



NORTHUMBERLAND HILLS HOSPITAL

Frequently Asked Questions

Who can make a FOI request?

Anyone can make an FOI request. The requester does not have to live in Ontario, or even in Canada.

Are there any costs associated with an FOI request?

Yes. There is a mandatory application fee of \$5.00 and the legislation is based on a user pay principle. For details on the fee structure, please click [here](#) for details.

How do I know if a record is in the “custody or control” of the hospital?

In general, “custody” means that the hospital keeps, cares for, watches over, preserves and ensures the security of the record for business purposes. The hospital’s physical possession of a record may not be sufficient to constitute custody; it must have some right to deal with the record.

In general, “control” of a record does not mean having physical possession but rather the power to make a decision about the use or disclosure of the record.

What kind of information can be requested?

If you cannot find the information you are looking for on our website, please refer to the Directory of Records and Personal Information Banks that provide the general idea of the types of records created and used by the hospital. Please note that all records referred to in these links are not necessarily public and that some or all of the record type or personal information bank may be exempt or excluded from the Act.

What can I do if I am not satisfied with the way my request has been handled?

Please contact the FOI Specialist to address your concerns regarding your access request. If you remain dissatisfied with the response you receive you have the right of appeal to the Office of the Information and Privacy Commissioner of Ontario (IPC) who has oversight for the compliance with FIPPA. The [IPC's website](#) provides more information on how to Appeal a decision.