



## Cowichan Bay Waterworks District

### *Request for Information Form*

Cowichan Bay Waterworks is committed to providing clean, safe water for all residents while maintaining a standard of excellence in customer service and environmental conservation. Transparency and accountability are key in meeting this commitment. In doing so, Cowichan Bay Waterworks must balance the protection of privacy and confidentiality with the right to access information. As such, this Request for Information form will aid in clarifying the information and remedy and assist staff in the provision of information in relation to confidentiality and protection of privacy.

The *Freedom of Information and Protection of Privacy Act* [RSBC 1996 Chapter 165] sets the ground rules and guidelines for Requests for Information. The Act can be found on the BC laws website or on the Office of the Information and Privacy Commissioner for British Columbia website.

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*The Freedom of Information and Protection of Privacy Act [FIPPA] sets out the access and privacy rights of individuals as they relate to the public sector.*

*FIPPA establishes an individual's right to access records. There are certain exceptions to accessing records, for example, a public body cannot disclose information that would be harmful to law enforcement, personal privacy or public safety. Policy advice and legal advice are also excluded. See Division 2, sections 12 to 22 of FIPPA.*

*In addition to establishing an individual's right to access records, FIPPA also sets out the terms under which a public body can collect, use and disclose personal information of individuals.*

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#### Types of Complaints:

1. Privacy – concerns about the way CBWD has handled or processed your personal information.
  - Collection of personal information
  - Use of personal information
  - Disclosure of personal information
  - Refusal to correct records containing personal information
2. Access – concerns about an act, or failure to act, in relation to an access request
  - A failure to make a reasonable effort to assist
  - An inadequate search for records in response to a request for records
  - An inappropriate fee assessment
  - A refusal to waive an assessed fee
  - An unauthorized extension of time to respond to an access request

## Information Request Form

Name:	
Mailing Address:	
Telephone No.	
Email Address	
Address of Property if not mailing address:	
Date:	
Nature of Complaint: <i>Use a separate form if making more than one complaint.</i>	
Complaint Summary:	
Complaint Details:	
Identify the resolution and/or remedy you are seeking:  <i>Please attach a separate letter or attachment if there is not enough room on this form.</i>	
Legal Authority [Section of FIPPA that the request is based on]:	
Date Received by CBWD: <i>CBWD has 30 days to respond to this request.</i>	
Action: <i>[Office Use Only]</i>	