

PHIA Policy

Banking Files

Policy

If the Office of the Information and Privacy Commissioner (OIPC) is currently working on five access or five privacy files from the same complainant, OIPC may place the next access complaint or privacy complaint from the same complainant in a “bank.” Files will be removed from the bank and made active in the order they were received as prior files from that complainant are closed.

Purpose

OIPC has finite resources and may at times experience a higher than usual volume of complaints from one or more complainants. This policy ensures that all complaints received are addressed appropriately and resources are not unfairly tied up with many complaints from a sole complainant.

Scope

This policy applies to all access, correction, and privacy complaints received by OIPC.

Approved by Information and Privacy Commissioner



Commissioner

February 20, 2024

Date