# 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 processes freedom of information requests for Ministry of Social Development and Poverty Reduction. The Ministry received your request for access to Choose [ONBEHALFOF] on [RECEIVEDDATE]. Your request is for:

*[REQUESTDESCRIPTION]*

Although a thorough search was conducted, no records were located in response to your request.

**Option 1**

Current Ministry record listings show no available records of income assistance benefits paid under Choose [ONBEHALFOF] during the time range of the requested records. If the client authorization allows, (e.g. client consent is for all records whereas request is for specific years, or client’s files closed prior to previous release) include the following: The records available to our office indicate the last close date for your client’s income assistance file was Date.

**Option 2**

The retention of records in government is governed by the *Information Management Act* (IMA). In accordance with the IMA, schedules or “timetables” are developed that set out the retention period for records. These schedules determine the life cycle of a record from its creation, to final disposition of either destruction or transfer to the government archives.

Please note:the scheduled retention period for closed Ministry files varies according to the type of file. The retention schedule for Choose In other words, they are kept for Choose years following an individual’s last involvement with the Ministry and then destroyed.

You indicated Choose [ONBEHALFOF] received income assistance benefits ending in approximately YEAR. If so, those records will have been destroyed pursuant to schedule under the IMA, and therefore no longer exist.

**Optional paragraphs if applicable:**

If you are seeking **employment insurance records** or access to information held by Service Canada, please refer to: <http://www.servicecanada.gc.ca/eng/sc/atip/index.shtml>

If your client receives disability payments from Canada Pension Plan, you may wish to request access to those records through Service Canada. Please refer to: <http://www.servicecanada.gc.ca/eng/sc/atip/index.shtml>

You have the right to ask the Information and Privacy Commissioner to review the Ministry response to your request. I have enclosed information on the review and complaint process.

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 the FOI request number, [REQUESTNUMBER], in any communications.

Sincerely,

[PRIMARYUSERNAME], [PRIMARYUSERTITLE]

Information Access Operations

Enclosure

# 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.