



PROCEDURE: Request for Access Response Coordination Process
under *The Freedom of Information and
Protection of Privacy Act (FIPPA)*

Program Area: Health Information Services

Section: Privacy & Access

Reference Number: ORG.1411.PR.001

Approved by: Regional Lead – Corporate Services & Chief Financial Officer

Date: Issued 2024/Jul/08
Revised yyyy/mmm/dd

PURPOSE:

To provide a standardized response coordination process to a request to access Records under FIPPA.

IMPORTANT POINTS TO CONSIDER:

Release is the rule, redaction is the exception.

Most (but not all) exceptions to Disclosure apply to information within a Record and not necessarily to a Record as a whole.

Create a working copy to mark redactions and to make notes.

The identity of the Applicant is the Applicant’s Personal Information and therefore must be protected. With the exception of the Access and Privacy Officer, who will be signing the response letter, the identity of the Applicant is not shared with others involved in the vetting process.

A Public Body has 45 calendar days to process a request, unless an extension is taken or requested in accordance with Section 15 of FIPPA.

The day after a request is received is day 1. If the 45th day falls on a Sunday or a statutory holiday then the 45th day is the next day the office is open.

PROCEDURE:

1. Receive the Request

- 1.1. Date stamp the request and determine the due date.
 - 1.2. Record the application in a FIPPA Request Log and assign a reference number (i.e. 001.22-23).
 - 1.3. Create an electronic file and folder
 - 1.4. Name the file folder using the reference number from the FIPPA Request Log and retain any documents related to the processing of the request in the folder such as:
 - notes related to the access decisions,
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provides for the exception to Disclosure on the marked areas using the property or setting features in the redaction software.

Note: Information or pages within a Record that are unrelated to the request may be redacted and noted on the marked/redacted areas as “Nonresponsive”.

9.3. If refusing access to all of the Records, no further copies will be necessary since no Records will be Disclosed.

10. Response Letter

10.1. Draft a letter of response in accordance with the requirements as set out in FIPPA.

10.2. Advise the applicant whether access to the requested information is granted in full or in part or refused. If access to the Record(s) or part of the Record(s) is refused:

- in the case of a Record that does not exist or cannot be located, that the Record does not exist or cannot be located and the reason(s) why the Record does not exist or cannot be located
- in the case of a Record that exists and can be located, the reasons for the refusal and the specific provision of FIPPA on which the refusal is based,
- of the title and contact information of an officer or employee of the Public Body who can answer the Applicant’s questions about the refusal, and of their right to make a Complaint to the Manitoba Ombudsman.

11. Decisions Reviewed and Approved

11.1. Email a copy of the draft letter and Records, with information marked for redaction if applicable, to the Access and Privacy Officer for review and approval. Information that is marked for redaction can still be viewed by the Access and Privacy Officer.

12. Finalize Response

12.1. Apply the signature of the Access and Privacy Officer to the response letter once approved.

12.2. If applicable, apply redactions (censor, hide, or obscure the information excepted from Disclosure) to the responsive Records.

12.3. Send the response letter and responsive Records to the applicant.

12.4. Record the release date and Disclosure disposition on the FIPPA Request Log

13. Send Response to Manitoba Health

13.1. When the request is from a political party or media, de-identify a copy of the response letter and responsive Records and forward to Manitoba Health by email as soon as possible after finalizing the response.

SUPPORTING DOCUMENTS:

[ORG.1411.PR.001.FORM.01](#) – The Freedom of Information and Protection of Privacy Act (FIPPA) Communication Template

REFERENCES:

ORG.1411.PL.002 Access to Information under *The Freedom of Information and Protection of Privacy Act* (FIPPA)

ORG.1411.PL.002.SD.01 Request for Access Response Coordination Process Flow Chart

ORG.1411.PL.002.SD.01 Third Party Consult Flow Chart

ORG.1411.PL.006 Preparing Fee Estimates under *The Freedom of Information and Protection of Privacy Act* (FIPPA)

ORG.1411.PR.002 Third Party Consultation Process under *The Freedom of Information and Protection of Privacy Act* (FIPPA)

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