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Access to Records

Policy

Applicants for membership and students seeking registration (each an "Applicant") are entitled access to records in the possession of CPA Ontario that are relevant to their application for membership or registration as a student in the CPA program ("Application"), including the documents that are considered by the CPA Ontario decision-maker when deciding whether to accept the Application, in accordance with this policy. All requests for records must be made in writing and can be directed to transcriptregistration@cpaontario.ca.

The records covered by this policy include documents that were received and/or processed by CPA Ontario, such as, but not limited to:

- documents provided by the Applicant directly to CPA Ontario as part of the Application;
- assessment documents provided to CPA Ontario by third-party assessment service providers;
- documents gathered from other jurisdictions or from educational institutions attesting to an Applicant's qualifications;
- documents that describe the rationale for a decision;
- student records including transcripts and history of practical experience;
- documents related to accommodation requests; and
- documents related to reviews and appeals respecting the Application.

Documents released will be clearly stamped "COPY". CPA Ontario will make every effort to respond to requests for access to records within 30 days of the request being received, and to assist the Applicant with understanding the information.

Who May Request Records

Requests for records will only be entertained if made by the Applicant or legal counsel acting on their behalf.

Retention

As records in the possession of CPA Ontario are destroyed in accordance with its retention schedule, requests for documents that are no longer within the care and control of CPA Ontario cannot be made available.

Limitations

CPA Ontario may refuse an Applicant access to a record if:

- the record or any information in the record is subject to a legal privilege that restricts disclosure of the record or the information, as the case may be;
- a Federal or Provincial Act or a court order prohibits disclosure of the record or any information in the record in the circumstances;
- granting the access could reasonably be expected to lead to the identification of a person who provided information in the record to CPA Ontario explicitly or implicitly in confidence, and CPA Ontario considers it appropriate in the circumstances that the identity of the person be kept confidential; or
- granting the access could negatively affect public safety or could undermine the integrity of the registration process.

An Applicant may be provided with part of a record that can reasonably be severed from the part to which the Applicant does not have a right of access.

Records which are drafts, used for internal analysis, working papers, notes or correspondence between CPA Ontario employees will not be provided. Access to records shall be limited to the extent necessary to comply with the *CPA Ontario Privacy Policy* (see Access and correction of personal information).

Fee for Access

CPA Ontario may charge a fee to the Applicant for making records available. Fees shall be levied in accordance with *Regulation 11-1: Dues and Fees*, where applicable, or if not set out in the Regulation, shall be limited to the cost of providing the record to the Applicant. Where a fee is to be charged, CPA Ontario shall provide the Applicant an estimate of the fee. CPA Ontario may waive the payment of all or any part of the fee that an Applicant is required to pay if, in its opinion, it is fair and equitable to do so.