



ARCS: 292-30  
File: PSS-2018-87620

January 15, 2019

Sent via email:

**Re: Request for Access to Records**  
***Freedom of Information and Protection of Privacy Act (FOIPPA)***

I am writing further to your request received by the Ministry of Public Safety and Solicitor General. You narrowed your request on December 14, 2018 through conversation and/or email with Samara Fisher. Your request is for:

*Complaint tracking documents including results and statistics (excluding information related to other program areas) prepared under section 4.2. 7 and 4.3. 7 of the Guide Dog and Service Dog Program Policies and Processes. (Date Range for Record Search: From 01/01/2015 To 11/22/2018)*

Please find enclosed a copy of the records located in response to your request. Some information has been withheld pursuant to section 22 (Disclosure harmful to personal privacy) of FOIPPA. A copy of this section of FOIPPA is provided for your reference. A complete copy of FOIPPA is available online at:

[http://www.bclaws.ca/civix/document/id/complete/statreg/96165\\_00](http://www.bclaws.ca/civix/document/id/complete/statreg/96165_00)

Your file is now closed.

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These records will be published on the BC Government's Open Information website a minimum of five business days after release. To find out more about Open Information, please access the Open Information website at: [www.gov.bc.ca/openinformation](http://www.gov.bc.ca/openinformation)

If you have any questions regarding your request, please contact Samara Fisher, the analyst assigned to your request, at 250 953-3622. This number can be reached toll-free by calling from Vancouver, 604 660-2421, or from elsewhere in BC, 1 800 663-7867 and asking to be transferred to 250 953-3622.

You have the right to ask the Information and Privacy Commissioner to review this decision. I have enclosed information on the review and complaint process.

Sincerely,

A handwritten signature in black ink, appearing to read "S. Fisher", is written over a light blue rectangular background.

Samara Fisher, Senior FOI Analyst  
On behalf of Cindy Kukucska, Manager  
Justice / Social Team, Information Access Operations

Enclosures

<p>How to Request a Review with the Office of the Information and Privacy Commissioner</p>
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If you have any questions regarding your request please contact the analyst assigned to your file. The analyst's name and telephone number are listed in the attached letter.

Pursuant to section 52 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), you may ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act with regard to your request under FOIPPA.

**Please note that you have 30 business days to file your review with the Office of the Information and Privacy Commissioner. In order to request a review please write to:**

Information and Privacy Commissioner  
PO Box 9038 Stn Prov Govt  
4th Floor, 947 Fort Street  
Victoria BC V8W 9A4  
Telephone 250 387-5629      Fax 250 387-1696

If you request a review, please provide the Commissioner's Office with:

1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.

## **From the Freedom of Information and Protection of Privacy Act (Current to May 18, 2016)**

### **Section 22 - Disclosure harmful to personal privacy**

- (1) The head of a public body must refuse to disclose personal information to an applicant if the disclosure would be an unreasonable invasion of a third party's personal privacy.
- (2) In determining under subsection (1) or (3) whether a disclosure of personal information constitutes an unreasonable invasion of a third party's personal privacy, the head of a public body must consider all the relevant circumstances, including whether
  - (a) the disclosure is desirable for the purpose of subjecting the activities of the government of British Columbia or a public body to public scrutiny,
  - (b) the disclosure is likely to promote public health and safety or to promote the protection of the environment,
  - (c) the personal information is relevant to a fair determination of the applicant's rights,
  - (d) the disclosure will assist in researching or validating the claims, disputes or grievances of aboriginal people,
  - (e) the third party will be exposed unfairly to financial or other harm,
  - (f) the personal information has been supplied in confidence,
  - (g) the personal information is likely to be inaccurate or unreliable,
  - (h) the disclosure may unfairly damage the reputation of any person referred to in the record requested by the applicant, and
  - (i) the information is about a deceased person and, if so, whether the length of time the person has been deceased indicates the disclosure is not an unreasonable invasion of the deceased person's personal privacy.
- (3) A disclosure of personal information is presumed to be an unreasonable invasion of a third party's personal privacy if
  - (a) the personal information relates to a medical, psychiatric or psychological history, diagnosis, condition, treatment or evaluation,
  - (b) the personal information was compiled and is identifiable as part of an investigation into a possible violation of law, except to the extent that disclosure is necessary to prosecute the violation or to continue the investigation,
  - (c) the personal information relates to eligibility for income assistance or social service benefits or to the determination of benefit levels,
  - (d) the personal information relates to employment, occupational or educational history,
  - (e) the personal information was obtained on a tax return or gathered for the purpose of collecting a tax,
  - (f) the personal information describes the third party's finances, income, assets, liabilities, net worth, bank balances, financial history or activities, or creditworthiness,
  - (g) the personal information consists of personal recommendations or evaluations, character references or personnel evaluations about the third party,
  - (h) the disclosure could reasonably be expected to reveal the content of a personal recommendation or evaluation, a character reference or a personnel evaluation supplied by the third party in confidence and the applicant could reasonably be expected to know the identity of the third party,

- (i) the personal information indicates the third party's racial or ethnic origin, sexual orientation or religious or political beliefs or associations, or
  - (j) the personal information consists of the third party's name, address, or telephone number and is to be used for mailing lists or solicitations by telephone or other means.
- (4) A disclosure of personal information is not an unreasonable invasion of a third party's personal privacy if
  - (a) the third party has, in writing, consented to or requested the disclosure,
  - (b) there are compelling circumstances affecting anyone's health or safety and notice of disclosure is mailed to the last known address of the third party,
  - (c) an enactment of British Columbia or Canada authorizes the disclosure,
  - (d) the disclosure is for a research or statistical purpose and is in accordance with section 35,
  - (e) the information is about the third party's position, functions or remuneration as an officer, employee or member of a public body or as a member of a minister's staff,
  - (f) the disclosure reveals financial and other details of a contract to supply goods or services to a public body,
  - (g) public access to the information is provided under the Financial Information Act,
  - (h) the information is about expenses incurred by the third party while travelling at the expense of a public body,
  - (i) the disclosure, in respect of
    - (i) a licence, a permit or any other similar discretionary benefit, or
    - (ii) a degree, a diploma or a certificate, reveals any of the following with respect to the applicable item in subparagraph (i) or (ii):
    - (iii) the name of the third party to whom the item applies;
    - (iv) what the item grants or confers on the third party or authorizes the third party to do;
    - (v) the status of the item;
    - (vi) the date the item was conferred or granted;
    - (vii) the period of time the item is valid;
    - (viii) the date the item expires, or
  - (j) the disclosure, in respect of a discretionary benefit of a financial nature granted to a third party by a public body, not including personal information referred to in subsection (3) (c), reveals any of the following with respect to the benefit:
    - (i) the name of the third party to whom the benefit applies;
    - (ii) what the benefit grants to the third party;
    - (iii) the date the benefit was granted;
    - (iv) the period of time the benefit is valid;
    - (v) the date the benefit ceases.
- (5) On refusing, under this section, to disclose personal information supplied in confidence about an applicant, the head of the public body must give the applicant a summary of the information unless
  - (a) the summary cannot be prepared without disclosing the identity of a third party who supplied the personal information, or

- (b) with respect to subsection (3) (h), either paragraph (a) of this subsection applies or the applicant could reasonably be expected to know the identity of the third party who supplied the personal recommendation or evaluation, character reference or personnel evaluation.
- (6) The head of the public body may allow the third party to prepare the summary of personal information under subsection (5).