

Diabetes Care Program of Nova Scotia Procedure for Requesting Access to Personal Information

As a program operated under the auspices of the Nova Scotia Department of Health the Diabetes Care Program of Nova Scotia is bound by the *Freedom of Information and Protection of Privacy Act* (“FOIPOP Act”) and its regulations.

In keeping with this act, an individual or his/her authorized representative shall be permitted to view or receive a copy of any personal information collected and managed about him/her by the Diabetes Care Program of Nova Scotia unless the disclosure is exempted by legislation.

This procedure relates only to requests from individuals for access to their own personal information. Requests for information, other than access to an individual’s personal information must be made pursuant to subsection 6(1), of the *Freedom of Information and Protection of Privacy Act* by contacting the Administrator, Access and Privacy, NS Department of Health at 424-4418.

The Diabetes Care Program of Nova Scotia Provincial Program obtains pieces of personal information from various data sources. The Diabetes Care Program of Nova Scotia may suggest that an individual contact the data source directly in order to request access to their personal information.

I. Request for Access to Personal Information Procedure

1. A request for access to personal information must be made to the Program’s Privacy Officer in writing using the Access to Personal Information Request Form (*see page 3*) by the individual or their authorized representative.
2. An authorized representative, for the purposes of subsection 1 includes a person designated as a power of attorney, a personal guardian, or a person authorized by an individual to act on that individual’s behalf. Copies of supporting documentation must accompany the request.
3. The Privacy Officer will make a note of the date the request is received and confirm with the individual that the request has been received.
4. A request for information shall provide sufficient particulars to enable identification of the record. The Privacy Officer may contact the requester for more information in order to ensure they understand what information is being requested.
5. The Diabetes Care Program of Nova Scotia will not charge the individual any fees for access to, or a copy of their own personal information.

6. In certain situations, the Diabetes Care Program of Nova Scotia may not be able to provide access to all personal information it holds about an individual. Exceptions for not granting access may include information that refers to other individuals, information subject to legal, security or proprietary restrictions, and information that is subject to solicitor-client or litigation privilege.
7. The Privacy Officer will provide an explanation if full access to personal information is not provided.
8. Where the Diabetes Care Program of Nova Scotia is not the direct collector of personal information about an individual, the Program will indicate the source of this information where possible, and may suggest that the individual contact the source directly to request access to their personal information.

II. Timing and Format of Response

1. Timelines for responding to a request for access to information are as provided in the FOIPOP Act.
2. The Diabetes Care Program of Nova Scotia will notify the individual with information regarding their request within 30 days of receipt of the request.
3. The Diabetes Care Program of Nova Scotia will only provide personal information requested by an individual directly to the requester in person or by mail.

III. Minors

1. All requests for access to personal information of individuals under the age of 18 will be referred to the Administrator, Access & Privacy, NS Department of Health.

IV. Third Party Requests by Legal/Law Enforcement Representatives

1. Requests for individual personal information by the executor of the individual's estate, law enforcement agencies or legal counsel must be directed to the Administrator, Access & Privacy, NS Department of Health.

