



Victor Gtz <vmgtz36@gmail.com>

Clarification of your CBSA Privacy Act Request P-2026-19189 / KLAMO

Lamoureux, Karine <Karine.Lamoureux@cbsa-asfc.gc.ca>
Para: "vmgtz36@gmail.com" <vmgtz36@gmail.com>

3 de junio de 2026 a las 6:20 a.m.

Dear Victor Manuel Gutierrez Verduzco:

We acknowledge receipt of your Privacy Act request. Your request reads:

*I request all personal information held by CBSA relating to me, GUTIERREZ VERDUZCO, Victor Manuel (UCI 11-5347-7808), for April 8, 2026, at the CBSA office located at 1010 Saint-Antoine Ouest, 2nd floor, Montreal. On that date, I attended the CBSA office and had a conversation with an immigration officer in the area in front of the security guard's desk on the 2nd floor. During this interaction, the officer provided me with an original immigration identification document. Specifically, I request: 1. All CCTV, surveillance footage, and audio/video recordings in their entirety from the area in front of the security guard's desk on the 2nd floor of the CBSA office at **1010 Saint-Antoine Ouest**, where I interacted with an immigration officer on April 8, 2026, from approximately 13:30 to 15:00 hours. Complete, continuous, uninterrupted recordings from the beginning of the interaction through to my departure. 2. All documents, reports, notes, and communications related to my visit on that date, including any notes or records created by the immigration officer I interacted with. 3. Any other records containing my personal information for this date and location not covered above. DOB: xxxx-xx-xx*

Unfortunately, we are unable to process your request at this time, as we require additional information. Please provide our office with the following:

We require clarification on a few items before proceeding with the review. Please confirm the following:

- Is there a specific time of the incident they are seeking? Even an estimation on the hour is essential. The Port of Entry usually provides footage of a large block of time and the client is often only looking for a couple of minutes of footage. Plus if the footage is extensive or there are multiple clips (different camera angles) to review, this information is crucial to narrow down the search and time of processing.
- Is the client aware that our CCTV footage does not include audio?
- Does the client know that, under Section 26 of the Privacy Act we must exempt/redact the footage of any individuals other than the requester? This includes other members of the public as well as Border Service Officers. Therefore, the Border Service Officer is blacked out in the video. This also means that if a Border Service Officer is close to the client in the footage the client often is slightly redacted out of the footage.

Please note: If no specific timeframe can be provided and a large volume of footage must be reviewed, this process may take a significant amount of time before a response can be provided to the requester.

Please be advised that your request will remain on hold until we receive the necessary information. We will keep your file in abeyance for 30 days. Should you not communicate with our office we will consider your request as abandoned.

The Canada Border Services Agency is committed to assist you with your request and will ensure that every reasonable effort is made to help you receive a complete, accurate and timely response. More information about the Principles for Assisting Applicants is available on our website, <http://www.cbsa.gc.ca/agency-agence/reports-rapports/pia-efvp/atip-airpr/menu-eng.html#s03>

Should you have any questions concerning your request, please do not hesitate to contact the undersigned at or by email at Karine.Lamoureux@cbsa-asfc.gc.ca, using our file number as a reference.

Note that we recommend you send personal information through regular mail or courier, as email and fax transmissions are not secure unless they are encrypted and password protected.

Yours truly,

16/6/26, 12:32 p.m.

Gmail - Clarification of your CBSA Privacy Act Request P-2026-19189 / KLAMO

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