

**TITLE: INFORMAL REQUEST FOR STUDENT INFORMATION FROM INDIVIDUAL AND  
THIRD PARTY PROCEDURE**

**Date of Approval: July 11, 2019**

**Mandatory Review  
Date: July 11, 2022**

**Approved By:  
Office of the Registrar**

**Effective Date: July 11, 2019**

1. Purpose

This procedure sets out how informal requests for Student Information are handled at Sheridan.

2. Scope

This procedure does not apply to formal information requests made under the Freedom of Information and Protection of Privacy Act ("FIPPA").

3. Definitions

The definitions section of Sheridan's *Access and Release of Student Information Policy* applies to this procedure.

4. Procedure Statement

There are two categories of informal requests:

- access by Student to their own personal information, and;
- authorized access by Third Party to the student's personal information.

A Third-party refers to anyone who is not the individual to whom the information pertains. This can include, but is not limited to: parents, spouses, and guardians, sponsoring agencies, government agencies, courts, researchers, and any other organization who is requesting information on behalf of, or regarding, an individual such as a law firm, bank, landlord, employer, etc.

In all cases, these individuals must have written consent from the individual to collect the information with the exception of any release of information which is sanctioned under section 42 of FIPPA or under the umbrella of another act and / or regulation.

The following steps are to be followed for both categories of requests:

The Student must submit a written request to the Office of the Registrar using the externally posted [Informal Access Request for Student Information from Individual and Third Party](#).

If submitted in-person, the student will be requested to provide either their onecard or valid government issued photo identification, such as a driver's license or passport. If the Student is unable to come in-person, the Form, along with a notarized photocopy of the student's driver's license or passport (including student signature) or the Sheridan onecard is to be provided. Please provide a copy of both sides of the identification. The scanned form and notarized identification can be emailed to [infosheridan@sheridancollege.ca](mailto:infosheridan@sheridancollege.ca)

The Records and Registration division, upon receiving the Informal Request for Student Information and Third Party form, shall:

1. Ensure that it is validly authorized in writing by the student to whom the request pertains and that all applicable fields are checked off.
2. Enter a record of request in "central repository" of information requests. This record of request should at least contain: student number, name of student, name of requester (if different), information requested, offices requested from and date of receipt of request form.
3. Confirm that the student is or has been enrolled at Sheridan.
4. Issue written requests for information to any departments specified in the informal request, including a copy of the student's signed consent to release.
5. Contact relevant Departments who will provide the requested records to the Records and Registration division.
6. Contact the Department of Records and Information Management to obtain copies of inactive records, if necessary.
7. Assemble all confirmations from departments that reports have been received by Records and Registration division or that the department has released their records directly to the request.
8. Release all remaining records information upon receipt of records from any other department, transfer desired documents to requester.
9. Enter notation on request record in central repository indicating that information has been released and the file has been closed.

5. Related Forms/Policies

[Access and Release of Student Information Policy](#)  
[Informal Access Request for Student Information from Individual and Third Party](#)  
[Privacy Policy](#)