# File: 292- 30/[REQUESTNUMBER]

[TODAYDATE]

# Sent via email: Consultee’s email

[RFNAME] [RLNAME]

Address 1

Address 2

Dear [RFNAME] [RLNAME]:

# Re: Request for Consultation

# *Freedom of Information and Protection of Privacy Act* (FOIPPA)

The Ministry of Agriculture and Food received a request under FOIPPA from a/an [REQUESTERCATEGORY].

Where relevant to the consultee’s decision making, replace the above applicant type with one of the following options:

OPTION 1

a law firm acting on behalf of their client, [ONBEHALFOF], and has provided authorized consent. Optional explanation of the applicant’s right of access if required.

OPTION 2

an individual who has requested a copy of their records.

OPTION 3

an/the advocate acting on behalf of [ONBEHALFOF]. Authorized consent has been provided. Optional explanation of the applicant’s right of access if required.

The request is for:

*[REQUESTDESCRIPTION]*

The enclosed record(s) were located in response to the request. I would appreciate receiving your views on their disclosure. We are recommending full disclosure. If possible, a written response would be appreciated by Date. If you do not respond back by this date, we will proceed with the request and release under FOIPPA. A copy of FOIPPA is available online at:

<http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00>

Delete the paragraph below if this is a personal request or if you have received confirmation from Open Information that this request is exempt from publication:

Please also be advised that records released in response to Freedom of Information requests (subject to limited exemptions) will be published on the Open Information website. To find out more about Open Information, please access the Open Information website at:

<http://www.openinfo.gov.bc.ca/ibc/index.page>

The records for this consultation will be delivered through the BC Secure File Transfer Service. Separate emails will follow from the BC SFT Notification Service directing you how to set up an account and where to obtain the records.

Due to the sensitive nature of the records, they have been encrypted with a password for an extra level of protection. Please save this letter with the password for your records for future reference. Once you have downloaded the records from the Secure File Transfer Service, you will need to enter the following password to open them:

**Use this password to open the records: Password**

Please direct your written response to [PRIMARYUSERNAME], at [PRIMARYUSERREMAIL]. For your convenience I have attached a Consent/Objection to Disclosure form. In order to meet our legislated due date, we would appreciate receiving your response electronically, if possible. If you have any additional questions or concerns please call [PRIMARYUSERPHONE]. This number can also be reached toll-free at 1 833 283-8200.

Sincerely,

[PRIMARYUSERNAME], [PRIMARYUSERTITLE]

Information Access Operations

Enclosure(s)

Delete Consent Form if not required

**BC Government Secure File Transfer Service**

Information Access Operations Ad-Hoc User Guide

**Returning Users**

If you are a returning user, please use your existing username and password. Passwords expire after 90 days. You can update your password at anytime.

**New Users**

Your records are provided to you via the Secure File Transfer Service (SFTS). You will need to setup a User Account to access to the STFS site.

You must log in to your temporary SFTS account within 7 days. After 7 days, your temporary SFTS account will expire and will no longer be accessible. If you are no longer able to access your account or records, please contact the FOI Analyst identified in your Response Letter for assistance.

**Email Communication**

1. The first email has your Response Letter attached.
   * This email is from the FOI Analyst at Information Access Operations who processed your file.
   * If your records are password protected, the response letter will contain your **password to open your records.**

1. The second email is the *New Package is Waiting* notification email.
   * This email will be received at the same time as the third email.
   * A hyperlink to the SFTS is contained in this email.

1. The third email is the *New User Account for the BC Secure File Transfer Service*
   * This email is sent only to users who are required to setup a STFS User Account.
   * If you are an existing user and your account is still active, you will not receive this email.
   * This email contains the following:
     + a **Hyperlink** to the SFTS site
     + a **Username** to access the SFTS site
     + a **temporary Password** to access the SFTS site
   * If you are unable to locate this email, please check your junk/spam folder. It is from BC Secure File Transfer Notification Service <DONOTREPLY>@gov.bc.ca.

**Accessing Your Records**

1. Setup your SFTS account.
   * Click on the URL hyperlink provided in your third email.
   * You will be redirected to the SFTS site.
   * If you are not redirected to SFTS site, it is accessible at: filetransfer.gov.bc.ca.
2. Enter your *Username* and *Password*.
   * These are provided in your third email.
3. Change your SFTS account password.
   * You will be required to do this as soon as you login.
   * Follow the instructions provided to you after you login to SFTS for the first time.
   * After you change your password, select "Finish." This will redirect you to your STFS Inbox.
4. Your records are now accessible.
   * Records will be available in SFTS for 35 days.
   * You can download your records up to 5 times.
   * To download your records:
     + Click on the records package
     + Click on the *Download* button beside the file(s)
   * If your records are password protected, you will require a password to open the pdf document.
     + *The password to open the pdf is located in your first email's Response Letter.*
   * It is recommended that you download and save your records so you do not have to return to the SFTS each time to view.
5. If your records are password protected, please consult your .pdf software's user manual on how to remove the password/encryption.

**Troubleshooting**

* If the hyperlink to the SFTS site does not open, try to access the site on a different web browser such as Chrome, or Firefox or Safari.
* Your temporary SFTS account expires after 7 days unless the account is logged into again or receives a new package. Your account will be deleted 7 days after it has been marked as expired. Once it is deleted, you will need to have a new ad-hoc account created - contact the FOI Analyst identified in the response letter.
* If you have forgotten your password but your account is still active:
  + You can use the “Request a password change” link on the Login page.
  + An email will be sent to you providing you the URL to confirm the password change.
  + Passwords expire after 90 days.
* If you encounter technical issues, please call the technical support line at 250-387-7000 and select option 3. You will need to advise the representative that you are requesting assistance as an ad-hoc user of the BC Secure File Transfer Service.

To: [PRIMARYUSERNAME], [PRIMARYUSERTITLE]

Information Access Operations, Ministry of Citizens’ Services

PO Box 9569 Stn Prov Govt

Victoria BC V8W 9K1

**Re: Consent/Objection to Disclosure**

**Request for Information:** [REQUESTNUMBER]

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Consent to the disclosure of the attached information. I give permission to the Ministry of Agriculture and Food to provide a copy of the attached to the applicant.

Object to the disclosure of the attached information because:

1.

2.

(please continue overleaf if more space is required)

Give the Ministry of Agriculture and Food permission to provide the applicant with an edited version of the attached information, as indicated on the attached copy. I object to the full disclosure because:

1.

2.

(please continue overleaf if more space is required)

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Signature |  | Date |