

# Filing a Privacy Complaint or Inquiry



This document was prepared as an administrative tool intended to assist individuals in understanding the information necessary for an organization to respond to a privacy complaint or inquiry made under the Personal Information Protection Act (PIPA). It is not intended as, nor is a substitute for, legal advice and is not binding on the Office of the Information and Privacy Commissioner of Alberta. For more information, see page 2 of this form.

Contact Information			
Date (MM/DD/YYYY)	Title (optional)	Name (First, Last)	
Phone Number		Email Address	
Mailing Address			
Street	City/Town	Province	Postal Code
Nature of Complaint/Inquiry			
<p>Please provide sufficient details regarding the nature of the complaint or inquiry that will enable BVCU to respond accordingly. If applicable, attach any additional documentation that supports the claim. <b>Describe the nature of the complaint/inquiry:</b></p>			
Authorization			
_____	_____	_____	
Date (MM/DD/YYYY)	Name	Signature	

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## 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 complaints or inquiries regarding BVCU's compliance with PIPA. For the exact wording and interpretation of PIPA please refer to the Act by visiting [qp.alberta.ca](http://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 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 before conducting an investigation. In cases where this would be prohibitive due to language or other barriers, 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 fairly and impartially and the Privacy Officer will endeavour 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. If the Privacy Officer is unable to resolve the complaint or inquiry to the satisfaction of all parties within a reasonable period, 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.

### Complaints or Inquiries can be mailed or emailed to:

Privacy Officer  
Bow Valley Credit Union  
PO Box 876, Cochrane, Alberta, T4C 1A9  
[privacy@bowvalleycu.com](mailto:privacy@bowvalleycu.com)