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