**Model letter 19 – Response to requester – cannot confirm identity**

Our file: [file number]

[date]

[requester’s name and address]

Dear [requester’s name]:

Your request for personal information under the *Privacy Act* was received by our department / institution on [insert date].

The information you requested cannot be disclosed to you pursuant to 12(1) of the *Privacy Act* as you have not met the obligation set out in subsection 8(2) of the *Privacy Regulations* to provide adequate identification. The Government of Canada takes privacy very seriously. We must ensure that the individual receiving the information has adequately identified themselves as the subject of the information, or as the agent of the subject individual.

You may resubmit a personal information request at a later date with additional information to identify yourself.

Please be advised that you are entitled to complain to the Office of the Privacy Commissioner of Canada concerning the processing of your request. If you wish to complain to the Privacy Commissioner, you can address your complaint to:

Office of the Privacy Commissioner of Canada
30 Victoria Street
Gatineau, Quebec K1A 1H3

Telephone: (819) 994-5444 (National Capital Region)
1-800-282-1376 (Toll-free)

You may obtain additional information on the complaint process by visiting the website of the Office of the Privacy Commissioner at [www.priv.gc.ca/en/](https://www.priv.gc.ca/en/).

If you have any questions concerning your request or the *Privacy Act*, you can contact [insert name] at [insert contact information].

Sincerely,

[Coordinator’s name and title]