

# Access or Correction Request

Municipal Freedom of Information and Protection of Privacy

Please note: a \$5.00 application fee is required for all requests

A. Type of Request			
<input type="checkbox"/> Access to general records (non-personal information) <input type="checkbox"/> Access to own personal information <input type="checkbox"/> Access to other's personal information by authorized party <input type="checkbox"/> Correction of own personal information			<p>The Act provides that costs are to be borne by those who request access to information. See instructions &amp; fee schedule - Page 2</p>
<input type="checkbox"/> I will need the documentation requested to be provided in an alternate format. Please describe the format required (e.g. large font).			
B. Requester's Information			
Last Name:	First Name:	Middle Name:	Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/> Miss. <input type="checkbox"/>
Address (Street/Apt. No./P.O. Box No./R.R.No.)	City or Town	Prov.	Postal Code
Telephone No. (Day): (    )	Telephone No. (Evening): (    )	Email address:	
C. Description of Records or Correction Requested			
<p><b>Note:</b> If you are requesting a correction of personal information, please indicate the desired correction and, if appropriate, attach any supporting documentation. You will be notified if the correction is not made and you may require a statement of disagreement be attached to your personal information.</p>			
<b>Preferred method of access to records</b> <input type="checkbox"/> Receive Copy <input type="checkbox"/> Examine original (on site only)		<b>Time period of the records</b> From (yyyy/mm/dd)   To (yyyy/mm/dd)	
D. Payment and Signature			
<b>\$5 application fee</b> <input type="checkbox"/> Cheque <input type="checkbox"/> Cash (in person only)		Signature:	Date (yyyy/mm/dd)
E. Institution Use Only			
Date Received (yyyy/mm/dd):	Request no.	Comments:	
<p>Personal information contained on this form is collected pursuant to the <i>Municipal Freedom of Information and Protection of Policy Act</i> and will be used for the purpose of responding to your request. Questions about this collection can be directed to the Privacy Officer at 950 East Main St., Welland, ON L3B 5P6 905-732-1381 ext. 233.</p>			

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## Instructions for Completing Access or Correction Request

### WHEN TO MAKE A REQUEST

You can access many WHESC records without making a formal request under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). Requests for information can generally be made by calling, emailing or writing WHESC. If you feel your records contain errors or omissions, you may informally ask for a correction by contacting WHESC. You may contact the Privacy Officer at 950 East Main St., Welland ON L3B 5P6, 905-732-1381 ext. 233, to determine whether you need to make a formal request.

### WHEN A FORMAL REQUEST IS REQUIRED

To request records under MFIPPA, follow these steps:

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Step 1:</b> Complete an Access/Correction Request Form. Please provide as much detail as you can about the records sought.                                                    |
| <b>Step 2:</b> Prepare cheque or money order. A \$5 application fee must accompany your request, payable to "Welland Hydro-Electric System Corp."                                |
| <b>Step 3:</b> Send Completed Access/Correction Request Form and payment to: <b>Privacy Officer, Welland Hydro-Electric System Corp., 950 East Main St., Welland, ON L3B 5P6</b> |

### HOW TO CORRECT INFORMATION HELD ABOUT YOU

Usually, a request is processed within 30 calendar days. This means that WHESC, must either provide access to the requested record or notify you that the information is exempt under the specific provisions of the Act. If WHESC requires a time extension for any reason, then you will be notified.

When WHESC must spend time assembling the records responsive to a request, the Act provides for the application of fees. In addition to the \$5 application fee, the Act provides that costs are to be borne by those who request access to information.

#### Fee schedule:

Established by Regulation 823/96, applicable costs which can be charged to the requester are listed below. If the fees will be greater than \$100, you will be given a fee estimate before completing the request. The records will not be severed, copied or released until the fee is paid or waived;

- \$5 application fee must be enclosed with your request
- \$7.50 per 15 minutes of search time (does not apply to requests for own personal information)
- \$7.50 per 15 minutes to prepare the records for disclosure (does not apply to requests for own personal information)
- \$0.20 per page for photocopies and/or computer printouts
- \$15 per 15 minutes, if necessary, to develop a computer program to retrieve information
- \$10 for disks/shipping costs

Where WHESC collects personal information about individuals, the Act provides that individuals have the right to correct their own personal information if it is in error. To submit a formal correction request, you must first obtain access to your records under the Act. Requestors must complete an **Access/Correction Request Form** and remit the \$5.00 payment. Once you have obtained access to your information, no additional fees apply for correction.

If the request is for your own personal information, identification is required. Please include a photocopy of a piece of your identification bearing your signature. If you are acting as an agent for an individual other than yourself, please include a letter of consent duly signed and dated from that individual authorizing you to act on his/her behalf.

WHESC decides whether the correction will be made and notifies the requestor. A decision not to correct personal information may be appealed to the Office of the Information and Privacy Commissioner:

**Information and Privacy Commissioner, Ontario**  
**2 Bloor Street East, Suite 1400**  
**Toronto, ON M4W 1A8**

**Telephone: 1-800-387-0073 or (416) 326-3333**  
**Fax: (416) 325-9195**  
**Website: [www.ipca.on.ca](http://www.ipca.on.ca)**  
**E-mail: [comissioner@ipc.on.ca](mailto:comissioner@ipc.on.ca)**

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