

15 Nov 2012

From: Edward Hasbrouck <edward@hasbrouck.org>
To: privacy vieprivee <privacy_vieprivee@aircanada.ca>
Subject: Re: Request for access to personal information
Date sent: Thu, 15 Nov 2012 09:51:40 -0800

Dear Sir or Madam:

Thank you for your e-mail message today. I look forward to receiving the information you say that you are sending in hardcopy form.

However, your message makes clear that you are in violation of both PIPEDA and your own published Privacy Policy.

Schedule A, Section 4.1.2 of PIPEDA provides that, "The identity of the individual(s) designated by the organization to oversee the organization's compliance with the principles shall be made known upon request."

So that I will know to whom to direct my complaint, please provide me with the identity and contact details of this individual or these individuals.

Schedule A, Section 4.10.2, 4.10.3, and 4.10.4 of PIPEDA provide that, "Organizations shall put procedures in place to receive and respond to complaints or inquiries about their policies and practices relating to the handling of personal information. The complaint procedures should be easily accessible and simple to use. Organizations shall inform individuals who make inquiries or lodge complaints of the existence of relevant complaint procedures. A range of these procedures may exist. For example, some regulatory bodies accept complaints about the personal-information handling practices of the companies they regulate. An organization shall investigate all complaints. If a complaint is found to be justified, the organization shall take appropriate measures, including, if necessary, amending its policies and practices."

Please provide me with a complete copy of your procedures for receiving, investigating, and responding to complaints of violations by you of PIPEDA and of your Privacy Policy, and a complete list of all regulatory bodies which accept complaints regarding your handling of personal information or (non)compliance with PIPEDA and/or your Privacy Policy.

Please feel free to telephone or e-mail me should you be open to discussing the issues raised by your (non)response to my request, and what changes to your practices are needed to bring them into

compliance with PIPEDA and your Privacy Policy.

Sincerely,

Edward Hasbrouck
1130 Treat Ave.
San Francisco, CA 94110
USA