

Section:	Administration (AD)
Subject:	Organization of the Institution
Legislation:	<i>Freedom of Information and Protection of Privacy Act (RSA 2000 cF-25); Freedom of Information and Protection of Privacy Regulation (AR 186/2008).</i>
Effective:	April 10, 2024
Revision:	

APPROVED: \_\_\_\_\_  
President and CEO

## POLICY

The policy of the Board of Governors is to comply with the *Freedom of Information and Protection of Privacy Act*.

## PROCEDURE

### DEFINITIONS

#### Personal information

Recorded information about an identifiable individual and includes, but is not limited to, name, residential address and phone number, personal email address, sex (sex assigned at birth), gender identity, title, pronouns, sexual orientation, religious affiliation, Indigeneity, ethnicity, disability status, languages spoken, immigration status, identification number, education and employment history, health information including documentation of approved accommodations for physical or mental disability, an individual's personal views or opinions and information about an individual's financial matters.

#### Privacy complainant

A person who initiates a complaint believing that SAIT has improperly collected, used, allowed unauthorized access to, or disclosed their personal information. A privacy complainant can be any individual, including but not limited to members of the SAIT community.

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## Privacy complaint

An allegation by an individual (the “complainant”) that SAIT has improperly collected, used, allowed unauthorized access to, and/or disclosed their personal information.

## GOVERNING PRINCIPLES

1. This procedure applies to the personal information of any individual while engaged with any activity related to their employment, contract, association or studies at/with SAIT. Refer to [procedure AD.1.1.1 Personal Information – General Guidelines](#).
2. SAIT does not initiate a privacy complaints investigation in cases where the privacy complainant (“complainant”) is anonymous. However, if SAIT becomes aware of information that gives SAIT reasonable and probable grounds to believe that a privacy breach has occurred, then SAIT may initiate an internal investigation.

## PROCEDURE

### A. Processing Privacy Complaints

1. A complainant may submit a privacy complaint by email to [foip.coordinator@sait.ca](mailto:foip.coordinator@sait.ca) or in writing to:

Southern Alberta Institute of Technology  
1301 – 16 Avenue NW  
Calgary, AB, T2M 0L4  
Attention: FOIP Coordinator

2. The privacy complaint must include the following:
  - a) Description of the extent of the circumstances affecting the complainant’s privacy;
  - b) The name of the school/department and name of the member of the SAIT community associated with the alleged improper collection, use and/or disclosure of the complainant’s personal information;
  - c) The date or time period when the alleged improper collection, use and/or disclosure of personal information had occurred; and

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- d) The complainant's expectations and desired outcomes related to resolving the privacy complaint.
3. The processing time for resolving a privacy complaint will vary depending on the description, circumstances and level of complexity of the complaint. In general, the FOIP Coordinator will take the following steps:
    - a) Notify the complainant by acknowledging receipt of the privacy complaint;
    - b) Contact the complainant to gather additional information or to obtain clarification, if required;
    - c) Communicate with the school/department and with any individuals associated with the privacy complaint and/or who have knowledge of the circumstances about the complaint;
    - d) Depending on the nature of the privacy complaint, the FOIP Coordinator may consult with other departments such as, for instance, Campus Security, Employee Services, Information Technology Services, Office of Community Conduct, Office of the Registrar and Office of the Ombudsperson;
    - e) Update the complainant on the progress of the privacy investigation; and
    - f) Follow up with the school/department and individuals involved in the privacy complaint in order to implement any recommended remedial actions.

## POLICY/PROCEDURE REFERENCE

AD.1.1	Privacy policy
AD.1.1.1	Personal Information – General Guidelines procedure
AD.1.1.2	Confidentiality of Student Information procedure
AD.1.1.3	Confidentiality of Employee Information procedure
AD.1.1.4	Formal Access to Information procedure

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