



# External Access to Information Policy

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CN Police Service ("CNPS") collects, uses and discloses information to further its mandate to enforce the law of Canada or a province related to the protection of property owned, possessed or administered by CN and the protection of persons and property on CN property. A person or organization may request information from CNPS at any time.

## Information you may request

### Personal information

You may request access to information regarding the existence, use and disclosure of your personal information under the *Personal Information Protection and Electronic Documents Act, S.C. 2000, c. 5 ("PIPEDA")*. Personal information is any information held by CNPS in Canada about an identifiable person, but does not include the name, title, business address or telephone number of an employee of an organization. You are entitled to your own personal information, subject to legal exceptions.

It is within CNPS' discretion whether to disclose personal information that CNPS has collected for the purposes of investigating a breach of an agreement or a contravention of the laws of Canada or a province.

An individual or organization may request access to another person's personal information, but CNPS will only disclose such information with the other person's consent, or as otherwise required by law.

### Other information

You may also request access to information held by CNPS that does not contain personal information. It is within CNPS' discretion whether to disclose information that is not the personal information of the person requesting it.

### Information that cannot be disclosed

Certain types of information will not be disclosed by CNPS. This includes:

- Documents that contain personal information about a non-consenting third party, where the third party's personal information is not severable from the record containing the requested information;
- Information that is protected by legal privilege;



- Documents that contain confidential information about CNPS or its policing techniques;
- Information that if released could reasonably be expected to threaten the life or security of another individual;
- Confidential information related to the administration or operations of CNPS or CN; or
- Information generated in the course of a formal dispute resolution process.

## How to request information

You must submit your request in writing by completing the CNPS Information Request Form [see Appendix B]. You may request information regarding the existence, use and disclosure of your personal information and you may request access to that information or to non-personal information on this form.

### Required Information

You must provide the following information on the CNPS Information Request Form:

- Requestor's name;
- Requestor's date of birth;
- Information about the type of records that are being requested;
- If known, the location in which the information resides, such as towns and detachments;
- The return address where the information is to be sent;
- An original signature in blue ink (we cannot accept a fax or photocopy); and
- A CNPS file number, if available.

If you are requesting the personal information of a third party, you must obtain that person's written consent and send the original consent document along with your application. The written consent must include the following information:

- The individual's full name, date of birth, address, and telephone number;
- A statement by the individual granting CNPS consent to disclose his/her personal information to you;
- An original signature of the individual in blue ink (we cannot accept a fax or photocopy); and
- The place and date of signing.

### Cost & Procedure

#### PUBLIC

A non-refundable processing fee of \$20.00 must be included with your request for information. Cheque or money orders should be made payable to **Canadian National Railway Company**.



If the cost of responding to your request is likely to exceed the processing fee, CNPS may require you to pay any anticipated additional fees prior to providing you with the requested information.

You must submit the completed CNPS Information Request Form along with the \$20.00 processing fee to the following address:

Information Officer  
CN Police Service  
935 de La Gauchetière Street West  
Montreal, Quebec  
H3B 2M9

#### GOVERNMENT AGENCIES / LAW ENFORCEMENT ENTITIES

The CNPS Information Request form must be submitted by email to: [CNPoliceTipline@cn.ca](mailto:CNPoliceTipline@cn.ca) with the required information and the details of any specific mandate or laws to support your access to information request.

### Processing your request

CNPS will make best efforts to respond to your request within 30 days. CNPS may extend its response time to your request by up to 30 days, by written notice to you, if additional time is required to respond.

CNPS may extend its response time for as long as required to convert the requested information into an alternative format. An alternative format is one that allows a person with a sensory disability to read or listen to the personal information.

### Resolving disputes

If your request for information is denied, you may write to the Chief of Police for reconsideration. Requests for reconsideration must enclose a copy of CNPS' response to the request, as well as a letter setting out the reasons that you believe the denial of your request was in error. The Chief of Police or his/her designate will generally respond to your request for reconsideration within 30 days.

At any time during the process, you are entitled to file a complaint with the Privacy Commissioner if you believe CNPS has not met its obligations regarding the disclosure of personal information under *PIPEDA*.