

Cochrane Office: (70) 272-6669
Iroquois Falls Office: (800) 619-6722
Kapusksing Office: (800) 619-6722
customer@nowinc.ca



153 Sixth Avenue – 153 Sixième avenue
P.O. Box 640 – C.P. 640
Cochrane, Ontario P0L 1C0

Our Statement

Ontario's Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) provides an individual with the right to access records of information, including one's own personal information, under the custody and control of a local government institution.

Northern Ontario Wires Inc. is committed to providing individuals with the right of access to information in its custody and control including most operational records as well as records containing their own personal information, where applicable.

The Act also provides a privacy protection scheme which includes rules regarding the collection, use, disclosure and disposal of personal information in the custody and control of a municipal institution.

Basis of the Act

- Access rights are balanced with privacy protection;
- All paper documents, microfilm/fiche, computer files, e-mail and other forms of stored data are all considered to be records of the "institution" (i.e. NOW Inc.);
- Subject to certain limitations, there is a right of access by the public, to records in NOW Inc.'s custody and control;
- Subject again to certain limitations, the personal information of individuals has to be protected and is not accessible by other individuals.

Formal Requests Under MFIPPA

Individuals wanting to submit a formal request for information under the access to information legislation (MFIPPA) may contact GSU'S Communications/Privacy Officer at the following address:

ATTENTION: Customer Service Manager

Northern Ontario Wires Inc.

P.O. Box 640

Cochrane, ON P0L 1C0

Telephone: (705) 272-6669

Email: customer@nowinc.ca

Formal requests must be made in writing and accompanied by a mandatory \$5.00 application fee. Be sure to describe, in detail, the types of records which you are requesting access to under the Act and ensure the following is included:

- your full mailing address;
- a telephone number at which you can be reached during the day;
- names of specific files or types of records to which you request access, including specific dates of those records, where possible.

The required detail and documentation enables staff to conduct a faster search for the requested information and helps keep down any costs for search time, or if necessary, the transfer of your request to the appropriate institution for a response.

In addition to the application fee, you may be required to pay other fees. The rules regarding the payment and amount of fees are set out in the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and its regulations.

Individuals wishing to make a privacy complaint should contact the Commissioner at:

Information and Privacy Commissioner, Ontario
2 Bloor Street East, Suite 1400
Toronto, ON M5W 1A8

Telephone: 1-800-387-0073 or (416) 326-3333
Fax: (416) 325-9195
Website: www.ipc.on.ca
Email: commissioner@ipc.on.ca