Response to Applicant - Partial Access Granted

June 20, 2018

Dear [Redacted]

Re: Your request for access to information under Part II of the Access to Information and Protection of Privacy Act [Our File #: SNL-052-2018]

On June 7, 2018, Service NL received your request for access to the following records/information:

"I would like to receive the document(s) indicating the precise date at which the following two individuals received their initial Level I licence (56 - INSURANCE ADJUSTER: LEVEL I) from the Superintendent of Insurance. SHERLOCK, JANNA MARY 18-56-JS263-1 MANSFIELD, MATTHEW R.D. 17-56-MM265-1"

I hereby inform you that a decision has been made by Service NL to provide access the requested information. However, access to specific information contained within the records that would reveal personal home addresses, has been refused in accordance with the following exceptions to disclosure, as specified in the Access to Information and Protection of Privacy Act (the Act):

Section 40(1): "The head of a public body shall refuse to disclose personal information to an applicant where the disclosure would be an unreasonable invasion of a third party's personal privacy."

The attached documents contain the effective licensing dates for the two individuals indicated in your request. These dates are October 27, 2017 for Mr. Mansfield and February 8, 2018 for Ms. Sherlock. It is important to note that Ms. Sherlock’s licence was terminated June 12, 2018.

As required by 8(2) of the Act, we have severed information that is unable to be disclosed and have provided you with as much information as possible. In accordance with your request for a copy of the records, the appropriate copies have been enclosed.

The Access to Information and Protection of Privacy Act requires us to provide an advisory response within 10 days of receiving the request. As this request has been completed prior to day 10, this letter also serves as our Advisory Response.

As required by 8(2) of the Act, we have severed information that is unable to be disclosed and have provided you with as much information as possible. Please be advised that you may appeal this decision and ask the Information and Privacy Commissioner to review the decision to provide partial access to the requested information, as set out in section 42 of the Act (a copy of this section of the Act has been enclosed for your reference). A request to the Commissioner must be made in writing...
within 15 business days of the date of this letter or within a longer period that may be allowed by the Commissioner. Your appeal should identify your concerns with the request and why you are submitting the appeal.

The appeal may be addressed to the Information and Privacy Commissioner as follows:

Office of the Information and Privacy Commissioner  
2 Canada Drive  
P. O. Box 13004, Stn. A  
St. John’s, NL A1B 3V8

Telephone: (709) 729-6309  
Toll-Free: 1-877-729-6309  
Facsimile: (709) 729-6500

You may also appeal directly to the Supreme Court Trial Division within 15 business days after you receive the decision of the public body, pursuant to section 52 of the Act (a copy of this section of the Act has been enclosed for your reference).

Please be advised that responsive records will be published following a 72 hour period after the response is sent electronically to you or five business days in the case where records are mailed to you. It is the goal to have the responsive records posted to the Completed Access to Information Requests website within one business day following the applicable period of time. Please note that requests for personal information will not be posted online.

If you have any further questions, please contact me by telephone at 709-729-7437 or by email at ellenhaskell@gov.nl.ca.

Sincerely,

ELLEN HASKELL  
ATIPP Coordinator

Enclosures
Access or correction complaint (Section 42)

42. (1) A person who makes a request under this Act for access to a record or for correction of personal information may file a complaint with the commissioner respecting a decision, act or failure to act of the head of the public body that relates to the request.

(2) A complaint under subsection (1) shall be filed in writing not later than 15 business days after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or

a) after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or

b) after the date the head of the public body is considered to have refused the request under subsection 16 (2).

(3) A third party informed under section 19 of a decision of the head of a public body to grant access to a record or part of a record in response to a request may file a complaint with the commissioner respecting that decision.

(4) A complaint under subsection (3) shall be filed in writing not later than 15 business days after the third party is informed of the decision of the head of the public body.

(5) The commissioner may allow a longer time period for the filing of a complaint under this section.

(6) A person or third party who has appealed directly to the Trial Division under subsection 52 (1) or 53 (1) shall not file a complaint with the commissioner.

(7) The commissioner shall refuse to investigate a complaint where an appeal has been commenced in the Trial Division.

(8) A complaint shall not be filed under this section with respect to

a) a request that is disregarded under section 21;

b) a decision respecting an extension of time under section 23;

c) a variation of a procedure under section 24; or

d) an estimate of costs or a decision not to waive a cost under section 26.

(9) The commissioner shall provide a copy of the complaint to the head of the public body concerned.

Direct appeal to Trial Division by an applicant (Section 52)

52. (1) Where an applicant has made a request to a public body for access to a record or correction of personal information and has not filed a complaint with the commissioner under section 42, the applicant may appeal the decision, act or failure to act of the head of the public body that relates to the request directly to the Trial Division.

(2) An appeal shall be commenced under subsection (1) not later than 15 business days after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or

a) after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or

b) after the date the head of the public body is considered to have refused the request under
(3) Where an applicant has filed a complaint with the commissioner under section 42 and the commissioner has refused to investigate the complaint, the applicant may commence an appeal in the Trial Division of the decision, act or failure to act of the head of the public body that relates to the request for access to a record or for correction of personal information.

(4) An appeal shall be commenced under subsection (3) not later than 15 business days after the applicant is notified of the commissioner’s refusal under subsection 45 (2).
INSURANCE ADJUSTER: LEVEL I LICENCE

This is to certify that

MATTHEW R.D. MANSFIELD

is licenced pursuant to the provisions of the
INSURANCE ADJUSTERS, AGENTS AND BROKERS ACT
to carry on within Newfoundland and Labrador the business of
INSURANCE ADJUSTER: LEVEL I
sponsored by
DARREN J. NEALE

This licence is effective from October 27, 2017.
Dated this 19th day of June, 2018.

Restrictions may be stipulated on the reverse side.
INSURANCE ADJUSTER: LEVEL I LICENCE

This is to certify that

JANNA MARY SHERLOCK

is licenced pursuant to the provisions of the

INSURANCE ADJUSTERS, AGENTS AND BROKERS ACT

to carry on within Newfoundland and Labrador the business of

INSURANCE ADJUSTER: LEVEL I

sponsored by

DARREN J. NEALE

Number: 18-56-JS263-1

This licence is effective from February 8, 2018,
Dated this 19th day of June, 2018.

Restrictions may be stipulated on the reverse side.

DEPUTY SUPERINTENDENT OF INSURANCE