



OFFICE OF THE  
INFORMATION & PRIVACY  
COMMISSIONER  
for  
British Columbia

## How to File a Complaint with an Organization

It is the practice of the Office of the Information and Privacy Commissioner for British Columbia (“OIPC”) to refer individuals seeking assistance from the Commissioner for a dispute about personal information under the *Personal Information Protection Act* of British Columbia (“PIPA”) back to the organization to attempt to resolve the dispute.

Most businesses will be pleased to help resolve your dispute. Customer goodwill is very important to most organizations. A complaint doesn’t have to be a negative experience. Handled correctly, the organization gains goodwill and the consumer benefits. More information on the PIPA can be found at: <http://www.oipc.bc.ca> under Private Sector Privacy.

### **INSTRUCTIONS FOR THE INDIVIDUAL**

To help the organization address your concerns, we recommend you complete this form and give it to the organization your dispute is with. It helps the organization to address your problem if you describe it in writing, being clear about what the problem is and what you want.

Provide the attached form to the organization’s Privacy Officer, the owner or the manager. You can do this in person or mail it. You may have more success if you also send a copy to the organization’s head office.



*(Keep a copy of this completed form)*

## PRIVACY DISPUTE RESOLUTION FORM

**Organization involved:** \_\_\_\_\_  
(Note the organization's location, branch or other specific information)

**What personal information is involved?** (be specific) \_\_\_\_\_

**My dispute about personal information involves:** (Tick one or more of the boxes, and provide specific details below)

- How my personal information was **collected**
  - The organization asked for some personal information **it wasn't entitled to**
  - The organization didn't ask for my **consent** to collect my personal information
  - The organization **would not provide a service** if I didn't give it personal information not relating directly to the service
  - The organization **collected my personal information from someone else** when it wasn't authorized to do that
- How my personal information was **disclosed**, shared, or sold outside the organization
- How my personal information was **used** within the organization
- That my personal information was not safeguarded or **protected**
- That my personal information was not **kept** for at least a year, or kept too long
- That **fees** charged for access to my personal information are too high
- That my personal information on file at the organization was **incorrect or incomplete**
- That I was **not given access** to my personal information when I requested it in writing  
(**Note:** If this is what your dispute is about, send a copy of this form to the Information & Privacy Commissioner (fax to (250) 387-1696, or attach to e-mail to info@oipc.bc.ca))
- That I was not given **reasons** for the organization not providing access to my personal information when I requested it in writing or I disagree with those reasons
- That I was not given access to information about **how my personal information was used or shared** when I requested it in writing
- That I have not received a **response** from the organization when I made a written request for access to my personal information or information on how it was used or disclosed
- That the organization's privacy **policies and practices** were unclear or otherwise flawed
- That I could not find a **privacy officer or contact** in the organization

**Provide the specifics of your dispute here.** (Give dates of letters or conversations, who you spoke to previously, what type of transaction was involved, the organization's form in question, the section of the organization's policy, why you don't agree with its decision, etc.)

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**What I want the organization to do?** (for example: correct my personal information, reduce the fee, remove my personal information from its database, educate its staff that the Social Insurance Number cannot be requested for a certain type of transaction, support its reasons for not providing my personal information to me, etc.)

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**My contact information:** (To the organization: I give you my consent to use this information only for the purposes of attempting to resolve this dispute.)

My name: \_\_\_\_\_

My contact phone number and/or email address: \_\_\_\_\_

My mailing address: \_\_\_\_\_  
\_\_\_\_\_

My signature: \_\_\_\_\_

**Date this form sent to organization:** \_\_\_\_\_

**Attachments:** (Attach a **copy** of any documents that would be helpful for the organization in understanding your dispute, including the following, if you have them)

- Your letter from the Office of the Information & Privacy Commissioner requiring you to attempt to resolve your dispute with the organization
- Your letter to the organization requesting access to, correction of, or information on the use and disclosure of your personal information
- The organization's response to your letter
- The organization's form, privacy policy or other document that you object to
- Other \_\_\_\_\_

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