

Title:	Privacy and Access Complaints	
Policy No:	1050	
Effective Date:	August 25, 2026	
Motion Number:	26.388	
Responsible Department:	Legislative & Administrative Services	
Review Date:	August 25, 2029	
Legal References:		Cross References:
Municipal Government Act, R.S.A., 2000, c.M-26.		Bylaw 22-929 – Records Retention and Disposition
Protection of Privacy Act, S.A., 2024, c.P-28.5.		Policy 1042 Access to Information & Protection of Personal Privacy
Access to Information Act, S.A., 2024, c.A-1.4.		Policy 1047 Privacy Management Program
Purpose:	To establish a fair, consistent, and accountable process for receiving, investigating, and resolving complaints relating to the collection, use, disclosure, protection, retention, and management of information under Greenview's custody or control and to support compliance with applicable access to information and privacy legislation.	

1. DEFINITIONS

- 1.1. **Acts** means the Access to Information Act, S.A., 2024, c.A-1.4 and the Protection of Privacy Act, S.A., 2024, c.P-28.5.
- 1.2. **Administration** means the Chief Administrative Officer or any employee of Greenview who is accountable to the CAO.
- 1.3. **Authorized Representative** means any person who can exercise the rights or powers of an individual. This includes the right of access to an individual's personal information and the power to provide consent for disclosure of such information. This may include:
 - 1.3.1. An executor or administrator of the estate of an individual who is deceased, for purposes of administering the estate;
 - 1.3.2. A guardian or trustee of a dependent adult, according to appointment under law;
 - 1.3.3. An agent under a personal directive, in accordance with the directive;
 - 1.3.4. An individual who is acting under specific provisions of a power of attorney;
 - 1.3.5. A guardian of a minor under 18 years of age, excluding mature minors, if the exercise of the rights or powers of the guardian would not be an unreasonable invasion of the personal privacy of the minor; and
 - 1.3.6. An individual acting with the written authorization of an individual
- 1.4. **Business Day** means a day other than a Saturday, Sunday, or a statutory holiday observed by Greenview.

- 1.5. **Chief Administrative Officer (CAO)** means Chief Administrative Officer, or designate of Greenview.
- 1.6. **Complaint** means a formal concern raised regarding the handling of access to information or personal information, including alleged non-compliance with ATIA, POPIA, or related internal policies.
- 1.7. **Disclosure** means giving access to or making the personal information in Greenview's custody or control available to a person or organization external to Greenview.
- 1.8. **Formal Access Request** means a written request for access to a record submitted to Greenview in accordance with the Acts, as distinct from a verbal or informal inquiry.
- 1.9. **Greenview** means the Municipal District of Greenview No.16.
- 1.10. **Non-Personal Data** means data in Greenview's custody or control that does not, on its own, identify an individual, including data that has been de-identified or anonymized.
- 1.11. **Re-identification** means the act or process of associating Non-Personal Data with an identifiable individual, whether or not that association was intended.
- 1.12. **Personal Information** means information about an identifiable individual, including the individual's name; home address, telephone number, email address, or other personal contact information; race, national or ethnic origin, colour, or religious or political beliefs, or associations; age, sex, marital or family status; identifying numbers or other unique identifiers; fingerprints, blood type, or other biological information; educational, financial, employment, or criminal history; the individual's personal views or opinions; and the views or opinions of another individual about that individual, but does not include contact information of an individual acting in a business professional, or official capacity where it is provided on behalf of an employer or organization.
- 1.13. **Privacy Breach** means the unauthorized collection, use, disclosure, destruction, loss, or removal of Personal Information, as further addressed in Policy 1047 Privacy Management Program.
- 1.14. **Use** means the handling, processing, accessing, or application of personal information within Greenview for an authorized purpose.

2. POLICY STATEMENT

- 2.1. Greenview is committed to transparency, accountability, and the protection of personal and non-personal information in its custody or control. This policy establishes a fair and consistent process for receiving, investigating, and responding to complaints related to access to information and privacy matters.
- 2.2. This Policy applies to formal written complaints respecting decisions, actions, omissions, access requests, and the collection, use, disclosure, protection, retention, and management of information under Greenview's custody or control and applies to all persons acting on behalf of Greenview in administering those activities.

- 2.3. This policy is guided by principles of fairness, confidentiality, procedural integrity, and compliance with applicable access to information and privacy legislation.

3. SUBMISSION

- 3.1. Any person may submit a written complaint respecting the collection, use, disclosure, protection, retention, or management of information under Greenview's custody or control. Complaints shall contain sufficient information to allow Administration to identify the matter being raised and undertake any review, investigation, or response considered necessary. Verbal inquiries, comments, or concerns do not constitute formal complaints. Complaints must be submitted in writing to the Records and Information Coordinator, using the contact information published on Greenview's website or as otherwise made available by Administration. A complaint should be submitted within one year of the date the complainant knew, or ought reasonably to have known, of the matter giving rise to the complaint; Administration may decline to investigate a complaint submitted outside this period, taking into account the reasons for the delay and the availability of relevant records and information.
- 3.2. Complaints may be submitted respecting any decision, action, omission, practice, procedure, or administrative requirement relating to the administration of formal access requests or the collection, creation, use, disclosure, protection, retention, management, or re-identification of personal information, data derived from personal information, or non-personal data under Greenview's custody or control, including but not limited to:
- 3.2.1. A contravention respecting the creation, collection, use, disclosure, retention, protection, or disposal of personal information, data derived from personal information, or non-personal data;
 - 3.2.2. An unreasonable refusal or failure to correct personal information;
 - 3.2.3. The actual or attempted re-identification of non-personal data;
 - 3.2.4. A failure to provide the duty to assist required in the administration of a formal access request;
 - 3.2.5. A contravention respecting the application of a time extension in response to a formal access request; or
 - 3.2.6. The inappropriate assessment, calculation, or application of a fee relating to a formal access request.
- 3.3. Complaints related to unauthorized disclosure, use, destruction, loss, removal or modification of personal information will initiate the privacy breach response process, which may proceed in conjunction with the complaint process.

4. PRINCIPLES OF INVESTIGATION AND RESPONSE

- 4.1. The Records and Information Coordinator receives, processes, investigates, and responds to complaints under the Acts made to Greenview. Where the Records and Information

Coordinator has a real or perceived conflict of interest respecting a complaint, including where the complaint concerns that individual's own prior handling of a matter, the CAO shall designate an alternate individual to receive, investigate, and respond to that complaint.

- 4.2. If an investigation is required to establish findings for a complaint, Greenview uses generally accepted investigative methods to obtain the most effective results while respecting the rights, privacy, and dignity of the complainant and any employees involved. Complaint investigations will, as required, incorporate the following methodologies:
 - 4.2.1. Keep investigation information confidential to protect the privacy of the complainant and any individuals investigated and to maintain the integrity of the investigation;
 - 4.2.2. Use surveillance or monitoring data to establish past or current actions on an as-needed basis, applied proportionately and limited to what is reasonably necessary to investigate the specific complaint, and only in accordance with Greenview's other applicable policies governing surveillance and monitoring;
 - 4.2.3. Examine or confirm the veracity of facts or statements, sometimes using third party witnesses;
 - 4.2.4. Base findings and conclusions on balance of probabilities.
- 4.3. Records created, collected, or processed as part of a complaint investigation are classified according to the Information Security Classification system and will not be provided as part of the complaint response. Requests by the complainant for investigation records associated to the complaint will be treated as a formal access to information request, and records will be handled according to that process.
- 4.4. The complaint investigation is an administrative rather than a disciplinary process. Once the findings are determined, it is the responsibility of Management and Human Resources to determine the appropriate disciplinary action for employees involved, if any.
- 4.5. Where Administration reasonably determines that a complaint is frivolous, vexatious, made in bad faith, or substantially the same as a matter already investigated and resolved, Administration may decline to investigate the complaint further, or may limit the scope of its investigation and response accordingly. Administration shall provide written reasons for this determination to the complainant.
- 4.6. Greenview will not take, or permit, any reprisal against a complainant for submitting a complaint in good faith under this Policy. This does not prevent Greenview from addressing a complaint found to have been submitted in bad faith in accordance with this Policy and other applicable Greenview policies.

5. RESPONSE

- 5.1. Greenview acknowledges, in writing, receipt of the complaint. All acknowledgements of submission will include:

- 5.1.1. Reference to the initial complaint;
- 5.1.2. An internal assigned file number; and
- 5.1.3. The estimated date of response, within 30 business days of the date the complaint was received.
- 5.2. Greenview provides responses in writing, containing the findings to all formal complaint submissions.
- 5.3. Response time is dependent on the need for an investigation and the complexity of the associated investigation. Where Administration is unable to meet the estimated response date provided under section 5.1.3, Administration shall notify the complainant in writing before that date, providing a revised estimated response date and a brief explanation for the delay.
- 5.4. The complaint response will include the following:
 - 5.4.1. The internal assigned file number;
 - 5.4.2. A copy of the original complaint submission and a list of any records the complainant submitted with the complaint;
 - 5.4.3. The findings of the investigation and the reason for the findings or a statement of justification; and
 - 5.4.4. Contact information for the Office of the Information and Privacy Commissioner and directions for submitting a request for review to the Commissioner.

6. COUNCIL RESPONSIBILITIES

- 6.1. Council is responsible for establishing and maintaining an appropriate governance framework respecting the administration of complaints relating to access to information and the protection of privacy.
- 6.2. In carrying out its governance responsibilities, Council shall approve and amend this Policy, provide oversight of Greenview's complaint management framework, ensure appropriate accountability measures, resources, and reporting mechanisms are established to support the fair, consistent, and legally compliant administration of complaints, and support organizational commitment to transparency, privacy protection, information governance, and compliance with access and privacy legislation.

7. ADMINISTRATION RESPONSIBILITIES

- 7.1. CAO:
 - 7.1.1. Ensure organization-wide implementation of this policy;
 - 7.1.2. Provide executive oversight of compliance and administration; and

7.1.3. Ensure adequate resources and systems are in place to support complaint handling.

7.2. Managers:

7.2.1. Support implementation of the policy within their departments;

7.2.2. Cooperate with investigations and provide required information;

7.2.3. Ensure staff awareness of and compliance with this policy; and

7.2.4. Implement corrective actions where required.

7.3. Records and Information Coordinator:

7.3.1. Receive, assess, investigate, and respond to complaints;

7.3.2. Ensure consistent, fair, and timely handling of complaints; and

7.3.3. Prepare written findings and responses in accordance with legislation.

7.3.4. Annually report complaint statistical data to the Office of the Information and Privacy Commissioner and/or the Minister responsible for the Acts, as required by legislation.

7.4. Employees, Contractors, and Service Providers:

7.4.1. Comply with this policy and applicable legislation;

7.4.2. Cooperate fully with investigations and information requests; and

7.4.3. Handle personal and non-personal information appropriately and securely.

8. COMPLAINANT RESPONSIBILITIES

8.1. Individuals submitting complaints shall provide sufficient information to allow Greenview to understand, assess, investigate, and respond to the matters being raised and shall provide additional information or clarification reasonably necessary to facilitate the administration of the complaint.

8.2. Information provided in support of a complaint shall be accurate, complete, and relevant to the matters being raised to the best of the complainant's knowledge.

8.3. Nothing in this section prevents Greenview from assessing, investigating, or responding to a complaint where the information available is sufficient to reasonably understand and address the matters raised.