



Additional Information

The *Personal Information Protection Act* (PIPA or the Act) states that any individual may challenge an organization's compliance with the Act. The Privacy Officer will be responsible for receiving and responding to any complaint or inquiries regarding BVCU's compliance with PIPA. For the exact wording and interpretation of PIPA please read the Act in its entirety. A copy of PIPA may be obtained by visiting the Queen's Printer at: qp.alberta.ca

Filing a Complaint or Inquiry

The Act requires that a complaint or inquiry be made in writing directly to the organization. Individuals must produce a piece of government-issued photo identification in order to confirm identity and to obtain the information requested. As it is important to the investigation to have the complaint or inquiry written up and signed as to its accuracy, formal documentation is required prior to conducting an investigation. In cases where this would be prohibitive due to language or other barrier, an initial complaint may be provided verbally.

Responding to a Complaint/Inquiry

When a complaint or inquiry is received, it will be forwarded immediately to the Privacy Officer. All complaints or inquiries will be investigated in a fair and impartial manner and the Privacy Officer will endeavor to achieve a mutually satisfactory resolution. The Privacy Officer may contact the individual to clarify the complaint or inquiry. The Privacy Officer will make a note of the date the complaint or inquiry is received and confirm with the individual that it has been received in writing. After receiving, verifying and reviewing the complaint or inquiry, BVCU will inform the individual in writing of the outcome of the investigation and the name of the Privacy Officer who can answer questions about the investigation. Policies and procedures may be modified based on the outcome of the investigation. In the event that the Privacy Officer is unable to resolve the complaint or inquiry to the satisfaction of all parties within a reasonable period of time, individuals will be informed of their right to recourse with the Alberta Privacy Commissioner.

Time Limits and Format of Response

PIPA requires that an organization respond to an individual's complaint or inquiry as soon as reasonably possible after receiving the written request. When a request is received, an acknowledgement letter will be provided to the individual. The Privacy Officer will respond to all complaints or inquiries within 30 business days. When BVCU reaches a decision, the individual will be notified in writing of the outcome of the investigation. Individuals have 30 days from the date of the decision letter to request a review by the Alberta Privacy Commissioner.

Fees

Organizations cannot charge fees when responding to complaints or inquiries.

Complaint or Inquiries can be mailed or emailed to:

Privacy Officer
Bow Valley Credit Union
PO Box 876, Cochrane, Alberta, T4C 1A9
privacy@bowvalleycu.com