



RECOURSE OPTIONS FOR MEMBERS

PRIVACY

ISSUE	<ul style="list-style-type: none">▪ You feel your right to privacy was breached.▪ Do not grieve an alleged breach of privacy. Only grieve if you suffered a loss related to the breach.▪ You may grieve other related matters if, for example, you suffered a loss of some type.
1ST STEP	<ul style="list-style-type: none">▪ Addressing issue with CBSA first is encouraged.▪ If not addressed at CBSA, file a complaint online with Office of Privacy Commissioner (OPC).
TIME LIMIT	No time limit to file a complaint.
HOW	To address with CBSA: DG and Chief Privacy Officer 333 North River Road 14th Floor Tower A Vanier, Ontario K1A 0L8 Telephone: 343.291.7021 To file complaint with OPC, submit complaint online .
HUMAN RIGHTS	–
WHERE	https://plainte-complaint.priv.gc.ca/en/register-pa
WHO RESPONDS	CBSA, or OPC
HOW IS IT DEALT WITH	If CBSA fails to address, OPC may investigate.
ANONIMITY	–
REPRISAL	–
REPORT / OUTCOME	OPC is an ombudsman, and cannot issue any orders and, as a result, cannot force a government institution to take any specific action. Recommendations are limited to achieving compliance with the <i>Privacy Act</i> .
APPEAL	–
AUTHORITY	<ul style="list-style-type: none">▪ Privacy Act
MORE INFO	<ul style="list-style-type: none">▪ Filing a complaint about CBSA▪ What to expect with a OPC Investigation