

FILLABLE VERSION OF “ACCESS / CORRECTION REQUEST” FORM

On our website, you will find a fillable copy of the access/correction request form. You can fill it out on your computer, and then print the form off to sign and submit it along with the application fee.

YOUR INFORMATION (top section)

Please ensure you fill out all of the requested contact information at the top of the form so that we can contact you with any questions we may have. If we require clarification and are unable to reach you, this will put your request on hold while we wait for your response via mail.

ACCESS TO RECORDS (middle section)

This is the section where you specify what records you are requesting. You can request records that contain your own personal information or you can request records that contain general information, which is essentially other London Police records such as statistical information or procedures. (We will deny access to records if the investigation is still active and/or the matter is still before the courts)

If you are requesting access to, or correction of, your own personal information, you will be required to verify your identity using a valid piece of photo ID. If you are unable to verify your identity in person, we will ask you to email us a selfie of you holding your photo ID next to your face.

If you are requesting another person's personal information records, you must provide either:

- 1.) documentation indicating that you have authority to act for them, or
- 2.) documentation indicating their consent to release their personal information records to you (third party consent and ID both need to be verified by police)

CORRECTION TO PERSONAL INFORMATION (bottom section)

If you are requesting a correction of personal information, please identify the FOI request you've previously received and identify the correction you would like made within those records. Everyone that has received records containing their own personal information is entitled to request correction of that personal information if they believe there is an error or omission. We will review your request and let you know if the correction was made or not. If the correction was not made, you can require that a statement of disagreement be attached to the information reflecting that you requested a correction that wasn't made. You can also require that any person or body that has received this personal information within the previous year be notified of the correction or statement of disagreement.

WHAT INFORMATION DO I NEED TO PROVIDE WHEN REQUESTING RECORDS?

- Provide as much detail as possible about the requested records.
- Specify the time period for the records as precisely as possible, for example, from Jan 1/18 to Dec 31/19.
- If you are requesting records of email correspondence, please indicate:
 - The London Police Service email address to be searched;
 - Key words to be used to search for emails
 - The date range of the requested search
- The more you can narrow the scope of your request, the less the fees, so keep that in mind when submitting your request
- Your ID will need to be verified (you can find a list of accepted ID on our website)
- You will need to provide consent forms from third parties if you are wanting to receive their personal information. We need to confirm consent and verify their ID with them, so be sure to include their contact information if they are unable to attend with you in person

DO I HAVE THE OPTION TO JUST VIEW THE RECORDS RATHER THAN REQUEST AND PAY FOR THEIR REPRODUCTION?

Yes, you can examine original records on site, but you will still be charged applicable fees for searching for the records.

CAN I RECEIVE RECORDS ELECTRONICALLY?

Yes, records will be provided electronically where possible and appropriate if you let us know this is your preference.

FEES INFORMATION

A \$5.00 non-refundable application fee is required at the time you submit your request. Cash, credit/debit are accepted in person. Please contact our FOI office at 519-661-5603 to set up an appointment time to attend in person. If you prefer to pay with cash and don't want to set up an appointment time, you can submit your completed request and \$5.00 cash into a sealed envelope and leave it in the drop box located just outside of the Freedom of Information door, just to the right of where the officers sit behind the glass. Our address is 601 Dundas Street, London.

Cheques are to be made out to **London Police Service** and can be mailed along with your request to:

London Police Service
Freedom of Information
PO Box 3415
London, ON N6A 4K9

HOW LONG WILL MY REQUEST TAKE TO COMPLETE?

We aim to respond within 30 calendar days of receipt of the request and \$5.00 application fee, as per legislative requirements. If you don't include your application fee, your application will be returned to you.

If your request doesn't provide enough information for us to start searching for responsive records, your request will be put on hold until we are able to clarify the request with you.

For requests that involve a large number of records, an extensive search, or consultation with an external third party, the time may be extended. Requesters will be advised of a time extension.

IS THERE ANY WAY TO EXPEDITE MY REQUEST?

No, but we will make a note on your file that the records are needed urgently; however, there is no guarantee a response will be made before the 30-day time frame.

DO YOU ACCEPT PERSONAL CHEQUES AND WHO ARE THEY MADE PAYABLE TO?

Yes. All cheques and money orders should be made payable to "**London Police Service.**"

HOW MUCH DOES A REQUEST COST?

A non-refundable \$5.00 application fee must be paid when submitting an Access Request. Additional fees may be charged under section 45 of the *Municipal Freedom of Information and Privacy Protection Act* (e.g., for search time and record preparation time)

For any other questions please call 519-661-5603.