

Frequently Asked Questions

City of Moncton

Right to Information and Protection of Privacy

What kind of information can I request?

You have the right to request any record in the custody or control of the City of Moncton. The Municipality does not process information requests for Boards and Commissions **such as**:

- Codiac Regional RCMP
- Westmorland Albert Solid Waste Commission
- Greater Moncton Sewerage Commission
- Capitol Theatre Board

If you require information regarding these organizations or other boards or commissions, these bodies should be contacted directly.

How do I make a request?

A great deal of information is readily available on the City of Moncton website at www.moncton.ca

We suggest that you start by checking the website or you may make an informal request by phone or email. To do this, simply contact the city department you think might have the information you are looking for. If you are told that the information is not **routinely available**, then you should proceed to file a Right to Information request to the City Clerk's Office – forms are available online at www.moncton.ca/RTIPPA

Who is responsible for Right to Information requests for the City of Moncton?

The City Clerk is responsible for **RTIPPA** and may be reached at:

Office of the City Clerk
City of Moncton
655 Main St.
Moncton, NB
E1C 5V1
info.clerk@moncton.ca
506-853-3550

Is there a fee to process my request?

The Right to Information and Protection of Privacy Act of the Province of New Brunswick does not permit Municipalities to charge to process a request for information.

How long does a request take to process?

Under the legislation, the Municipality is required to respond to your request within 30 days. If additional time is required (because your request was not detailed enough, the extent of the request or third party consultation is required), an extension can be given but the Municipality is required to advise the applicant when a response can be expected.

Language of Information

The request for information will be responded to in the official language in which it was received. Information will be provided in the language of the original record.

What is meant by the “duty to assist”?

The City of Moncton, must make every “reasonable” effort to help applicants and to respond to each applicant openly, accurately and completely subject to the restrictions and exemptions of RTIPPA.

What is a clarification of request?

If it is unclear what records are being required, or if it appears that the request for information is overly broad, the City Clerk’s office will contact the applicant for more details on the information being requested as a part of “duty to assist”. This clarification enables more accurate and complete processing of a request.

Do I have to tell the City why I want the information?

No. However, under certain circumstances, it may be helpful to provide the reason, as it would enable the City to process your request more efficiently.

What if I am denied information?

The Municipality must provide you with reasons if you are denied access to information as some exemptions exist under the act. If you are not satisfied with these reasons, you may request a review. You may request a review by the review officer within 60 days of notification.

What are the acceptable reasons to request a review?

A review can be requested if

- your request for access is either fully or partially denied;
- you are told the records do not exist and you do not agree;

- you do not agree with estimate of fees;
- you did not receive a response to your application;
- you do not agree with the extension of the 30-day response period;
- your request to correct personal information has been denied; or
- you are a third party to an application and you do not agree with the decision of the Municipality to release your personal information or information that you may have an interest in.

Who is the Review Officer?

- The Provincial Office of the **Access to Information and Privacy Commissioner** will review decisions of public bodies when people are not satisfied with the response they have received to their requests

What is personal information?

Personal information is recorded information on an identifiable individual including:

- the individual's name, address or telephone number;
- the individual's race, national or ethnic origin, colour, or religious or political beliefs or associations;
- the individual's age, sex, sexual orientation, marital status or family status;
- an identifying number, symbol or other particular assigned to the individual;
- the individual's fingerprints, blood type or inheritable characteristics;
- information about the individual's health-care history, including a physical or mental disability;
- information about the individual's educational, financial, criminal or employment history;
- anyone else's opinions about the individual; and
- the individual's personal views or opinions, except if they are about someone else.

Is my personal information protected?

The legislation protects personal privacy by restricting the collection, use and disclosure of personal information.

Do I have to give the City my personal information?

To obtain services from the City of Moncton, you may have to provide your personal information to the City. However, the City can collect only the personal information that is needed to provide the service

Does the City have to tell me for what purpose they will use my personal information?

Yes. When personal information is collected from an individual, notice should be given about what use is made of their personal information, the authority for collecting this information and the name and contact information of the employee who can answer additional questions a person may have on this collection. Also, the information is to be collected directly from the individual in most circumstances subject to limited exceptions in the Act.

What can I do if the City breaches my privacy?

If you feel that the City of Moncton has breached your privacy, you have the right to request a review into the matter by the City Clerk's office and, if not satisfied with the result of the review, you may request the Information and Privacy Commissioner of New Brunswick to investigate the potential breach.