



<b>TYPE</b>	<b>Registration</b>
<b>NAME</b>	<b>Access to Registrant and Applicant Records Policy</b>
<b>DATE APPROVED BY COUNCIL</b>	<b>December 12, 2014</b>
<b>DATE REVISED BY COUNCIL</b>	<b>September 18, 2020, September 26, 2025</b>

## THE POLICY

All Registrants and Applicants may receive a copy of their College records, subject to certain restrictions, by providing a written request to the Registrar/Information Officer. Only the Registrant, Applicant, or their legal designate may request access to their records.

The College fulfills its commitment to privacy and confidentiality by complying with its Personal Information Privacy Policy (2022) and statutory obligations under the *Regulated Health Professions Act, 1991*, the *Personal Health Information Protection Act, 2004*, and the *Personal Information Protection and Electronic Documents Act*.

## ACCESS TO REGISTRANT OR APPLICANT FILES

Registrants and Applicants may have access to the following College records subject to certain retention periods in the College's Classification Structure and Retention Schedule (2018):

### Access to Registrant Files

- Records relating to general registration information, registration applications, examination applications, Registrar review and Registration Committee decisions related to applications, decision letters from any of the Committees, HPARB appeals, case summaries, undertakings and any correspondence related to Terms, Conditions and Limitations.

### Access to Applicant Files

- Registration application records of successful or unsuccessful applicants, decisions and reasons provided by the Registration Committee, HPARB appeals, case summaries, and any correspondence related to Terms, Conditions and Limitations.

## PROCESS REQUESTS

1. The Registrant or Applicant will submit a written request to the Registrar/Information Officer for access to their College records.
2. Upon receipt of the written request, the College will prepare the records according to the College's Personal Information Privacy Policy (2022) and Classification Structure and Retention Schedule (2018).
3. The Registrar may refuse to give a Registrant or Applicant anything that may, in the Registrar's opinion, jeopardize the safety of any person. The Registrar may also deny or refuse the release of information that is impractical or impossible to retrieve, or if releasing it could interfere with the administration or enforcement of the legislation.
4. The documents will be prepared and then approved by the Registrar/Information Officer. The information will be provided by secure email. Requests can take up to 15 business days to process. A fee may be charged to the Registrant or Applicant for access to their records.

## RELATED LEGISLATION AND DOCUMENTS

Classification Structure and Retention Schedule, first approved by Council on December 14, 2018

Denturism Act, 1991

Ontario Regulation 183/25: Registration

Personal Information Privacy Policy, first approved by Council on December 9, 2022

Regulated Health Professions Act, 1991, including Schedule 2, Health Professions Procedural Code

## REVISION CONTROL

Date	Revision	Effective
September 26, 2025	Policy broadened to include both registrants and applicants and to align with the Personal Information Privacy Policy that was approved by Council on December 9, 2022.	September 26, 2025
September 18, 2020	Move process and procedures into separate document. Changes to retention period to align with the Retention Schedule approved by Council in December 2018.	September 18, 2020