

Section:	Administration (AD)
Subject:	Organization of the Institution
Legislation:	<i>Access to Information Act (RSA 2024, c A-1.4); Post-Secondary Learning Act (SA 2003 cP-19.5); Protection of Privacy Act (SA 2024, c P-28.5); Protection of Privacy (Ministerial) Regulation (143/2025).</i>
Effective:	April 10, 2024
Revision:	May 21, 2026

APPROVED: _____
President and CEO

POLICY

The policy of the Board of Governors is to facilitate a process which allows individuals to exercise their right of access to information under the *Access to Information Act* (ATIA).

PROCEDURE

DEFINITIONS

- Access request** A formal written request submitted by an individual for records within the custody or under the control of SAIT.
- Business days** Monday through Friday, excluding statutory holidays and other days when SAIT may be closed.
- Personal information** Recorded information about an identifiable individual and includes, but is not limited to, name, residential address and phone number, personal email address, sex (sex assigned at birth), age, gender identity, title, pronouns, sexual orientation, marital or family status, religious affiliation, Indigeneity, ethnicity, disability status, languages spoken, immigration status, identification number, education and employment history, health information including documentation of approved accommodations for physical or mental disability, an individual's personal views or opinions and information about an individual's financial matters.

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Record

Information created, received, and maintained as evidence and information by an organization or person, in pursuance of legal obligations or in the transaction of business. A record may be in any form. This includes notes, images, audio-visual recordings, x-rays, books, documents, maps, drawings, photographs, letters, vouchers and papers and any other information that is written, photographed, recorded or stored in any manner, but does not include software or any mechanism that produces records.

Routine disclosure

The release of personal information where access can be easily granted without reference to exceptions under *POPA* or *ATIA*. This includes information belonging to the requester that exists in a standardized format which allows for the exclusion of information related to other individuals, contains general non-identifiable data and/or is already publicly available.

GOVERNING PRINCIPLES

1. The *Access to Information Act* (ATIA) provides a right of access to any record held in the custody or under the control of SAIT, subject to mandatory and discretionary exceptions specified in the *ATIA*.
2. SAIT may disclose certain types of information informally through routine channels (routine disclosure) without the necessity of making a formal request for access to information (access request).
3. SAIT acknowledges its duty to assist individuals in their requests for access to records and will make every reasonable effort to facilitate the processing of such requests.
4. SAIT will adhere to the record retention and disposition timelines set out in procedure [AD.3.2.3 Retention and Disposition Schedule](#).

PROCEDURE**A. Formal Request for Information**

1. Any individual may make a formal request to access information (access request) by submitting a written request to SAIT. Individuals may complete and submit a

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[Request to Access Information form](#) along with any applicable fees, including the \$25 mandatory initial fee for general information requests. Requests must include sufficient detail to enable SAIT to locate and identify the requested records within a reasonable amount of time and effort (such as a clear description of the information sought and a relevant timeline applicable to the records).

2. SAIT will verify the identity of the applicant and confirm the authenticity of the request; An individual who is requesting access to their own personal information will be required to produce one piece of valid government-issued photo identification (e.g., driver's license or passport) to verify their identity before being permitted access to records containing their personal information.
3. Another individual or organization who is representing the individual (e.g., legal counsel) and who is requesting access to the individual's personal information must provide SAIT with documentation that they are authorized to legally act for that person (e.g., authorization of representation form).
4. Upon receipt of the request, the Access and Privacy unit, Office of General Counsel, will examine and confirm that it complies with the requirements specified above. Once the request has been verified, SAIT will notify the individual to acknowledge receipt. SAIT will respond to the request within thirty business days of this notification. Extensions to this timeframe may be granted, subject to the provisions of the *ATIA*.
5. The Access and Privacy unit, Office of General Counsel will process the access request by conducting the search for records, documenting the search process, providing notification to any affected third parties, preparing the records (if any) for disclosure and providing the access decision to the applicant.
6. Under Section 9 of the *ATIA*, SAIT may decide to disregard a request in the following circumstances:
 - a) Responding to the request would reasonably interfere with SAIT's operations or constitutes an abuse of the right to request information, such as repeated or systematic submissions;
 - b) The request is abusive, threatening, frivolous, vexatious or submitted in an abusive or threatening manner;
 - c) The information requested has already been provided to the individual or has been made publicly available in official SAIT communications/publications.

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- d) Following requests made by SAIT to the individual for additional information, the request remains unclear or insufficiently specific to allow location and identification of the relevant record within a reasonable time or effort; or
 - e) The request is excessively broad or incomprehensible.
7. In cases where SAIT decides to decline a request, the applicant will be informed of the reasons for this decision and advised of their right to submit a request for review to the Alberta government's Office of the Information and Privacy Commissioner.
 8. Prior to the submission of a formal access request, Individuals should first check whether the information is already publicly available. An individual's request for the release of personal information, where access can be readily granted, without reference to any exceptions under the *POPA* or *ATIA*, shall be regarded as routine disclosure. This encompasses situations in which the requested personal information belonging to the individual is maintained in a standardized format that allows for the exclusion of information related to other individuals, and where it contains general (non-identifiable) information and/or is already publicly accessible.

B. Right of Access and Correction of Personal Information

1. An individual has a right to access their own personal information, subject to the exceptions under the *Access to Information Act*.
2. Reasonable efforts will be made to ensure that the personal information contained in records is accurate and complete. Individuals have a right to request a correction to their own personal information.

C. Requesting Student Records

1. Students are encouraged to first contact the Office of the Registrar or access their records through the myStudent Portal on mySAIT for routine information, such as account statement, student tax receipts, request confirmation of enrolment letter or to request an official transcript. Formal access requests for student records should only be submitted if the information is not available through the aforementioned channels. Records will be released to the student (or to the parent/legal guardian of a minor student, who is under eighteen years of age).

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- a) Access to original records is only permitted under conditions which will prevent alteration or mutilation of the record. Original permanent record cards may not be removed from the Office of the Registrar.
 - b) Equivalent access is available to the student's financial assistance file. A student may not authorize anyone else to view that student's financial assistance file if it contains financial information about any other individual, unless that other individual has given written permission. The student may not have access to the personal information of any other individual which may be in the student's financial assistance file.
2. SAIT employees may be provided access to student information where it is demonstrated that the information is necessary to perform their duties (for example, faculty members and administrative staff). The Office of the Registrar or designate will determine whether the need to have access to the student's record has been demonstrated, as set out in procedure [AD.1.1.1 Personal Information](#).
 3. SAIT employees are prohibited from sharing student personal information to the extent that they may not acknowledge whether an individual is enrolled at SAIT or provide any personal information about the student, without the consent of the student or except as otherwise authorized by the *POPA* or *ATIA*.

D. Requesting Employee Records

1. Current employees are encouraged to first contact the Human Resources (HR) department directly for access to their own employment records, payroll data or other routine personnel information. HR provides access to records through internal channels (e.g., secure email or in-person). Formal access requests are not required unless the employee requests records that are not routinely available through HR.
2. The release of employee personal information to third parties is authorized if stated elsewhere in this procedure or in other procedures, with the consent of the employee, or as required by law.
3. SAIT employees who have a legitimate interest in another employee's personnel file and have demonstrated a "need to know" will be permitted access to the records. The associate vice president, human resources, or designate, will determine whether the need to have access to the record or file has been demonstrated.
3. Urgent requests for an employee's personal information, such as their address, telephone number or immediate whereabouts, based upon an apparent emergency, is

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handled by the associate vice president, human resources, or designate, unless the individual has expressly authorized the release of this information or as authorized elsewhere in this procedure.

4. Access to employee personal information, including but not limited to salary data and employment history, shall be limited to those officials responsible for those matters and may not be released to anyone except as otherwise stated in this procedure.

E. Non-compliance

1. Failure to comply may result in disciplinary hearings under procedure [HR.4.4.1 Corrective and Disciplinary Action](#).

ASSOCIATED DOCUMENTS

Schedule A [Access to Information Request form](#)

POLICY/PROCEDURE REFERENCE

AD.3.4 [Access to Information policy](#)

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PROCEDURE