

How to Correct Your Own Personal Information Under FIPPA

1. Hanover and District Hospital has a responsibility to ensure your personal information in its custody or control is accurate and up-to-date.
2. The Freedom of Information and Protection of Privacy Act (FIPPA) gives you the right to access your personal information.
3. Once you have been given access to your personal information, you can request the information be corrected if you feel that there are errors or omissions.
4. Under FIPPA, the right of correction applies only if:
 - a. The information at issue is personal information,
 - b. The information is inexact, incomplete, or ambiguous, and
 - c. The information is factual and not an opinion.
- 5. If the above applies, and you feel there are inaccuracies in your personal information, print and complete FIPPA Request Form ([Form #23](#))**
6. Your request must contain:
 - a. A description of the specific information you want corrected,
 - b. The location of the information if applicable (Personal Information Bank),
 - c. The correction being requested, and
 - d. The reason for the request.
 - e. The \$5.00 request fee.
7. Submit your request to:

Freedom of Information Coordinator
Hanover & District Hospital
90-7th Avenue, Hanover, ON N4N 1N1
- 7 Be prepared to come to the hospital with one piece of ID to identify yourself
- 8 If you are unable to sufficiently describe the information you want changed and require assistance contact the Freedom of Information Coordinator at fippa@hanoverhospital.on.ca or at 519-364-2341, Extension #209.
- 9 The Hospital will send you a letter outlining the decision and the reasons for that decision.
- 10 If the Hospital grants your correction request, the incorrect information will be removed from your files and replaced with the corrected information. If the hospital denies your request, a copy of the decision letter along with your FIPPA Request Form (Statement of Disagreement) will be added to your personal information file.
- 11 If you disagree with the hospital's decision to deny your request to correct your personal information you have thirty (30) days from the date of the decision letter to request a review by the Ontario's Information and Privacy Commissioner.