ST42 – Document Requests

These records relate to requests by students or former students for documents of various types.

*This records class is a Personal Information Bank.*

**Content & Scope**

Document requests include requests for transcripts, program confirmation, verification of information, "to whom it may concern" and "teacher evaluation" letters, and requests for duplicate or replacement diplomas. Document requests typically incur a processing fee.

The records include forms, supporting documentation as required for each type of request, and copies of custom letters produced in response to each type of request.

**Related Records**

For financial records relating to the collection of processing fees, see FN20: Revenues and Accounts Receivable

**Responsible Unit**

Registrar’s Office; Graduate Studies and Postdoctoral Affairs

**Information Steward**

- Registrar, for undergraduate student document requests.
- Associate Vice-President, Graduate Studies and Postdoctoral Affairs, for graduate student document requests.

**Privacy Classification**

Restricted

**Retention**

1 year

**Disposition**

Secure Destruction

**Authority**

University of Waterloo Act, 1972

**Retention Rationale**

Regulations to the Freedom of Information and Protection of Privacy Act require that “Personal information that has been used by an institution shall be retained by the institution for at least one year after use unless the individual to whom the information relates consents to its earlier disposal.” (O. Reg. 460, s. 5 (1)).
Approval Date(s)
July 26, 2010