



Personal Information Protection and Electronic Documents Act

How to make an Access Request, Inquiry or Complaint

Under Canada's *Personal Information Protection and Electronic Documents Act*, individuals have the right to request access to their personal information and to have it amended if it is incomplete, out of date, or inaccurate. Individuals can also challenge the uses of personal information or an organization's compliance with any other aspect of the law. They can withdraw their consent to continuing use of their personal information for purposes that are not legally required or part of an existing contractual commitment.

The following guidelines are intended to help individuals make a written access request or file a complaint under the Act.

Access Request

Please provide the following in a dated and signed letter:

- A description of the information to which you seek access;
- Your name, address, and a telephone number where you can be reached during the daytime; and
- The location address where you would like to obtain access to the information (for example, the office of an affiliated organization or the offices of the Credit Union). Please note that you must produce at least two pieces of identification bearing a signature, one of which should include photo identification and a birth date in order to obtain the information requested.

Inquiry or Complaint

Please specify the following in a dated and signed letter:

- The nature of the inquiry or complaint (please be as specific as possible); and
- Your name, address, and a telephone number where you can be reached during the daytime.

Access Requests, inquiries or complaints should be mailed to:

Privacy Officer
Waterloo County Education Credit Union
Education Centre
6-51 Ardelt Avenue
Kitchener, ON N2C 2S9