



## HUMAN RESOURCES POLICY

### RELEASE OF INFORMATION (Staff and Students)

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**EFFECTIVE:** November 1980  
**REVISED:** November 2008  
**RELATED POLICIES:**

#### **POLICY**

As an institution, Northern Lights College must ensure the privacy and safety of its staff and students as required by the *Freedom of Information Protection of Privacy Act (FIPPA)*. There are occasions where College personnel receive requests to provide personal information for current and/or former staff members or students. This information cannot be provided to anyone, either inside or outside the College, without permission of the individual whose information is being requested. Exceptions are requests from one College department to another for recovery of College monies, College property, or other business that requires the student or staff member be contacted.

#### **PROCEDURE**

If a request for personal information is received, please take the following actions:

##### **Requests for staff information:**

- Refer the caller to the Regional or Campus Switchboard. The Regional or Campus Switchboard will take a message or, if possible, transfer the caller to the staff member's phone extension. If a message is taken, that message will be forwarded to the staff member, so s/he can make contact with the caller if desired.
- If the caller is believed responsible for harassment or other undesirable behaviour, this information should be brought to the attention of the Campus Administrator. The Campus Administrator will report the incident to the HR Director or Health, Safety & Environment Advisor (HSEA), who will then decide on what further action is required.
- If a staff member receives a voicemail message requesting personal information about another staff member, the message should be forwarded to Regional or Campus Switchboard, with an appropriate explanation. Regional or Campus Switchboard will then forward the message to the staff member in question.

##### **Requests for student information:**

- The caller must be referred to the appropriate campus Student Services office. Student Services will take a message. The message will be forwarded to the student, so s/he can return the call if desired.
- If a staff member receives a voicemail message requesting a student's personal contact information, the message should be forwarded to the appropriate Student Services office, with an explanation.

Any incidents of repeated calls or requests for personal information or claims that the caller is not getting desired results from Student Services or Regional or Campus Switchboard should be referred to the Campus Administrator.

Any calls of a threatening or disturbing nature should be reported to the Campus Administrator. The Campus Administrator will investigate and report to the HR Director or HSEA as necessary.