

CORPORATE POLICY

Privacy Complaints Process

Overview

Effective:	November 21, 2023
Last revised:	November 21, 2023
Version:	1.0
Related document(s):	Protection of Privacy Policy and Procedures for Management of Personal Information

Preamble

There are several stages when responding to a privacy complaint. While the stages are listed sequentially, activities from various stages may overlap depending upon the nature of the privacy complaint.

Making a privacy complaint

A privacy complaint may be submitted to the College by email by sending details of your complaint and contact information to the privacy officer at privacy@cpsbc.ca. If the privacy officer (or other appropriate person) receives a privacy complaint verbally, they will record details of the complaint and will ask that the complainant submit a written complaint, if possible.

Reporting

When a privacy complaint is received, staff will immediately forward it to the privacy officer.

Investigation

The privacy officer will

- promptly acknowledge receipt of the complaint,
- conduct an investigation, which should include:
 - determining the nature of the complaint. If the complaint relates to an actual or suspected privacy breach, the process outlined in *Procedures for Responding to a Privacy Breach* will be followed,
 - collecting all relevant information and documentation, and

- notifying and speaking with relevant individuals,
- contact the individual affected to clarify the complaint, if required,
- follow a fair, impartial and confidential process including:
 - ensuring the investigator and decision-maker are impartial,
 - documenting all steps in the College's electronic document records and management system, and
 - notifying the complainant and any other relevant parties of the outcome of the investigation.

Outcome of investigation

After completion of the investigation, the College will review and, where necessary, correct practices and policies and communicate changes to employees and service providers if applicable.

All decisions will be documented.

The privacy officer will notify the complainant of the outcome of the investigation of their privacy complaint and explain any corrections and preventative steps taken. Such notification will also inform the complainant of their right to contact the Office of the Information and Privacy Commissioner if they are dissatisfied with the College's response to the privacy complaint.