

How To File A Personal Information Request

A *personal information request* allows individuals to access and obtain information held about them by organizations, including government agencies, corporations, and other entities. It also allows individuals to exercise their privacy rights and gain more control over their personal data.



1

Identify the Organization

Determine the organization or entity that you believe holds your personal information. This could be a government department, a private company, or a non-profit organization.



2

Review the Organization's Privacy Policy

Familiarize yourself with the organization's privacy policy, as it may provide information on how to make a personal information request and any specific procedures to follow.



3

Prepare Your Request

In your request, be clear and specific about the information you are seeking. Include relevant details such as dates, locations, and any other information that can help the organization locate your data. For example, to submit a personal information request with government organizations, you can find information [here](#).



4

Submit the Request

Send your request to the organization by mail or email, following the preferred method outlined in their privacy policy or on their website. Ensure that you keep a copy of your request and any supporting documentation.



5

Acknowledgement and Response

The organization must acknowledge receipt within a timeframe which varies depending on the jurisdiction/request. In Canada, the general guideline is that organizations should respond to requests within 30 days, but organizations may extend the deadline with a valid reason. If they don't respond, you may file a complaint through the privacy commissioner.



6

Access to Personal Information

Once the organization processes your request, they will provide you with access to the personal information they hold about you, subject to any applicable exemptions or limitations under privacy laws. This may include documents, files, emails, or any other relevant records that contain your personal information.



7

Review the Information

Review the provided information for accuracy and completeness. If you find errors, you can request corrections or file a complaint. Private companies or the federal government complaints go to [the federal privacy commissioner](#), while provincial government complaints go to the provincial commissioner.

