

Frequently Asked Questions

What is a "Personal" request?

A "personal" request is a request for records that are about you. Examples of a personal request include your employee file, bylaw complaints that you have made, bylaw complaints about your property or fire investigation reports about your property.

What is a "General" request?

A "general" request is any request that is not a "personal" request. Examples of general requests include an agreement, a City report or emails about a City program.

What is a "Personal information request on behalf of someone else"?

This is a request for personal information about a person other than yourself, and that person has given you permission to make the request. When making this type of request, you must provide proof that you have permission. Use the [Authorization of Representative form](#) to document permission. Insurance agents or lawyers often make this type of request on behalf of their clients.

What does it cost to submit a FOIP request?

There is no initial fee for personal requests (including when you make a request on behalf of someone else). You must pay a \$25 initial fee for a general request. Work will not start on your request until you have paid the fee.

How can I pay the \$25 initial fee for a general request?

Payment can be made by cheque, cash, credit card, or in person.

- Online at edmonton.ca/foip. When submitting a request online, the system will prompt you to pay by credit card.
- Call the Office of the City Clerk reception line at 780-496-8178 and pay by credit card over the phone (Monday - Friday, 8am - 4:30pm)
- Cheques can be mailed to the Corporate Access & Privacy Office (address below)
- In Person at:

Corporate Access & Privacy Office
Office of the City Clerk
3rd Floor, City Hall
1 Sir Winston Churchill Square
Edmonton, AB T5J 2R7

Will additional fees be charged?

Fees for processing "personal" requests and "general" requests are different.

Fees for processing personal requests are charged only if the cost of producing the records (photocopying) is more than \$10. If the cost is estimated to be more than \$10, you will receive a fee estimate for the cost. Photocopies cost \$0.06 a page so you will receive a fee estimate only if there are more than 167 pages - otherwise there is no charge.

Fees for general requests are charged only if the cost of processing (search time, applying exceptions to disclosure, photocopying) is more than \$150. If the cost is estimated to be more than \$150 you will receive a fee estimate.

If a fee estimate for a personal or general request exceeds \$150, you are required to pay a deposit of 50% of the estimated cost of processing your request before work on your request will begin.

Will I get everything I ask for?

Your request for information will be processed subject to limited and specific exceptions under the FOIP Act.

When will I get my information?

The FOIP Act provides the City with 30 calendar days to respond to your request. This timeline may be extended for reasons allowable under the FOIP Act.

Corporate Access & Privacy Office

edmonton.ca/foip

780-496-5222

foip@edmonton.ca