

## Principles for Assisting Requesters with Access to Information & Privacy Acts Requests

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In processing requests made under the *Access to Information Act* or the *Privacy Act*, Bank of Canada staff will:

1. Offer reasonable assistance throughout the request process.
2. Provide information on the *Access to Information Act* and the *Privacy Act*, including information on the processing of requests and your right to complain to the Information Commissioner of Canada or the Privacy Commissioner of Canada.
3. Inform you, as appropriate and without undue delay, when your request needs to be clarified.
4. Make every reasonable effort to locate and retrieve the requested records that are under the Bank's control.
5. Apply limited and specific exemptions to the requested records.
6. Provide accurate and complete responses.
7. Provide timely access to the requested information.
8. Provide records in the format and official language requested, as appropriate.
9. Provide a location for requesters to examine the requested records at the Bank's Head Office in Ottawa.