

Access/Correction Request Form

Municipal Freedom of Information & Protection of Privacy Act (MFIPPA)

A \$5.00 application fee is required for all requests. A response is typically issued within 30 calendar days. Additional fees may apply. See instructions and fee schedule on Page 2.

Request Type:

- Access to general records
- Access to your own personal information
- Access to other's personal information by authorized party
- Correction of your own personal information

Please Note: Proof of identity is required for requests involving personal information. If acting on behalf of another individual, a signed consent must be provided.

Requester Information

First Name	Last Name	Business Name		
Address		City	Province	Postal Code
Phone Number	Email	Preferred Method of Contact: Phone Email		

Request Details/Correction Request

Provide a detailed description of the requested records, personal information and/or required correction below, including desired date range. Additional pages may also be attached.

Note: 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 request a statement of disagreement be attached to your personal information.

Format and Accessibility

Preferred Method of Access to Records: Examine original (on site only) Receive copy (email preferred)	Alternate Format (AODA): Please specify if you require records in an accessible format (e.g. large print, etc.):
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Signature

Signature	Date: (MM/DD/YYYY)
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For Institution Use Only

Date Received: (MM/DD/YYYY)	Request No.:	Comments:
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Access/Correction Request Form Instructions

When to Make a Request

You are able to access many Burlington Hydro 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 Burlington Hydro. If you feel your records contain errors or omissions, you may informally ask for a correction by contacting Burlington Hydro. A formal request under MFIPPA is typically used when records cannot be obtained through regular service channels. Legislation is not intended to replace the normal process of providing information.

When A Formal Request Is Required

To request records under the Municipal Freedom of Information and Protection of Privacy Act, follow these steps:

Step 1	Complete an Access/Correction Request Form. Please provide as much detail as you can about the records sought.	
Step 2	A \$5 application fee, payable by cheque or other accepted payment methods, must accompany your request, payable to "Burlington Hydro Inc."	
Step 3	Send completed Access/Correction Request Form and payment to:	Freedom of Information & Privacy Coordinator Burlington Hydro Inc. 1340 Brant Street, Burlington, ON Ontario L7R 3Z7

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

Fees

When Burlington Hydro must spend time assembling the records responsive to a request, the Act provides for the application of fees. In addition to the \$5.00 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. The requestor may 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)
- 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

How to Correct Information Held About You?

Where Burlington Hydro collects personal information about individuals, the Act provides that individuals have the right to correct their own personal information if it is in error. The right of correction applies only to personal information to which an individual is provided access. To submit a formal correction request, you must first obtain access your records under Freedom of Information. Requestors must complete an Access/Correction Request Form and remit a \$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. Burlington Hydro decides whether the correction will be made and notifies the requestor. These decisions may be appealed to the Office of the Information and Privacy Commissioner.