# File: 292-40/[REQUESTNUMBER]

Your file: [CUSTOMFIELD60]

# [TODAYDATE]

Sent via email: [RQREMAIL]

[RFNAME] [RLNAME]

[COMPANY]

[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)

Client: [ONBEHALFOF]

**Information Access Operations (IAO)** received your request for access to your personal information your client on [RECEIVEDDATE]. I have included a copy of your request for your reference.

Before we can proceed, IAO requires additional information from you in order to ensure all records responsive to your request are located. Section 5 of FOIPPA (enclosed) requires that in order for an applicant to obtain a record, the applicant must make a written request that provides sufficient detail to enable an experienced employee of the public body, with a reasonable effort, to identify the records sought. Please provide the following:

1. Are you seeking “records” or are you seeking “answers” to your questions?
2. If you are indeed seeking records, what records are you searching for?
3. To which ministry are you directing this request?

Please note, under schedule 1 of FOIPPA, a record is defined as, “books, documents, maps, drawings, photographs, letters, vouchers, papers and any other thing on which information is recorded or stored by graphic, electronic, mechanical or other means, but does not include a computer program or any other mechanism that produces records”.

Your request, as submitted, does not meet FOIPPA’s definition of records; rather, these are questions that may be answered by the Ministry.

Should you still wish to request records, please note that Section 5 of FOIPPA (enclosed) requires that in order for an applicant to obtain a record, the applicant must make a written request that provides sufficient detail to enable an experienced employee of the public body, with a reasonable effort, to identify the records. To assist the Ministry, please isolate specific records (as defined above), or specify the types of records you are seeking.

Until we receive clarification, we are unable to begin processing this request. We will keep your request as pending until we receive clarification from you. Please note that the time that elapses before we receive your response will not be included in calculating the request deadline. If we have not received a response from you by **DATE**, your request will be closed as abandoned.

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.

If you have any questions regarding your request, please contact us at 250 387-1321. This number can also be reached toll-free at 1 833 283-8200. Please provide the FOI request number, found at the top right of the first page of this letter, in any communications.

Regards,

[PRIMARYUSERNAME]

Consolidated Intake

Information Access Operations

Enclosure

**5 How to make a request**

(1) To obtain access to a record, the applicant must make a written request that

(a) provides enough detail to enable an experienced employee of the public body, with a reasonable effort, to identify the record sought,

(b) provides written proof of the authority of the applicant to make the request, if the applicant is acting on behalf of another person in accordance with the regulations, and

(c) is submitted to the public body that the applicant believes has custody or control of the record.

(2) The applicant may ask for a copy of the record or ask to examine the record.