

PUBLIC INFORMATION REQUEST, LAW Nº 20.285

DIRECTIONS FOR USE:	Complete the form with block letters. (* Required data
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IDENTIFICATION OF THE PETITIONER	
Name or Corporate Name: (*)	
Last Name:	
Address (Street, house number, apartment number):	
City:	
Contact E-mail:	
<p><i>Address and city are required if the form of delivery is by post mail. Contact e-mail is required if you want to be notified by email and / or the form of receipt of the information is via email.</i></p>	

REPRESENTATIVE INFORMATION (if applicable)	
Representative name:	
Representative lastname:	

NOTIFICATION AND RECEIPT OF REQUESTED INFORMATION	
I want to be notified by e-mail:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Way of receiving requested information:	<input type="checkbox"/> E-mail <input type="checkbox"/> Regular mail <input type="checkbox"/> Collect in office
Delivery format:	<input type="checkbox"/> Electronic file <input type="checkbox"/> Paper <input type="checkbox"/> CD or DVD

WAYS TO PLACE PUBLIC INFORMATION REQUESTS:

You have two ways to place your public information request:

1. By completing and submitting the on-line form available on this web site.
2. By submitting a letter or a paper form, which must be sent by mail or delivered in person at our office located in Avenida Francisco Salazar 01145, Temuco, Chile, from monday to friday, between 8:30 and 17:30 hrs.

CONTINGENCY PLAN:

In the event that the electronic system malfunctions, it is not operative, becomes unavailable to the public, the access level decreases, either intermittent or compromised in some way, you may submit the request for information to the following email: transparencia@ufrontera.cl.

ADDITIONAL INFORMATION ABOUT THE PUBLIC INFORMATION REQUEST PROCEDURE:

The procedure for a Public Information Request consists of the following steps:

1. **Submission and reception of the request:** submission of the request and its reception by administrative entity.
2. **Formal analysis of the request:** an analysis is made to determine if the administrative entity is competent in the matter of the request; revision of the formal aspects of the request; search of the requested information; and - when appropriate -, notification of third parties whose rights might be affected.
3. **Resolution of the Public Information Request:** revision of the request and preparation and signature of the administrative act to deliver the requested information, and the solicitant's notification.
4. **Compliance of the Resolution:** in this stage, the administrative entity might require the payment of the direct cost of reproduction. Delivery of the information and certification of delivery.

The requested information must be delivered by the entity within **20 working days**. This period may be exceptionally extended for another **10 working days**, if there are circumstances that make it difficult to collect the information requested, in which case the agency must inform the applicant before the deadline, about the extension and its reasons.

The applicant has **15 working days** to apply to the Council for Transparency, if there is no answer at the deadline, or if the request is totally or partially denied.

It is important to state that proper representation will be required when the requested information contains records protected by trade secret which is owned or if personal data are requested. In such cases, the power of attorney must be recorded in public deed notarized or signed authorizing the representative to collect that private information.