DEALING WITH REQUESTS FOR ACCESS TO PERSONAL INFORMATION

Under APP 12, an individual has the right to access all the personal information you hold about them, unless an exception applies. The flow chart below sets out the key steps to help you respond to a request for access to personal information.

1. **ACCESS REQUEST RECEIVED**
2. **CAN YOU VERIFY THE INDIVIDUAL’S IDENTITY?**
   - Yes: **ACCESS**
   - No: **DO NOT DISCLOSE PERSONAL INFORMATION**
3. **CAN YOU LOCATE THE REQUESTED PERSONAL INFORMATION?**
   - Yes: **PROVIDE WRITTEN NOTICE TO INDIVIDUAL**
   - No: **CAN ACCESS BE GIVEN BY OTHER MEANS?**
4. **IS THERE A REASON TO DENY ACCESS?**
   - Yes: **CAN ACCESS BE PROVIDED IN THE MANNER REQUESTED?**
     - Yes: **ACCESS**
     - No: **CAN ACCESS BE GIVEN BY OTHER MEANS?**
   - No: **WILL YOU CHARGE FOR ACCESS?**