

## Access to Records Request Policy

CPA Nova Scotia will provide an individual applying for membership (“an applicant”) with access to records held by CPA Nova Scotia that are related to the individual’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 ([registrations@cpans.ca](mailto:registrations@cpans.ca)).
- Requests for access to an applicant’s records must be made by the applicant him/herself.

### Timing

- CPA Nova Scotia 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, CPA Nova Scotia shall inform the applicant of the timeframe when their records will be accessible, such timeframe not to exceed 120 days from the date of the applicant’s request.
- CPA Nova Scotia will retain copies of records relating to an applicant’s application for five (5) years following the date a decision is made on the applicant’s application for registration.

### Exclusions

- CPA Nova Scotia 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

- CPA Nova Scotia will provide copies of an applicant’s records by mail, electronically, or facsimile, as requested by the applicant.

### Fees

- CPA Nova Scotia will provide an electronic copy of the applicant’s records at no extra cost;
- CPA Nova Scotia will charge a flat fee of \$50.00 + HST, as the cost of gathering and preparing an applicant’s records to be released and sent by mail;



- CPA Nova Scotia will provide a paper copies of an applicant's records, or copies by facsimile, at a cost of \$3.00 per page.
- If an applicant requests their records be sent by courier, the applicant shall pay the cost of the courier service.

#### **Corrections**

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