



Requesting Information from the Guelph Police Service:
Municipal Freedom of Information and Protection of Privacy Act
(MFIPPA)
Frequently Asked Questions

Introduction

The *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)* applies to all municipalities in Ontario including police services. *MFIPPA* affords individuals the right to access information held by police services including administrative and operational documents as well as records containing the personal information of individuals

Fees

In accordance with *MFIPPA* and its corresponding *Regulations*, the Guelph Police Service charges the following fees for accessing information:

REQUESTS FOR GENERAL INFORMATION

Application Fee	\$5.00	Payable when request is submitted; Non-refundable
Search Time	\$7.50	Per 15 minutes of time to search and retrieve records
Record Preparation	\$7.50	Per 15 minutes of time to prepare records for release
Electronic Files	\$10.00	Disks containing audio, video or photographs
Photocopying	\$00.20	Per copy
Computer Programming	\$15.00	Per 15 minutes of time if needed to develop a program to retrieve information
<i>Where appropriate, such other fees as set out in ss. 6 and 6.1 of Reg. 823</i>		

REQUESTS FOR PERSONAL INFORMATION

Application Fee	\$5.00	Payable when request is submitted; Non-refundable
Photocopying	\$00.20	Per copy
Electronic Files	\$10.00	Disks containing audio, video or photographs
Computer Programming	\$15.00	Per 15 minutes of time if needed to develop a program to retrieve information

You will be given a fee estimate if anticipated fees are \$25.00 or more. If the estimate of fees to be paid is \$100.00 or more, you may be required to pay a 50% deposit. All fees must be paid before information will be released.

Method of Payment

We accept cash or cheque (made payable to "Guelph Police Service").

Processing Time

MFIPPA mandates that the Guelph Police Service should respond to your request within 30 calendar days of receiving your Application Fee unless the records are complex or we are required to contact third parties in which case you will be notified by the Information and Privacy Legal Assistant that you will receive a response within 60 days.

Will I get everything I requested?

MFIPPA contains a number of prohibitions which direct the police to withhold records containing certain types of information. Thus, you may be denied a copy of the requested record or portions of the record may be severed based on the applicable sections of *MFIPPA*.

Police are required, for example, to deny access to the following information:

- Information relating to another individual's personal information;
- Information provided to the police in confidence unless written consent has been given by the individual who initially provided that confidential information;
- Records relating to ongoing law enforcement investigations;
- Records protected by solicitor-client privilege; and
- Police information on incident type codes and zones.

What if I am not satisfied with the police response to my request ?

If you are unhappy with the Guelph Police Service's response to your request, you have the right to appeal to the Information and Privacy Commissioner. Information on the appeal process is provided at the bottom of each decision letter issued by the Guelph Police Service.

What if my personal information is incorrect?

If you have obtained a copy of your own personal information held by the Guelph Police Service and you believe some of the information is inaccurate, you may request a correction by submitting an Access/Correction Request Form and the corresponding application fee.

Who do I contact for further information?

Guelph Police Service Information and Privacy Legal Assistant

Attention: Tricia Agocs
15 Wyndham Street South
Guelph, ON N1H 4C6
Phone: (519) 824-1212 ext. 7270
Fax: (519) 822-0949
Website: www.guelphpolice.com

Information and Privacy Commissioner

Attention: Intake Analyst
Suite 1700 -- 80 Bloor Street West
Toronto, ON M5S 2V1
Phone: (416) 326-3333/(800) 387-0073
Fax: (416) 325-9195
Website: www.ipc.on.ca