**30-Day Response or Written Explanation Guarantee**

**Model Written Explanations**

The following model explanations are provided as a resource. Institutions are encouraged to use these model explanations a basis for correspondence with requesters, or to adapt them as appropriate. Even when using these model explanations, heads of institutions remain responsible for ensuring than any extension falls within the reasons specified in s.15 of the *Privacy Act*. The use of model explanations also does not impact the right of requesters to complain to the Office of the Privacy Commissioner.

| Circumstances | Proposed Written Explanation | Section |
| --- | --- | --- |
| Further review is required to determine whether information should be exempted under ss. 18-28 of the *Privacy Act*. | We will require additional time beyond the initial 30 days specified in the *Privacy Act* to respond to your request because the records containing your personal information also include other sensitive information. We will need to review the records to protect the privacy of others and to protect other information that cannot be released.This extension is in accordance with paragraph 15(a)(i) of the *Privacy Act*. The extension is necessary because meeting the original time limit would unreasonably interfere with the operations of the institution. | **15 (a)(i)** |
| There is a large volume of pages related to the request | We will require additional time beyond the initial 30 days specified in the *Privacy Act* to respond to your request due to the volume of records associated with your request. We will need to locate, retrieve and review a large number of records.This extension is in accordance with paragraph 15(a)(i) of the *Privacy Act*. The extension is necessary because meeting the original time limit would unreasonably interfere with the operations of the institution.  | **15 (a)(i)** |
| The institution is experiencing a large volume of requests | We will require additional time beyond the initial 30 days specified in the *Privacy Act* to respond to your request due to the high volume of requests currently being processed by our institution.This extension is in accordance with paragraph 15(a)(i) of the *Privacy Act*. The extension is necessary because meeting the original time limit would unreasonably interfere with the operations of the institution. | **15 (a)(i)** |
| The documents are difficult to obtain | We will require additional time beyond the initial 30 days specified in the *Privacy Act* to respond to your request as some of the records you requested are currently difficult to obtain because [records have been archived, records are in storage, records are not available electronically, records are stored in backup tapes, we will need to compile records from multiple locations, or your request covers a significant time period].This extension is in accordance with paragraph 15(a)(i) of the *Privacy Act*. The extension is necessary because meeting the original time limit would unreasonably interfere with the operations of the institution.  | **15 (a)(i)** |
| The request requires significant consultations with external organizations  | We will require additional time beyond the initial 30 days specified in the *Privacy Act* to respond to your request because we need to consult with external organizations such as provincial or territorial governments.This extension is in accordance with paragraph 15(a)(ii) of the *Privacy Act*.  | **15 (a)(ii)** |
| The request requires significant consultations within the institution or with other federal institutions | We will require additional time beyond the initial 30 days specified in the *Privacy Act* to respond to your request because we need to consult within our institution or with other federal institutions.This extension is in accordance with paragraph 15(a)(ii) of the *Privacy Act*.  | **15 (a)(ii)** |
| The request requires translation or conversion | We will require additional time beyond the initial 30 days specified in the *Privacy Act* to respond to your request because we need to translate the records you requested or convert the records into another format in order to facilitate your access to your personal information.This extension is in accordance with paragraph 15(b) of the *Privacy Act*. | **15 (b)** |