



Information and Privacy
Commissioner of Ontario

Commissaire à l'information et à la
protection de la vie privée de l'Ontario

Backgrounder

Promoting and protecting the access and privacy rights of Ontarians

The Office of the Information and Privacy Commissioner of Ontario (IPC) was established in 1987 and provides oversight of Ontario's [access and privacy laws](#).

These laws play a significant role in providing the public with a right of access to government-held information and to their own personal information. They also include rules to protect personal information held by public institutions, health care professionals, and child and family service providers.

The IPC is the oversight body that administers and enforces these laws. It investigates privacy complaints and hears appeals of access to information decisions, the large majority of which are resolved through mediation. The IPC proactively promotes the purposes of these laws by engaging in public education programs, commissioning research and providing advice.

Access and correction rights

Under Ontario's access and privacy laws, people have the right to [request access](#) to their personal information and general records held by provincial and municipal government institutions. They can also request access to their personal information from health care professionals, children's aid societies, and other child and family service providers. Individuals also have the right to [ask for corrections](#) to their personal information if they believe it is incorrect or incomplete.

In most cases, an organization must respond to requests within 30 calendar days. If an institution denies access or corrections to records, they must provide a reason. If individuals are not satisfied with the reason given or the fee charged to process a request, they can [file an appeal](#) with our office.

Privacy rights

Under Ontario's access and privacy laws, public institutions, health care providers, and child and family service providers are [required](#) to protect personal information and only collect what is necessary for legitimate and limited purposes. Some of these laws also require them to let people know how their personal information will be used, how they might share it, and inform individuals if their information has been lost, stolen, shared or viewed without authorization.



2 Bloor Street East
Suite 1400
Toronto, Ontario
Canada M4W 1A8

2, rue Bloor Est
Bureau 1400
Toronto (Ontario)
Canada M4W 1A8

Tel/Tél: (416) 326-3333
1 (800) 387-0073
Fax/Télé: (416) 325-9195
TTY/ATS: (416) 325-7539
Web: www.ipc.on.ca

The IPC works to resolve privacy complaints and may investigate privacy breaches. Individuals who suspect their personal information has been the subject of a privacy breach or mismanaged can file a [privacy complaint](#) with our office.

More in-depth information on access and privacy rights and protecting personal information is available at www.ipc.on.ca.

Key resources

- [Access to information under Ontario's information and privacy acts](#)
- [The appeal process and Ontario's Information and Privacy Commissioner](#)
- [Your privacy rights](#)
- [Your health privacy rights](#)
- [Your file and your rights under Ontario's child and family services law](#)
- [Personal information, your privacy and identity theft](#)

Media contact

media@ipc.on.ca
416-326-3965