

## Access to Records Requests Policy

TechNova will provide an applicant with access to records held by TechNova that are related to the applicant's application.

### Request

- Requests for access to an applicant's records must be made to the Registrar in writing.
- Written requests may be made to the Registrar by email.
- Requests for access to an applicant's records may be made by the applicant him/herself or by any person authorized by the applicant, in writing, to communicate with the ORGANIZATION on the applicant's behalf.

### Timing

- TechNova will respond to an applicant's request for access to their records within 30 days of receiving the applicant's request.
- Where an applicant's request for access to their records cannot be accommodated within 30 days, the ORGANIZATION shall inform the applicant of the timeframe when their records will be accessible, such timeframe not to exceed 90 days from the date of the applicant's request.
- TechNova will retain copies of records relating to an applicant's application for 5 years following receipt of the first record relating to an applicant.

### Exclusions

- TechNova will not provide access to the following documents that may form part of an applicant's record:
- The ORGANIZATION will not provide access to the following documents that may form part of an applicant's record:
  - documents subject to a legal privilege,
  - reference letters, unless the provider of the reference letter explicitly authorizes that the letter be disclosed,
  - documents that are prohibited from disclosure pursuant to an Act or Regulation,
  - documents that are prohibited from disclosure by court order or order of a quasi-judicial tribunal,
  - documents that could reasonably be expected to threaten or harm the mental or physical health or the safety of another person; or
  - documents that could negatively affect public safety or could undermine the integrity of the registration process

### Access

- An applicant's records may be viewed in-person at the main office of the TechNova by appointment.

OR

- TechNova will provide copies of an applicant's records by mail, electronically, or facsimile, as requested by the applicant.

### Fees

- TechNova will charge a fee for making an application file available to an applicant, which will not exceed the amount of reasonable cost recovery.
- The applicant will be informed of the fee amount, and said fee must be paid, before the records will be released to the applicant.

**Corrections**

- If an applicant believes the information held by TechNova is inaccurate, the applicant may request that TechNova correct its records by making a written request to the Registrar with documentation supporting the applicant's request.