

Accessing Your Personal Information in Nova Scotia

Canadian Access to Information Manual

Disclaimer We have attempted to ensure that the information provided in this Manual is reasonably accurate and complete as of December 2005. However, we cannot guarantee complete accuracy or comprehensiveness; you should consult the relevant legislation and authorities if you seek fully accurate, complete, and up-to-date information.

Moreover, this Manual provides information of a general nature and does not constitute legal advice. Should you need legal advice, seek a lawyer. Please report any errors or omissions in this Manual to cippic@uottawa.ca

ACCESSING YOUR PERSONAL INFORMATION IN NOVA SCOTIA Click here to download pdf...RESOURCES

Freedom of Information and Protection of Privacy Act (FOIPOP) and Regulations

www.gov.ns.ca/legislature/legc/statutes/freedom.htm

www.gov.ns.ca/just/regulations/regs/foiregs.htm

Part XX of the Municipal Government Act

<http://www.gov.ns.ca/legislature/legc/index.htm>

Freedom of Information and Protection of Privacy Review Office

www.foipop.ns.ca/

Government guide

www.gov.ns.ca/just/foi/foiquest.htm

WHO CAN REQUEST PERSONAL INFORMATION?

Anyone can request access to his or her own personal information. For information on requesting personal information about someone else, see [Accessing Government Information in Nova Scotia](#).

WHAT INFORMATION CAN I ACCESS?

You have the right to access any record under the control of a public body or municipality, subject to certain exceptions described below. Public bodies include the Government of Nova Scotia, municipalities, educational bodies (e.g. school boards, universities) and health care bodies. A list of public bodies can be found in the Schedule to FOIPOP, which can be found at: <http://www.gov.ns.ca/legislature/legc/statutes/freedom.htm>. Note that this list may not be complete.

However, as noted below, personal information must sometimes be withheld from disclosure because it may involve the personal privacy of another individual. In addition other exemptions may apply to personal information.

WHAT IF THERE'S A MISTAKE IN MY PERSONAL INFORMATION?

You have the right to correct mistakes of fact, but not opinion, found in your personal information. To make such a correction, simply contact the relevant public body or municipality and request that a correction be made.

WHAT ARE THE EXCEPTIONS TO MY RIGHT OF ACCESS?

Certain information is not accessible through a Freedom of Information request because it is not subject to the provisions of the FOIPOP Act. Some of these records may, however, be accessible through other means, and these include:

- court records;
- public records or records available for purchase;
- hospital patient records that are subject to the provisions of the Hospitals Act. This information is usually available for a fee to the patients themselves;
- vital statistics records (births, deaths, marriages etc.); and
- records in the Public Archives or municipal archives if not donated by a public body or the municipality.

Other information that is not subject to FOIPOP may not be accessible, and this information includes:

- judges' records, or a note, communication, or draft decision of anyone acting in a judicial or quasi-judicial capacity;
- records of the Ombudsman, Conflict of Interest Commissioner, or the FOIPOP review officer if these relate to the exercise of their functions;
- questions to be used on an examination or test;

- records relating to an ongoing prosecution; and
- representations to the FOIPOP review officer.

Even if information is subject to the Act, you may still be denied access to it in certain circumstances, such as those described below.

Privileged information

Your request for information may be denied if the information is protected by solicitor-client privilege.

Third party privacy

Your access request will be denied if disclosure would unreasonably invade a third party's privacy. Disclosure of the following will be presumed to be an unreasonable invasion of a third party's privacy:

- personal health information;
- information that is part of a law enforcement record;
- financial information related to a third party's taxation, income, financial situation or receipt of social assistance;
- a third party's personal recommendations, character references or personnel evaluations;
- a third party's employment or educational history;
- information revealing the race, ethnic origin, religious or political beliefs, or sexual orientation of a third party; and
- a third party's name together with his or her address or telephone number if this information is to be used for solicitation.

In addition to the list above, other information may violate a third party's privacy, and in determining whether this is the case a public body or municipality will consider all relevant circumstances including:

- whether disclosure is desirable in order to subject the activities of a public body or municipality to public scrutiny;
- whether disclosure is likely to promote public health and safety or the protection of the environment;
- whether disclosure will help determine an applicant's rights;
- whether disclosure could expose a third party to harm;
- whether the information has been provided in confidence;
- whether disclosure could help determine the claims of aboriginal peoples;
- whether the information is accurate and reliable; and
- whether disclosure could damage a third party's reputation.

There are, however, circumstances in which disclosure of personal information is deemed not to be unreasonable and is therefore permitted or required. These include:

- when the relevant third party consents in writing to disclosure;
- when there are compelling circumstances affecting the applicant's health or safety;
- when another statute expressly allows or requires disclosure;
- when disclosure is for research purposes;
- when the information relates to a public body or municipal employee's salary, classification, benefits, or expenses;
- when the information relates to a third party's travel expenses in relation to government work;
- when the information relates to a goods or services contract with a public body or municipality; or
- when the information relates to the conferral of a discretionary benefit by the public body or municipality.

Another Act prevails

If the information you want is governed by any Act that is listed in the FOIPOP Act or that specifies that FOIPOP does not apply, you may be denied access to it.

Individual or public safety

Your access request may be denied if disclosure could threaten individual or public safety.

Law enforcement and legal proceedings

Your access request may be denied if disclosure could be harmful to law enforcement. This includes information that would: jeopardize national security; harm investigative techniques; reveal confidential sources of information; endanger anyone; jeopardize the security of any jail or any other property; deny someone a fair trial or an impartial adjudication; expose the source of the information to civil liability, etc. However, once a prosecution is completed, the public body or municipality must disclose information about any decision not to prosecute. Furthermore, the public body or municipality may refuse to confirm or deny the existence of any information subject to this exemption.

Exceptions related to government information

For additional exceptions more relevant to government information, see Accessing Government Information in Nova Scotia.

HOW DO I MAKE A REQUEST?

1. Check whether the information is publicly available

2. Contact public bodies

Call the public body or municipality and ask if it is willing to provide access to the information you want. Such informal methods can be effective. Note, however, that informal access to information requests do not trigger time limits for responding to you, nor do they trigger certain rights, such as the right to complain to the review officer.

3. Identify the appropriate public bodies

a) Determine whether the organization is subject to the FOIPOP Act or Part XX of the Municipal Government Act

Nova Scotia's FOIPOP Act applies to government departments, boards, commissions, foundations, agencies, tribunals, associations, and bodies whose directors are appointed by the government. It also applies to the N.S. Public Archives, hospitals, universities, school boards, local public bodies and some colleges. While not all-inclusive, there is a list of public bodies attached as a schedule to the FOIPOP Act. See: <http://www.gov.ns.ca/legislature/legc/statutes/freedom.htm>.

The FOIPOP provisions of Part XX of the Municipal Government Act apply to municipalities and municipal bodies.

b) Determine whether the information is in the custody or control of the public body or municipality

Access to information laws only apply to records in the custody or control of a public body or municipality. If a record is destroyed, it is no longer in the custody or control of a public body, but records may only be destroyed in accordance with approved retention and destruction schedules. It is an offence to wilfully destroy records in order to evade an access request.

4. Frame your request carefully

a) Contact the public body or municipality's FOIPOP Administrator for help in determining what records should be requested

b) Request "records"

While the FOIPOP Act uses both the terms "information" and "records", it specifies that access rights relate to "records". Thus, you should request access to records rather than to information, because "record" has a specific and broad definition which includes any recorded information in any form. The request should not be framed as a question, but rather as a request for records containing specific information.

c) Specify what types of records are being sought and for which time period (e.g. January-March 2005)

Enter into a dialogue with the FOIPOP Administrator of the public body or municipality to ensure that he/she understands exactly what types of records you are seeking. This will not only help ensure you receive only relevant documents but may also reduce the time required to provide you with access and may save you money on fees.

You are not required to tell the FOIPOP Administrator why you want the records, but doing so may help him or her to find the records you are seeking.

d) Be specific

It is a good idea not to request everything available on a subject over a long period of time. The more focused your request is, the less likely the public body or municipality will request a time limit extension on the grounds that answering the request within 30 days would unreasonably interfere with its operations. Focused and specific requests can also reduce the likelihood of large processing fees.

5. If you need help

If you need help, ask the relevant FOIPOP Administrator. He or she is required to help you with your request. The mailing address and phone numbers of each FOIPOP Administrator are available at:

<http://www.foipop.ns.ca/content/Publications/FOIPOP%20Act%20Administrators.pdf>.

DO I HAVE TO USE A FORM?

No, you do not have to use a form, but the request must be made in writing.

WHAT WILL IT COST?

In Nova Scotia there is no application fee for requesting your own personal information. However, you will be charged for expenses related to the time staff spends finding and retrieving records (at the rate of \$15/hour) and for the cost of copying, mailing and faxing. If you are requesting information that is not only your own personal information, other fees may apply. See Accessing Government Information in Nova Scotia.

HOW LONG WILL IT TAKE?

The public body or municipality must make every reasonable effort to respond to your request within 30 days of receiving it. If your request is transferred to another public body, the transfer must be done within 10 days (unless permission is granted by the review officer) and the new body must respond to you within 30 days of receiving your request.

A transfer to another body is only allowed when:

- the record is in the custody or under the control of the public body or municipality to which your request is being transferred; or
- the record originated with, or was first obtained by, the public body or municipality to which your request is being transferred.

A public body or municipality can extend the time limit for responses by up to 30 days or, with the review officer's permission, for a longer period. The time limit for responses may only be extended when:

- your request does not provide enough detail for the public body or municipality to identify the requested record;
- you have requested a large number of records and responding within 30 days would unreasonably interfere with the operations of the public body or municipality; or
- the public body or municipality needs time to consult with a third party or another public body before deciding whether to grant access to a record. If the public body or municipality extends the time limit, it must inform you in writing, stating the reason, indicating when a response may be expected, and stating that a complaint about the extension may be made to the review officer.

Where clarification of the types of records requested has been sought by the public body or municipality, or a fee estimate has been provided for processing the application, the 30-day response clock may be temporarily suspended. The clock resumes when clarification is received, or the fee estimate has been paid or waived.

WHAT ARE MY OPTIONS REGARDING FORMAT?

Copies v. originals

You may have copies sent to you or you may view the originals. A public body or municipality may impose one format (copy or original) depending on considerations of length and the nature of the record.

Language

There is no provision for requesting that information be provided in a language other than that of the original record.

Alternative formats

A public body or municipality is not required to provide records in alternative formats for the hearing or seeing impaired. It may nevertheless try to accommodate such requests.

WHAT CAN I DO IF MY REQUEST FOR ACCESS IS DENIED?

If you are not satisfied with a public body or municipality's response to your access request, you have two options for appeal. First, you can request a review by the Nova Scotia Freedom of Information and Protection of Privacy review officer. Alternately, you may file an appeal at the Supreme Court of Nova Scotia. This second option is only available if there is no third party involved or if all third parties consent to the appeal to the Supreme Court.

For more information, see [Appealing Access to Information Decisions in Nova Scotia](#).