

Office of the Saskatchewan Information and Privacy Commissioner

Service & Accessibility Charter

Our Commitment to Service¹

The Office of the Saskatchewan Information and Privacy Commissioner (OIPC) is an independent office of the Saskatchewan Legislative Assembly. We have a mandate to oversee compliance with the three following pieces of legislation:

- *The Freedom of Information and Protection of Privacy Act (FOIP)*
- *The Local Authority Freedom of Information and Protection of Privacy Act (LA FOIP)*
- *The Health Information Protection Act (HIPA)*

As part of our mandate, we:

- review access and correction decisions made by government institutions (*FOIP*), local authorities (*LA FOIP*) and trustees (*HIPA*) in their administration of the applicable laws; and
- conduct investigations when there is evidence of a privacy breach committed by those bound by the legislation.

Our office is an appeal body. Your first step is to work with the government institution, local authority or trustee to address your concerns and only to bring your concerns to the OIPC when they cannot be resolved within a reasonable period of time.²

There is no charge for our services.

Our Values and Guiding Principles³

Excellence	<ul style="list-style-type: none">• To apply the highest standards of personal and business excellence, which includes high quality, and consistent and accurate work product.
Fairness	<ul style="list-style-type: none">• To provide an opportunity to be heard and to provide adequate information about our processes.• Communication is clear and suitable.• Decisions are free from personal interest or bias.

¹ OIPC acknowledges that this resource is adapted from resources by the Office of the Ontario Information and Privacy Commissioner ([IPC Service Charter | Information and Privacy Commissioner of Ontario](#)) and Office of the Privacy Commissioner of New Zealand ([Office of the Privacy Commissioner | Our service charter](#)).

² See [How do I resolve a complaint?](#) and [How do I get access to information?](#)

³ Taken from OIPC's [Annual Report](#).

Responsibility & Accountability	<ul style="list-style-type: none"> • We take responsibility for our actions and are accountable to each other and team objectives. • Externally, we are responsible and accountable to the Legislative Assembly and to those provide services to including Saskatchewan citizens.
Integrity	<ul style="list-style-type: none"> • We conduct ourselves internally and externally in an honest, trustworthy and reliable manner.
Respect	<ul style="list-style-type: none"> • We recognize and appreciate individuality and treat Citizens, public bodies/trustees and each other with respect, dignity and equality.

Our Service Approach with Citizens

<i>How you can expect us to work with you</i>	<i>How we expect you to work with us</i>
<ul style="list-style-type: none"> • We administer <i>FOIP, LA FOIP and HIPA</i> for the province of Saskatchewan. • Treat you with dignity and respect. • Clearly explain our role and an estimated timeline for our office to undertake a review or investigation. If we cannot become involved, we will tell you why and direct you, when able, to where you may get help. • We will need to discuss your request for review or your complaint with the applicable public body or trustee. • Consider both sides of the story. • Strive to be timely, but we cannot guarantee our timelines. • Treat all applicants and complainants fairly and without prejudice. • Be transparent about the progress of your file. • Welcome your feedback on how our office can improve. 	<ul style="list-style-type: none"> • Treat our staff with dignity and respect. • Prior to contacting our office, try to resolve your concern with the government institution, local authority or trustee. • Provide us with all important facts, information and required materials regarding your request for review or privacy complaint. • Be open, honest and truthful when communicating with our office or providing us with information. • Do not record us without our knowledge and consent. • Cooperate with our office and respond in the time periods set by our office. • Comply with OIPC's rules and procedures for conducting reviews and investigations. • Recognize that our office is impartial and unbiased. We seek representations from all sides. • Contact us with any concerns questions you may have and let us know how our office can improve.

Our Service Approach with Public Bodies & Trustees

<i>How you can expect us to work with you</i>	<i>How we expect you to work with us</i>
<ul style="list-style-type: none">• We administer <i>FOIP, LA FOIP and HIPA</i> for the province of Saskatchewan.• Treat government institutions, local authorities and trustees' representatives with respect.• Clearly explain our role and how our office can be involved in a review or investigation.• Advise you when our office has the authority or mandate to undertake a review or investigation and when it does not.• Clearly advise on our established, but reasonable timelines for you to provide our office with materials (e.g., records, submissions) and to respond to our questions.• Be thorough, fair and impartial in our conduct.• Consider both sides of the story.• Advise what documentation our office requires in a review or investigation, which can include, but is not limited to, records, submissions, evidence and organizational policies/procedures.• Be transparent about the progress of a review or investigation.• Welcome your feedback on how our office can improve.	<ul style="list-style-type: none">• Treat our staff with respect• Be open, honest and forthcoming when explaining your internal processes for decision making.• Cooperate with our office and respond in the time periods set by our office. Provide reasonable explanations when a timeline cannot be met or when requesting an extension.• Comply with OIPC's rules and procedures for conducting reviews and investigations.• Comply with timelines set out by <i>FOIP, LA FOIP or HIPA</i>.• Be open to early resolution or mediation to informally resolve a review or privacy complaint that will be in the best interest of citizens.• Contact us with any concerns or questions and let us know how our office can improve.

Well-being of Our Staff

We have a duty to ensure the safety and wellbeing of our staff when they interact with anyone including members of the public. We have zero tolerance for threats or violence towards our staff. Threats include, but are not limited to:

- Using abusive, defamatory or offensive comments and language with OIPC staff.
- Intimidating or harassing OIPC staff by phone, email or in person.
- Asking OIPC staff inappropriate questions, including questions of a personal nature.
- Posting information about OIPC staff online.

When threats are perceived to have been made, we will respond by first issuing a warning.

If threats continue, including threats of violence, we will limit access to services.

If necessary, we will report a matter of concern to the police. We may disclose your personal information to the police to report threats of violence.

Our Commitment to Accessibility

- We are committed to building a workplace and organization that is accessible and inclusive for everyone.
- Our goal is to identify and work towards removing barriers so that all employees and members of the public can fully participate and access our programs, services and information.⁴
- At intake we work with citizens to explore options for removing barriers that may exist, keeping in mind that many disabilities are invisible. Our Intake Officers gather relevant information to determine accommodation requirements on a case-by-case basis.
- We are prepared to work with individuals who require the use of Assistive Devices, Accessible Formats and Communication Supports (ASL interpreters, Braille, Audio, Large print), Service Animals, and Support Persons.⁵

Definitions

The following definitions apply throughout this accessibility plan:⁶

Disability: Any impairment, or difference in physical, mental, intellectual, cognitive, learning, or communication ability. Disabilities can be permanent, temporary or can change over time.

⁴ 2026 to 2028 Accessibility Plan, Office of the Privacy Commissioner of Canada, March 2, 2026, https://www.priv.gc.ca/en/accessibility/accessibility_2026-2028/.

⁵ Accessibility Standards, Ombudsman Ontario, March 2, 2026, <https://www.ombudsman.on.ca/en/about-us/policies/accessibility-standards>.

⁶ 2026 to 2028 Accessibility Plan, Office of the Privacy Commissioner of Canada, March 2, 2026, https://www.priv.gc.ca/en/accessibility/accessibility_2026-2028/. OR supra at footnote 1.

Barrier: Anything that might hinder people with disabilities’ full and equal participation. Barriers can be architectural, technological, attitudinal, based on information or communications or can be the result of a policy or procedure.

Accessibility: The design of products, devices, services, environments, technologies, policies and rules in a way that allows all people with a variety of disabilities to access them.

How are we accessible?

<i>Our Physical Space</i>	<i>Our Information/Communication Space</i>
<ul style="list-style-type: none"> • We are accessible by elevator. • We have accessible washrooms. • Our office has wide hallways. • Our door handles are easily used by people with limited strength and dexterity. • Our office has counter service Appointments or meetings can be arranged in advance. 	<ul style="list-style-type: none"> • We will communicate by mail, email, telephone, videoconference or meet in office if pre-arranged. • We encourage individuals to contact our office by phone or through our intake email rather than by fax. • We strive to use clear, everyday language in our blogs and resources for our readers. • We work with applicants and complainants and adapt to their needs on a case-by-case basis as determined at intake. • We try to remove barriers by modifying how we accept submissions from clients to meet their individual needs basis. • We work with representatives, who with consent, can act on behalf of the applicant or complainant.