

Request for Personal Video Information

Made pursuant to the Personal Information Protection and Electronic Documents Act (PIPEDA)

This is a request for personal video information in the possession of your organization and is being made pursuant to the Personal Information Protection and Electronic Documents Act (PIPEDA) (see over for details of relevant provisions of PIPEDA):

Details of Requestor

Name:

Address:

Telephone number:

E-mail:

Physical description (to assist in selecting correct video footage):

Details of Organization

Organization:

Date(s) and time(s) of visit (indicate time(s) entered and departed organization location):

Address and location(s):

Details of request

I am requesting:

- all video surveillance images and/or recordings of my visit to your organization in the time period stated above
- an account of any use or disclosure of my personal information, including my images
- all information derived from my visit, including use of/results of video analytics applications

Date _____

Signature _____

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From Schedule 1 of PIPEDA

Principle 8 – Openness Principle

An organization shall make readily available to individuals specific information about its policies and practices relating to the management of personal information.

Organizations shall be open about their policies and practices with respect to the management of personal information. Individuals shall be able to acquire information about an organization's policies and practices without unreasonable effort. This information shall be made available in a form that is generally understandable. The information made available shall include

- (a) the name or title, and the address, of the person who is accountable for the organization's policies and practices and to whom complaints or inquiries can be forwarded;
- (b) the means of gaining access to personal information held by the organization;
- (c) a description of the type of personal information held by the organization, including a general account of its use;
- (d) a copy of any brochures or other information that explain the organization's policies, standards, or codes; and
- (e) what personal information is made available to related organizations (e.g., subsidiaries).

An organization may make information on its policies and practices available in a variety of ways. The method chosen depends on the nature of its business and other considerations. For example, an organization may choose to make brochures available in its place of business, mail information to its customers, provide online access, or establish a toll-free telephone number.

Principle 9 – Individual Access Principle

Upon request, an individual shall be informed of the existence, use, and disclosure of his or her personal information and shall be given access to that information. An individual shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate.

Upon request, an organization shall inform an individual whether or not the organization holds personal information about the individual. Organizations are encouraged to indicate the source of this information. The organization shall allow the individual access to this information.

An organization shall respond to an individual's request within a reasonable time and at minimal or no cost to the individual. The requested information shall be provided or made available in a form that is generally understandable.

Subsection 8(2) of PIPEDA states that "An organization **shall assist any individual** who informs the organization that they need assistance **in preparing a request** to the organization".

Subsection 8(3) of PIPEDA states: "An organization shall respond to a request with due diligence and in any case **not later than thirty days** after receipt of the request".