

FW: Synergy's Official Correction Request form # PIPEDA.039834.011 Submitted August 23, 2020 "Without Prejudice"

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From: SK164 Privacy Officer (s██████████.privacy.officer@██████████.██████████)

To: trish.mcdonald@██████████

Cc: jeffrey██████████@law.ca

Date: Monday, August 31, 2020, 04:24 p.m. MDT

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Hello Ms. McDonald,

I confirm that, as stated, Mr. Kerr wrote to you in consultation with Synergy CU. The intent of his letter is to advise you that any further requests to correct items from closed court action QBG 290/16 will not be reviewed or responded to. As stated in the letter:

Of the 10 requests for correction you have submitted, 7 of the 10 (#'s 1, 2, 4, 5, 7, 8, 9) all had to do with the closed court action QBG 290/16 and as stated in the letter from Mr. Kerr "we will not be taking any further review or steps to correct or amend this file and consider this matter closed."

Of the remaining 3 requests for correction of Personal Information, as stated in Mr. Kerr's letter we found that 2 of them (#'s 3, 6) were not requests to correct personal information but instead assertion of a breach of contract or a legislative requirement. Again, as stated in Mr. Kerr's letter, these are outside the scope of the Privacy Officer.

We will, however, as required under PIPEDA, keep a record of your requests for correction on file along with our reasons for declining them.

We have one outstanding Request for Correction, #10, which is actually a repeat of a request to access your personal information. That is for information from your first Human Rights Complaint. We have been detained in finding this information for you as it was included in a file at the previous law office who handled this court action

and there was a delay in obtaining the file from them Our solicitor has now received the file and expects to have any information to you that is producible by the end of the week to complete your final request.

Should you have any requests to correct your personal information you are entitled under PIPEDA to submit them for our investigation and response. However, as previously mentioned, any further items to do with the closed court action QBG 290/16 will not be reviewed or responded to and items that are an assertion of a breach of contract of a legislation requirements are outside the scope of a Request to Correct Personal Information.

Thank you.

Privacy Officer

Synergy CU

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**From:** Trish McDonald <trish[REDACTED]>  
**Sent:** Wednesday, August 26, 2020 12:17 PM  
**To:** SK164 Privacy Officer <[REDACTED]@Privacy.Officer[REDACTED]>  
**Subject:** Re: Synergy's Official Correction Request form # PIPEDA.039834.011 Submitted August 23, 2020 "Without Prejudice"

Dear Privacy Officer,

Please note that I did not state it was my eleventh submission, it is noted for my file as PIPEDA 039834.011 but I have it recorded as my tenth submission. I had

other factual error and omissions after 009 to submit and that is why there is a gap When I submitted my request numbered 009 I had stated that I would submit each

paragraph for correction individually and that was on August 21, 2020 in which you confirmed receipt of for an investigation August 24, 2020

I received a letter from Jeffrey Kerr, PMS Lawyers August 25, 2020 in which states Synergy will not be taking any further review or steps to correct or amend my records and that

Synergy considers this matter closed Is this indeed accurate?