

## Request to Correct Personal Information

### Protection of Privacy Act (POPA). See instructions for completing this form.

This Request to Correct Personal Information document was prepared as an administrative tool intended to assist individuals in understanding the information necessary for an organization to respond to a request to correct personal information under the Protection of Privacy Act (POPA). It is not intended as, nor is it a substitute for, legal advice and is not binding on the Office of the Information and Privacy Commissioner of Alberta. For more information see the reverse of this form.

### About You

Title <i>(optional)</i>	Last Name	First Name		
Name of Company or Organization <i>(if applicable)</i>				
Mailing Address	Street	City/Town/Village	Province	Postal Code
Telephone Number <i>(daytime)</i> (    )	Telephone Number <i>(evening)</i> (    )	Fax Number (    )		
E-mail Address				

### Correction Request

*Provide sufficient details about the correction request to enable the organization to identify the information error or omission.*

### Name of the organization

<a href="#">Market Surveillance Administrator</a>
---

### Describe the personal information that needs to be corrected

--

### Explain why the correction is necessary (Attach any documentation that supports the request)

--

### Where to send your request

An individual must send the written correction request directly to the organization that has the custody or control of the records.

### Your signature

Signature	Date

## **Instructions**

---

The Protection of Privacy Act (POPA or the Act) states that an individual may request an organization to correct any error or omission in personal information about the individual that is under the control of the organization. For the exact wording and interpretation of PPA please read the Act in its entirety. A copy of POPA may be obtained by visiting the Queen's Printer at: [qp.alberta.ca](http://qp.alberta.ca)

### **What is "personal information"**

Personal information is defined in the Act to mean "information about an identifiable individual." Information must either readily identify the individual, or the identity of the individual can be determined from the information.

### **Making a request**

The Act requires that a request for correction be made in writing directly to the organization.

The organization must verify the factual error exists, as such, an individual may be required to provide the organization with documentation proving the information error or omission.

An "error" is information that is mistaken, misleading or wrong, or information that does not reflect the true state of affairs.

An "omission" is information that is incomplete, missing, or that has been overlooked.

### **Exceptions to correction**

The Act prohibits an organization from correcting or otherwise altering an opinion, including a professional or expert opinion.

There may also be occasions when an organization decides not to make a requested correction, such as when an individual is unable to prove that personal information is incorrect.

### **Notifying other organization**

If the organization has disclosed incorrect information to other organizations, POPA requires that the organization send notification containing the corrected information to each of those other organizations, where reasonable to do so.

### **Annotating the record**

If an organization decides not to make a requested correction, the Act requires that it annotate the personal information with the correction that was requested but not made. This is also acceptable where the individual requests to correct or change an opinion.

### **Fees**

Organizations cannot charge fees when responding to requests for correction.

### **Time limits**

POPA requires that an organization respond to an individual's request for correction as soon as reasonably possible of receiving the written request.

### **Where to send your request**

An individual must send the written correction request directly to the organization that has the custody or control of the records.