

Frequently Asked Questions

What is a "Personal" request?

A "personal" request is a request for records that are about you. Examples of a personal request include your employee file, library account or customer suspension information.

What is a "General" request?

A "general" request is any request that is not a "personal" request. Examples of general requests include an agreement, report or emails.

What is a "Personal information request on behalf of someone else"?

This is a request for personal information about a person other than yourself, and that person has given you permission to make the request. When making this type of request, you must provide proof that you have permission.

What does it cost to submit a FOIP request?

There is no initial fee for personal requests (including when you make a request on behalf of someone else). You must pay a \$25 initial fee for a general request. Work will not start on your request until you have paid the fee.

How can I pay the \$25 initial fee for a general request?

Payment can be made by cheque, cash or credit card.

- Call 780-490-8327 and pay by credit card (Monday - Friday, 8:30am -4:30pm)
- Cheques can be mailed to:
Attention: FOIP Coordinator
Stanley A. Milner Library
7 Sir Winston Churchill Square
Edmonton, AB T5J 2V4
- In Person at:
Stanley A. Milner Library
7 Sir Winston Churchill Square
Edmonton, AB T5J 2V4

Will additional fees be charged?

- The initial \$25 covers up to \$150 worth of processing fees. You will be advised if any additional fees may apply.
- If the total cost of processing your request is more than \$150, you will be asked to pay a 50% deposit of the estimated fees. You may discuss revising your initial request with the FOIP office.
- The records are provided when the fee is paid in full.

Will I get everything I ask for?

Your request for information will be processed subject to limited and specific exceptions under the FOIP Act.

When will I get my information?

The FOIP Act provides EPL with 30 calendar days to respond to your request. This timeline may be extended for reasons allowable under the FOIP Act.