



Standard Operating Procedure

Job/Activity: Privacy Complaints

Duration: on-going during employment

Scope:

The purpose of this Standard Operating Procedure (SOP) is to ensure that privacy complaints are received, investigated, resolved, and documented in a consistent and compliant manner.

This SOP applies to all complaints related to the collection, use, disclosure, or safeguarding of personal information by the Town of Calmar.

Known Hazards:

Improper handling of privacy complaints may result in legislative non-compliance or reputational risk.

Required Equipment and PPE:

Secure access to Town records.

Completion of required privacy training.

Procedure:

Privacy complaints may only be received in writing, in the prescribed form provided by the Town and enclosed with this SOP as Appendix "A". and must be forwarded immediately to the CAO.

The CAO will assess the complaint, conduct an investigation, and determine corrective actions as required.

Complainants will be advised that they can request a review of the decision relating to a complaint to the Office of the Information and Privacy Commissioner, in accordance with the POPA and the ATIA.

A written response will be provided to the complainant and the matter documented in accordance with Town records retention requirements.

Roles & Responsibilities:

Chief Administrative Officer (CAO)

Receives all privacy complaints, conducts investigations, determines corrective action, and communicates outcomes.

Employees

Promptly report privacy complaints and cooperate fully with investigations.

Enforcement:

Failure to comply with this SOP may result in disciplinary action.

Review & Updates:

This SOP will be reviewed annually or when legislative or operational changes occur.

Communication:

Internal	External
Employees communicate with the CAO via Teams.	Complainants will be contacted via email or formal letter.

This SOP was created on: June 09, 2026

This SOP was last reviewed on: Insert date

Chief Administrative Officer

Director Corporate Services

Director, Infrastructure and Growth

Schedule A: Town of Calmar Privacy Complaint Form
(Protection of Privacy Act – POPA)

Purpose of this Form

This form is used to submit a **privacy complaint** to the Town of Calmar regarding concerns about the collection, use, disclosure, or safeguarding of personal information under the Protection of Privacy Act (POPA).

If you believe your personal information has been mishandled by the Town of Calmar or a service provider acting on its behalf, you may submit a complaint using this form.

Complainant Information

Full Name: _____

Mailing Address: _____

City/Town: _____ Postal Code: _____

Email Address: _____

Phone Number: _____

Preferred method of contact:

Email Phone Mail

Complaint Details

Please describe your privacy concern in as much detail as possible.

Date(s) of incident or concern (if known): _____

Town department or program involved (if known): _____

Description of the concern

(Please include who, what, when, where, and why, if known):

Have you reported this concern previously?

Yes No

If yes, please describe when and to whom:

Supporting Documentation (Optional)

Please list or attach any documents, emails, or other records that support your complaint:

Declaration

I declare that the information provided in this complaint is true and accurate to the best of my knowledge.

Signature: _____

Date: _____

Submission Instructions

Please submit this form by email or mail to:

Chief Administrative Officer / Privacy Officer

Town of Calmar

Email: slosier@calmar.ca

Mailing Address: PO Box 750, 4901-50 Ave,

Privacy Notice (Authority to Collect)

The collection of personal information on this form is authorized under section 4(c) of the **Protection of Privacy Act (POPA)**.

The personal information collected will be used and disclosed only for the purpose of investigating and responding to a privacy complaint, in accordance with POPA.

If you have questions about the collection of your personal information, please contact the Town of Calmar's Privacy Officer.