



Office of the  
Privacy Commissioner  
of Canada

# 2018-2019 Annual Report to Parliament on the *Access to Information Act*

July 2019

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# Table of Contents

Introduction..... 1

Mandate and Mission of the OPC ..... 1

Organizational Structure..... 3

ATIP Directorate Activities..... 7

*Access to Information Act* Statistical Interpretation..... 7

Reporting on access to information fees for the purposes of the *Service Fees Act*..... 10

*Access to Information Act* complaints against the OPC ..... 11

Access to Information-Related Policy Instruments ..... 11

Appendix A – *Access to Information Act* Delegation Order..... 12

Appendix B – Statistical Report..... 16



## Introduction

The *Access to Information Act* (ATIA) came into effect on July 1, 1983. It provides Canadian citizens, permanent residents and any person and corporation present in Canada a right of access to information contained in government records, subject to certain specific and limited exceptions.

When the *Federal Accountability Act* received Royal Assent on December 12, 2006, the Office of the Privacy Commissioner (OPC) was added to Schedule I of the ATIA along with other Agents of Parliament. Therefore, while not initially subject to the ATIA, the OPC became so on April 1, 2007.

Section 72 of the ATIA requires that the head of every federal government institution submit an annual report to Parliament on the administration of the *Act* within their institutions during the fiscal year.

The OPC is pleased to submit its twelfth Annual Report, which describes how we fulfilled our responsibilities under the ATIA in 2018-2019.

## Mandate and Mission of the OPC

The mandate of the OPC is to oversee compliance with both the [Privacy Act](#) (PA), which covers the personal information handling practices of federal government departments and agencies, and the [Personal Information Protection and Electronic Documents Act](#) (PIPEDA), Canada's private sector privacy law.

The OPC's mission is to protect and promote the privacy rights of individuals.

The Commissioner works independently from any other part of the government to investigate privacy complaints from individuals with respect to the federal public sector and certain aspects of the private sector. In public sector matters, individuals may complain to the Commissioner about any matter specified in section 29 of the PA.

For matters relating to personal information in the private sector, the Commissioner may investigate complaints under section 11 of PIPEDA except in the provinces that have adopted substantially similar privacy legislation, namely Quebec, British Columbia, and Alberta. Ontario, New Brunswick and Newfoundland and Labrador now fall into this category with respect to personal health information held by health information custodians under their health sector privacy laws. However, even in those provinces with substantially similar legislation, and elsewhere in Canada, PIPEDA continues to apply to personal information collected, used or disclosed by all federal works, undertakings and businesses, including personal information about their employees. PIPEDA also applies to all personal data that flows across provincial or national borders, in the course of commercial activities.

The Commissioner focuses on resolving complaints through negotiation and persuasion, using mediation and conciliation if appropriate. However, if voluntary cooperation is not forthcoming, the

Commissioner has the power to summon witnesses, administer oaths and compel the production of evidence. In cases that remain unresolved, particularly under PIPEDA, the complainant or the Commissioner may take the matter to Federal Court and seek a court order to rectify the situation.

As a public advocate for the privacy rights of Canadians, the Commissioner carries out the following activities:

- Investigating complaints and issuing reports with recommendations to federal government institutions and private sector organizations to remedy situations, as appropriate;
- Pursuing legal action before federal courts where appropriate to resolve outstanding matters;
- Assessing compliance with obligations contained in the PA and PIPEDA through the conduct of independent audit and review activities;
- Advising on, and reviewing, Privacy Impact Assessments (PIAs) of new and existing government initiatives;
- Providing legal and policy analyses and expertise to help guide Parliament's review of evolving legislation to ensure respect for individuals' right to privacy;
- Responding to inquiries from parliamentarians, individual Canadians and organizations seeking information and guidance, and taking proactive steps to inform them of emerging privacy issues;
- Promoting privacy awareness and compliance, and fostering understanding of privacy rights and obligations through proactive engagement with federal government institutions, private-sector organizations, industry associations, legal community, academia, professional associations, and other stakeholders;
- Preparing and disseminating public education materials, positions on evolving legislation, regulations and policies, guidance documents and fact sheets for use by the general public, federal government institutions and private sector organizations;
- Conducting research and monitoring trends in technological advances and privacy practices, identify systemic privacy issues that need to be addressed by federal government institutions and private sector organizations and promoting integration of best practices; and
- Working with privacy stakeholders from other jurisdictions in Canada and on the international scene to address global privacy issues that result from ever increasing transborder data flows.

## Organizational Structure

The Privacy Commissioner is an Officer of Parliament who reports directly to the House of Commons and the Senate. The Commissioner may be assisted by Assistant Commissioners, who have delegated responsibilities under both the PA and PIPEDA.

In 2018, the OPC, following an organizational review, adopted a new structure to support the Privacy Commissioner's vision to be more proactive, and to focus efforts where there can be an impact for the greatest number of Canadians.

The core responsibility of the OPC is the protection of privacy rights of Canadians. To do this, the OPC's work falls into two program areas — Compliance and Promotion. Both areas are part of the OPC's mandate and are important in protecting privacy.

The OPC's organizational structure is now comprised of three sectors: the Compliance Sector, the Policy and Promotion Sector, and the Corporate Management Sector. The work of each sector is overseen by a Deputy Commissioner. The three Deputy Commissioners, as well as the Legal Services Directorate, report directly to the Privacy Commissioner. The Commissioner is also supported by the OPC's Executive Secretariat.

The OPC is structured in the following way:

### Compliance Sector

The Compliance Program, headed by the Deputy Commissioner, Compliance, focuses on addressing existing privacy compliance problems through a variety of enforcement activities to ensure violations of the law are identified and that remedies are recommended. This includes investigations into complaints filed by Canadians, but also a shift towards more proactive enforcement, such as, proactive Commissioner-initiated investigations or, in certain cases, audits, to review issues that aren't being addressed through the complaint system.

The Compliance Sector includes three directorates: the *Privacy Act* Compliance Directorate (public sector), the *Personal Information and Electronic Documents Act* (PIPEDA) Compliance Directorate (private sector) and the Compliance, Intake and Resolution Directorate (public and private sectors).

#### *Privacy Act* Compliance Directorate

The PA Compliance Directorate investigates complaints under the [Privacy Act](#) from individuals who believe they have not been given access to their personal information held by government institutions, or feel that their information has been inappropriately, collected, used, disclosed or managed. The Directorate also investigates complaints and conducts audits that are initiated by the Commissioner.

## **PIPEDA Compliance Directorate**

The PIPEDA Compliance Directorate investigates complaints under the [PIPEDA](#) from individuals about the collection, use and disclosure of their personal information in the course of commercial activities. The Directorate also investigates complaints and conducts audits that are initiated by the Commissioner, including sector-wide investigations.

## **Compliance, Intake and Resolution Directorate**

The Compliance, Intake and Resolution Directorate is a new directorate within the Compliance Sector. It is responsible for receiving and quickly resolving complaints received under the PIPEDA and the *Privacy Act*. The Directorate also:

- reviews mandatory reporting of data breaches submitted by private-sector organization and federal institutions, and tracks them;
- investigates privacy breaches;
- ensures compliance monitoring.

## **Policy and Promotion Sector**

The Promotion Program, headed by the Deputy Commissioner, Policy and Promotion, is forward-looking and aims to inform Canadians of their rights and how to exercise them, and to bring organizations into compliance with the law. This involves, for example, the development and promotion of general—yet practical—information and guidance, reviewing and commenting on Privacy Impact Assessments (PIAs), and offering industry advice on specific initiatives. The goal is to share information and advice with businesses and departments when they are designing their services so that Canadians may enjoy the benefits of innovation without undue risk to their privacy.

The Policy and Promotion Sector includes five directorates: the Government Advisory Directorate, the Business Advisory Directorate, the Policy, Research and Parliamentary Affairs Directorate, the Technology Analysis Directorate and the Communications Directorate.

## **Government Advisory Directorate**

The Government Advisory Directorate provides advice and recommendations to federal public sector institutions in relation to specific programs and initiatives, as well as in the review of [PIAs](#) and information sharing agreements submitted by departments and agencies. This group also undertakes various outreach initiatives with the federal public sector in order to encourage compliance with the *Privacy Act*.



### **Business Advisory Directorate**

The Business Advisory Directorate provides advice to businesses subject to PIPEDA in the context of advisory services for new programs and initiatives, reviews for existing privacy practices and proactive engagements with the business community. This group also undertakes various outreach initiatives with the private sector in order to encourage compliance with PIPEDA.

### **Policy, Research and Parliamentary Affairs Directorate**

The Policy, Research and Parliamentary Affairs Directorate develops strategic policy positions on legislative bills, government policies and private sector initiatives; supports the Commissioner's [appearances before Parliament](#); develops guidance for public and private sector; and conducts applied research on emerging privacy issues in support of this work. This Directorate also manages the [OPC Contributions Program](#) which funds external researchers and non-profit organizations to advance and apply new knowledge about data protection in the private sector.

### **Technology Analysis Directorate**

The Technology Analysis Directorate identifies and analyzes technological trends and developments in electronic platforms and digital media; conducts research to assess the impact of technology on the protection of personal information in the digital world and provides strategic analysis and guidance on complex, varied and sensitive technological issues involving government and commercial systems that store personal information.

### **Communications Directorate**

The Communications Directorate focuses on providing strategic advice and support for the planning and execution of public education and communications activities. Activities relate to the production and dissemination of information for Canadians and organizations aimed at increasing awareness of privacy rights and obligations through, for example, media monitoring and analysis, public opinion polling, media relations, publications, special events, various outreach campaigns and the OPC web site. The Directorate is also responsible for responding to requests for information from the public and organizations regarding privacy rights and responsibilities through the OPC's [Information Centre](#).

### **Corporate Management Sector**

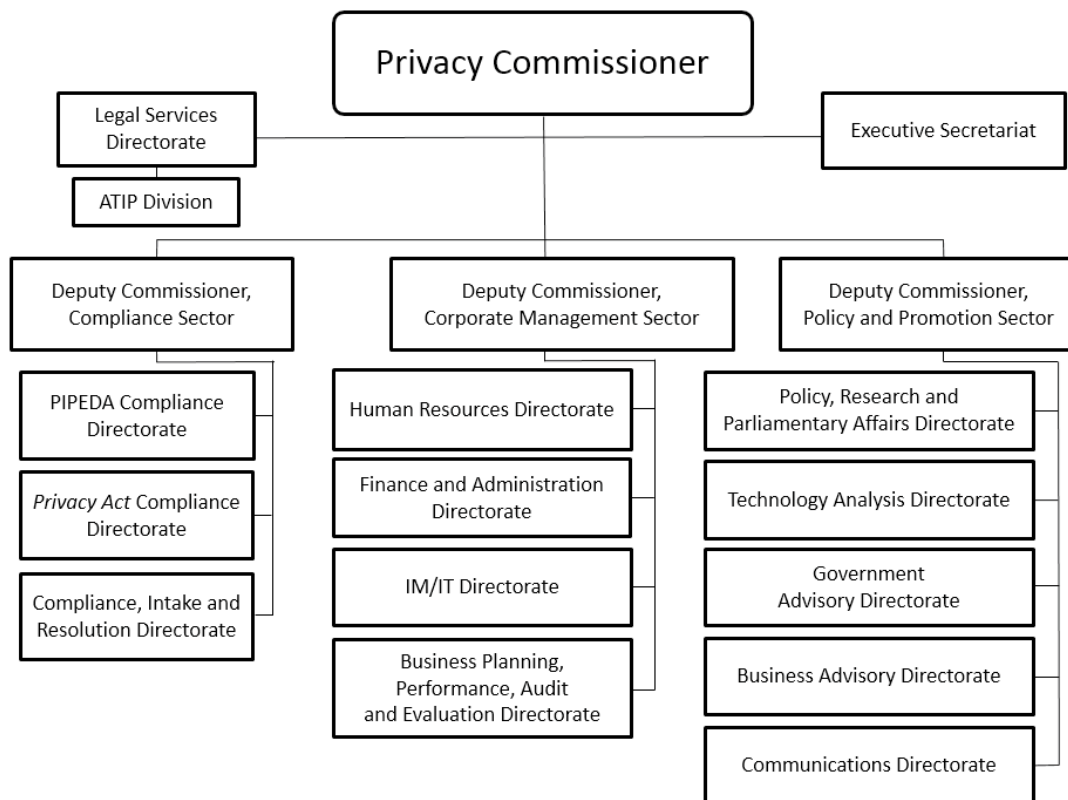
The Corporate Management Sector is led by the Deputy Commissioner, Corporate Management. The Corporate Management Sector includes four directorates: the Human Resources Directorate, the Finance and Administration Directorate, the Information Management/Information Technology Directorate, and the Business Planning, Performance, Audit and Evaluation Directorate.

The Corporate Management Sector provides advice and integrated administrative services such as corporate planning, resource management, financial management, information management/technology, human resources and people management and general administration to managers and staff.

## Legal Services Directorate

The Legal Services Directorate reports directly to the Privacy Commissioner. The Directorate provides legal advice in relation to PIPEDA and PA investigations and audits, and in support of other operational activities across the OPC. It represents the OPC in litigation matters before the courts and in negotiations with other parties. The Directorate also includes OPC’s Access to Information and Privacy Program.

## Office of the Privacy Commissioner of Canada



The ATIP Directorate is headed by a Director who is supported by one senior analyst. Another analyst joined the Directorate temporarily in 2018.

Under section 73 of the PA, as the head of the OPC, the Privacy Commissioner's authority has been delegated to the ATIP Director with respect to the application of the PA and its Regulations. A copy of the Delegation Order is attached as Appendix A.

The ATIP Director also serves as the OPC's Chief Privacy Officer.

## **ATIP Directorate Activities**

### **Training employees**

In the reporting fiscal year, four ATIP training sessions were offered to 45 OPC employees, including new employees and those returning from extended leave or temporary assignments elsewhere.

## ***Access to Information Act Statistical Interpretation***

The OPC's Statistical Report on the ATIA is attached in [Appendix B](#). (add hyperlink in Web version)

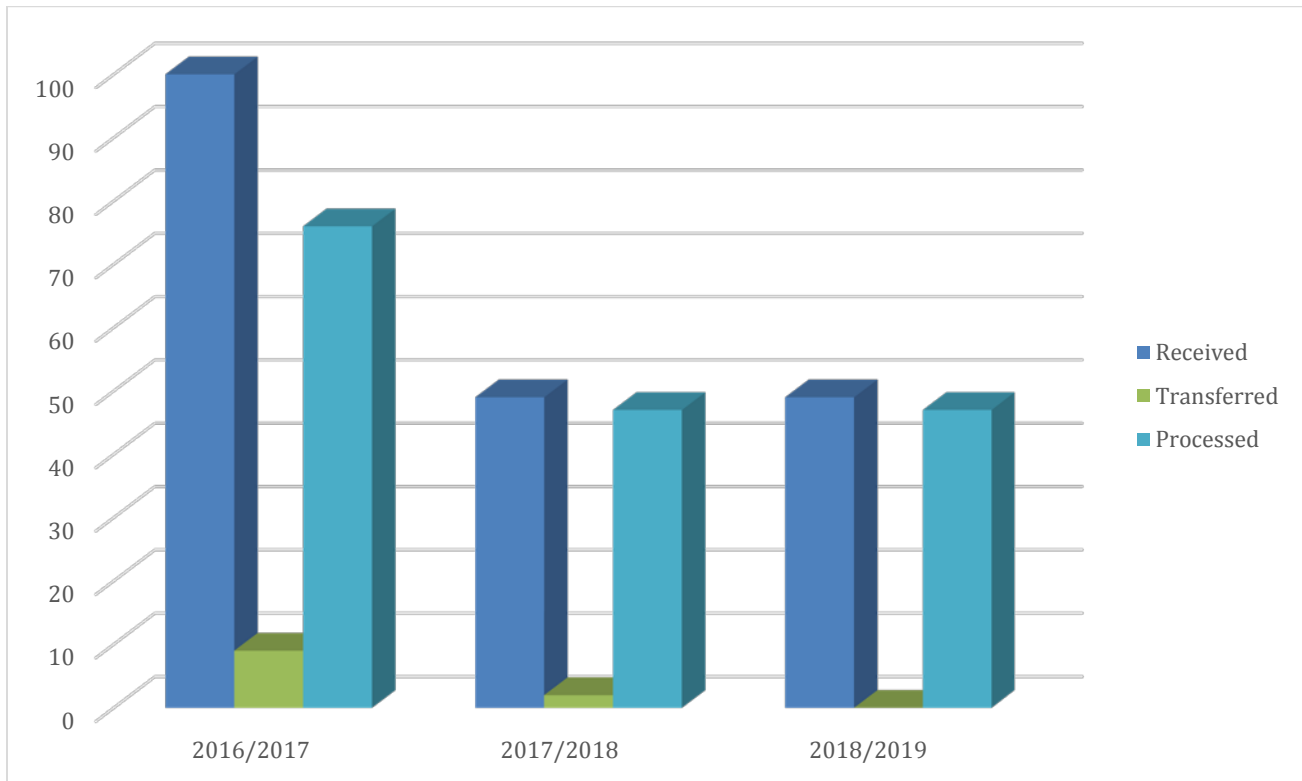
The OPC received 49 formal requests under the ATIA in 2018-2019. This was in addition to the 8 requests carried forward from the previous year, for a total of 57 requests.

Ten of the requests received during the reporting period were carried forward to the 2019-2020 reporting year; responses were provided for 80% of requests.

The OPC processed all 28 requests for consultations received from other institutions during the fiscal year. There were also 3 requests from the previous year, for a total of 31 consultation requests processed; 29 of the 31 requests were answered within 15 days, 1 was answered within 16 to 30 days and the last one was answered within 31 to 60 days.

The Commissioner also received 57 informal requests for access to information during this period.

## Requests under the ATIA



In 2018-2019 the ATIP Directorate closed 47 requests for information received by the OPC, which represented 19,151 pages of information processed, a decrease of 45% versus the previous year. Of these 47 responses, 1 was for a request that had been received in 2016-2017 and the other 7 were from the 2017-2018 reporting year.

Extensions were claimed with respect to 19 requests. In all, the OPC responded to 27 requests within the first 30 days. Given the complexities of the information and the requirement to consult with other entities, the extensions claimed for 16 requests were for more than 30 days.

Of the 47 requests completed during the fiscal year, 10 were for Briefing Notes (or lists of Briefing Notes) prepared by the OPC on various topics, including: connected cars, social media, cybersecurity, etc. In addition, 10 requests sought access to information regarding investigations or complaints, 3 concerned privacy breaches that were reported to the OPC, 2 were for information relating to privacy impact assessments submitted by federal institutions, 12 requests were for contracts (or contract-related information) entered into by the OPC for goods and services, and the remainder were for miscellaneous information or information that was not under the control of the OPC.

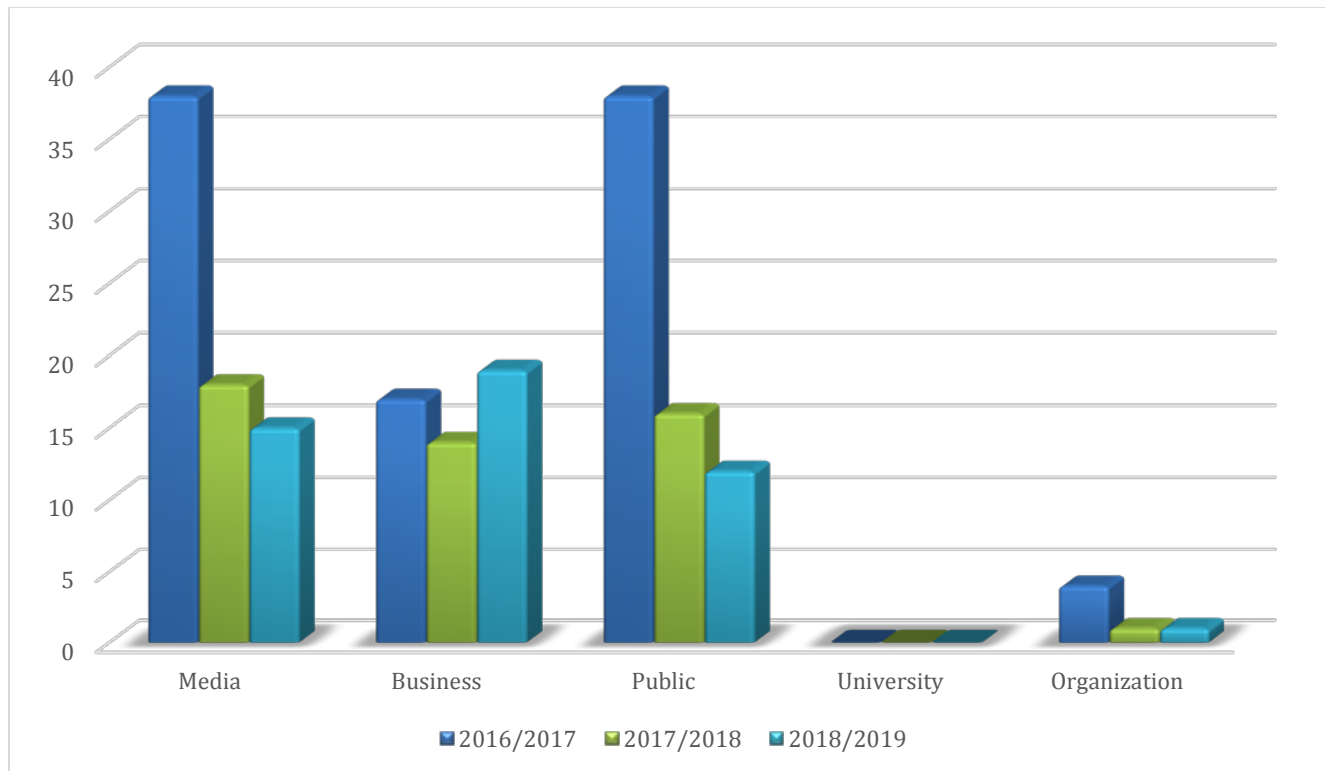
The OPC endeavours to release as much information as possible. Of the 47 requests processed, the documents were released in their entirety in 1 case, and in 35 cases, the OPC made partial releases. Of

the remaining requests, 4 were abandoned by the applicants, 1 had all material exempted and 6 requests had no relevant records.

Section 16.1(1)(d) of the ATIA prohibits the OPC from releasing information it obtained during the course of its investigations or audits, even after the matter and all related proceedings have been concluded. The OPC, however, cannot refuse to disclose information it created during the course of an investigation or audit, once they and any related proceedings are completed – and subject to any applicable exemptions. With respect to requests for access to PA and PIPEDA investigation files, none were disclosed in their entirety—all had some information withheld under paragraph 16.1(1)(d) and in most cases under subsection 19(1). Additional information was withheld under sections 13, 16, 20, 21 and 23 of the ATIA.

The exemption provision invoked most often was subsection 19(1) (Personal information of others), followed by section 16.1(1)(d), which involves investigations by the OPC, section 20(1)(c) (Information the disclosure of which could result in losses to a third party) and section 23 (Solicitor-client privilege). In other cases this year, the OPC also withheld information under one or more of the following sections of the ATIA: 13(1)(a), 15(1), 15(1) (subversive activities), 16(1)(b), 16(1)(c), 16(2)(c) 16(3), 20(1)(d), and 21(1)(a), (b), (c).

## Requests under the ATIA by source



Of the 49 requests received this reporting year, the media and businesses submitted 15 and 19 respectively, for a total of 34 (69%), while the public submitted 12 requests (24%) and organizations submitted 1 (2%). Two applicants refused to be identified.

In addition to processing its own ATIA requests, the OPC was consulted by federal institutions on 28 occasions on a total of 711 pages. The Treasury Board Secretariat consulted the OPC the most often, which was on ten occasions. National Defence and the Canadian Armed Forces, the Canada Border Services Agency, the Canada Revenue Agency and Public Safety Canada consulted the OPC on three occasions, while the Financial Transactions and Reports Analysis Centre of Canada, Statistics Canada, the Privy Council Office, the Public Prosecution Service of Canada, Immigration, Refugees and Citizenship Canada and the Royal Canadian Mounted Police each consulted us once. The OPC recommended full disclosure in 22 cases.

Application fees amounted to \$140.00 during the reporting period.

In the cases where records were provided, paper copies were given to the requestors on 10 occasions, while electronic copies were given on 25 occasions.

It is important to note that processing times for access to information requests are tracked on a weekly basis by the Director and Analyst using the access to information management system.

## **Reporting on access to information fees for the purposes of the *Service Fees Act***

The Service Fees Act requires a responsible authority to report to Parliament annually on the fees the institution has collected.

For fees collected under the *Access to Information Act*, the following information is reported in accordance with section 20 of the *Service Fees Act*.

- Enabling authority: *Access to Information Act*
- Fee amount: \$5, the only fee charged for an access to information request
- Total revenues: \$140
- Fees waived: \$120

In accordance with the Interim Directive on the Administration of the *Access to Information Act* published on May 5, 2016, the Office of the Privacy Commissioner of Canada waives all fees under the Act and Regulations, with the exception of the \$5 filing fee set out in paragraph 7(1)(a) of the Regulations.

- Cost of operating the program: \$162,729

## ***Access to Information Act* complaints against the OPC**

This reporting year, the OPC received three notifications of complaints by the Office of the Information Commissioner of Canada (OIC) for complaints pursuant to the ATIA. One of these complaints was discontinued, while 2 others are still active. Moreover, the Office of the Information Commissioner (OIC) rendered decisions concerning 2 other complaint cases received in previous years. The OIC deemed these complaints to be well-founded resolved. No further measures needed to be taken further to these findings by the OPC.

For additional information on the OPC's activities, please visit [www.priv.gc.ca](http://www.priv.gc.ca).

Additional copies of this report may be obtained from:

Director, Access to Information and Privacy  
Office of the Privacy Commissioner of Canada  
30 Victoria Street, 1st Floor  
Gatineau, Quebec K1A 1H3

## **Access to Information-Related Policy Instruments**

No work on privacy policy instruments was done during the reporting year.

## **Appendix A – *Access to Information Act* Delegation Order**

The Privacy Commissioner of Canada hereby designates pursuant to section 73 of the *Access to Information Act*, the person holding the position set out below, or the person occupying on an acting basis that position, to exercise the powers, duties or functions of the Privacy Commissioner of Canada as the head of the government institution, as specified below:

<b>Position</b>	<b>Legislative Authority</b>
Director, ATIP	<i>Access to Information Act</i> : Full authority <i>Access to Information Regulations</i> : Full authority

This delegation of authority supersedes any previous delegation of the powers, duties and functions set out herein.

Dated at the City of Gatineau, this 22 day of August, 2018.

(Original signed by)

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Daniel Therrien  
Privacy Commissioner of Canada



***Access to Information Act***

- 4(2.1)** Shall assist the person in connection with the request, respond to the request accurately and completely and provide timely access in the format requested
- 7** Respond to request for access within 30 days; give access or give notice
- 8(1)** Transfer of Request to government institution with greater interest
- 9** Extend time limit for responding to request for access
- 11(2), (3), (4), (5), (6)** Additional fees
- 12(2)(b)** Decide whether to translate requested record
- 12(3)** Decide whether to give access in an alternative format
- 13(1)** Shall refuse to disclose information obtained in confidence from another government
- 13(2)** May disclose any information referred to in 13(1) if the other government consents to the disclosure or makes the information public
- 14** May refuse to disclose information injurious to the conduct of federal-provincial affairs
- 15** May refuse to disclose information injurious to international affairs or defence
- 16** Series of discretionary exemptions related to law enforcement and investigations; security; and policing services for provinces or municipalities.
- 16.1(1)** In force April 1, 2007 - Specific to four named Officers of Parliament - Auditor General, Commissioner of Official Languages, Information Commissioner and Privacy Commissioner - shall refuse to disclose information obtained or created by them in the course of an investigation or audit
- 16.1(2)** In force April 1, 2007 - Specific to two named Officers of Parliament – Information and Privacy Commissioner - shall not refuse under 16.1(1) to disclose any information created by the Commissioner in the course of an investigation or audit once the investigation or audit and related proceedings are concluded
- 17** May refuse to disclose information which could threaten the safety of individuals
- 18** May refuse to disclose information related to economic interests of Canada

- 18.1(1)** May refuse to disclose confidential commercial information of Canada Post Corporation, Export Development Canada, Public Sector Pension Investment Board, or VIA Rail Inc.
- 18.1(2)** Shall not refuse under 18.1(1) to disclose information relating to general administration of the institution
- 19** Shall refuse to disclose personal information as defined in section 3 of the Privacy Act, but may disclose if individual consents, if information is publicly available, or disclosure is in accordance with section 8 of Privacy Act
- 20** Shall refuse to disclose third party information, subject to exceptions
- 21** May refuse to disclose records containing advice or recommendations
- 22** May refuse to disclose information relating to testing or auditing procedures
- 22.1** May refuse to disclose draft report of an internal audit
- 23** May refuse to disclose information subject to solicitor/client privilege
- 24** Shall refuse to disclose information where statutory prohibition (Schedule II)
- 25** Shall disclose any part of record that can reasonably be severed
- 26** May refuse to disclose where information to be published
- 27(1),(4)** Third party notification
- 28(1),(2),(4)** Receive representations of third party
- 29(1)** Disclosure on recommendation of Information Commissioner
- 32** Receive notice of investigation by Information Commissioner
- 33** Advise Information Commissioner of third party involvement
- 35(2)** Right to make representations to the Information Commissioner during an investigation
- 37(1)** Receive Information Commissioner's report of findings of the investigation and give notice of action taken
- 37(4)** Give complainant access to information after 37(1)(b) notice
- 43(1)** Notice to third party (application to Federal court for review)

- 44(2) Notice to applicant (application to federal Court by third party)
- 52(2)(b) Request that section 52 hearing be held in the National Capital Region
- 52(3) Request and be given right to make representations in section 51 hearings
- 69 Refuse to provide information that is excluded from the Act as a cabinet confidence
- 71 Provide facilities for public to inspect manuals; exempt information may be severed from manuals
- 72(1) Prepare annual report to Parliament

## **Access to Information Regulations**

- 5 Inform requester of certain procedures regarding access
- 6(1) Procedures relating to transfer of access request to another government institution under 8(1) of the Act
- 7(2) and (3) Require payment of additional fees for access in certain situations
- 8 Form of Access
- 8.1 Determinations with respect to the conversion of records into different formats

## Appendix B – Statistical Report

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

**Name of institution:** Office of the Privacy Commissioner of Canada

**Reporting period:** 2018-04-01 to 2019-03-31

#### Part 1: Requests Under the *Access to Information Act*

##### 1.1 Number of requests

	Number of Requests
Received during reporting period	49
Outstanding from previous reporting period	8
<b>Total</b>	<b>57</b>
Closed during reporting period	47
Carried over to next reporting period	10

##### 1.2 Sources of requests

Source	Number of Requests
Media	15
Academia	0
Business (private sector)	19
Organization	1
Public	12
Decline to Identify	2
<b>Total</b>	<b>49</b>

##### 1.3 Informal requests

Completion Time							
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	Total
24	0	0	33	0	0	0	57

**Note:** All requests previously recorded as “treated informally” will now be accounted for in this section only.

## 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	0	0	1	0	0	0	0	1
Disclosed in part	3	17	2	6	5	0	2	35
All exempted	0	1	0	0	0	0	0	1
All excluded	0	0	0	0	0	0	0	0
No records exist	5	1	0	0	0	0	0	6
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	4	0	0	0	0	0	0	4
Neither confirmed nor denied	0	0	0	0	0	0	0	0
<b>Total</b>	<b>12</b>	<b>19</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>47</b>

### 2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	2	16(2)	0	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	2	18(d)	0	21(1)(a)	2
13(1)(e)	0	16(3)	1	18.1(1)(a)	0	21(1)(b)	5
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	2
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	4	16.1(1)(d)	16	19(1)	25	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	3	23	10
15(1) - Def.*	0	16.3	0	20(1)(b)	6	24(1)	0
15(1) - S.A.*	1	16.4(1)(a)	0	20(1)(b.1)	0	26	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	13		
16(1)(a)(ii)	0	16.5	0	20(1)(d)	1		
16(1)(a)(iii)	0	17	0				
16(1)(b)	1						
16(1)(c)	2						
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)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

## 2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	0	1	0
Disclosed in part	10	25	0
<b>Total</b>	10	26	0

## 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	112	106	1
Disclosed in part	18978	7763	35
All exempted	61	0	1
All excluded	0	0	0
Request abandoned	0	0	4
Neither confirmed nor denied	0	0	0

## 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	0	0	1	106	0	0	0	0	0	0
Disclosed in part	23	611	4	959	2	350	5	3595	1	2248
All exempted	1	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	4	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	28	611	5	1065	2	350	5	3595	1	2248

## 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	15	0	5	0	20
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
<b>Total</b>	16	0	5	0	21

## 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	1	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>	0	1	1

## 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	1	1
Disclosed in part	4	0	7	6
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>	4	0	8	7



### 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	1	0	2	0
31 to 60 days	2	0	0	1
61 to 120 days	0	0	5	4
121 to 180 days	1	0	1	0
181 to 365 days	0	0	0	1
365 days or more	0	0	0	1
<b>Total</b>	4	0	8	7

### Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	28	\$140	21	\$105
Search	0	\$0	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>	28	\$140	21	\$105

## Part 5: Consultations Received From Other Institutions and Organizations

### 5.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	28	711	0	0
Outstanding from the previous reporting period	3	17	0	0
<b>Total</b>	31	728	0	0
Closed during the reporting period	31	728	0	0
Pending at the end of the reporting period	0	0	0	0

### 5.2 Recommendations and completion time for consultations received from other Government of Canada 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	19	1	1	0	0	0	0	21
Disclose in part	7	0	0	0	0	0	0	7
Exempt entirely	1	0	0	0	0	0	0	1
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	2	0	0	0	0	0	0	2
<b>Total</b>	29	1	1	0	0	0	0	31

### 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

### 6.1 Requests with Legal Services

Number of Days	Fewer 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
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

**6.2 Requests with Privy Council Office**

Number of Days	Fewer 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
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

**Part 7: Complaints and Investigations**

Section 32	Section 35	Section 37	Total
3	5	3	11

**Part 8: Court Action**

Section 41	Section 42	Section 44	Total
0	0	1	1

**Part 9: Resources Related to the *Access to Information Act*****9.1 Costs**

Expenditures	Amount
Salaries	\$162,424
Overtime	\$0
Goods and Services	\$305
• Professional services contracts	\$131
• Other	\$174
<b>Total</b>	<b>\$162,729</b>

## 9.2 Human Resources

<b>Resources</b>	<b>Person Years Dedicated to Access to Information Activities</b>
Full-time employees	1.90
Part-time and casual employees	0.00
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.00
<b>Total</b>	1.90

**Note:** Enter values to two decimal places.