



Access to Information Procedure

This procedure is governed by its parent policy. Questions regarding this procedure are to be directed to the identified Procedure Administrator.

Functional category	Operations
Parent policy	Access and Privacy Policy
Approval date	June 5, 2026
Effective date	June 5, 2026
Procedure owner	Chief of Staff & Director of Strategy
Procedure administrator	Manager, Information, Risk & Compliance

Overview

NorQuest College (College) has an obligation to provide a right of access to the Records in its custody and under its control, subject to limited and specific exceptions of Alberta's *Access to Information Act (ATIA)*, in order to comply with ATIA. The College also has an obligation to allow individuals the right to access their own Personal Information, subject to limited and specific exceptions of ATIA.

This procedure outlines the actions and expectations of members of the College Community regarding access to information as defined by ATIA. All College Employees are required to follow the Access to Information Procedure. Authority to establish this procedure is derived from section 25 of POPA, Privacy Management Program; and the [NorQuest College Board of Governor's Policy No. 5](#), which delegates authority to the President and CEO to establish policies and procedures for the College's management and operation.

Procedure

An individual has a right of access to any record held in the custody or control of the College, including access to their own personal information, subject to the discretionary and mandatory exceptions specified in sections 19 to 34 of ATIA, and the limits set out in section 4, 'Records to which this Act applies'.

Access to records is provided in three (3) ways:

- Active Dissemination
- Routine Disclosure
- Formal Request for Information

Routine Disclosures and Formal Requests for Information are confidential in nature. Employees must handle these activities with strict confidentiality and limit disclosure to other employees with a legitimate need to know.

Active Dissemination

The College may publish and disseminate specified categories of records and information for the public through College websites, printed materials, and social media forums to promote transparency and efficiency. All active dissemination of information do not contain personal information and is carried out without a formal request for access under ATIA and is subject to the [College Marketing and Communications Policy](#). Employees may contact Information, Risk & Compliance (IRC) at compliance@norquest.ca with concerns about portions of the information that may be excluded under ATIA.

Access to manuals, handbooks, or guidelines used in decision-making processes that affect the public, by employees of the College in administering or carrying out programs or activities will be made available through the impacted division or faculty.

Routine Disclosure

Routine disclosure of information occurs when access to a record is granted without a formal request under ATIA (formal Access to Information Request). That is, in the following situations:

- to comply with the [Post-Secondary Learning Act](#);
- to comply with other enactments of Alberta or Canada;

- to support College operational requirements;
- to permit employees access to their own personal information, in limited circumstances;
- to permit students access to their own personal information, in limited circumstances; and
- for research purposes approved by the College.

Activities associated with routine disclosure of information or records, to comply with legislative requirements or facilitate College operations, are undertaken by all College divisions in accordance with their operational practices. The type of information released is typically non-sensitive and can be provided quickly and easily without a formal request for access under ATIA. When responding to employee and student requests as noted above, or complying with an Alberta or Canada enactment, or if there are concerns about anonymity, the records intended for release are to be shared with IRC for review at compliance@norquest.ca, prior to disclosure.

Student personal information that may be disclosed without consent

The following information may be disclosed, except in situations where the student has requested that the information not be disclosed:

- confirmation that a student is or is not registered at the College;
- full legal name of all graduates, name of the certificate or diploma obtained and for which program and the date of graduation; and
- names of recipients of awards and scholarships and the award or scholarship received.

Disclosure of Personal Information to Third Parties

Certain personal information collected by the College is disclosed to specific third parties in order to comply with provincial and federal law and to facilitate routine College operations by information sharing as allowable under ATIA. Examples of these include, but are not limited to, the following:

- Students' Association of NorQuest College;
- Alumni Association of NorQuest College;
- Alberta Government Ministries; and
- Canadian Federal Government.

Personal information of a specific individual may also be disclosed to third parties, upon the written consent of the individual to whom the information relates.

Disclosure of student personal information to parents

A student's personal information, including personal information of a student who is a minor, is only disclosed to parents or guardians upon the written consent of the student.

Disclosure of personal information to employees

Personal information collected by the College is disclosed to employees, only to the extent necessary, when it is required by that employee to do their job.

Employee access to their own personal information

Activities to facilitate employee access to their personal information are coordinated by the People and Talent Operations division.

- Employees have the right to request access to their own personal information and records subject to the discretionary and mandatory exceptions in ATIA.
- Employees who wish to review their own personal information must contact the People, Culture, & Equity portfolio and schedule an appointment. The records will be made available within 30 business days of receipt of the request.
- Viewing files will be conducted in a private office with at least one authorized College employee present. Alternatively, a copy of the record may be given to the employee. A note regarding the access event will be made in the employee file.

Student access to their own personal information

Activities to facilitate student access to their personal information are coordinated by the Office of the Registrar.

- Students have the right to request access to their own personal information and records subject to the limited and specific exceptions in ATIA.
- Students who wish to review their own personal information must submit a written request for such access noting at least five (5) business days prior to the time when they intend to view their records;

otherwise, the records will be made available within 30 business days of receipt of the request.

- Students will be required to produce appropriate photo identification (driver's license, passport, or student ID card) confirming their identity prior to being permitted to view their personal information.
- Viewing files will be conducted in a private office with at least one authorized College employee present. Alternatively, a copy of the record may be given to the student. A note regarding the access event will be made in the student record.

Costs associated with providing employees and students with copies of their personal information may be assessed but are limited to the costs specified in section 14 of the Access to Information Act Regulation.

Access to personal information for institutional research purposes

Access to personal information for institutional research purposes may be approved by the College subject to specific conditions, which includes student anonymity.

Formal Request for Information

Access to information other than that specified as active dissemination and routine disclosure must be requested in writing. Individuals are required to complete and submit an [Access to Information Request form](#) to Information, Risk and Compliance (IRC). The College will process formal requests for information in accordance with the provisions of ATIA.

Anyone receiving a formal request regarding access to records is to immediately direct that request to IRC at compliance@norquest.ca. Requests are not considered to be received by the College until they are received by IRC, following the **ATIA Request Handling Process** noted in Appendix A.

Information, Risk and Compliance (IRC):

- Shall assist the Applicant in defining the information being requested and the time frame for the responsive records.
- Will assist the applicant by clarifying the request, coordinating the search for responsive records, and if appropriate, providing a fee estimate to the applicant.

- Will review, evaluate, and redact responsive records in accordance with sections 19-34 of ATIA, and will apply exceptions in a specific and limited manner.
- Will share the final request decision with the applicant and manage related complaints and Office of the Information and Privacy Commissioner (OIPC) interactions, as required.

The delegated authorities will review and authorize the release of the records, after IRC has reviewed and redacted the records accordingly in accordance with the ATIA. The Marketing and Communications division will be notified to engage the [College Marketing and Communications Policy](#) as required.

Consent to Release to Third Party

In accordance with ATIA and its supporting regulation, the College may share personal information about an individual at the request or consent of the person that the personal information is about, with another person, if:

- it is in writing;
- the individual who is consenting to the disclosure is identified;
- the information the individual is consenting to the disclosure of is indicated; and
- it is signed by the individual who the information is about.

Consent provided electronically is valid if:

- provided in a manner consistent with the electronic signature requirements in section 16(2) of the [Electronic Transactions Act](#); and
- retained in a manner consistent with section 17(2) of the *Electronic Transactions Act*.

Access to Information Protections and Obligations

In keeping with section 94 of ATIA, a College employee must not take adverse employment action against an employee as a result of the employee properly disclosing information in accordance with this Act. Additionally, employees are required to align with the [Code of Conduct Policy](#) and section 95 of ATIA, when participating in duties conducted to comply with ATIA.

Offences under ATIA could result in disciplinary action up to and including termination of an employee's employment, or of the relationship of a board member with NorQuest. In these circumstances, IRC will provide evidence to

the People and Talent Operations division to review and determine if an investigation under the College's Code of Conduct Policy is warranted.

Definitions

ATIA: means *Access to Information Act*, SA 2024, c A-1.4, as amended.

Access to Information Act Regulation: means Access to Information Act Regulation, AR 133/2025, as amended.

Applicant: has the meaning ascribed to it under section 1(a) of ATIA.¹

College Community: any student, faculty, administrative or staff member of the College, member of the public serving in a recognized capacity for the College, guardian of an underage student acting on behalf of the student in the College community, and employee of an agency contracted by the College.

Employee: has the meaning ascribed to it under section 1(g) of ATIA, and the meaning ascribed to it under section 1(h) of POPA.²

Personal Information: has the meaning ascribed to it under section 1(r) of ATIA, and the meaning ascribed to it under section 1(q) of POPA.³

Note: Business contact information is a type of personal information that is routinely disclosed in a business or professional context. The disclosure of business contact information, in and of itself, is not usually an unreasonable invasion of privacy as per section 1(r)(i) of ATIA.⁴

Record: has the meaning ascribed to it under section 1(u) of ATIA.⁵

Related information

NorQuest College

- [College Marketing and Communications Policy](#)
- [Access to Information Request form](#)
- [Access and Privacy Policy](#)

¹ From [ATIA](#), s.1(a).

² From [ATIA](#), s.1(g) and s.1(h) of [POPA](#).

³ From [ATIA](#), s.1(r) and s.1(q) of [POPA](#).

⁴ From [ATIA](#), s.1(r)(i).

⁵ From [ATIA](#), s.1(u).

External

- [Access to Information Act and Regulation](#)
- [Electronic Transactions Act](#)
- [Office of the Information and Privacy Commissioner of Alberta](#)
- [Protection of Privacy Act and Regulation](#)
- [Post-Secondary Learning Act](#)

Next review date

June 2030

Revision history

Date	Version Number	Action
April 2013	v01	New
August 2013	v02	Update for document links and branding
November 2014	v03	Update for change in procedure owner and administrator
June 2017	v04	Update to wording and Owner/Administrator
August 2019	v05 (published v04-C)	Compliance Office template & reorganization update
July 2021	v06 (published as v05)	Review and minor updates
January 2024	v07	Information, Risk & Compliance template & reorganization update
June 2026	v08	Reviewed and updated to align with the <i>Access to Information Act</i> and Regulation requirements.

Appendix A: ATIA Request Handling Process

