



## Applicant Responsibilities

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Once you have filed an appeal or privacy complaint with the Office of the Information and Privacy Commissioner (OIPC) you will be responsible for a number of items set out below:

**1. Watch timelines:**

Be careful to observe timelines. If you are asked to provide information within a certain period of time, please do so. If you require more time, ask your contact at the OIPC if that can be arranged. Your file will be closed if you do not provide the information necessary to move the file forward in accordance with the deadline provided by the OIPC.

**2. Update your contact information:**

You need to keep the OIPC up to date about your contact information such as mailing address, email address and phone number. If we cannot reach you and a deadline is missed as a result, we will close your file as “abandoned”.

**3. Retain and number all records you receive:**

If you receive some information (records) that you requested, please keep these records separate from all your other documents. If the pages are not numbered when you receive them, keep the pages in the original order and number the pages yourself in pencil. The OIPC staff may request that you provide a copy of the records you received. Also, it will help OIPC staff communicate with you if they are able to refer to page numbers when discussing the records with you.

**4. Retain copies of communications with the public body, municipality or health custodian:**

Keep copies of any documents sent to or from the public body, municipality or health custodian. This includes letters, emails and notes you’ve made of discussions.

**5. Requesting that information be kept confidential:**

Be aware that the OIPC is required to provide a copy of your appeal request or privacy complaint to the public body, municipality or health custodian involved and anything else you send to the OIPC may also be shared with the relevant organization. If you wish to provide information confidentially, you need to make that request when you provide the information. If your appeal or complaint has reached the final stage (Formal Review) you

will need the prior permission of the Commissioner before the OIPC can accept confidential information in a submission.

**6. Discontinuing your request for review or complaint:**

Please immediately inform the OIPC if you no longer wish to pursue your appeal or complaint.

**Public Body/Municipality Responsibilities**

Under the law, municipalities and public bodies have a “duty to assist” applicants. This means that public bodies and municipalities must make every reasonable effort to assist you when you make an access to information request. The duty to assist includes the responsibility to:

- Respond in a timely fashion – within 30 days
- Communicate any decision to extend the 30 day time period (reasons for any extension, expected response date and the right to complain to the OIPC)
- Provide an accurate and complete response
- Conduct an adequate search
- Give reasons for its decisions
- Communicate its decisions with respect to fees (provide an estimate of fees)
- Give reasons for any refusal to provide some or all of the requested information and cite the provision of the Act relied upon for the refusal

**Notice**

These guidelines are for information only and do not constitute a decision or finding by the Information and Privacy Commissioner for Nova Scotia with respect to any matter within her jurisdiction. These guidelines do not affect the powers, duties or functions of the Commissioner regarding any complaint, investigation or other matter under or connected with the Commissioner’s jurisdiction, respecting which the Commissioner will keep an open mind.