RHRA Retirement Homes Regulatory Authority

Title: Privacy and Access to Information Review Procedure	**Area:** Legal
	Owner: Chief Privacy Officer
	Effective Date: October 1, 2024

Purpose

This document details the procedure for the submission and processing of requests for review of the RHRA's decisions on the following matters:

- Denial of requests to access Information
- Denial of requests to have records corrected
- Concerns about the RHRA's handling of Personal Information

Submitting Requests for Review

1. Requests for review of decisions must be sent to the attention of RHRA General Counsel via e-mail to legal@rhra.ca
2. Requests must include the following information:
    a. The Requester's name and contact information
    b. The specific facts and background of the decision for which a review is being requested
    c. Any supporting documents representing the background of the decision (e.g. e-mails between the Requester and the RHRA, etc.)
    d. The basis for the requester's disagreement with the decision
    e. The outcome of the review that the Requester is seeking

Processing Requests for Review

3. The General Counsel will be responsible for conducting any requested reviews under this Policy.
4. The Chief Privacy Officer and any RHRA staff who were involved in the decision of which the review was requested will not have any involvement in the review and the General Counsel will not discuss the review with them except as necessary to obtain information relevant to the review. The General Counsel will document any communication with the Chief Privacy Officer and any RHRA staff involved who were involved in the decision.
5. The General Counsel may seek further information from the requester or from others within the RHRA.
6. The General Counsel will consider the submissions of the requester and any other information before them and will render a decision.
7. The decision of the General Counsel will be in writing and the General Counsel will include reasons for their decision that take into account all of the submissions of the requester.
8. The General Counsel will make reasonable efforts to return a decision within 60 days of receipt of the request.
9. There will be no further internal review of the decision by the RHRA.

Principles on Review

10. In conducting any reviews, the General Counsel will be guided by the RHRA's Transparency Principles and the RHRA's Information Access and Privacy Code.