

Sept 25, 2020 email outlining October 19, 2016 Complaint hand delivered to Synergy Credit Union

From: Trish McDonald (trish.mcdon@yahoo.ca)

To: privacy.officer@synergycu.ca

Cc: pascale.gaudet@priv.gc.ca

Date: Friday, October 9, 2020, 01:12 p.m. MDT

Good Afternoon, Synergy Credit Union Privacy Officer,

Thank you for your email dated Sept 25, 2020 in which I have attached for your reference as you specifically discuss my complaint I had hand delivered to Synergy Credit Union dated October 19, 2016.

You state Synergy CU did not have a copy of this complaint on hand as it was with your solicitor in order to comply with my Dec 22, 2019 PIPEDA request. I provided 13 copies of my complaint to Synergy Credit Union as I detailed under cc copies in October of 2016. I have several concerns that not one of my 13 copies were not retained with Synergy Credit Union. I had one copy hand delivered to Synergy Credit Union on October 21, 2016; the other 12 copies were mailed by Canada Post with a confirmation from Canada Post that Synergy Credit Received all 12 copies of my complaint October 21, 2016. I would like to know what specifically happened to the 13 copies and where the copies are currently located.

Jeffery Kerr was hand delivered his own copy of this complaint dated October 19, 2016 in which was also disclosed to the Credit Union in the details I provided under cc copies.

Today, I would like to know how and when (specifically what date) my October 19, 2016 complaint was provided to a third party as you refer to as Jeff Kerr after it was hand delivered to Synergy Credit Union on October 21, 2016. I would also like to know which staff at Synergy Credit Union had access to this complaint once it was hand delivered to Synergy Credit Union on October 21, 2016. What specifically happened to all the 13 copies of this complaint?

I understand because you, Synergy Credit Union's Privacy Officer disclosed to me in your email of September 25, 2020 that Synergy indeed provided my October 19, 2016 to Jeffery D Kerr that I now have the right to know how it was provided to Jeffery D Kerr and specifically what date Synergy Credit Union provided this document to a third party Jeffery D Kerr; without Synergy Credit Union handling this specific complaint as per their provincially regulated Market Code internally in which applies to all Saskatchewan Credit Unions.

Thank you,

Trish Noble



2020.09.25 Synergy email stating October 2016 Sent to Solicitor.pdf
649.7kB



2016.10.19 McD Official Complaint Hand Delivered to SCU and Jeff Kerr.pdf
5.7MB