# File: 292-40/[REQUESTNUMBER]

[TODAYDATE]

Sent via email: [RQREMAIL]

[ADDRESS]

Dear [RFNAME] [RLNAME]:

# Re: Request for Access to Records

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

Information Access Operations processes freedom of information requests for the Ministry of Children and Family Development. The Ministry received your request for access to your personal information on [RECEIVEDDATE]. As per our conversation on Date we We understand your Choose to be for: *[REQUESTDESCRIPTION]*. You have not requested any other records or the information of any other individual.

In your previous request, you received your personal information from Date to Date. As a result, the date range for this request will be Date to Date.

Thank you for providing the requested documents received by our office on Date.

FOIPPA allows 30 business days for public bodies to respond unless the nature of the request requires an extension per section 10 of FOIPPA. We will make every effort to respond to your request by **[DUEDATE]**. We will notify you as soon as possible if there is a need to extend the time limit for responding to your request.

Please be advised that all correspondence will be sent to the address you provided. Should your address change or you determine that you no longer require the requested records, please advise this office immediately.

**Option 1: Identity verified** *(must be verified for only MSD & CFD but not CLB or ECC)*

Records located in response to your request(s) will be delivered through the BC Secure File Transfer Service (SFTS) (subject to limited exemptions). This service provides a quick, easy and secure way of delivering and accessing records. A guide for using the SFTS is enclosed for your convenience.

**Option 2: Identity not verified** *(MSD & CFD – only use for CLB if you have concerns about identity)*

Information Access Operations (IAO) is able to deliver the response to your FOI request using your email address. IAO is using a Secure File Transfer Site to allow us to deliver FOI response packages to applicants in the most secure and efficient way possible. In the past, you may have been required to travel to a government office to verify your identification and pick up your package but this is no longer necessary, as our new service will allow you to verify your identity online.

You are able to use this service if you have a Photo BC Services Card or a BC Driver’s Licence and Services Card (<https://www2.gov.bc.ca/gov/content/governments/government-id/bc-services-card/types-of-cards>) **and** an email address.

If you wish to verify your identity for your existing FOI request, please submit the required information through our online personal FOI request form (<https://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/open-government/open-information/freedom-of-information/personal-information-request>). If you experience difficulties accessing the link try a different browser such as Chrome, Firefox or Safari (on Apple product). Follow these instructions:

* Choose to submit a new personal request
* Choose login with BC Services Card
* In the description of records box, enter the following: **"ID verification for FOI Request [REQUESTNUMBER]"**
  + This will allow us to link the verification to your request.

Once you have completed this process **and** a response to your FOI request is complete, you will receive an email with instructions and a link to download your records. A guide for using the SFTS is enclosed for your convenience.

For all future personal FOI requests, we recommend using our online form and the BC Services Card identity verification process.

You submitted your request outside of our online process. For future reference, you can submit both personal and general requests at: <https://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/open-government/open-information/freedom-of-information>. Using the online process is a fast, easy and secure way to submit your FOI request. It also ensures that we receive the information required to open your request. The webpage also includes frequently asked questions, additional information regarding the FOI process, and links to previously completed FOI requests and proactively released government records.

**District Office Delivery:**

If your records are not sent to you via SFTS, they will be sent to the Ministry District Office nearest to your address. When your records are ready to be released, Information Access Operations (IAO) will contact you in writing with details regarding the location and contact information of the Ministry District Office where you may pick up your records. Please be prepared to produce two pieces of identification when picking up your records.

|  |  |
| --- | --- |
| **Primary ID** | **Secondary ID** |
|  |  |
| * Provincial Identification | * Birth Certificate |
| * Valid Driver's Licence * Passport | * Provincial Health Card * Credit Card |
| * Citizenship Card * Secure Certificate of Indian Status card, issued by the Government of Canada | * Citizenship Papers * Immigration Documents * Permanent Resident Card |
|  |  |

If you have any questions regarding your request, please contact [PRIMARYUSERNAME], the analyst assigned to your request, at [PRIMARYUSERPHONE]. This number can also be reached toll-free at 1 833 283-8200. Please provide your FOI request number, [REQUESTNUMBER], in any communications.

Sincerely,

[PRIMARYUSERNAME], [PRIMARYUSERTITLE]

Information Access Operations

Enclosure

**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.
6. If your records are contained within a zipped file, you may need to download a zip program onto your computer in order to open and extract the records. There are free zip programs available to download, such as 7-Zip for Windows, or BetterZip for Mac.

**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.