



CORPORATE POLICY

Privacy Complaints Process Personal Information

Preamble

There are several stages when responding to a privacy complaint. While the stages are listed sequentially, activities from various stages may overlap depending upon the nature of the privacy complaint.

Making a privacy complaint

- notifying and speaking with relevant individuals,
- contact the individual affected to clarify the complaint, if required,
- follow a fair, impartial and confidential process including:
 - ensuring the investigator and decision-maker are impartial,
 - documenting all steps in the College's electronic document records and management system, and
 - notifying the complainant and any other relevant parties of the outcome of the investigation.

Outcome of investigation

After completion of the investigation, the College will review and, where necessary, correct practices and policies and communicate changes to employees and service providers if applicable.

All decisions will be documented.

The privacy officer will notify the complainant of the outcome of the investigation of their privacy complaint and explain any corrections and preventative steps taken. Such notification will also inform the complainant of their right to contact the Office of the Information and Privacy Commissioner if they are dissatisfied with the College's response to the privacy complaint.