

Citizenship and Immigration Canada



11,196	7,427
8,892	2,121
1,399	19,639
21,486	10,993
12,498	7,366
7,069	52



# Annual Report 2013–2014

*Access to Information Act*

*Privacy Act*



Citizenship and  
Immigration Canada

Citoyenneté et  
Immigration Canada

Canada 

*Building a stronger Canada: Citizenship and Immigration Canada (CIC) strengthens Canada's economic, social and cultural prosperity, helping ensure Canadian safety and security while managing one of the largest and most generous immigration programs in the world.*

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Rapport annuel 2013-2014

*Loi sur l'accès à l'information*

*Loi sur la protection des renseignements personnels*

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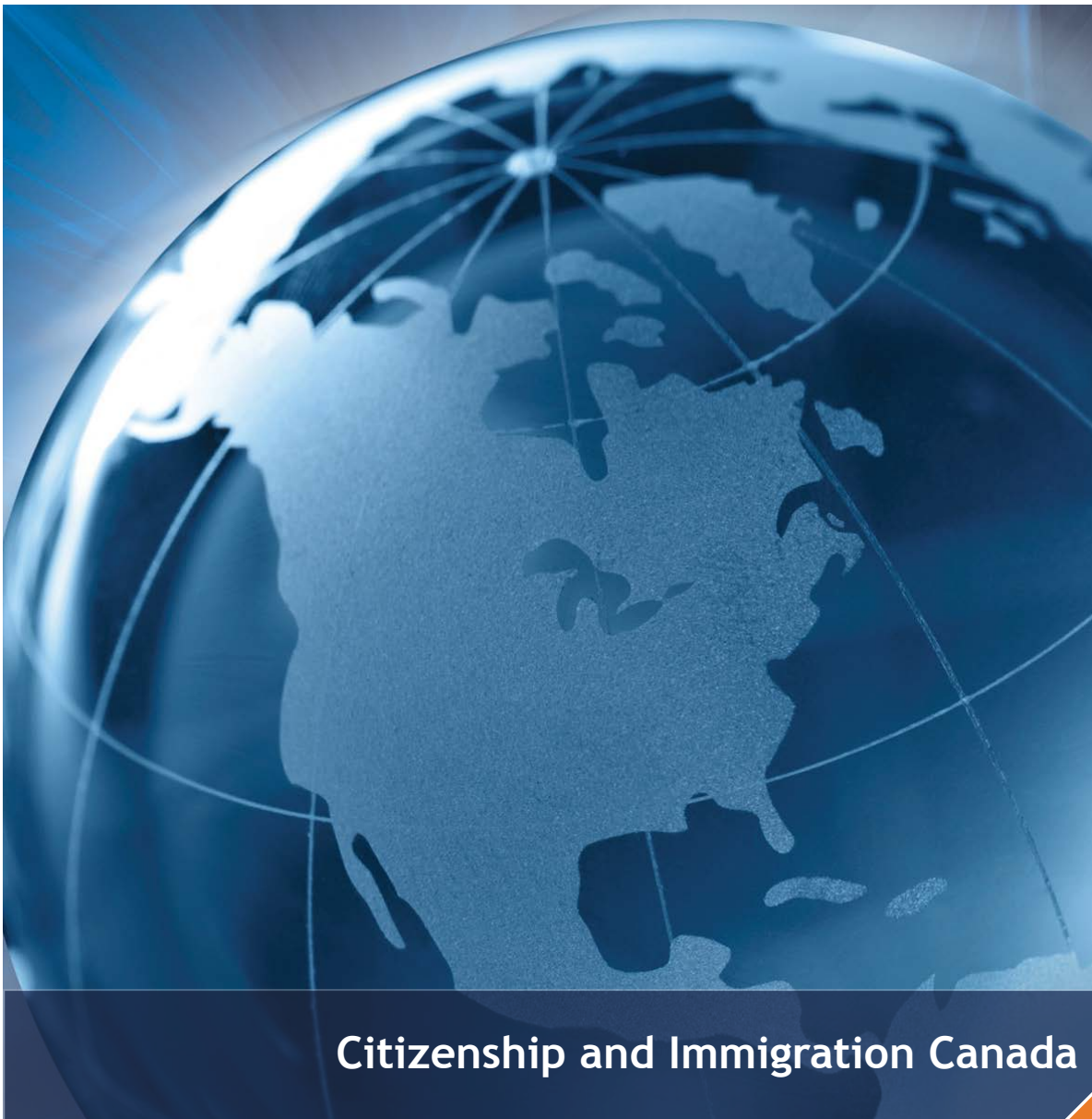
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Citizenship and Immigration Canada



*Access to Information Act*



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Immigration Canada

Canada





## Part One | *Access to Information Act*

### Introduction

Citizenship and Immigration Canada (CIC) is pleased to present to Parliament its 20<sup>th</sup> annual report on the administration of the *Access to Information Act* for the fiscal year commencing April 1, 2013, and ending March 31, 2014.

The purpose of the *Access to Information Act* is to provide a right of access to information in records under the control of a government institution. The Act maintains that government information should be available to the public, that necessary exceptions to the right of access should be limited and specific, and that decisions on the disclosure of government information should be reviewed independently of government.

Section 72 of the Act requires the head of every federal government institution to submit an annual report to Parliament on the administration of the Act during the fiscal year. This report outlines CIC's accomplishments in carrying out its access to information responsibilities and obligations during the 2013–2014 reporting period.

### About Citizenship and Immigration Canada

CIC was created in 1994 to link citizenship registration and immigration services, to promote the unique ideals all Canadians share and to help build a stronger Canada. In November 2008, the Department's portfolio was expanded to include multiculturalism. In addition, effective July 2, 2013, primary responsibility for the Passport program and the administration of the *Canadian Passport Order* and the *Order Respecting the Issuance of Diplomatic and Special Passports* were transferred from the Department of Foreign Affairs, Trade and Development (DFATD) to CIC.

Canada has a proud tradition of welcoming immigrants. Our immigration and refugee systems and our vast network of organizations that help newcomers settle and integrate are among the best in the world. This tradition is enhanced by the value we place on multiculturalism, which is fundamental to our belief that all citizens are equal. Multiculturalism aims to ensure that all citizens, regardless of their ethnocultural community, have equal opportunities and feel they belong in Canada. Through multiculturalism, new Canadians are encouraged to integrate into Canadian society and to take an active part in its social, cultural, economic and political affairs.

CIC's mandate comes from the shared jurisdiction of section 95 of the *Constitution Act*, 1867, the *Citizenship Act*, the *Immigration and Refugee Protection Act*, the *Canadian Multiculturalism Act*, the *Canadian Passport Order* and the *Order Respecting the Issuance of Diplomatic and Special Passports*.

CIC's work encompasses a broad range of activities, including the following:

- ♦ facilitating the arrival of people and their integration into Canadian life in a way that maximizes their contribution to the country while protecting the health, safety and security of Canadians;
- ♦ maintaining Canada's humanitarian tradition by protecting refugees and other people in need of protection;
- ♦ enhancing the values and promoting the rights and responsibilities of Canadian citizenship;
- ♦ administering the *Canadian Passport Order*;
- ♦ reaching out to all Canadians, and fostering increased intercultural understanding and an integrated society with equal opportunity for all regardless of race, ethnicity and religion; and
- ♦ advancing global migration policies in a way that supports Canada's immigration and humanitarian objectives.

## Access to Information and Privacy Division

The Access to Information and Privacy (ATIP) Division is part of the Corporate Affairs Branch in the Corporate Services Sector. The Division administers the *Access to Information Act* and is led by a director who acts as the ATIP Coordinator for the Department. Three units carry out the Division's work: Operations and Fast Track; Complex Cases and Issues; and Policy, Training and Projects. Each unit's manager reports to the director.

The ATIP Division receives, coordinates and processes requests for information under the *Access to Information Act*, providing high-quality and timely service to requesters. The Division also coordinates requests made under the Mutual Legal Assistance Treaty.

CIC maintains a network of 33 ATIP liaison officers who represent the branches and regions of the Department. The ATIP liaison officers provide assistance by searching, collecting records and presenting recommendations in relation to requests.



# Activities and Accomplishments

## I. Performance

For another consecutive year, CIC received more Access to Information (ATI) requests than any other federal institution. A total of 29,281 ATI requests were received in the 2013–2014 fiscal year, which represents an increase of 17 percent from the previous year and breaks another record in ATIP's history. Although faced with a significant increase in volume, the Department processed 27,407 requests and maintained a high compliance rate of 86.23 percent.

## II. Leadership

In the ATIP field, CIC is recognized as a pioneer. As part of the Open Government initiative, CIC was the lead department in the development of an ATIP Online Request tool for ATI and Privacy requests. The ATIP Online Request was launched on April 9, 2013, with three partner departments: CIC, Treasury Board of Canada Secretariat (TBS) and Shared Services Canada. Throughout the fiscal year, an additional 11 institutions joined the online portal. It is anticipated that a total of 30 institutions will be part of the Open Government initiative in 2014–2015.

Not only did the online portal improve CIC's work efficiency in processing ATI requests, it helped the Division move to an almost entirely paperless environment. This initiative also contributed to the modernization of the ATIP service to the public, which is a key commitment of the Open Information pillar of Canada's Action Plan on Open Government.

These best practices in improving and modernizing ATIP operations will continue in 2014–2015 and beyond.

## III. Promotion, Awareness and Training

During the fiscal year, the ATIP Division offered a series of training and awareness sessions (in class and online) to over 500 CIC employees across Canada and abroad. This includes specialized in class training sessions to reinforce the importance of reporting privacy breaches as well as employees' role as public servants to protect an individual's privacy.

In addition, as part of ATIP's mandate, the Division continued to promote ATIP awareness through a tutorial video and to maintain up to date ATIP-related information onto CIC's internal website.



## IV. Policies, Guidelines and Procedures

During the 2013–2014 reporting period, the ATIP Division continued to improve internal processes and procedures to streamline its operations. To meet the ever-increasing volume of requests, the Division reviewed and improved its workflow to ensure a high compliance rate.

In addition, the Division continues to demonstrate its commitment to assist CIC in meeting its legislative requirements by providing timely and professional internal service for policy advice and guidance. The Division also ensures that the service standards are reviewed and updated regularly to reflect new circumstances.

## V. Horizontal and Collaborative Engagement

In response to Canada's Open Government strategy, CIC maintained its commitment to horizontal and collaborative engagement to share and disseminate advice and ideas as well as best practices. In 2013–2014, as a leader in the ATIP field, CIC continued to participate in several initiatives to improve and modernize the administration of ATIP across the federal government.

Highlights include the following:

- Interdepartmental ATIP Online Request tool;
- Passport Canada's transition from the DFATD to a co-managed program between CIC and Employment and Social Development Canada (ESDC)/Service Canada;
- Information sharing agreements; and
- Online summaries of completed ATI requests.

Through formal and informal consultations, CIC continued to collaborate and share best practices with various organizations, such as the Canada Border Services Agency, the Canada Revenue Agency, the Canadian Security Intelligence Service, the DFATD, Public Works and Government Services Canada, ESDC and the TBS.



## VI. Passport Transition

Effective July 2, 2013, the primary responsibility for the Passport program was transferred to CIC. A Passport Transition Memorandum of Understanding (MOU) was developed and signed between ESDC and CIC.

In relation to ATIP, during the transition period, the Passport program continued to use separate ATIP request tracking and processing systems. This was done to ensure consistency throughout the transition. As of 2014–2015, all Passport program requests will be processed through regular CIC ATIP channels. Since CIC and Passport program used separate processing systems of ATIP requests, two statistical overview reports are provided.

## VII. Human Resources

CIC continues to invest in the federal government's ATIP community by developing the required knowledge and expertise to meet the growing demand. To help build its capacity, CIC continues to provide ongoing training for employees to acquire additional knowledge in the ATIP field and hires full-time students through the Federal Student Work Experience Program.

## VIII. External Views

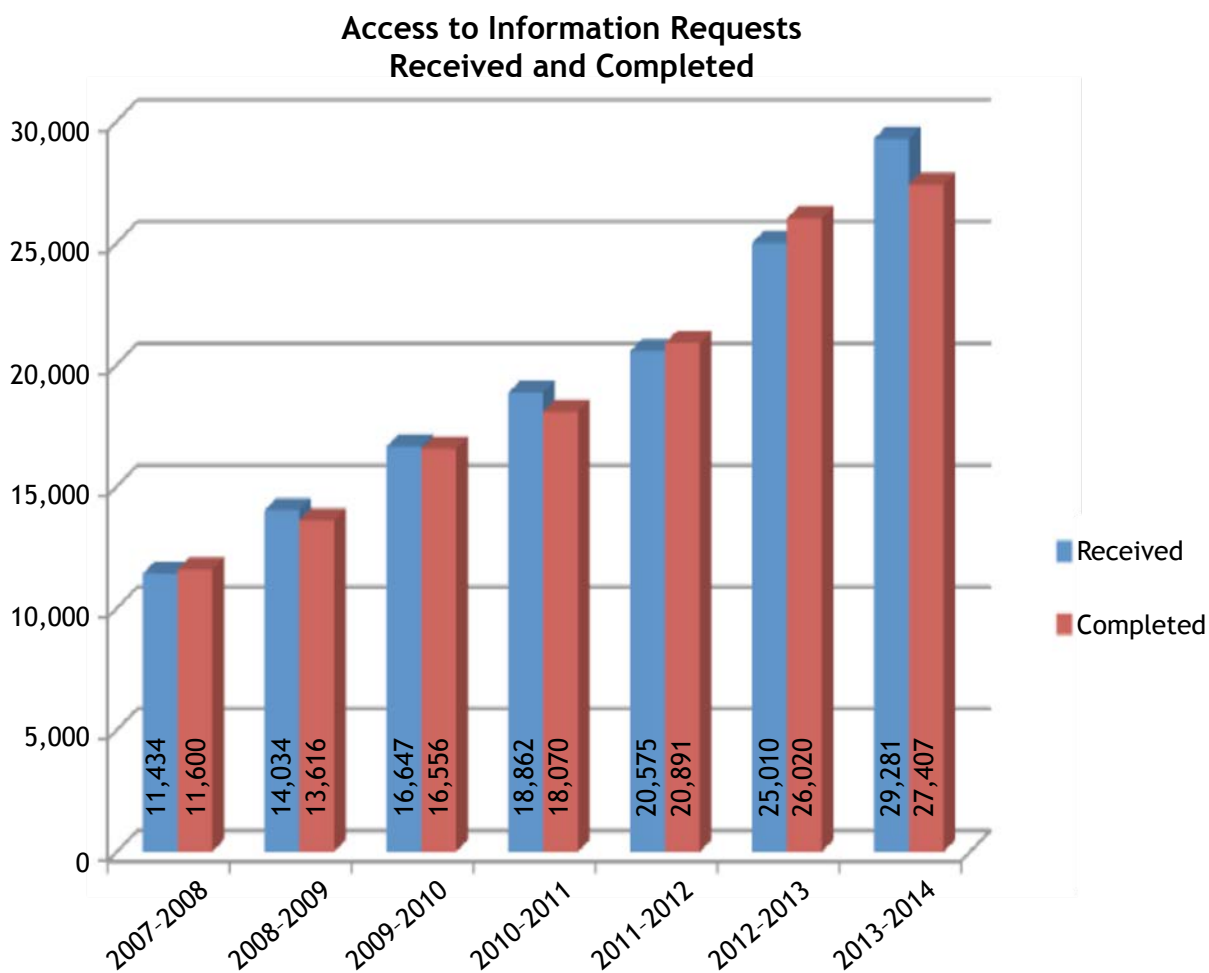
### **Treasury Board Secretariat Management Accountability Framework Assessment Extracts Related to Access to Information**

CIC was not evaluated by the TBS on the "Effectiveness of Information Management" stream for 2013–2014 as a part of the Management Accountability Framework assessment.

# CIC's Statistical Overview

## I. Requests Received Under the *Access to Information Act*

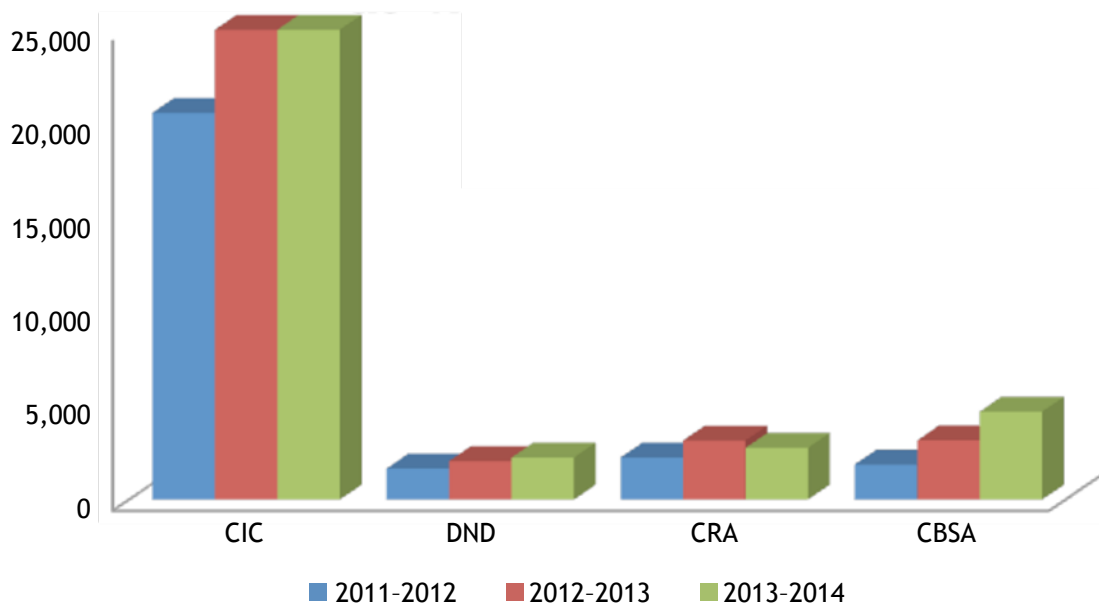
CIC continues to be the most accessed federal institution, receiving an unprecedented 29,281 requests under the *Access to Information Act* between April 1, 2013, and March 31, 2014. This total represents an increase of nearly 17 percent from the previous reporting period. The number of requests received by the Department has more than doubled in the past seven years. As noted above, CIC is addressing the increase in volume by continuing to improve efficiencies in order to respond to requests within the legislative time frame.



The majority of ATI requests CIC received were for personal information files.

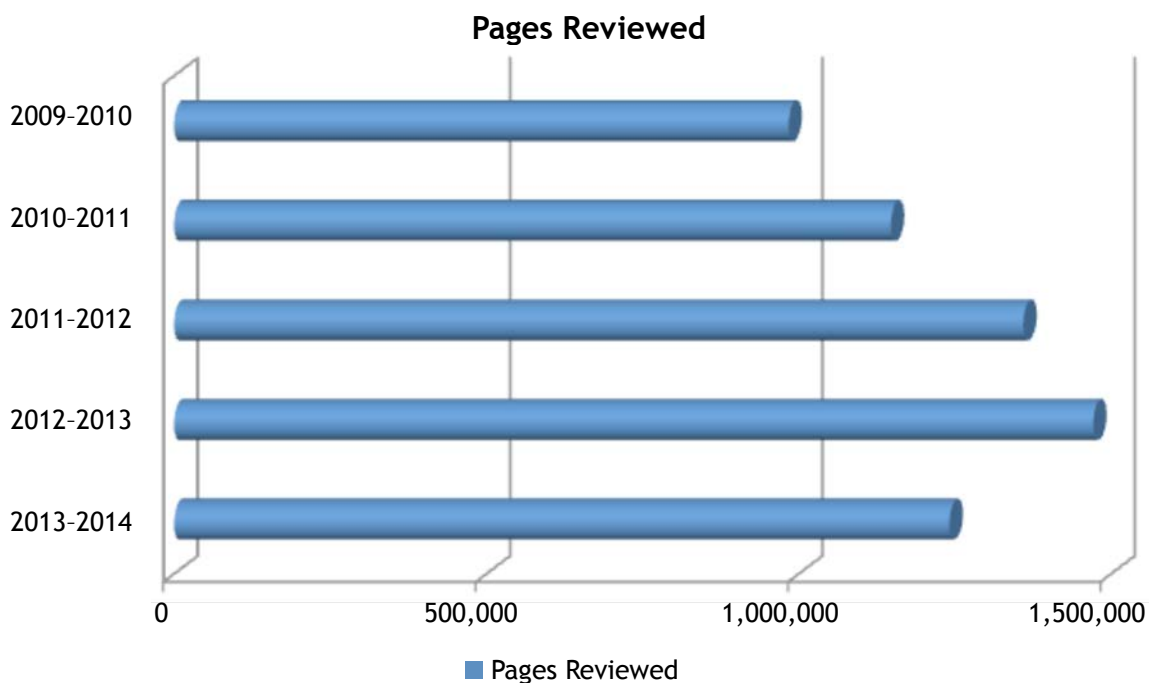


### CIC—Most Accessed Department



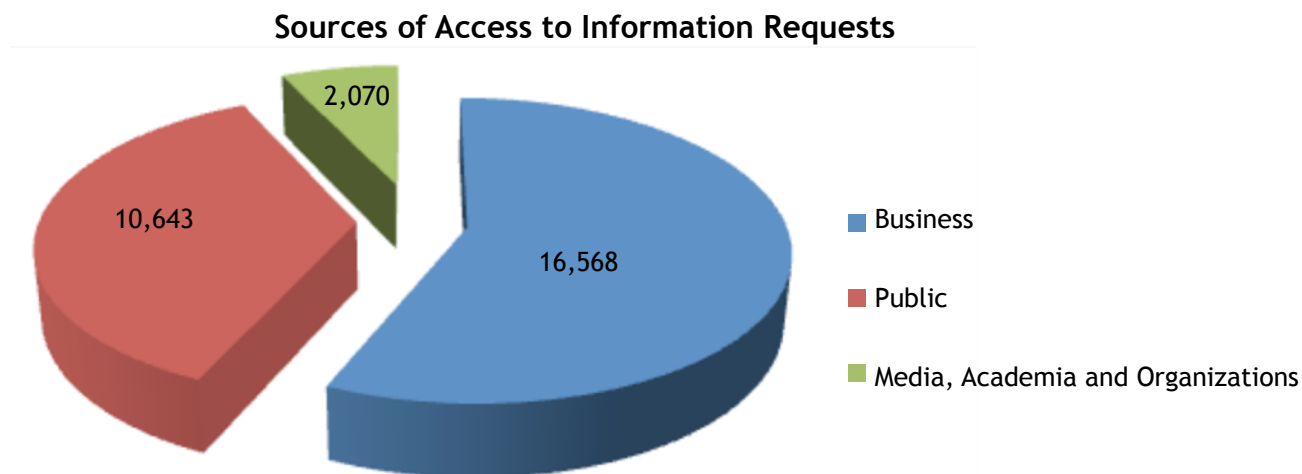
CIC: Citizenship and Immigration Canada    CRA: Canada Revenue Agency  
DND: Department of National Defence    CBSA: Canada Border Services Agency

In 2013–2014, CIC reviewed over 1,241,427 pages, representing an overall decrease of 16 percent since last fiscal year. The Department's increased use of a single electronic system for the processing of immigration and citizenship cases has allowed for the centralization of information within CIC. This system produces a complete and concise report that presents all the information about cases, which resulted in the decrease of pages required to be processed.



## II. Sources of Requests

The business sector (primarily made up of immigration consultants and lawyers) is the largest source of requests, accounting for 57 percent of all requests. The general public accounts for 36 percent of requests. The remaining 7 percent consist of media, academia and other organizations.



## III. Disposition of Completed Requests

In 2013–2014, CIC completed 27,407 requests. The ATIP Division put in place various measures such as weekly briefing sessions with senior management to monitor the intake of requests and to ensure that requests are processed within the legislative time frame.

In 9,143 cases (33 percent), CIC provided all the information requested. In 15,659 requests (57 percent), the Department invoked exemptions. The remaining 2,605 requests had no records that existed or the request was transferred, abandoned or treated informally.

## IV. Exemptions Invoked

The majority of exemptions CIC invoked fell under three sections of the *Access to Information Act*:

- Subsection 19(1), which protects personal information, was used in 11,057 cases (40 percent);
- Subsection 15(1), which covers international relations, defence and subversive activities, was used in 7,740 cases (28 percent); and
- Subsection 16(1), which addresses law enforcement and criminal investigations, was used in 2,471 cases (9 percent).

It should be noted that more than one section can be applied to a specific request.



## V. Consultations

In addition to processing requests received directly under the *Access to Information Act*, CIC was consulted by other federal government institutions in 204 cases where the records under the control of these institutions related to CIC activities.

## VI. Extensions

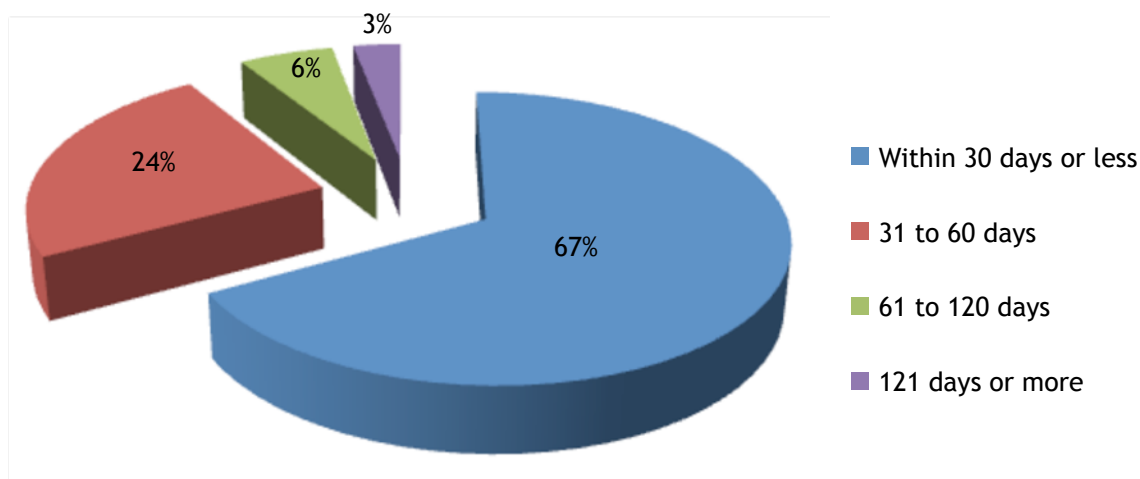
Section 9 of the *Access to Information Act* allows an extension of statutory time limits if consultations are necessary or if the request is for a large volume of records and processing it within the original time limit would unreasonably interfere with the operations of the Department.

CIC invoked a total of 1,483 extensions during the 2013–2014 reporting period. Extensions were required in 193 instances when CIC consulted with other federal institutions prior to responding. Extensions were required in 1,273 instances to search through a large volume of records. The Department also invoked 17 extensions to conduct third party notifications.

## VII. Completion Time

CIC responded to 18,417 requests (67 percent) within 30 days or less and a further 6,502 requests (24 percent) within 31 to 60 days. The Department completed 1,754 requests (6 percent) within 61 to 120 days and 734 requests (3 percent) required 121 days or more to complete.

Access to Information Requests Completion Time





## VIII. Complaints

During the 2013–2014 reporting period, the Department was notified of 305 complaints received by the Office of the Information Commissioner (OIC), which represents 1 percent of all requests completed during this period. The majority of complaints were related to processing times and extensions.

During the reporting period, 148 complaint investigations were completed. Of these, 21 were abandoned, discontinued or deemed to be unfounded, and the remaining 127 complaints were resolved to the satisfaction of the requester.

## IX. Appeals to the Federal Court

One appeal to the Federal Court was filed against CIC regarding the *Access to Information Act* during the 2013–2014 reporting period. A decision has yet to be rendered.



# Passport Program Statistical Overview

## I. Requests Received Under the *Access to Information Act*

Between April 1, 2013, and March 31, 2014, the Passport program received 46 requests under the *Access to Information Act*, which is a 34 percent decrease from the previous reporting period.

## II. Sources of Requests

The public sector is the largest source of requests, accounting for 67 percent of all requests.

## III. Disposition of Completed Requests

In 2013–2014, the Passport program completed 49 requests. In 12 cases (24 percent), all the information requested was released. In 21 cases (43 percent), exemptions were invoked. The remaining 16 cases had no records that existed or the request was transferred, abandoned or treated informally.

The Passport program reviewed 8,155 pages, representing an overall decrease of three percent since last fiscal year.

## IV. Exemptions and Exclusions Invoked

The majority of exemptions that the Passport program invoked fall under four sections of the *Access to Information Act*:

- Subsection 19(1) [personal information] was used in 12 cases (24 percent);
- Section 23 [solicitor-client privilege] was used in 4 cases (8 percent);
- Section 22 [testing procedures, tests and audits] was used in 2 cases (4 percent); and
- Subsection 16(1), which addresses law enforcement and criminal investigation, was used in 7 cases (14 percent).

The Passport program did not apply any exclusion during the reporting period.

## V. Extensions

During the reporting period, the Passport program invoked one extension under paragraph 9(1)(a) and seven extensions under paragraph 9(1)(b). One extension was for 30 days or less, five were for between 31 and 60 days, and one was for between 121 and 180 days.

## VI. Consultations

Between April 1, 2013, and March 31, 2014, the Passport program received 26 *Access to Information Act* consultation requests from other federal government institutions.

## VII. Complaints

During the reporting period, the Passport program was notified of six complaints received by the OIC. Two complaints were deemed to be well founded and four are still under investigation.



# Appendix A: CIC's Report on the *Access to Information Act*

Government  
of CanadaGouvernement  
du Canada

## Statistical Report on the *Access to Information Act*

**Name of institution:** Citizenship and Immigration Canada

**Reporting period:** 04/01/13 to 03/31/14

### PART 1 – Requests under the *Access to Information Act*

#### 1.1 Number of Requests

	Number of Requests
Received during reporting period	29281
Outstanding from previous reporting period	1223
<b>Total</b>	<b>30504</b>
Closed during reporting period	27407
Carried over to next reporting period	3097

#### 1.2 Sources of requests

Source	Number of Requests
Media	372
Academia	782
Business (Private Sector)	16568
Organization	916
Public	10643
<b>Total</b>	<b>29281</b>

### PART 2 – Requests closed during the reporting period

#### 2.1 Disposition and completion time

Disposition of requests	Completion Time							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
All disclosed	348	6225	2098	388	45	35	4	9143
Disclosed in part	428	9431	4132	1209	214	173	14	15601
All exempted	4	12	5	4	1	0	1	27
All excluded	6	17	7	0	1	0	0	31
No records exist	631	367	146	87	32	41	0	1304
Request transferred	16	2	1	0	0	0	0	19
Request abandoned	811	104	110	66	49	109	15	1264
Treated informally	9	6	3	0	0	0	0	18
<b>Total</b>	<b>2253</b>	<b>16164</b>	<b>6502</b>	<b>1754</b>	<b>342</b>	<b>358</b>	<b>34</b>	<b>27407</b>

## 2.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests	Section	Number of requests
13(1)(a)	91	16(2)(a)	3	18(a)	1	20.1	0
13(1)(b)	22	16(2)(b)	1	18(b)	0	20.2	0
13(1)(c)	6	16(2)(c)	16	18(c)	0	20.4	0
13(1)(d)	8	16(3)	0	18(d)	0	21(1)(a)	121
13(1)(e)	0	16.1(1)(a)	0	18.1(1)(a)	0	21(1)(b)	132
14(a)	25	16.1(1)(b)	1	18.1(1)(b)	0	21(1)(c)	12
14(b)	6	16.1(1)(c)	17	18.1(1)(c)	0	21(1)(d)	22
15(1) - I.A.*	704	16.1(1)(d)	0	18.1(1)(d)	0	22	176
15(1) - Def.*	611	16.2(1)	0	19(1)	11057	22.1(1)	0
15(1) - S.A.*	6425	16.3	0	20(1)(a)	1	23	67
16(1)(a)(i)	7	16.4(1)(a)	0	20(1)(b)	14	24(1)	7
16(1)(a)(ii)	7	16.4(1)(b)	0	20(1)(b.1)	0	26	23
16(1)(a)(iii)	1	16.5	0	20(1)(c)	8		
16(1)(b)	38	17	13	20(1)(d)	1		
16(1)(c)	2418						
16(1)(d)	0						

\* I.A.: International Affairs    Def.: Defence of Canada    S.A.: Subversive Activities

## 2.3 Exclusions

Section	Number of requests	Section	Number of requests	Section	Number of requests
68(a)	28	69(1)(a)	2	69(1)(g) re (a)	6
68(b)	0	69(1)(b)	0	69(1)(g) re (b)	6
68(c)	0	69(1)(c)	0	69(1)(g) re (c)	6
68.1	28	69(1)(d)	0	69(1)(g) re (d)	6
68.2(a)	28	69(1)(e)	5	69(1)(g) re (e)	6
68.2(b)	28	69(1)(f)	0	69(1)(g) re (f)	6
				69.1(1)	0

## 2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	528	9070	0
Disclosed in part	1378	15101	0
<b>Total</b>	<b>1906</b>	<b>24171</b>	<b>0</b>

## 2.5 Complexity

### 2.5.1 Relevant pages processed and disclosed

Disposition of requests	Number of pages processed	Number of pages disclosed	Number of requests
All disclosed	268269	244842	9143
Disclosed in part	957149	484394	15601
All exempted	413	0	27
All excluded	290	0	31
Request abandoned	15306	2255	1264



## 2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less than 100 pages processed		101-500 pages processed		501-1000 pages processed		1001-5000 pages processed		More than 5000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
All disclosed	8912	201397	215	32380	11	3826	5	7239	0	0
Disclosed in part	13840	112944	1588	249757	136	73534	36	42582	1	5577
All exempted	27	0	0	0	0	0	0	0	0	0
All excluded	30	0	1	0	0	0	0	0	0	0
Abandoned	1244	1161	15	1032	2	12	3	50	0	0
<b>Total</b>	<b>24053</b>	<b>315502</b>	<b>1819</b>	<b>283169</b>	<b>149</b>	<b>77372</b>	<b>44</b>	<b>49871</b>	<b>1</b>	<b>5577</b>

## 2.5.3 Other complexities

Disposition	Consultation required	Assessment of fees	Legal advice sought	Other	Total
All disclosed	102	5	0	8945	9052
Disclosed in part	420	3	3	15257	15683
All exempted	14	0	0	1	15
All excluded	1	0	0	7	8
Abandoned	21	0	0	377	398
<b>Total</b>	<b>558</b>	<b>8</b>	<b>3</b>	<b>24587</b>	<b>25156</b>

## 2.6 Deemed refusals

### 2.6.1 Reasons for not meeting statutory deadline

Number of requests closed past the statutory deadline	Principal Reason			
	Workload	External consultation	Internal consultation	Other
3813	3418	58	337	0

### 2.6.2 Number of days past deadline

Number of days past deadline	Number of requests past deadline where no extension was taken	Number of requests past deadline where an extension was taken	Total
1 to 15 days	1846	186	2032
16 to 30 days	413	57	470
31 to 60 days	384	79	463
61 to 120 days	347	69	416
121 to 180 days	153	39	192
181 to 365 days	153	68	221
More than 365 days	4	15	19
<b>Total</b>	<b>3300</b>	<b>513</b>	<b>3813</b>



## 2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	0	0	0

## PART 3 – Extensions

### 3.1 Reasons for extensions and disposition of requests

Disposition of requests where an extension was taken	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third party notice
		Section 69	Other	
All disclosed	295	0	14	2
Disclosed in part	919	6	157	14
All exempted	0	0	4	0
All excluded	1	0	0	0
No records exist	53	0	1	0
Request abandoned	5	0	11	1
<b>Total</b>	1273	6	187	17

### 3.2 Length of extensions

Length of extensions	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third party notice
		Section 69	Other	
30 days or less	57	1	40	3
31 to 60 days	1247	0	66	10
61 to 120 days	4	0	52	3
121 to 180 days	8	5	22	1
181 to 365 days	5	0	7	0
365 days or more	0	0	0	0
<b>Total</b>	1321	6	187	17



## PART 4 – Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of requests	Amount	Number of requests	Amount
Application	26971	\$136,045	420	\$2,195
Search	1	\$145	0	\$0
Production	0	\$0	0	\$0
Programming	0	\$0	0	\$0
Preparation	0	\$0	0	\$0
Alternative format	0	\$0	0	\$0
Reproduction	0	\$0	0	\$0
<b>Total</b>	<b>26972</b>	<b>\$136,190</b>	<b>420</b>	<b>\$2,195</b>

## PART 5 – Consultations received from other institutions and organizations

### 5.1 Consultations received from other government institutions and organizations

Consultations	Other government institutions	Number of pages to review	Other organizations	Number of pages to review
Received during reporting period	178	5872	11	169
Outstanding from the previous reporting period	15	755	0	0
<b>Total</b>	<b>193</b>	<b>6627</b>	<b>11</b>	<b>169</b>
Closed during the reporting period	192	6511	8	134
Pending at the end of the reporting period	1	116	3	35

### 5.2 Recommendations and completion time for consultations received from other government institutions

Recommendation	Number of days required to complete consultation requests							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
Disclose entirely	25	27	55	12	3	0	0	122
Disclose in part	10	8	16	9	1	0	0	44
Exempt entirely	1	4	0	1	0	0	0	6
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	3	1	1	0	0	0	0	5
Other	11	0	2	2	0	0	0	15
<b>Total</b>	<b>50</b>	<b>40</b>	<b>74</b>	<b>24</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>192</b>

### 5.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of days required to complete consultation requests							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
Disclose entirely	3	1	2	0	0	0	0	6
Disclose in part	0	1	0	0	0	0	0	1
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	1	0	0	0	0	0	0	1
<b>Total</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>

### PART 6 – Completion time of consultations on Cabinet confidences

Number of days	Number of responses received	Number of responses received past deadline
1 to 15	0	0
16 to 30	0	0
31 to 60	1	1
61 to 120	0	0
121 to 180	2	1
181 to 365	5	5
More than 365	0	0
<b>Total</b>	<b>8</b>	<b>7</b>

### PART 7 – Resources related to the Access to Information Act

#### 7.1 Costs

Expenditures		Amount
Salaries		\$1,951,792
Overtime		\$139,500
Goods and Services		\$296,267
• Professional services contracts	\$226,424	
• Other	\$69,843	
<b>Total</b>		<b>\$2,387,559</b>

#### 7.2 Human Resources

Resources	Dedicated full-time to ATI activities	Dedicated part-time to ATI activities	Total
Full-time employees	26.43	0.00	26.43
Part-time and casual employees	6.40	1.31	7.71
Regional staff	0.00	0.00	0.00
Consultants and agency personnel	0.00	0.00	0.00
Students	0.00	0.00	0.00
<b>Total</b>	<b>32.83</b>	<b>1.31</b>	<b>34.14</b>



# Appendix B: Passport Program Report on the *Access to Information Act*

Government  
of CanadaGouvernement  
du Canada

## Statistical Report on the *Access to Information Act*

Name of institution: PASSPORT CANADA

Reporting period: 04/01/13 to 03/31/14

### PART 1 – Requests under the *Access to Information Act*

#### 1.1 Number of Requests

	Number of Requests
Received during reporting period	46
Outstanding from previous reporting period	5
<b>Total</b>	<b>51</b>
Closed during reporting period	49
Carried over to next reporting period	2

#### 1.2 Sources of requests

Source	Number of Requests
Media	9
Academia	1
Business (Private Sector)	3
Organization	2
Public	31
<b>Total</b>	<b>46</b>

### PART 2 – Requests closed during the reporting period

#### 2.1 Disposition and completion time

Disposition of requests	Completion Time							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
All disclosed	6	5	1	0	0	0	0	12
Disclosed in part	4	9	3	4	0	1	0	21
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	3	0	0	0	0	0	0	3
Request transferred	4	0	0	0	0	0	0	4
Request abandoned	8	1	0	0	0	0	0	9
Treated informally	0	0	0	0	0	0	0	0
<b>Total</b>	<b>25</b>	<b>15</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>49</b>

## 2.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests	Section	Number of requests
13(1)(a)	1	16(2)(a)	2	18(a)	0	20.1	0
13(1)(b)	1	16(2)(b)	0	18(b)	0	20.2	0
13(1)(c)	0	16(2)(c)	3	18(c)	0	20.4	0
13(1)(d)	0	16(3)	0	18(d)	0	21(1)(a)	0
13(1)(e)	0	16.1(1)(a)	0	18.1(1)(a)	0	21(1)(b)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(b)	0	21(1)(c)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(c)	0	21(1)(d)	0
15(1) - I.A.*	3	16.1(1)(d)	0	18.1(1)(d)	0	22	2
15(1) - Def.*	0	16.2(1)	0	19(1)	12	22.1(1)	0
15(1) - S.A.*	0	16.3	0	20(1)(a)	0	23	4
16(1)(a)(i)	1	16.4(1)(a)	0	20(1)(b)	1	24(1)	0
16(1)(a)(ii)	2	16.4(1)(b)	0	20(1)(b.1)	0	26	0
16(1)(a)(iii)	0	16.5	0	20(1)(c)	4		
16(1)(b)	1	17	0	20(1)(d)	0		
16(1)(c)	3						
16(1)(d)	0						

\* I.A.: International Affairs    Def.: Defence of Canada    S.A.: Subversive Activities

## 2.3 Exclusions

Section	Number of requests	Section	Number of requests	Section	Number of requests
68(a)	0	69(1)(a)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(b)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(c)	0	69(1)(g) re (c)	0
68.1	0	69(1)(d)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(e)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(f)	0	69(1)(g) re (f)	0
				69.1(1)	0

## 2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	11	1	0
Disclosed in part	19	2	0
<b>Total</b>	<b>30</b>	<b>3</b>	<b>0</b>

## 2.5 Complexity

### 2.5.1 Relevant pages processed and disclosed

Disposition of requests	Number of pages processed	Number of pages disclosed	Number of requests
All disclosed	826	826	12
Disclosed in part	7329	3540	21
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	0	0	9



## 2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less than 100 pages processed		101-500 pages processed		501-1000 pages processed		1001-5000 pages processed		More than 5000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
All disclosed	10	207	2	619	0	0	0	0	0	0
Disclosed in part	17	642	2	288	1	495	0	0	1	2115
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Abandoned	9	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>36</b>	<b>849</b>	<b>4</b>	<b>907</b>	<b>1</b>	<b>495</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2115</b>

## 2.5.3 Other complexities

Disposition	Consultation required	Assessment of fees	Legal advice sought	Other	Total
All disclosed	1	0	0	0	1
Disclosed in part	8	1	0	0	9
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Abandoned	0	0	0	0	0
<b>Total</b>	<b>9</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>10</b>

## 2.6 Deemed refusals

### 2.6.1 Reasons for not meeting statutory deadline

Number of requests closed past the statutory deadline	Principal Reason			
	Workload	External consultation	Internal consultation	Other
1	0	0	0	1

### 2.6.2 Number of days past deadline

Number of days past deadline	Number of requests past deadline where no extension was taken	Number of requests past deadline where an extension was taken	Total
1 to 15 days	1	0	1
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>



## 2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	0	0	0

## PART 3 – Extensions

### 3.1 Reasons for extensions and disposition of requests

Disposition of requests where an extension was taken	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third party notice
		Section 69	Other	
All disclosed	0	0	0	0
Disclosed in part	1	0	7	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
<b>Total</b>	1	0	7	0

### 3.2 Length of extensions

Length of extensions	9(1)(a) Interference with operations	9(1)(b) Consultation		9(1)(c) Third party notice
		Section 69	Other	
30 days or less	0	0	1	0
31 to 60 days	0	0	5	0
61 to 120 days	0	0	0	0
121 to 180 days	1	0	1	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
<b>Total</b>	1	0	7	0



## PART 4 – Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of requests	Amount	Number of requests	Amount
Application	50	\$215	0	\$0
Search	1	\$1,440	0	\$0
Production	1	\$108	0	\$0
Programming	0	\$0	0	\$0
Preparation	0	\$0	0	\$0
Alternative format	0	\$0	0	\$0
Reproduction	0	\$0	0	\$0
<b>Total</b>	52	\$1,763	0	\$0

## PART 5 – Consultations received from other institutions and organizations

### 5.1 Consultations received from other government institutions and organizations

Consultations	Other government institutions	Number of pages to review	Other organizations	Number of pages to review
Received during reporting period	26	424	0	0
Outstanding from the previous reporting period	0	0	0	0
<b>Total</b>	26	424	0	0
Closed during the reporting period	24	416	0	0
Pending at the end of the reporting period	2	8	0	0

### 5.2 Recommendations and completion time for consultations received from other government institutions

Recommendation	Number of days required to complete consultation requests							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
Disclose entirely	12	2	0	0	0	0	0	14
Disclose in part	8	2	0	0	0	0	0	10
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	20	4	0	0	0	0	0	24

### 5.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of days required to complete consultation requests							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0	0

### PART 6 – Completion time of consultations on Cabinet confidences

Number of days	Number of responses received	Number of responses received past deadline
1 to 15	0	0
16 to 30	0	0
31 to 60	0	0
61 to 120	0	0
121 to 180	0	0
181 to 365	0	0
More than 365	0	0
<b>Total</b>	0	0

### PART 7 – Resources related to the Access to Information Act

#### 7.1 Costs

Expenditures		Amount
Salaries		\$23,475
Overtime		\$0
Goods and Services		\$0
• Professional services contracts	\$0	
• Other	\$0	
<b>Total</b>		<b>\$23,475</b>



## 7.2 Human Resources

Resources	Dedicated full-time to ATI activities	Dedicated part-time to ATI activities	Total
Full-time employees	0.00	1.00	1.00
Part-time and casual employees	0.00	0.00	0.00
Regional staff	0.00	0.00	0.00
Consultants and agency personnel	0.00	0.00	0.00
Students	0.00	0.00	0.00
<b>Total</b>	0.00	1.00	1.00

# Appendix C: Delegation Order

OFFICIAL DOCUMENT

DOCUMENT OFFICIEL

## DEPARTMENT OF CITIZENSHIP AND IMMIGRATION OF CANADA

## MINISTÈRE DE LA CITOYENNETÉ ET DE L'IMMIGRATION DU CANADA

### DELEGATION OF AUTHORITY

### DÉLÉGATION DE POUVOIRS

#### ACCESS TO INFORMATION ACT AND PRIVACY ACT

#### LOI SUR L'ACCÈS À L'INFORMATION ET LOI SUR LA PROTECTION DES RENSEIGNEMENTS PERSONNELS

I, the Minister of Citizenship and Immigration, pursuant to Section 73 of the *Access to Information Act* and the *Privacy Act*, hereby authorize the officer and employee of Citizenship and Immigration Canada whose position or classification is set out in the attached Schedule to carry out those of my powers, duties or functions under the Acts that are set in the Schedule in relation to that officer and employee.

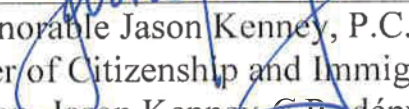
En ma qualité de ministre de la Citoyenneté et de l'Immigration et conformément à l'article 73 de la *Loi sur l'accès à l'information* et de la *Loi sur la protection des renseignements personnels*, j'autorise par la présente l'agent(e) et employé(e) de Citoyenneté et Immigration Canada dont le poste ou la classification est énoncé dans l'annexe ci-jointe à exécuter ces fonctions, pouvoirs ou attributions en vertu des lois précisées dans l'annexe visant cet(te) agent(e) et employé(e).

Dated at Ottawa

Fait à Ottawa,

This <sup>20<sup>th</sup></sup> day of May, 2012

ce <sup>20<sup>e</sup></sup> jour de mai 2012

  
The Honorable Jason Kenney, P.C., M.P.  
Minister of Citizenship and Immigration  
L'hon. Jason Kenney, C.P., député  
Ministre de la Citoyenneté et de l'Immigration



## Delegation of Authority Under the *Access to Information Act* and the *Access to Information Regulations*

		Position/Title*							
		DM	ADM-CS/DG-CA	ATIP/DIR	ATIP/M-CCI	ATIP/M-PM-05/ SUP-PM-04	ATIP/PM-05	ATIP/PM-04	ATIP/PM-03
DESCRIPTORS	SECTION	1	2	3	4	5	6	7	8
<b>Access to Information Act</b>									
Notice where access granted	7	•	•	•	•	•	•	•	•
Transfer of request	8(1)	•	•	•	•	•	•	•	•
Extension of time limits	9(1)	•	•	•	•	•	•	•	•
Notice of extension to Commissioner	9(2)	•	•	•	•	•	•	•	•
Notice where access refused	10(1) and (2)	•	•	•	•	•	•	•	•
Payment of additional fees	11(2)	•	•	•	•	•	•	•	•
Payment of fees for EDP record	11(3)	•	•	•	•	•	•	•	•
Deposit	11(4)	•	•	•	•	•	•	•	•
Notice of fee payment	11(5)	•	•	•	•	•	•	•	•
Waiver or refund of fees	11(6)	•	•	•	•	•	•	•	•
Translation	12(2)	•	•	•	•	•	•	•	•
Conversion to alternate format	12(3)	•	•	•	•	•	•	•	•
Information obtained in confidence	13	•	•	•	•	•			
Refuse access – federal-provincial affairs	14	•	•	•	•	•			
Refuse access – international affairs, defence	15(1)	•	•	•	•	•			
Refuse access – law enforcement and investigation	16(1)	•	•	•	•	•			
Refuse access – security information	16(2)	•	•	•	•	•			
Refuse access – policing services for provinces or municipalities	16(3)	•	•	•	•	•			
Refuse access – safety of individuals	17	•	•	•	•	•			
Refuse access – economic interests of Canada	18	•	•	•	•	•			
Refuse access – another person's information	19(1)	•	•	•	•	•	•	•	•
Disclose personal information	19(2)	•	•	•	•	•	•	•	•
Refuse access – third party information	20(1)	•	•	•	•	•			
Disclose testing methods	20(2) and (3)	•	•	•	•	•			
Disclose third party information	20(5)	•	•	•	•	•			
Disclose in public interest	20(6)	•	•	•	•	•			
Refuse access – advice, etc.	21	•	•	•	•	•			
Refuse access – tests and audits	22	•	•	•	•	•			
Refuse access – solicitor-client privilege	23	•	•	•	•	•			
Refuse access – prohibited information	24(1)	•	•	•	•	•			
Disclose severed information	25	•	•	•	•	•	•		

• Delegation



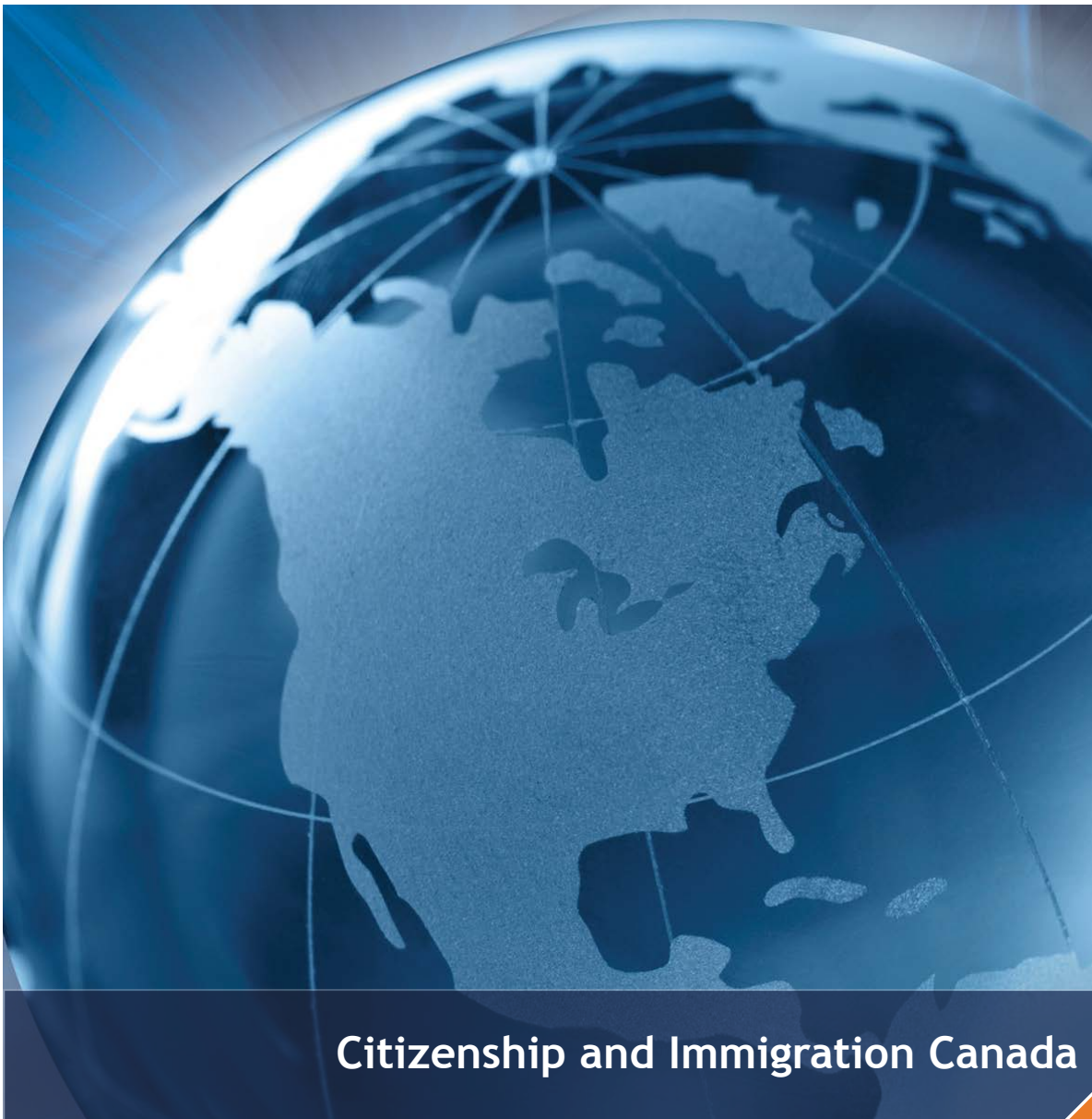
Refuse access – information to be published	26	•	•	•	•	•			
Notice to third parties	27(1)	•	•	•	•	•	•		
Extension of time limit	27(4)	•	•	•	•	•	•		
Notice of third party disclosure	28(1)	•	•	•	•	•	•		
Representation to be made in writing	28(2)	•	•	•	•	•	•		
Disclosure of record	28(4)	•	•	•	•	•			
Disclosure on Commissioner's recommendation	29(1)	•	•	•	•	•			
Notice of intention to investigate	32	•	•	•	•	•			
Notice to third party	33	•	•	•	•	•			
Right to make representations	35(2)	•	•	•	•	•	•	•	•
Findings and recommendations of the Information Commissioner	37(1)(b)	•	•	•	•	•			
Access given to complainant	37(4)	•	•	•	•	•			
Notice to third party of court action	43(1)	•	•	•	•	•			
Notice to person who requested record	44(2)	•	•	•	•	•			
Special rules for hearings	52(2)	•	•	•	•				
Ex parte representations	52(3)	•	•	•	•	•			
Exempt information may be excluded	71(2)	•	•	•	•	•			
<b>Access to Information Regulations</b>									
Transfer of requests	6	•	•	•	•	•	•	•	•
Examination of records	8	•	•	•	•	•	•	•	•

**Legend:**

DM	Deputy Minister
ADM-CS/DG-CA	ADM, Corporate Services / Director General, Corporate Affairs
ATIP/DIR	Director, Access to Information and Privacy (EX-01)
ATIP/M-CCI	Manager, Complex Cases and Issues, ATIP (PM-06)
ATIP/M-PM-05/SUP-PM-04	Managers, Operations and Fast Track, ATIP (PM-05) / Supervisor, Fast Track (PM-04)
ATIP/PM-05	Senior ATIP Administrators, ATIP (PM-05)
ATIP/PM-04	ATIP Administrators, ATIP (PM-04)
ATIP/PM-03	ATIP Officers, ATIP (PM-03)

\* Includes acting appointments and assignments to these positions made pursuant to the *Public Service Employment Act* and *Regulations*.





Citizenship and Immigration Canada



*Privacy Act*



Citizenship and  
Immigration Canada

Citoyenneté et  
Immigration Canada

Canada 



## Part Two | *Privacy Act*

### Introduction

Citizenship and Immigration Canada (CIC) is pleased to present to Parliament its 20th annual report on the administration of the *Privacy Act* for the fiscal year commencing April 1, 2013, and ending March 31, 2014.

The purpose of the *Privacy Act* is to provide a right of access to information in records under the control of a government institution. The Act maintains that government information should be available to the public, that necessary exceptions to the right of access should be limited and specific, and that decisions on the disclosure of government information should be reviewed independently of government.

Section 72 of the Act requires the head of every federal government institution to submit an annual report to Parliament on the administration of the Act during the fiscal year. This report outlines CIC's accomplishments in carrying out its privacy responsibilities and obligations during the 2013–2014 reporting period.

### About Citizenship and Immigration Canada

CIC was created in 1994 to link citizenship registration and immigration services, to promote the unique ideals all Canadians share and to help build a stronger Canada. In November 2008, the Department's portfolio was expanded to include multiculturalism. In addition, effective July 2, 2013, primary responsibility for the Passport program and the administration of the *Canadian Passport Order* and the *Order Respecting the Issuance of Diplomatic and Special Passports* were transferred from the Department of Foreign Affairs, Trade and Development (DFATD) to CIC.

Canada has a proud tradition of welcoming immigrants. Our immigration and refugee systems and our vast network of organizations that help newcomers settle and integrate are among the best in the world. This tradition is enhanced by the value we place on multiculturalism, which is fundamental to our belief that all citizens are equal. Multiculturalism aims to ensure that all citizens, regardless of their ethnocultural community, have equal opportunities and feel they belong in Canada. Through multiculturalism, new Canadians are encouraged to integrate into Canadian society and to take an active part in its social, cultural, economic and political affairs.

CIC's mandate comes from the shared jurisdiction of section 95 of the *Constitution Act*, 1867, the *Citizenship Act*, the *Immigration and Refugee Protection Act* (IRPA), the *Canadian Multiculturalism Act*, the *Canadian Passport Order* and the *Order Respecting the Issuance of Diplomatic and Special Passports*.

CIC's work encompasses a broad range of activities, including:

- facilitating the arrival of people and their integration into Canadian life in a way that maximizes their contribution to the country while protecting the health, safety and security of Canadians;
- maintaining Canada's humanitarian tradition by protecting refugees and other people in need of protection;
- enhancing the values and promoting the rights and responsibilities of Canadian citizenship;
- administering the *Canadian Passport Order*;
- reaching out to all Canadians, and fostering increased intercultural understanding and an integrated society with equal opportunity for all regardless of race, ethnicity and religion; and
- advancing global migration policies in a way that supports Canada's immigration and humanitarian objectives.

## Access to Information and Privacy Division

CIC is stepping up the pace of modernizing the way it works in continuing to streamline its programs and operations. In 2012–2013, as part of the restructuring of CIC's presence across the country, CIC centralized the processing of Privacy requests, including requests from investigative bodies at National Headquarters in Ottawa. This restructuring resulted in improving service to the public. Privacy requests will be processed more quickly and more consistently. The Division also coordinates requests made under the Mutual Legal Assistance Treaty.

The ATIP Division is part of the Corporate Affairs Branch in the Corporate Services Sector. The Division administers the *Privacy Act* and is led by a director who acts as the ATIP Coordinator for the Department. Three units carry out the Division's work: Operations and Fast Track; Complex Cases and Issues; Fast Track; and Policy, Training and Projects. Each unit's manager reports to the director.

CIC maintains a network of 33 ATIP coordinators who represent the branches and regions of the Department. The ATIP coordinators provide assistance by searching, collecting records and presenting recommendations in relation to requests.



# Activities and Accomplishments

## I. Performance

In the 2013–2014 fiscal year, CIC received 9,961 privacy requests: a 94 percent increase from the previous reporting period.

In the ATIP field, CIC is recognized as a pioneer. As part of the Open Government initiative, CIC was the lead department in the development of an ATIP Online Request tool for ATI and Privacy requests. The ATIP Online Request was launched on April 9, 2013, with three partner departments: CIC, Treasury Board of Canada Secretariat (TBS) and Shared Services Canada. Throughout the fiscal year, an additional 11 institutions joined the online portal. It is anticipated that a total of 30 institutions will be part of the Open Government initiative in 2014–2015.

Not only did the online portal improve CIC's efficiency in processing access to information (ATI) requests, it helped the Division move to an almost entirely paperless environment. This initiative also contributed to the modernization of the ATIP service to the public, which is a key commitment of the Open Information pillar of Canada's Action Plan on Open Government.

These best practices in improving and modernizing ATIP operations will continue in 2014–2015 and beyond.

## II. Promotion, Awareness and Training

During the fiscal year, the ATIP Division offered a series of training and awareness sessions (in class and online) to over 500 CIC employees across Canada and abroad. This includes specialized in class training sessions to reinforce the importance of reporting privacy breaches as well as employees' role as public servants to protect an individual's privacy.

In addition, as part of ATIP's mandate, the Division continued to promote ATIP awareness through a tutorial video and to maintain up to date ATIP-related information onto CIC's internal website.

## III. Policies, Guidelines and Procedures

During the 2013–2014 reporting period, the ATIP Division continued to improve internal processes and procedures to streamline its operations. To meet the ever-increasing volume of requests, the Division reviewed and improved its workflow to ensure a high compliance rate.

A more comprehensive handbook regarding the roles and responsibilities in reporting privacy breaches was developed and implemented throughout CIC. This new tool has improved the reporting of privacy breaches to the Department and respects the guidelines set forth by TBS and the Office of the Privacy Commissioner (OPC).

In addition, the Division continues to demonstrate its commitment to assist CIC in meeting its legislative requirements by providing timely and professional internal service for policy advice and guidance. The Division also ensures that the service standards are reviewed and updated regularly to reflect new circumstances.

## IV. Horizontal and Collaborative Engagement

In response to Canada's Open Government strategy, CIC maintained its commitment to horizontal and collaborative engagement to share and disseminate advice and ideas as well as best practices. In 2013–2014, as a leader in the ATIP field, CIC continued to participate in several initiatives to improve and modernize the administration of ATIP across the federal government.

Highlights include the following:

- ♦ Interdepartmental ATIP Online Request tool;
- ♦ Passport Canada's transition from DFATD to co-managed program between CIC and Employment and Social Development Canada (ESDC)/Service Canada;
- ♦ Information sharing agreements; and
- ♦ Online summaries of completed ATI requests.

Through formal and informal consultations, CIC continued to collaborate and share best practices with various organizations, such as the Canada Border Services Agency (CBSA), the Canada Revenue Agency, the Canadian Security Intelligence Service, DFATD, Public Works and Government Services Canada, ESDC and the TBS.

## V. Passport Transition

Effective July 2, 2013, the primary responsibility for the Passport program was transferred to CIC. A Passport Transition Memorandum of Understanding (MOU) was developed and signed between ESDC and CIC.

In relation to ATIP, during the transition period, the Passport program continued to use separate ATIP request tracking and processing systems. This was done to ensure consistency throughout the transition. As of 2014–2015, all Passport program requests will be processed through regular CIC ATIP channels. Since CIC and the Passport program used separate processing systems for ATIP requests, two statistical overview reports are provided.

## V. Human Resources

CIC continues to invest in the federal government's ATIP community by developing the required knowledge and expertise to meet growing demand. To help build its capacity, CIC continues to provide ongoing training for employees to acquire additional knowledge in the ATIP field and hires full-time students through the Federal Student Work Experience Program.

## VI. External Views

### Treasury Board Secretariat Management Accountability Framework Assessment Extracts Related to Access to Information

CIC was not evaluated by the TBS on the "Effectiveness of Information Management" stream for 2013–2014 as part of the Management Accountability Framework assessment.





# CIC's Statistical Overview

## I. Requests Received Under the *Privacy Act*

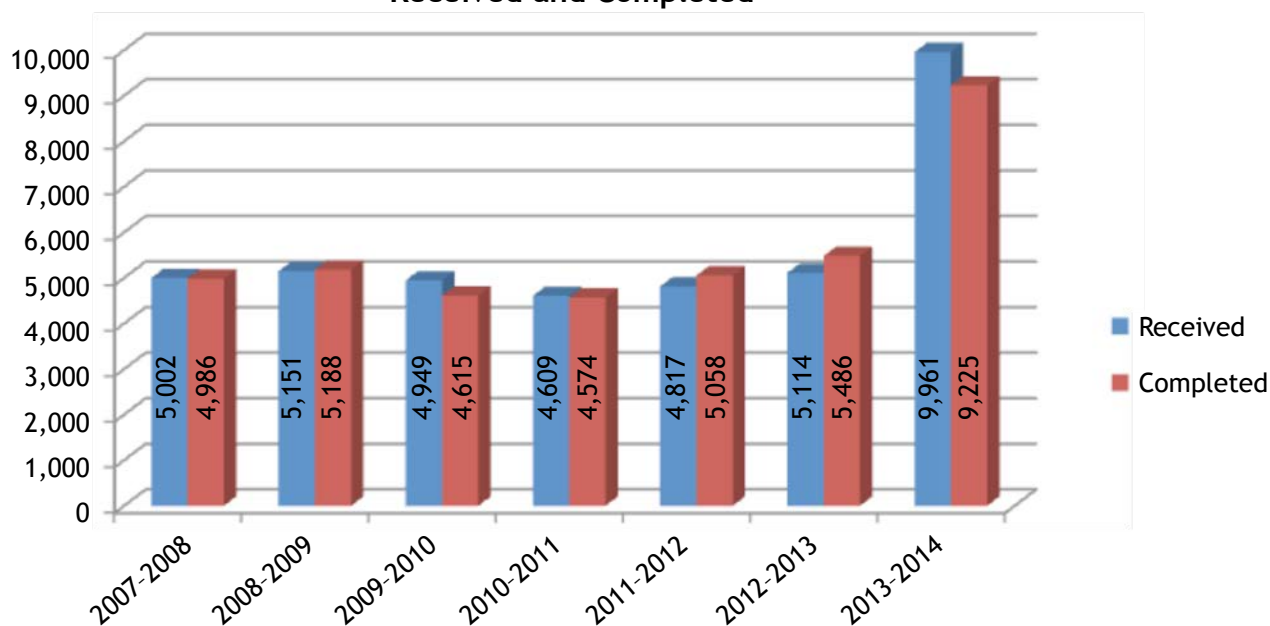
Between April 1, 2013, and March 31, 2014, CIC received 9,961 requests under the *Privacy Act*. This represents an increase of 95 percent from the previous reporting period.

## II. Disposition of Completed Requests

In 2013–2014, CIC completed 9,225 requests. The ATIP Division put in place various measures such as weekly briefing sessions with senior management to monitor the intake of requests and to ensure that requests are processed within the legislative time frame.

In 2,009 cases (22 percent), CIC provided all the information requested. For 5,832 requests (63 percent), the Department invoked exemptions. The remaining 1,384 requests had no records that existed or the request was transferred, abandoned or treated informally.

**Privacy Act Requests  
Received and Completed**



## III. Exemptions Invoked

The majority of exemptions CIC invoked fell under three sections of the *Privacy Act*:

- Section 26, which protects personal information, was used in 3,873 cases (42 percent);
- Section 21, which covers international relations, defence and subversive activities, was used in 3,724 cases (40 percent); and
- Paragraph 22(1)(b), which addresses law enforcement and criminal investigations, was used in 758 cases (8 percent).

It should be noted that more than one section can be applied to a specific request.



## IV. Disclosure of Personal Information Under Subsection 8(2)

In accordance with subsection 8(2) of the *Privacy Act*, under certain circumstances, a governmental institution may disclose personal information under its control without the consent of the individual to whom the information relates.

During this reporting period, CIC disclosed personal information under subsection 8(2) in responding to 1,220 requests from investigative bodies under paragraph 8(2)(e). CIC also disclosed information under paragraphs 8(2)(a), (b), (c), (d) and (f). No disclosures were made under paragraphs 8(2)(g), (h), (i), (k), (l) and (m).

## V. Consultations

In addition to processing requests received directly under the *Privacy Act*, CIC was consulted by other federal government institutions in 42 cases where the records under their control related to CIC activities.

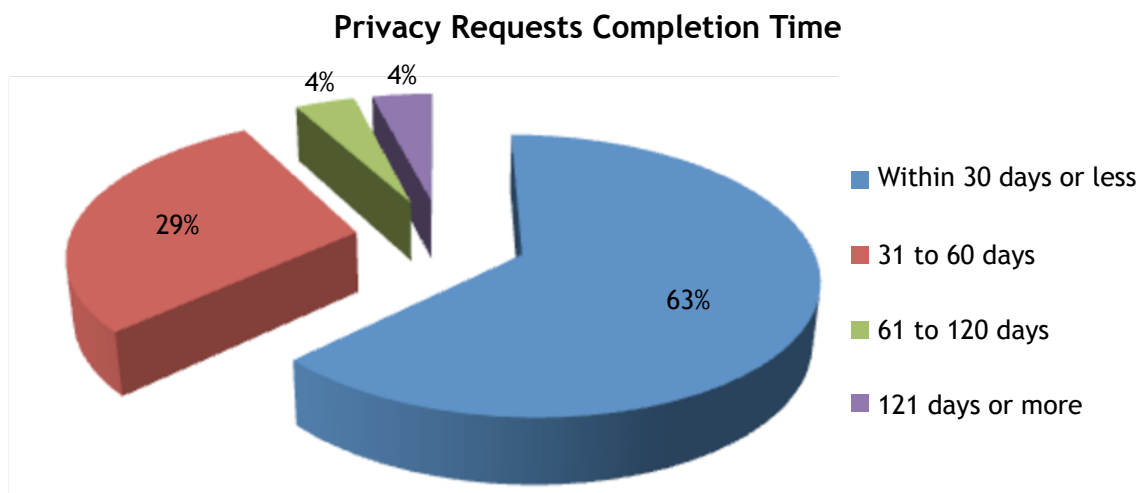
## VI. Extensions

Section 15 of the *Privacy Act* allows an extension of the statutory time limits if consultations are necessary, if translation is required or if the request is for a large volume of records and processing it within the original time limit would unreasonably interfere with the operations of the Department.

CIC invoked a total of 234 extensions during the 2013–2014 reporting period. Of these, 33 were deemed necessary so that CIC could consult with other federal institutions prior to responding. Extensions were required in a further 201 instances to search for or through a large volume of records. The Department did not invoke any extensions for translation purposes.

## VII. Completion Time

CIC responded to 5,774 requests (63 percent) within 30 days or less and a further 2,721 requests (29 percent) within 31 to 60 days. The Department completed 388 requests (4 percent) within 61 to 120 days and 342 requests (4 percent) required 121 days or more to complete.





## VIII. Complaints

During the 2013–2014 reporting period, the Department was notified of 39 privacy complaints received by the OPC. This represents less than half a percent of all requests completed during this period. The majority of complaints were related to processing times.

During the reporting period, 27 complaint investigations were completed. Of these, 16 were deemed not well founded or discontinued, while 11 were resolved to the satisfaction of the requester.

## IX. Appeals to the Federal Court

No appeals to the Federal Court were filed against CIC regarding *Privacy Act* complaints during the 2013–2014 reporting period.

## X. Privacy Impact Assessments

To fulfil its mandate and effectively deliver its programs and services, CIC collects, uses and discloses personal information. In accordance with the TBS policy, the Department regularly undertakes Privacy Impact Assessments (PIAs) to determine whether privacy risks are present in new or existing departmental programs, initiatives or projects that collect and retain personal information.

During the 2013 fiscal year, CIC initiated 25 PIAs and checklists. Among them, three PIAs were completed and their executive summaries are provided below. (PIA report summaries for CIC can be found at [cic.gc.ca/english/department/atip/pia/index.asp](http://cic.gc.ca/english/department/atip/pia/index.asp).)

## Global Visa Application Centre Network: Phase Two

Since 2000, Visa Application Centres (VACs) have helped Visa Offices (VOs) provide administrative support for visa and immigration applications across the globe. Prior to 2013, CIC had 60 VACs located in 41 countries in which most of the agreements in place were locally managed through service agreements with corresponding VOs.

The PIA report is the second and final PIA conducted on CIC's Global VAC Network and is an update based on CIC's assessment of the Privacy Management Plans provided by the two winning contractors, including country-specific analyses and the risk mitigations previously implemented. Both PIA reports assess the privacy impact of using VACs for the temporary resident (TR) line of business. While there was no high-level privacy risks identified relating to the global VAC network, there are a limited number of medium-to-low level risks associated with the privacy principles of Safeguards, Accuracy and Retention. The PIA further describes the various mitigation mechanisms as a result of these risks and describes the various privacy and security requirements built into the Global VAC Request for Proposal.

## Information Sharing with PopData BC

CIC and Population Data (PopData) BC have agreed on a framework that allows disclosure of CIC data for the purpose of facilitating CIC-authorized immigrant health research projects with individual researchers who apply to access data held at PopData.

CIC will disclose personal information from the permanent residents database for the period from 1985 to the present, along with annual updates, to PopData. PopData will link British Columbia's provincial personal information with the permanent residents personal information data provided by CIC to create linked de-identified research extracts that can be made available to researchers working on CIC-authorized and approved projects.

Any researchers requesting CIC data must be vetted and approved by CIC. Approved research projects will be documented in a Research Undertaking Arrangement between CIC and the researcher and forwarded to Population Data BC to authorize data provision to the researcher. The Research Undertaking Arrangement between CIC and the researcher will clearly state that the researcher is not permitted to manipulate the data in such a way that would cause the re-personalization or re-identification of the data.



## U.S. Service Channel Agreement

The PIA report is a PIA for CIC's Temporary Resident Biometrics Project (TRBP) concerning the U.S. Service Channel Arrangement. The PIA should be read in conjunction with the Interdepartmental TRBP PIA published in November 2012 as it provides a broader privacy risk analysis of the TRBP. The objective of this PIA is to identify and assess the privacy risks associated with the U.S. Service Channel Arrangement.

The TRBP includes the electronic collection of biometric information from certain TR applicants abroad for the purpose of enhancing applicant screening, the individual's identity at the time of the application and allowing verification of that identity when the individual seeks entry at the border. CIC and the CBSA will work together to use the new biometric identification tools to manage the movement of foreign nationals across and within Canada's borders in accordance with IRPA and the *Immigration and Refugee Protection Regulations*, while the Royal Canadian Mounted Police will provide support in the verification and storing of fingerprints and related biographical information.

As part of this new requirement, CIC reached out to its international partner and ally—the (U.S.)—to determine whether it can leverage its existing processes to capture and transmit biometric and related biographical information from certain CIC applicants physically located in the U.S. CIC entered into a MOU with the U.S. Citizenship and Immigration Services (USCIS) in September 2012 to capture and transmit biometric and related biographical information from CIC TR applicants physically located in the U.S.

The PIA identifies a limited number of medium-to-low level risks associated with the principles of Accountability, Limiting Use, Disclosure and Retention, and Challenging Compliance. It further describes the various mitigation mechanisms as a result of these risks and describes the various privacy and security requirements built into the U.S. Service Channel Arrangement Memorandum of Understanding signed by CIC and USCIS.

# Passport Program Statistical Overview

## I. Requests Received Under the *Privacy Act*

Between April 1, 2013, and March 31, 2014, the Passport program received 365 requests under the *Privacy Act*, which is a 12 percent decrease from the previous reporting period.

## II. Disposition of Completed Requests

In 2013–2014, the Passport program completed 370 requests. In 36 cases (10 percent), the Passport program provided all the information requested. In 218 cases (90 percent), the Department invoked exemptions.

## III. Exemptions and Exclusions

The exemption most commonly used by the Passport program during the reporting period was section 26, which protects personal information about another individual under the *Privacy Act*. This exemption was invoked in 215 requests.

The Passport program did not apply any exclusions during the reporting period.

## IV. Disclosure of Personal Information Under Subsection 8(2)

In accordance with subsection 8(2) of the *Privacy Act*, under certain circumstances, a governmental institution may disclose personal information under its control without the consent of the individual to whom the information relates.

During this reporting period, the Passport program disclosed personal information under subsection 8(2) in responding to 1,368 requests from investigative bodies under paragraph 8(2)(e).

In addition, under paragraph 8(2)(m) of the *Privacy Act*, 25 requests were received with 20 resulting in the disclosure of personal information:

- ♦ Fifteen requests were received from the Public Health Agency of Canada (PHAC). The Agency requested contact information (such as address, phone number or any other method of contact) of passengers on commercial aircraft who were sitting in close proximity to a person with a communicable disease for longer than eight hours. The information released by the Passport program was limited to name and contact information. In all cases, the OPC was notified of the release at the same time as the disclosure to PHAC due to the urgency of the requests.



- An additional five remaining requests pursuant to subparagraph 8(2)(m)(ii) were related to health emergencies of the individuals or to police services requesting information on missing persons or Canadians in need of assistance in a foreign country. The OPC was notified at the same time.
- The remaining five requests were either abandoned by the requestors or not disclosed as it did not meet the criteria of paragraph 8(2)(m).

## V. Extensions

During the reporting period, the Passport program claimed 14 extensions under subparagraph 15(a)(ii), all between 16 and 30 days.

## VI. Consultations Received from Other Institutions

When a request contains records that are of greater interest to another institution, the ATIP coordinator for that institution is consulted. Between April 1, 2013, and March 31, 2014, the Passport program received nine *Privacy Act* consultation requests from other federal government institutions.

## VII. Complaints

During the reporting period, the Passport program was notified of one complaint received by the OPC. The applicant alleged that exemptions were used as a basis for refusing access to records. The complaint is still under investigation.

## VIII. Privacy Impact Assessments

There were no PIAs completed by the Passport program in 2013–2014.

# Appendix A: CIC's Report on the *Privacy Act*



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## Statistical Report on the *Privacy Act*

Name of institution: Citizenship and Immigration Canada

Reporting period: 04/01/13 to 03/31/14

### PART 1 – Requests under the *Privacy Act*

	Number of Requests
Received during reporting period	9961
Outstanding from previous reporting period	295
<b>Total</b>	<b>10256</b>
Closed during reporting period	9225
Carried over to next reporting period	1031

### PART 2 – Requests closed during the reporting period

#### 2.1 Disposition and completion time

Disposition of requests	Completion Time							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
All disclosed	140	1186	544	66	32	39	2	2009
Disclosed in part	180	3327	1990	197	55	80	3	5832
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	333	118	84	37	20	22	1	615
Request abandoned	422	68	103	88	34	53	1	769
<b>Total</b>	<b>1075</b>	<b>4699</b>	<b>2721</b>	<b>388</b>	<b>141</b>	<b>194</b>	<b>7</b>	<b>9225</b>

#### 2.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests
18(2)	0	22(1)(a)(i)	2	23(a)	0
19(1)(a)	30	22(1)(a)(ii)	4	23(b)	0
19(1)(b)	6	22(1)(a)(iii)	1	24(a)	0
19(1)(c)	4	22(1)(b)	758	24(b)	0
19(1)(d)	9	22(1)(c)	2	25	1
19(1)(e)	0	22(2)	0	26	3873
19(1)(f)	0	22.1	0	27	15
20	0	22.2	0	28	0
21	3724	22.3	0		

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## 2.3 Exclusions

Section	Number of requests	Section	Number of requests	Section	Number of requests
69(1)(a)	0	70(1)(a)	0	70(1)(d)	0
69(1)(b)	0	70(1)(b)	0	70(1)(e)	0
69.1	0	70(1)(c)	0	70(1)(f)	0
				70.1	0

## 2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	177	1976	0
Disclosed in part	454	5636	0
<b>Total</b>	<b>631</b>	<b>7612</b>	<b>0</b>

## 2.5 Complexity

### 2.5.1 Relevant pages processed and disclosed

Disposition of requests	Number of pages processed	Number of pages disclosed	Number of requests
All disclosed	71719	66689	2009
Disclosed in part	409933	361151	5832
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	1874	1494	769

### 2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less than 100 pages processed		101-500 pages processed		501-1000 pages processed		1001-5000 pages processed		More than 5000 pages processed	
	Number of Requests	Pages disclosed	Number of Requests	Pages disclosed	Number of Requests	Pages disclosed	Number of Requests	Pages disclosed	Number of Requests	Pages disclosed
All disclosed	1935	47081	64	8690	6	3749	4	7169	0	0
Disclosed in part	5223	185730	506	87202	72	44095	30	38740	1	5384
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Abandoned	768	1388	1	106	0	0	0	0	0	0
<b>Total</b>	<b>7926</b>	<b>234199</b>	<b>571</b>	<b>95998</b>	<b>78</b>	<b>47844</b>	<b>34</b>	<b>45909</b>	<b>1</b>	<b>5384</b>



### 2.5.3 Other complexities

Disposition	Consultation required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	3	0	0	43	46
Disclosed in part	68	0	0	151	219
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Abandoned	0	0	0	24	24
<b>Total</b>	<b>71</b>	<b>0</b>	<b>0</b>	<b>218</b>	<b>289</b>

## 2.6 Deemed refusals

### 2.6.1 Reasons for not meeting statutory deadline

Number of requests closed past the statutory deadline	Principal Reason			
	Workload	External consultation	Internal consultation	Other
1891	1607	281	3	0

### 2.6.2 Number of days past deadline

Number of days past deadline	Number of requests past deadline where no extension was taken	Number of requests past deadline where an extension was taken	Total
1 to 15 days	989	47	1036
16 to 30 days	211	15	226
31 to 60 days	172	11	183
61 to 120 days	177	15	192
121 to 180 days	100	12	112
181 to 365 days	118	21	139
More than 365 days	2	1	3
<b>Total</b>	<b>1769</b>	<b>122</b>	<b>1891</b>

## 2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

## PART 3 – Disclosures under subsection 8(2)

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Total
1220	0	1220



## PART 4 – Requests for correction of personal information and notations

	Number
Requests for correction received	2
Requests for correction accepted	1
Requests for correction refused	0
Notations attached	0

## PART 5 – Extensions

### 5.1 Reasons for extensions and disposition of requests

Disposition of requests where an extension was taken	15(a)(i) Interference with operations	15(a)(ii) Consultation		15(b) Translation or conversion
		Section 70	Other	
All disclosed	40	0	0	0
Disclosed in part	122	0	33	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	23	0	0	0
Request abandoned	16	0	0	0
<b>Total</b>	201	0	33	0

### 5.2 Length of extensions

Length of extensions	15(a)(i) Interference with operations	15(a)(ii) Consultation		15(b) Translation purposes
		Section 70	Other	
1 to 15 days	0	0	0	0
16 to 30 days	201	0	33	0
<b>Total</b>	201	0	33	0

## PART 6 – Consultations received from other institutions and organizations

### 6.1 Consultations received from other government institutions and organizations

Consultations	Other government institutions	Number of pages to review	Other organizations	Number of pages to review
Received during the reporting period	42	1540	0	0
Outstanding from the previous reporting period	0	0	0	0
<b>Total</b>	42	1540	0	0
Closed during the reporting period	39	1310	0	0
Pending at the end of the reporting period	3	230	0	0

### 6.2 Recommendations and completion time for consultations received from other government institutions

Recommendation	Number of days required to complete consultation requests							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
Disclose entirely	16	7	0	0	0	0	0	23
Disclose in part	11	1	2	0	0	0	0	14
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	2	0	0	0	0	0	2
Other	0	0	0	0	0	0	0	0
<b>Total</b>	27	10	2	0	0	0	0	39

### 6.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of days required to complete consultation requests							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0	0



## PART 7 – Completion time of consultations on Cabinet confidences

Number of days	Number of responses received	Number of responses received past deadline
1 to 15	0	0
16 to 30	0	0
31 to 60	0	0
61 to 120	0	0
121 to 180	0	0
181 to 365	0	0
More than 365	0	0
<b>Total</b>	<b>0</b>	<b>0</b>

## PART 8 – Resources related to the Privacy Act

### 8.1 Costs

Expenditures		Amount
Salaries		\$1,177,527
Overtime		\$18,290
Goods and Services		\$51,301
• Contracts for privacy impact assessments	\$0	
• Professional services contracts	\$6,556	
• Other	\$44,745	
<b>Total</b>		<b>\$1,247,118</b>

### 8.2 Human Resources

Resources	Dedicated full-time	Dedicated part-time	Total
Full-time employees	14.98	0.00	14.98
Part-time and casual employees	0.35	0.00	0.35
Regional staff	0.00	0.00	0.00
Consultants and agency personnel	0.00	0.00	0.00
Students	0.11	0.00	0.11
<b>Total</b>	<b>15.44</b>	<b>0.00</b>	<b>15.44</b>

# Appendix B: Passport Program Report on the *Privacy Act*



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du Canada

## Statistical Report on the *Privacy Act*

Name of institution: PASSPORT CANADA

Reporting period: 04/01/13 to 03/31/14

### PART 1 – Requests under the *Privacy Act*

	Number of Requests
Received during reporting period	365
Outstanding from previous reporting period	13
<b>Total</b>	<b>378</b>
Closed during reporting period	370
Carried over to next reporting period	8

### PART 2 – Requests closed during the reporting period

#### 2.1 Disposition and completion time

Disposition of requests	Completion Time							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
All disclosed	31	5	0	0	0	0	0	36
Disclosed in part	187	18	9	3	0	0	0	217
All exempted	0	1	0	0	0	0	0	1
All excluded	0	0	0	0	0	0	0	0
No records exist	28	2	1	0	0	0	0	31
Request abandoned	79	6	0	0	0	0	0	85
<b>Total</b>	<b>325</b>	<b>32</b>	<b>10</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>370</b>

#### 2.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests
18(2)	2	22(1)(a)(i)	3	23(a)	0
19(1)(a)	3	22(1)(a)(ii)	2	23(b)	0
19(1)(b)	4	22(1)(a)(iii)	0	24(a)	0
19(1)(c)	0	22(1)(b)	4	24(b)	0
19(1)(d)	0	22(1)(c)	1	25	1
19(1)(e)	0	22(2)	0	26	215
19(1)(f)	0	22.1	0	27	3
20	0	22.2	0	28	0
21	2	22.3	0		

Canada



## 2.3 Exclusions

Section	Number of requests	Section	Number of requests	Section	Number of requests
69(1)(a)	0	70(1)(a)	0	70(1)(d)	0
69(1)(b)	0	70(1)(b)	0	70(1)(e)	0
69.1	0	70(1)(c)	0	70(1)(f)	0
				70.1	0

## 2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	35	1	0
Disclosed in part	211	3	0
<b>Total</b>	<b>246</b>	<b>4</b>	<b>0</b>

## 2.5 Complexity

### 2.5.1 Relevant pages processed and disclosed

Disposition of requests	Number of pages processed	Number of pages disclosed	Number of requests
All disclosed	1308	1308	36
Disclosed in part	6785	5142	217
All exempted	30	0	1
All excluded	0	0	0
Request abandoned	533	0	85

### 2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less than 100 pages processed		101-500 pages processed		501-1000 pages processed		1001-5000 pages processed		More than 5000 pages processed	
	Number of Requests	Pages disclosed	Number of Requests	Pages disclosed	Number of Requests	Pages disclosed	Number of Requests	Pages disclosed	Number of Requests	Pages disclosed
All disclosed	34	121	1	82	0	0	1	1105	0	0
Disclosed in part	208	3357	8	1415	1	370	0	0	0	0
All exempted	1	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Abandoned	84	0	1	0	0	0	0	0	0	0
<b>Total</b>	<b>327</b>	<b>3478</b>	<b>10</b>	<b>1497</b>	<b>1</b>	<b>370</b>	<b>1</b>	<b>1105</b>	<b>0</b>	<b>0</b>

### 2.5.3 Other complexities

Disposition	Consultation required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	16	0	13	0	29
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Abandoned	0	0	2	0	2
<b>Total</b>	<b>16</b>	<b>0</b>	<b>15</b>	<b>0</b>	<b>31</b>

## 2.6 Deemed refusals

### 2.6.1 Reasons for not meeting statutory deadline

Number of requests closed past the statutory deadline	Principal Reason			
	Workload	External consultation	Internal consultation	Other
1	0	1	0	0

### 2.6.2 Number of days past deadline

Number of days past deadline	Number of requests past deadline where no extension was taken	Number of requests past deadline where an extension was taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	1	1
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
<b>Total</b>	<b>0</b>	<b>1</b>	<b>1</b>

## 2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

## PART 3 – Disclosures under subsection 8(2)

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Total
1368	25	1393



## PART 4 – Requests for correction of personal information and notations

	Number
Requests for correction received	0
Requests for correction accepted	0
Requests for correction refused	0
Notations attached	0

## PART 5 – Extensions

### 5.1 Reasons for extensions and disposition of requests

Disposition of requests where an extension was taken	15(a)(i) Interference with operations	15(a)(ii) Consultation		15(b) Translation or conversion
		Section 70	Other	
All disclosed	0	0	0	0
Disclosed in part	0	0	14	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
<b>Total</b>	0	0	14	0

### 5.2 Length of extensions

Length of extensions	15(a)(i) Interference with operations	15(a)(ii) Consultation		15(b) Translation purposes
		Section 70	Other	
1 to 15 days	0	0	0	0
16 to 30 days	0	0	14	0
<b>Total</b>	0	0	14	0



## PART 6 – Consultations received from other institutions and organizations

### 6.1 Consultations received from other government institutions and organizations

Consultations	Other government institutions	Number of pages to review	Other organizations	Number of pages to review
Received during the reporting period	9	216	0	0
Outstanding from the previous reporting period	0	0	0	0
<b>Total</b>	9	216	0	0
Closed during the reporting period	9	216	0	0
Pending at the end of the reporting period	0	0	0	0

### 6.2 Recommendations and completion time for consultations received from other government institutions

Recommendation	Number of days required to complete consultation requests							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
Disclose entirely	3	0	0	0	0	0	0	3
Disclose in part	5	1	0	0	0	0	0	6
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	8	1	0	0	0	0	0	9

### 6.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of days required to complete consultation requests							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0	0



## PART 7 – Completion time of consultations on Cabinet confidences

Number of days	Number of responses received	Number of responses received past deadline
1 to 15	0	0
16 to 30	0	0
31 to 60	0	0
61 to 120	0	0
121 to 180	0	0
181 to 365	0	0
More than 365	0	0
<b>Total</b>	<b>0</b>	<b>0</b>

## PART 8 – Resources related to the *Privacy Act*

### 8.1 Costs

Expenditures		Amount
Salaries		\$446,037
Overtime		\$2,686
Goods and Services		\$0
• Contracts for privacy impact assessments	\$0	
• Professional services contracts	\$0	
• Other	\$0	
<b>Total</b>		<b>\$448,723</b>

### 8.2 Human Resources

Resources	Dedicated full-time	Dedicated part-time	Total
Full-time employees	0.00	0.00	0.00
Part-time and casual employees	1.00	5.00	6.00
Regional staff	0.00	0.00	0.00
Consultants and agency personnel	0.00	0.00	0.00
Students	0.00	0.00	0.00
<b>Total</b>	<b>1.00</b>	<b>5.00</b>	<b>6.00</b>

# Appendix C: Delegation Order

OFFICIAL DOCUMENT

DOCUMENT OFFICIEL

## DEPARTMENT OF CITIZENSHIP AND IMMIGRATION OF CANADA

## MINISTÈRE DE LA CITOYENNETÉ ET DE L'IMMIGRATION DU CANADA

### DELEGATION OF AUTHORITY

### DÉLÉGATION DE POUVOIRS

#### ACCESS TO INFORMATION ACT AND PRIVACY ACT

#### LOI SUR L'ACCÈS À L'INFORMATION ET LOI SUR LA PROTECTION DES RENSEIGNEMENTS PERSONNELS

I, the Minister of Citizenship and Immigration, pursuant to Section 73 of the *Access to Information Act* and the *Privacy Act*, hereby authorize the officer and employee of Citizenship and Immigration Canada whose position or classification is set out in the attached Schedule to carry out those of my powers, duties or functions under the Acts that are set in the Schedule in relation to that officer and employee.

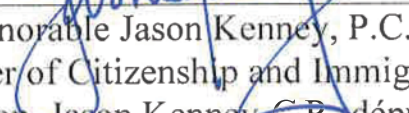
En ma qualité de ministre de la Citoyenneté et de l'Immigration et conformément à l'article 73 de la *Loi sur l'accès à l'information* et de la *Loi sur la protection des renseignements personnels*, j'autorise par la présente l'agent(e) et employé(e) de Citoyenneté et Immigration Canada dont le poste ou la classification est énoncé dans l'annexe ci-jointe à exécuter ces fonctions, pouvoirs ou attributions en vertu des lois précisées dans l'annexe visant cet(te) agent(e) et employé(e).

Dated at Ottawa

Fait à Ottawa,

This <sup>20<sup>th</sup></sup> day of May, 2012

ce <sup>20<sup>e</sup></sup> jour de mai 2012

  
The Honorable Jason Kenney, P.C., M.P.  
Minister of Citizenship and Immigration  
L'hon. Jason Kenney, C.P., député  
Ministre de la Citoyenneté et de l'Immigration



## Delegation of Authority Under the *Privacy Act* and the *Privacy Regulations*

Position/Title\*

### • Delegation

DESCRIPTIONS	SECTION	DM	ADM-CS/DG-CA	AADM-SPP/ DG-RE	ATIP/DIR	ATIP/M-CCI	ATIP/M-PM-05 SUP-PM-04	ATIP/PM-05	ATIP/PM-04	ATIP/PM-03
<b>Privacy Act</b>										
Disclosure to investigative bodies	8(2)(e)	•	•		•	•	•	•	•	•
Disclosure for research and statistics	8(2)(j)	•	•	•						
Disclosure in public interest clearly outweighs any invasion of privacy	8(2)(m)(i)	•								
Disclosure in public interest, benefit of individual	8(2)(m)(ii)	•								
Record of disclosure for investigations	8(4)	•	•		•	•				
Notify Privacy Commissioner of 8(2)(m)	8(5)	•	•		•					
Record of consistent uses	9(1)	•	•		•					
Notify Privacy Commissioner of consistent uses	9(4)	•	•		•	•	•	•	•	•
Personal information in banks	10(1)	•	•		•	•	•	•	•	•
Notice where access is granted	14	•	•		•	•	•	•	•	•
Extension of time limits	15	•	•		•	•	•	•	•	•
Notice where access is refused	16	•	•		•	•	•	•	•	•
Decision regarding translation	17(2)(b)	•	•		•	•	•	•	•	•
Conversion to alternative format	17(3)(b)	•	•		•	•	•	•	•	•
Refuse access – exempt bank	18(2)	•	•		•	•	•	•		
Refuse access – confidential information	19(1)	•	•		•	•	•			
Disclose confidential information	19(2)	•	•		•	•	•			
Refuse access – federal-provincial affairs	20	•	•		•	•	•			
Refuse access – international affairs, defence	21	•	•		•	•	•			
Refuse access – law enforcement and investigation	22	•	•		•	•	•			
Refuse access – security clearance	23	•	•		•	•	•			
Refuse access – person under sentence	24	•	•		•	•	•			
Refuse access – safety of individuals	25	•	•		•	•	•			
Refuse access – another person's information	26	•	•		•	•	•	•	•	•
Refuse access – solicitor-client privilege	27	•	•		•	•	•			
Refuse access – medical record	28	•	•		•	•	•			
Receive notice of investigation	31	•	•		•	•	•			

Representation to Privacy Commissioner	33(2)	•	•		•	•	•	•	•	•
Response to findings and recommendations of the Privacy Commissioner within a specified time	35(1)(b)	•	•		•	•	•			
Access given to complainant	35(4)	•	•		•	•	•			
Response to review of exempt banks	36(3)(b)	•	•		•	•				
Response to review of compliance	37(3)	•	•		•	•	•			
Request of court hearing in the National Capital Region	51(2)(b)	•	•		•	•				
Ex parte representation to court	51(3)	•	•		•	•	•			
<b>Privacy Regulations</b>										
Examination of records	9	•	•		•	•	•	•	•	•
Correction of personal information	11(2)	•	•		•	•	•	•	•	•
Notification of refusal to correct personal information	11(4)	•	•		•	•	•	•	•	•
Disclosure – medical information	13(1)	•	•		•	•				
Disclosure – medical information – examine in person, in the presence of a duly qualified medical practitioner	14	•	•		•	•				

## Legend

DM	Deputy Minister
ADM-CS/DG-CA	ADM, Corporate Services / Director General, Corporate Affairs
AADM-SPP/DG-RE	Associate ADM, Strategic and Program Policy / Director General, Research and Evaluation
ATIP/DIR	Director, Access to Information and Privacy (EX-01)
ATIP/M-CCI	Manager, Complex Cases and Issues, ATIP (PM-06)
ATIP/M-PM-05/SUP-PM-04	Managers, Operations and Fast Track, ATIP (PM-05) / Supervisor, Fast Track (PM-04)
ATIP/PM-05	Senior ATIP Administrators, ATIP (PM-05)
ATIP/PM-04	ATIP Administrators, ATIP (PM-04)
ATIP/PM-03	ATIP Officers, ATIP (PM-03)

\*Includes acting appointments and assignments to these positions pursuant to the *Public Service Employment Act* and *Regulations*.



The ATIP annual report for 2013–2014 is available at  
[cic.gc.ca/english/resources/publications/privacy/atip2013-14.asp](http://cic.gc.ca/english/resources/publications/privacy/atip2013-14.asp)