File: 292-40**/**[REQUESTNUMBER]

# Your File: [CUSTOMFIELD60]

[TODAYDATE]

[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]**

I am writing further to your request received by the Ministry of Social Development and Poverty Reduction. You requested:

*[REQUESTDESCRIPTION]*

The enclosed CD is password protected due to the sensitive nature of the information contained on it. A password was mailed to you separately, including instructions about how to open your password protected file.

Please find enclosed a copy of the records located in response to your request. Full or Partial Disclosure 14 (Legal advice), 14 (Legal advice), 14 (Legal advice), 14 (Legal advice), and 14 (Legal advice) of FOIPPA. A complete copy of the FOIPPA is available online at the following website:

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

Due to the age of the file or the file being inactive for a period of time, you are not receiving information from [insert description of records destroyed] because this information has been destroyed as per government’s legislated record retention schedules.

If information has been *removed* (not withheld or severed) provide an explanation, for example section 3 and add [Blurbs to add to AXIS Letters](onenote://K:/General/FOI%20Templates%20and%20Forms/AXIS%20Support/AXIS%20Support/Stages%20of%20an%20FOI%20Request.one#Blurbs%20to%20add%20to%20AXIS%20Letters&section-id={E175FC8D-949C-414C-803E-B23A0B85216A}&page-id={731C9662-BEF9-41ED-93E8-11101A739DE5}&end). Your package may contain duplicate records. We have provided you with the best available copy, although you may find that some pages are in poor condition.Your file is now closed.

If you have any questions, please contact me at [PRIMARYUSERPHONE]. 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.

1. You have the right to ask the Information and Privacy Commissioner to review the Ministry’s response to your request. I have enclosed information on the review and complaint process.
2. Sincerely,

[PRIMARYUSERNAME], [PRIMARYUSERTITLE]

Information Access Operations

Enclosures

# How to Request a Review with the

# Office of the Information and Privacy Commissioner

If you have any questions regarding your request, please contact the analyst assigned to your file. The analyst’s name and telephone number are listed in the attached letter.

Pursuant to section 52 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), you may ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act with regard to your request under FOIPPA.

**Please note that you have 30 business days to file your review with the Office of the Information and Privacy Commissioner. In order to request a review please write to:**

Information and Privacy Commissioner

PO Box 9038 Stn Prov Govt

4th Floor, 947 Fort Street

Victoria BC V8W 9A4

Telephone 250 387-5629 Fax 250 387-1696

If you request a review, please provide the Commissioner's Office with:

1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.

File: 292-40**/**[REQUESTNUMBER]

# Your File: [CUSTOMFIELD60]

[TODAYDATE]

[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]**

I am writing further to your request received by the Ministry of Social Development and Poverty Reduction. You requested *[REQUESTDESCRIPTION]*

**Your records have been saved to a password protected CD that was sent to you on Date. The password: \*\*\*\*\*\*\*\*\*\*\*. Follow the attached instructions.**

If you have any questions regarding your request, please contact me at [PRIMARYUSERPHONE]. 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.

Sincerely,

[PRIMARYUSERNAME], [PRIMARYUSERTITLE]  
Information Access Operations

Enclosure

# How to Open Your Password Protected File

The following process results in a copy of your FOI response package being copied from the CD to the computer being used to access your response package. To ensure the protection of your privacy IAO does not recommend using a public computer to view your response package.

1. Insert the CD provided into the CD drive of your computer.
2. Select “Open folder to view files.” Otherwise, navigate to your CD drive.
3. Double click on the Adobe Acrobat .pdf file
4. Enter the password. Your password can be found on the separate password letter mailed to you separately from the CD.
5. A screenshot of a computer login box

   Description automatically generated
6. You will have to re-enter the password for the file that has been moved from the CD to your computer, unless you save a copy in Adobe Acrobat, after you have opened the password-protected file. The file on the CD will still be password protected as well.
7. DO NOT LOSE THE PASSWORD LETTER PROVIDED AS PASSWORD RESETS MAY NOT BE AVAILABLE.
8. A PDF viewer e.g., Adobe Reader is required to view your file. Adobe Reader can be downloaded for free from the following website: [https://get.adobe.com/reader/.](https://get.adobe.com/reader/)