File: 292-40/[REQUESTNUMBER]

[TODAYDATE]

Sent via email: [RQREMAIL]

[RFNAME] [RLNAME]

[STREET1]

[STREET2]

[CITY] [STATE/PROVINCESHORT] [ZIP/POSTALCODE]

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 information 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.

FOI release packages can be produced as a paper copy or a password protected CD. **If you wish to have your records released to you as a paper copy you must contact our office as soon as possible to indicate this choice**, otherwise you will receive an encrypted CD. 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.

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 Freedom of Information (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.

Option 1: Out of Province Records Delivery

Your records will be sent by mail using Purolator and will be held for your pick up at the Purolator office nearest to your address. You will receive notification by telephone from the Purolator office advising you that your package has arrived. You must attend the Purolator office where you will be required to show current identification and sign for the package to receive your records.

Option 2: Out of Country Records Delivery

When your records are ready to be released to you, they will be sent to you by mail. We require that applicants who live outside of Canada provide us with legible copies of two pieces of identification in advance of our mailing the records. The first piece must be from the “primary” list and the second from the “primary or secondary” list.

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

Please forward to us legible copies of identification by Date. If we do not receive the copies of your identification by this date, your request will be deemed abandoned and closed without further notice.

Once ID is received, closely examine the applicant’s full name, address and date of birth to ensure the applicant’s identity has been verified. Make a note in AXIS stating that the applicant’s ID was received, and provide a description of the ID. Do not upload copies of the ID into AXIS. Delete or shred the copies of ID, depending on how they were received - ensure all copies are deleted/destroyed.

If you have any questions regarding your request, please contact [PRIMARYUSERNAME], the analyst assigned to your request, at [PRIMARYUSERPHONE]. Please provide the FOI request number, [REQUESTNUMBER], in any communications.

Sincerely,

[PRIMARYUSERNAME], [PRIMARYUSERTITLE]

Information Access Operations