

SCANNED



Standard Operating Procedure

Job/Activity: Access to and Correction of Personal Information

Duration: on-going during employment

Scope:

The purpose of this Standard Operating Procedure (SOP) is to ensure that personal information requests for access and correction are managed securely, consistently, and in compliance with the Protection of Privacy Act (POPA).

This SOP establishes consistent operational practices for the management of access to and correction of personal information held by the Town of Calmar.

It applies to all records under the care and control of the Town of Calmar.

This SOP applies to employees, contractors, volunteers, and third parties authorized to handle Town records.

Known Hazards:

Improper handling of access or correction requests may result in unauthorized disclosure of personal information, improper alteration of records, or legislative non-compliance.

Required Equipment and PPE:

Secure access to Town information systems.
Town-issued computing devices.
Completion of required privacy training.

Procedure for Access to and Correction of Information:

All requests for access to personal information or correction of personal information must be forwarded immediately to the CAO.

The CAO will verify the identity of the requester where required and determine the scope of responsive records.

Records will be retrieved under the direction of the CAO and reviewed for disclosure, severance, or refusal in accordance with POPA.

Where a correction request is approved, the record will be amended accordingly. Where a correction is refused, an annotation of disagreement will be attached to the record.

Responses will be issued within statutory timelines and documented in accordance with the Town's records retention requirements.

Roles & Responsibilities:

Chief Administrative Officer (CAO)

Provides administrative oversight and authority for enforcement of this SOP. Acts as the Privacy Officer for the Town of Calmar and oversees all access and correction requests. Acts as liaison with the Office of the Information and Privacy Commissioner.

Employees

Promptly forward any access or correction request to the CAO. Retrieve records only when authorized. Protect Town records and information.

Enforcement:

Failure to comply with this SOP may result in:

- Removal of access to records or systems,
- Disciplinary action in accordance with Town administrative policies, and/or
- Referral to the Office of the Information and Privacy Commissioner.

Review & Updates:

This SOP will be reviewed:

- Annually, or
- When significant changes occur in legislation, risk, or operational requirements.

Communication:

Internal

Communication between employees and the CAO will be done via Teams.

Enforcement actions by the CAO will be done in person and via email.

External

Responses to applicants will be done via email or formal letter.

This SOP was created on: June 9, 2026

This SOP was last reviewed on: Insert date



Chief Administrative Officer



Director Corporate Services



Director, Infrastructure and Growth