

Neighbourhood Information Post – Request for Information Procedures and Complaint Procedures.

Clients have the right to know what private information we have about them. During our contact with clients, we have a responsibility to inform them what information we are collecting and why we are collecting it. Staff should be able to answer these questions.

In addition, clients may want to see what information we have on file and request to see this information. They may want to make a complaint to us about the information that we are collecting and retaining. They may also want us to make corrections on the information that we have on file. To help staff with these types of requests, the following procedures have been developed.

Who to contact regarding Privacy Information:

The Privacy Officer is John Peddle.

Telephone: 416-285-8070 ext. 228
Fax: 416-285-5410
email: privacy@nipost.org
Mail: Privacy Officer
Neighbourhood Information Post
269 Gerrard Street East, 2nd Floor
Toronto, Ontario, M5A 2G3

Any letters addressed to the Privacy Officer should be forwarded to John Peddle immediately. Clients can also contact the Privacy Officer by phone.

Access Request to Client's Files.

- Contact the Privacy Officer above.
- Clients should send their request in writing stating what they would like to see. Staff can assist the client to draft the request.
- Upon receipt of the request, the Privacy Officer should:
 - Document the date of receipt;
 - Contact the sender to clarify the request;
 - Verify the identity of the person making the request;
 - Determine what information can be accessed;
 - Provide the information to the client.
- Request for access should be acted upon as soon as possible and within the 30 day response time limit. If the request cannot be done within the 30 day limit, the Privacy Officer will let the client know that additional time is required.

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Complaints

Complaints should be directed to the Privacy Officer. Staff can help the client draft the complaint.

Upon Receipt of the complaint the Privacy Officer should:

- Record date of the receipt of any complaint.
- Acknowledge the receipt of the complainant promptly.
- Contact the complainant to clarify the nature of the complaint.
- Investigate all complaints received.
- Notify the complainant the outcome of the investigation clearly.
- Correct any inaccurate information.
- Provide a report of complaints to the Executive Director and to the President of the Board and Chair of the Finance and Risk Committee.