

Correcting Personal Information Standard

The *Freedom of Information and Protection of Privacy (FOIP) Act* (the Act) requires the University of Calgary to ensure that personal information collected and maintained by the institution is accurate and complete. The Act also provides individuals with the right to examine information held about them by the University and to request corrections of that information.

An individual does not need to file a formal request for correction of personal information for a routine change. Names, addresses and other similar pieces of personal information are corrected or updated on a regular basis and this should continue to be done informally.

However, an individual who believes that there is a serious error or omission in the personal information held about him or her by the University may file a request for correction under section 35 of the Act. This route may be necessary if, for example, the University has confused the records of two people with the same name. Information may be entangled, inaccurate linkages may have been made, and it may be a complex problem to sort out.

The University must review all formal requests for correction if:

- a) the information is in the custody or under the control of the institution and
- b) the information is a matter of fact.

This provision cannot be used to correct an opinion, including a professional or expert position.

This provision also cannot be used by an individual to compel destruction of records that document an activity, transaction, decision or relationship relating to the employee.

A formal request for correction of personal information must be in writing and must be directed to the FOIP Coordinator.

If a correction is made under section 35 of the Act, the University must notify any other public body or any third party to whom the incorrect information had been disclosed during the year prior to the date the correction was requested.