

Your Rights Under the Freedom of Information and Protection of Privacy Act (FIPPA)

[Section 29](#) of FIPPA gives applicants the right to ask the City to make corrections to their personal information if it can be demonstrated that it is inaccurate. This section also requires the City make additions to that information if it is demonstrated to be incomplete or missing. If no correction or addition is made, the record must be annotated with the correction that was requested but not made.

This section also provides that all other persons or organizations that have received copies of the information within the previous year are informed of the correction or annotation so that they can update their own records. Individuals or organizations that are not covered by FIPPA cannot be compelled to correct/annotate their records. However, public bodies that receive a notification of a correction or annotation of personal information from another public body are required by [section 29](#) to correct or annotate that information in their custody or under their control.

Two types of information are likely to be the subject of correction requests:

- factual information, which can be corrected if wrong and if adequate proof is available; and,
- opinions, which are subjective and do not lend themselves to correction in most cases.

How does the City handle requests for the correction of personal information?

By ensuring that for all personal information requests received the City will:

- Investigate
- Acknowledge receipt promptly
- Contact the individual to clarify the request, if required
- Follow a fair, impartial and confidential process

How does the City accept requests for the correction of personal information?

Formal requests are received in writing by completion of the [Request for Correction of Personal Information form](#) located on the City's website or the 5th floor of City Hall and returning it to: privacy.office@princegeorge.ca or by mail or in person to: Attention: Privacy Officer, City of Prince George, Legislative Services Division, 5th Floor, 1100 Patricia Boulevard, Prince George, BC V2L 3V9

Employees receiving a routine request from an individual to correct their factual Personal Information, such as a change or update to a residential or other personal mailing address, personal e-mail address or personal phone number, may make the requested change without forwarding the request to the Privacy Officer.

Employees must also inform customers of their right to contact the [Information and Privacy Commissioner](#) if they are not satisfied with the City's response to the request.

How does staff inform customers about the process?

Employees can provide requestors with the [Request for Correction to Personal Information form](#) located on the City's website or to advise them to contact the City's Privacy Officers to make the

Correction of Personal Information Process

request. Employees must also inform customers of their right to contact the [Information and Privacy Commissioner](#) if they are not satisfied with your organization's response to the request.

How does the City document requests for the correction of personal information?

Requests will all be documented on the Request for Correction of Personal Information form. The date the form is received by the City shall always be documented. If the complaint is received verbally, the details shall be recorded immediately.

How does the City ensure the process is impartial?

The Privacy Officer investigating the request will conduct it fairly and impartially. The investigator must have access to all relevant records, employees or other individuals who handled the personal information involved.

Procedure

Upon receipt of a written request for correction of a record, the City shall:

1. Correct factual errors when requested to do so by the individual the information is about if it is supported by adequate proof. Occasionally, this correction can be made by physically changing the original record (e.g., changing transposed numbers on an application form or data entry field). This type of change should only be made where the City has not used or disclosed the incorrect information. More commonly, the City corrects a record by clearly marking the original information as incorrect and attaching the correct information to the record.
2. Rectify any omission of information, provided the request is supported by adequate proof, by adding information so that the record is complete.
3. Annotate a record by physically adding explanatory notes to it, such as a letter, report, or other document if the requested correction does not pertain to facts or factual data, but to opinions. For example, an annotation may consist of a letter or written statement in which the applicant disputes the facts as presented or disagrees with an opinion expressed by another person about the applicant. Alternatively, the applicant could submit an annotated copy of the disputed record for attachment to the original document.
4. Inform any other public body or organization with which the information was disclosed during the one-year period before the correction was requested, of any such correction or annotation.
5. Set up the record or file so that the correction or annotation will always be retrieved with the original record.
6. The City must inform the applicant, in writing, that:
 - a) the information has been corrected;
 - b) the information has been annotated; or,
 - c) why a correction is inappropriate or why the proof provided is insufficient or inadequate.

If you have any questions about correcting an individual's personal information, contact the Privacy Officer. Questions can be directed to: privacy.office@princegeorge.ca or 250-561-7686.