# 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 Ministry of Social Development and Poverty Reduction records. The Ministry received your request for access to your personal information on [RECEIVEDDATE].

You have requested information that falls under the Ministry’s routine release policy: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/foippa/information-privacy-and-security-foippa> and is titled: ‘Access to Personal Information by a Client.’ It states:

*Once a client’s identity is clearly established, his or her personal information can be released to the client by the Employment and Assistance Office (EAO) or Health Assistance Branch (HAB) only if the request is for any of the following:*

* *a copy of a record that was submitted by the client to the ministry, for example, a doctor's letter, a pay stub, a Monthly Report (HR0081) form*
* *a copy of a record that was previously provided by the ministry to the client, for example, a letter from an Employment and Assistance Worker*
* *calculation of assistance in a tax year (T5007 information)*
* *A copy of your Persons With Disabilities (PWD) application and approval documents*

Clients requesting any of the above-described information can call the **general line at 1 866 866-0800.** Clients requesting previous and/or current years of T5007 information can call the **T5007 line at 1 877 815-2363.**

Your file with this office is now closed.

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, found at the top right of the first page of this letter, 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.