



P-4: REQUESTS FOR GENERAL INFORMATION

<i>POLICY TYPE: PRIVACY AND INFORMATION MANAGEMENT POLICY</i>		
<i>POLICY TITLE: REQUESTS FOR GENERAL INFORMATION</i>		
<i>POLICY REFERENCE NUMBER: P-4</i>		
<i>Adopted: April 23, 2021</i>		
<i>Next Scheduled Revision: April 2022</i>		
<i>Previous Revisions</i>		
Position	Signature	Date
President		

Policy

The Communications Coordinator is responsible for administering all requests for general information from Councillors, staff and members.

The Operations Organizer is responsible for administering all requests for information from the public.

Standards

1. Requests for general information will be received and handled by the Communications Coordinator, and forwarded to the appropriate staff person if necessary.
2. The Privacy Officer will handle any requests for information that concern member, staff or Councillor privacy and personal information in accordance with the standards contained in P-1: Personal Information and Privacy Policy.

Clients

1. Members
2. Public

Process

3. Where a requestor wishes to request general information about the Society that is not otherwise regarding a Society record or the personal information of a staff, Councillor or member of the Society, they must complete a Feedback Form.

4. Where the requestor is a member, the Communications Coordinator will:
 - a) consult with the requestor for additional details where required, b)
 - forward the request to the most appropriate staff member,
 - c) provide the information requested, ensuring no sensitive information is included,
 - i. if a document is requested, collect the document requested, ensuring no sensitive information is included in the package,
 - ii. coordinate the time and place where the requestor may access and review the requested documents or, where appropriate, provide the requestor with the documents in electronic format, and
 - iii. retrieve the documents after the requestor is finished their review where those documents are made available on location.
5. Where the requestor is external to the Society, the President will:
 - a. consult with the Council where appropriate,
 - b. refer the request to the Privacy Officer with direction on how to proceed.