Freedom of information: access or correction request form

Instructions

In order for Legal Aid Ontario (LAO) to process an access request under the *Freedom of Information and Protection of Privacy Act* (FIPPA), the requestor must submit:

1. A clearly-worded, written request for records.
2. A copy of government-issued photo identification for **personal information requests only** (unless incarcerated).
3. A mandatory $5.00 application fee submitted by e-transfer to fippapayments@lao.on.ca, or by cheque or money order and made out to Legal Aid Ontario (in-person payments in cash can be arranged by appointment).

You will receive a written response to your request within 45 business days from the date we receive your request, a copy of your identification, and the application fee.

Types of requests

Requests for client records are considered personal information requests. Requests for records that do not contain personal information (i.e. policies, reports) are considered general records requests.

If you are a client requesting your “file”, this will include, where applicable: notes, documents and communications captured in LAO’s client records management system related to applications, certificates, appeals, and funds owed to LAO by the applicant/client. If you are seeking access to other types of records, such as lawyer billing records, please specify this in your request.

If you are requesting another person’s personal information records, you must provide proof that you have the authority to act for them (e.g. counsel submitting requests on behalf of a client). Please note that confidential client information is generally exempt from disclosure to third parties under the *Legal Aid Services Act, 2020*.

Requestor information and identity verification

Please ensure you have accurately entered your name, address, email, and telephone. For personal information requests, include your middle initial, client number, and date of birth.

All requests for personal information records will require proof of identity before we begin processing your request. Valid identification may include a copy of government-issued photo identification, such as a driver’s licence, citizenship card or passport.

Please note that counsel submitting a request on behalf of a client will not be required to provide the client's identification, but will require a signed authorization/consent from the client to act on their behalf. A clearly worded request and fee are still mandatory.

Description of records or correction requested

Provide as much detail as possible about the requested records. If you need more space, use a separate piece of paper and attach it to this form.

Specify the time period for the records as precisely as possible, e.g. from January 1, 2020 to January 1, 2021.

If you are requesting a correction to your own personal information records, describe the correction you want and provide any supporting documents.

Indicate whether you would like to receive a copy of the requested records by mail, encrypted email transfer via SecureShare, or to examine them on site.

Payment and acknowledgement

A $5.00 application fee is required. For general records requests, additional processing fees may be required.

Fees can be paid by e-transfer to fippapayments@lao.on.ca.

Payments by cheque or money order are payable to Legal Aid Ontario. If you are making a request from a correctional institution, please contact your Inmate Trust Officer to issue payment to LAO.

Cash payments can only be made in person, by appointment. Do not send cash through the mail.

Mail should be sent to:

> Privacy and Information Management Office (PIMO)
> Legal Aid Ontario
> 20 Dundas St. W., suite 730
> Toronto ON M5G 2H1

LAO will accept the request wording and ID by email to fippa@lao.on.ca.

Please note that using email is an unsecure method of communication and may be intercepted, viewed, changed, or saved by others. By sending us your request, you understand and acknowledge the risks associated with email communication and agree to proceed.

Please note requests will not be processed until we receive proof of identity (unless incarcerated) and the application fee.

Type of request

- ○ Access to general records (non-personal information)
- ○ Access to own personal information
- ○ Access to other's personal information by authorized party
- ○ Correction of own personal information

Requestor information

Name (full):

Address:

Address 2:

City: Postal code: Province:

Email: Organization:

Phone: Bus. Phone:

Client information

Client #: Date of birth:

Description of records or correction requested

Time period of the records: | to:

Method of communication

- ○ Receive by mail
- ○ Email Transfer via SecureShare
- ○ Examine records (on site only)

Payment

- ○ Cheque or money order
- ○ E-transfer to fippapayments@lao.on.ca
- ○ Cash (in person only by appointment; please email fippa@lao.on.ca)

Signature and acknowledgement

Signature: _____ Date: _____

Before sending your request, please ensure the following is included:

- ☐ A clearly-worded, written request for records.
- ☐ A copy of government-issued photo identification for **personal information requests only** (unless incarcerated).
- ☐ A mandatory $5.00 application fee submitted by cheque or money order and made out to Legal Aid Ontario or e-transfer to fippapayments@lao.on.ca (in-person payments in cash can be arranged by appointment).

Save | Print | Reset

Personal information contained on this form is collected under the authority of the *Legal Aid Services Act, 2020* and will be used for the purpose of responding to your request, and in accordance with applicable legislation. Questions about this collection should be directed to the Freedom of Information Coordinator at fippa@lao.on.ca.

Legal Aid Ontario materials are available in alternative formats upon request. Contact us at info@lao.on.ca.

LEGAL AID ONTARIO
AIDE JURIDIQUE ONTARIO