



## Request to Access Information

If you have questions about filling out this form, please contact the Corporate Access and Privacy at 780-496-5222 or [accessandprivacy@edmonton.ca](mailto:accessandprivacy@edmonton.ca). Applications can be accepted online at [edmonton.ca/accessandprivacy](http://edmonton.ca/accessandprivacy), or by mail at 16th floor, Century Place, 9803 - 102A Avenue NW, Edmonton, AB T5J 3A3.

### About you

Last Name	First Name	
Name of Company or Organization (if applicable):		
Mailing Address:		
City:	Province:	Postal Code:
Contact phone:	Alternate Phone:	Email Address:

### About your request

Request type: <input checked="" type="checkbox"/> General Information ( Attach \$25 initial fee)	<input type="checkbox"/> Personal Information	Personal Information on behalf of someone else (Attach <i>Authorization of Representative</i> form)
To which City Department are you making your request?		<input type="checkbox"/> All Departments <input type="checkbox"/> I don't know

### About the information you want to access

What records do you want to access? Please keep your request simple, clear, and focused. You may attach additional documents to describe your request.
I would like to request access to information dated: From (MM/DD/YYYY): <input type="text"/> To (MM/DD/YYYY): <input type="text"/> To present date

### Delivery options

Select a delivery option. You will be notified when documents are ready.
<input type="checkbox"/> Email <input type="checkbox"/> Examine in-office by appointment <input type="checkbox"/> Hard Copy (mail)

### Your signature

I certify that the information provided on this application is accurate and complete.

Name (Please Print)

Signature

Date

## Frequently Asked Questions

### **What is a "Personal" request?**

A "personal" request is a request for records that are about you. Examples of a personal request include your employee file, bylaw complaints that you have made, or bylaw complaints about your property.

### **What is a "General" request?**

A "general" request is any request that is not a "personal" request. Examples of general requests include an agreement, a City report or emails about a City program.

### **What is a "Personal information request on behalf of someone else"?**

This is a request for personal information about a person other than yourself, and that person has given you permission to make the request. When making this type of request, you must provide proof that you have permission. Use the [Authorization of Representative form](#) to document permission. Insurance agents or lawyers often make this type of request on behalf of their clients.

### **What does it cost to submit an ATIA request?**

There is no initial fee for personal requests (including when you make a request on behalf of someone else). You must pay a \$25 initial fee for a general request. Work will not start on your request until you have paid the fee.

### **How can I pay the \$25 initial fee for a general request?**

Payment can be made by cheque, cash, or credit card.

- Online at [edmonton.ca/accessandprivacy](http://edmonton.ca/accessandprivacy). When submitting a request online, the system will prompt you to pay by credit card.
- Make cheques payable to the City of Edmonton and mail to:  
Corporate Access & Privacy  
16th floor, Century Place  
9803 - 102A Avenue NW  
Edmonton, AB T5J 3A3

### **Will additional fees be charged?**

Fees for processing "personal" requests and "general" requests are different.

Fees for processing personal requests are charged only if the cost of producing the records (photocopying) is more than \$10. If the cost is estimated to be more than \$10, you will receive a fee estimate for the cost.

Fees for general requests are charged only if the cost of processing (search time, applying exceptions to disclosure, photocopying) is more than \$150. If the cost is estimated to be more than \$150 you will receive a fee estimate.

If a fee estimate for a personal or general request exceeds \$150, you are required to pay a deposit of 50% of the estimated cost of processing your request before work on your request will begin.

### **Will I get everything I ask for?**

Your request for information will be processed subject to limited and specific exceptions under the ATIA.

### **When will I get my information?**

The ATIA provides the City with 30 business days to respond to your request. This timeline may be extended for reasons allowable under the ATIA.

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