the organization involved, without their involvement. The Office will mediate a settlement of any complaint that it does accept.

Personal Information: Information recorded about an identifiable individual, other than contact information. Personal information may include, but is not limited to:

- Name, address, telephone number, email;
- Race, national/ethnic origin, colour, religious or political beliefs or associations;
- Age, sex, sexual orientation, marital status;
- Identifying number or symbol such as social insurance number or driver's license number;
- Fingerprints, blood type, DNA prints;
- Health care history;
- Educational, financial, criminal, employment history; and
- Anyone else's views or opinions about an individual and the individual's personal views or opinions unless they are about someone else.

Personal information also includes separate pieces of information that may seem unrelated, but when put together would allow someone to accurately infer information about an individual.

Privacy of Personal Information: The fundamental right of individuals to determine for themselves when, how and to what extent their personal information is collected, used and communicated to others.

Record: Any form of recorded information, regardless of physical format or characteristics, that is created, received, stored, or maintained by CLBC in connection with its operations, functions, or activities. This includes written documents, emails, notes, audio or video recordings, digital files, databases, and any other means by which information is recorded or stored. This includes information in the custody of a contracted service provider.

Third Party: A person or organization other than the person or organization requesting the information.