

**STEP 1, WE ACKNOWLEDGE AND REVIEW YOUR REQUEST**

- We will acknowledge your request in writing.
- We will review your request, making sure that it is pertaining to information under the scope of the FIPPA and in the custody or control of the institution.
- We may contact you to clarify your request.
- The FIPPA requires us to respond to your FOI request within 30 working days of receiving it. If your request is complex, we may extend this time within what the FIPPA allows, but will inform you of this within the initial 30 days.
- We contact the appropriate department managers to inform them of the records being requested.

**STEP 2, WE ESTIMATE THE TIME AND POSSIBLE FEES NEEDED TO FULFILL YOUR REQUEST**

- You will NOT be charged for access to your own personal information or for the first three hours spent locating and retrieving records.
- If it will take longer than three hours to retrieve the records you requested and prepare them, we may send you a fee estimate before processing your request.
- We may require that you provide us with a 50% deposit, or you may choose to revise your request to reduce the time it will take to complete it.
- If the requested information can be provided electronically the fees to prepare and photocopy records will be avoided.
- Please note that the fees are set out in [Schedule 1](#) of the FIPPA regulation and include, but are not limited to:

Service	Fee
<b>Locate, retrieve, produce and prepare records</b>	\$7.50 per ¼ hour after the first 3 hours
<b>Photocopy records (in black and white)</b>	\$0.25 per page
<b>Photocopy records (in colour)</b>	\$1.65 per page
<b>Shipping and handling</b>	\$ Actual cost

**STEP 3, WE GATHER THE INFORMATION**

- Staff assigned to your request, search for and gather all the records related to your request.
- If your request asks for a large number of records or for third-party records we may take up to 60 days to respond and will inform you of this extension.

**STEP 4, WE REVIEW THE INFORMATION**

- The FIPPA includes several specific exemptions to disclosure, which means that, by law, certain types of records and information are to be protected and not made available to the public. Some exemptions are mandatory while others are exercised at the discretion of the FIPPA Head based on the relevant circumstances surrounding the request. For example, reasons for refusing access to information held by the ECUAD are generally related to the protection of:
  - personal privacy;
  - solicitor-client privilege;
  - policy advice, staff recommendations or draft regulations not yet made public.
- If a record has information we cannot provide, we cover the information with a shaded box and mark it with the relevant section(s) of the FIPPA that explains why we withheld the information.

### STEP 5, WE SEND YOU THE INFORMATION

- Pending receipt of fees payable (if applicable) we prepare our final response package with your requested information and send it to you.

If you are not satisfied with how ECUAD responded to your FOI request, you have the right to ask for a review by the British Columbia Office of the Information and Privacy Commissioner. A decision of the Commissioner is final, subject to certain limited judicial reviews.

### ONLINE RESOURCES:

- [Freedom of Information and Protection of Privacy Act](#)
- [Office of the Information and Privacy Commissioner for British Columbia](#)
- [OIPC Guide to Access and Privacy Protection under FIPPA](#)