9: Provide Access

Individuals have a right to access the personal information an organization holds about them. Here is a checklist to guide you:

- Are there forms individuals can use to request access to and correction of their personal information?
- Is the information easily found to make retrieval easier?
- What records need to be searched to ensure everything is included?
- How is the identity of the requestor validated?
- How is information that must be protected not disclosed?

Ensure employees are familiar with the procedures for responding to individual requests for access. Here is a checklist to guide you:

- Establish procedures for granting access to personal information
- Provide those requesting access with assistance in making their request
- Inform the individual of the reasons when refusing to give access and set out options for recourse
- Explain how the information is or has been used and provide a list of organizations to which it has been disclosed
- Correct or amend the information as requested
- Provide a copy of the information requested or reasons for not providing access
- Respond within 30 days of receiving the request
- Provide access at minimal or no cost to the individual
- Notify the individual of the cost before proceeding with the request
- Make sure information provided is understandable (provide explanations for acronyms, abbreviations and codes)
- Advise third parties of changes where appropriate