



Access/Correction Request Form

Municipal Freedom of Information & Protection of Privacy Act
Please note: A **\$5.00** application fee is required for all requests.

Request for:

- Access to General Records
- Access to Own Personal Records/Information
- Correction of Own Personal Information

The Act provides that costs are to be borne by those who request access to information. See instructions & fee schedule - Page 2

I will need the documentation requested to be provided in an alternate format. Please describe the format required (AODA) (e.g. **larger type**, etc.):

Please complete if requesting access to, or correction of own personal information records

Last name appearing on records: Same as below Other (Specify)

Last Name	First Name	Middle Name	<input type="checkbox"/> Mr.	<input type="checkbox"/> Miss
			<input type="checkbox"/> Mrs.	<input type="checkbox"/> Ms.

Mailing Address (Street/Apt. No./P.O. Box No./R.R. No.)

City/Town

Province

Postal Code

Telephone No. (Day):
Telephone No. (Evening):

Detailed description of requested records, personal information records, or records to be corrected

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 require a statement of disagreement be attached to your personal information.

Preferred method of access to records

- Examine Original
- Receive copy

Signature

Date

For Institution Use Only

Date Received:

Request No.:

Comments:

Access/Correction Request Form Instructions

WHEN TO MAKE A REQUEST

You are able to access many Burlington Hydro Inc. (BHI) 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 BHI. If you feel your records contain errors or omissions you may informally ask for a correction by contacting BHI. The Act should only be used by the public in cases where information is not available through the usual 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	Prepare cheque or money order. A \$5 application fee 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 Inc. 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 Inc. requires a time extension for any reason, then you will be notified.

FEES

When Burlington Hydro Inc. 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 Inc. 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. BHI 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.