

## **GUIDELINES - THIRD PARTY QUERIES ABOUT STUDENTS**

### **Friends and family**

Direct verbal queries from friends, family members or other individuals to the student in question for response, except where the student has provided specific written consent permitting a response by an employee of Langara College.

#### *Sample response to parental inquiry*

**"Dear parent. Thank you for your inquiry. For privacy reasons we are unable to release information about individual students to third parties, without the express, written consent of the student. I am unable to confirm that the person you mentioned is a student of the College, but if this person is, I encourage you to bring your questions to this individual directly."**

#### *Sample notification to student*

"Dear student. Please be advised that an individual purporting to be your parent has made inquiries about your activities at Langara College. For privacy reasons, we are not able to release information about individual students to third parties without the express, written consent of the student involved. If you would like to provide consent for the release of information, I have attached a consent form for this purpose."

### **References**

*Employment.* Employees may give a personal reference for a student, providing the student has given written permission for the reference (a short email is sufficient) and the reference pertains to the professional relationship between the employee and the student. Employees are discouraged from providing employment references for a student on behalf of the College (including written references on College letterhead) or providing information about a student beyond the employee's direct experience with the student.

*Academic and scholarship.* Employees may give references, including written references on College letterhead, providing the student has given written permission for the reference and the reference pertains solely to matters relevant to the academic or scholarship request.

*Volunteer.* Employees may give personal references for volunteer work in the same way as employment references.

### **Legal or governmental authorities**

Verbal queries for information about students from legal or governmental authorities (e.g. Immigration, Refugees and Citizenship Canada and Canada Border Services Agency) will require student authorization to communicate with these authorities. As a first step, Langara College staff will speak with the student to confirm the College's authority to speak with the external agency, receiving written consent when appropriate and applicable. If speaking with the student is not an option, Langara College will require a consent form, signed by the student, to communicate with the respective authority (a faxed consent form is appropriate).

### **Law enforcement**

Direct verbal queries from law enforcement authorities (e.g. Police, BC Sheriff Services, and Canadian Security & Intelligence Service) to the Manager, Security and Emergency Management for a response.

### **Written requests**

Direct written requests for records containing personal information about students, such as enrolment status letters or transcripts, from legal authorities, government agencies or private individuals, including individuals acting on behalf of others, to the Manager, Records Management and Privacy.

### **Contact Information**

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