



Customers, Employees & Privacy: An Educational Forum for Businesses

Personal Information Protection Act Conference 2006

Session A5: Handling Requests for Access

Preeti Adhopia (Chair), Portfolio Officer, Office of the Information & Privacy
Commissioner of Alberta

Hilary Lynas, Director Access & Privacy Branch, Alberta Government Services

Bill Paterson, Manager, Projects - HR Training, Shell Canada

Preparing for Access Requests:

Inventory

- the kinds of personal information
 - where and how it is stored and for how long
 - who has access to it; who owns it
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Process

- informal process for each department, if appropriate
 - method for confirming the caller is the right individual
 - criteria for moving from informal to formal process
 - document and train all front-line call receivers
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Request form

- design based on types of information
 - include instructions and fee, if any
 - post on internet; make available internally
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