



Canadian
Heritage

Patrimoine
canadien

Canada



Privacy Act

Annual Report
2007-2008



The Right to Know!

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PRIVACY ACT

ANNUAL REPORT (April 1, 2007 to March 31, 2008)

INTRODUCTION

The information contained in this report pertains to the administration of the *Privacy Act* within the Department of Canadian Heritage.

The Department of Canadian Heritage is responsible for policies and programs relating to arts, culture, heritage, broadcasting, Canadian identity, multiculturalism, official languages, aboriginal culture and languages, youth, citizens' participation and sports. More specifically, areas of responsibility include:

- developing Canadian cultural and broadcasting policies; assisting cultural industries and arts and heritage organizations; and encouraging the creation, production, distribution, consumption and preservation of cultural and heritage goods and services;
- fostering Canadians' collective sense of self and promoting civic participation among all members of Canadian society;
- promoting a greater understanding of human rights;
- managing programs and initiatives related to the multicultural character of Canadian society;
- encouraging and developing sports; and
- advancing the equality of status and use of the official languages, and supporting the development of official-language minority communities.

Four (4) ministers with responsibilities related to Canadian Heritage have been appointed within the portfolio of the Minister of Canadian Heritage and Status of Women. They are the Minister of Canadian Heritage, Status of Women and Official Languages and Minister for La Francophonie, the Minister of Foreign Affairs and International Trade and Minister for the Pacific Gateway and the Vancouver-Whistler Olympics, the Secretary of State for Foreign Affairs and International Trade and Sport and the Secretary of State for Multiculturalism and Canadian Identity.

Regional operations are the responsibility of five regional offices (Atlantic, Quebec, Ontario, Prairies and Northern and Western).

The responsibility for the administration of the *Privacy Act* lies within the departmental Corporate Secretary's office. The Access to Information and Privacy Secretariat coordinates all activities related to the legislation within the Department both at headquarters and in the regions.

The following report presents an overview of activities carried out within the Department during the reporting period of April 1, 2007 to March 31, 2008.

Statistical Report - Privacy Act Requests

The appended report (Appendix A) contains detailed statistics on the information requests processed under the *Privacy Act*.

INTERPRETATION OF THE STATISTICAL REPORT PRIVACY ACT REQUESTS

Between April 1, 2007 and March 31, 2008, thirteen (13) formal information requests were received under the *Privacy Act*. One request was carried forward from the previous reporting period. Twelve (12) of these requests were completed during the reporting period under review. Two (2) requests were carried forward as they were received at the end of the reporting period.

Nine (9) requests resulted in the partial disclosure of the records. The information that was exempted from disclosure was personal information pertaining to other individuals.

The three (3) requests that were included in the "unable to process" category concerned records that did not exist.

Time Limitations

During fiscal year 2007-2008, all requests were processed within the initial 30-day period.

Costs

The costs reported in the statistical report include not only those costs incurred for the processing of information requests, but also those incurred for activities related to the administration of the Act such as the presentation of briefing sessions and the development of policies and procedures.

FORMAL/INFORMAL INTERFACE

The Department continues to provide the public with information on an informal basis. Information is provided only when the Department is satisfied that the information requested concerns the individual requesting it or where at least one of the conditions outlined in subsection 8(2) of the Act is met.

COMPLAINTS/INVESTIGATIONS

No complaints were filed by applicants with the Office of the Privacy Commissioner of Canada during the reporting period under review.

EXEMPT BANKS

The Department maintains no exempt banks.

ADMINISTRATIVE PRACTICES

Delegation of Authority

Decision-making responsibility for the application of the various provisions of the *Privacy Act* is fully delegated to the Departmental Privacy Coordinator.

Procedures

The Access to Information and Privacy Secretariat acts as a central coordinating point for the processing of information requests received under the *Privacy Act*. As such, the Secretariat maintains data banks and keeps statistical records on requests processed. Requests are received by the Secretariat and forwarded to the appropriate Program for retrieval of the requested records. Program officials retrieve the records and prepare preliminary recommendations concerning their disclosure. These recommendations are reviewed by the Secretariat. The Secretariat assesses the application of the Act and prepares the records for disclosure.

Reading Room

To encourage the public to use existing channels for obtaining departmental information and in response to the requirements of the Act, a “Reading Room” is maintained within the Departmental Library. The content of the reading room is reviewed and updated on a regular basis.

The Reading Room contains publications to assist applicants to identify departmental records (e.g. InfoSource, Departmental File Classification Manuals, etc.) and facilitate the formulation of requests. Copies of InfoSource and of departmental manuals are also available for consultation in departmental regional offices.

Briefing Sessions/Information Pamphlet/Website

To ensure that all employees of the Department are aware of the legislation, an Employee Orientation Session is given periodically. These briefing sessions provide basic information on the provisions of the *Privacy Act*.

In 2007-2008, seventeen (17) information sessions on the *Privacy Act* were given to departmental employees in the National Capital Region. As well, two (2) information sessions were held in the Saskatoon and Yellowknife regional offices. In total, two hundred and forty-seven (247) employees attended these sessions.

An information pamphlet is available to employees of the Department, providing them with an overview of the *Privacy Act* so that they have a general understanding of this Act, the impact that it has on the Department and on their responsibilities with respect to the creation and conservation of departmental records. This pamphlet also describes the policies and procedures that promote efficiency and effectiveness in the collection, use and dissemination of information.

The Access to Information and Privacy Secretariat's website resides on the Department's intranet site. The website describes the ATIP Secretariat's roles and responsibilities and provides information on the *Privacy Act* and related departmental policies and procedures. The site is continuously being updated and new tools are added.

Preliminary Privacy Impact Assessments and Privacy Impact Assessments

There were no Preliminary Privacy Impact Assessments initiated during the reporting period under review. None were carried forward from the previous year.

Two (2) new Privacy Impact Assessments were initiated during the reporting period under review. They concern the Young Canada Works and the Chinese Head Tax Programs. They are still ongoing. A review of previous Privacy Impact Assessments is underway to ensure that summaries are prepared and published on the Departmental Website. These assessments concerned the Culture.ca and Culture.scope web sites and the Canadian Heritage Information Network Agora and Knowledge Exchange websites.

Disclosure of personal information pursuant to 8(2) of the *Privacy Act*

There were no disclosures of personal information made during the reporting period under review.

Data Matching Activities

There were no data matching activities during the reporting period under review.

Personal Information Banks / Classes of Personal Information

An extensive review has been initiated of all personal information databases held by the Department to ensure compliance with the *Privacy Act*. An inventory of these databases is being created and stakeholders are being contacted.

Privacy Working Group

In order to ensure compliance with the *Privacy Act*, a working group has been established within the Department. This group consists of experts in privacy, security and information technology. Their mandate is to oversee new projects that necessitate personal information collections and to provide strategic advice and recommendations in order to ensure compliance with the *Privacy Act* and related government policies and procedures.



REPORT ON THE PRIVACY ACT Appendix A/Annexe A
 RAPPORT CONCERNANT LA LOI SUR LA PROTECTION DES RENSEIGNEMENTS PERSONNELS

Institution Canadian Heritage / Patrimoine canadien	Reporting period / Période visée par le rapport April 1, 2007 to March 31, 2008
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I Requests under the Privacy Act / Demandes en vertu de la Loi sur la protection des renseignements personnels		
Received during reporting period / Reçues pendant la période visée par le rapport		13
Outstanding from previous period / En suspens depuis la période antérieure		1
TOTAL		14
Completed during reporting period / Traitées pendant la période visées par le rapport		12
Carried forward / Reportées		2

II Disposition of request completed / Disposition à l'égard des demandes traitées		
1.	All disclosed / Communication totale	0
2.	Disclosed in part / Communication partielle	9
3.	Nothing disclosed (excluded) / Aucune communication (exclusion)	0
4.	Nothing disclosed (exempt) / Aucune communication (exemption)	0
5.	Unable to process / Traitement impossible	3
6.	Abandoned by applicant / Abandon de la demande	0
7.	Transferred / Transmission	0
TOTAL		12

III Exemptions invoked / Exceptions invoquées		
S. Art. 18(2)		0
S. Art. 19(1)(a)		0
(b)		0
(c)		0
(d)		0
S. Art. 20		0
S. Art. 21		0
S. Art. 22(1)(a)		0
(b)		0
(c)		0
S. Art. 22(2)		0
S. Art. 23 (a)		0
(b)		0
S. Art. 24		0
S. Art. 25		0
S. Art. 26		9
S. Art. 27		0
S. Art. 28		0

IV Exclusions cited / Exclusions citées		
S. Art. 69(1)(a)		0
(b)		0
S. Art. 70(1)(a)		0
(b)		0
(c)		0
(d)		0
(e)		0
(f)		0

V Completion time / Délai de traitement		
30 days or under / 30 jours ou moins		12
31 to 60 days / De 31 à 60 jours		0
61 to 120 days / De 61 à 120 jours		0
121 days or over / 121 jours ou plus		0

VI Extentions / Prorogations des délais			
	30 days or under / 30 jours ou moins	31 days or over / 31 jours ou plus	
Interference with operations / Interruption des opérations	0	0	
Consultation	0		
Translation / Traduction	0	0	
TOTAL	0	0	

VII Translations / Traductions		
Translations requested / Traductions demandées		0
Translations prepared / Traductions préparées	English to French / De l'anglais au français	0
	French to English / Du français à l'anglais	0

VIII Method of access / Méthode de consultation		
Copies given / Copies de l'original		9
Examination / Examen de l'original		0
Copies and examination / Copies et examen		0

IX Corrections and notation / Corrections et mention		
Corrections requested / Corrections demandées		0
Corrections made / Corrections effectuées		0
Notation attached / Mention annexée		0

X Costs / Coûts	
Financial (all reasons) / Financiers (raisons)	
Salary / Traitement	\$ 4928.81
Administration (O and M) / Administration (fonctionnement et maintien)	\$ 1007.81
TOTAL	\$ 5936.62
Person year utilization (all reasons) / Années-personnes utilisées (raisons)	
Person year (decimal format) / Années-personnes (nombre décimal)	.10



