



REPORT ON THE ADMINISTRATION OF THE *PRIVACY ACT* 2012-2013



Canada Economic
Development
for Quebec Regions

Développement
économique Canada
pour les régions du Québec

Canada

Report on the Administration of the *Privacy Act* 2012-2013

published by

Economic Development Agency of Canada for the Regions of Quebec

Montréal, Quebec H3B 2T9

www.dec-ced.gc.ca

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Catalogue Number: lu90-1/12-2013E-PDF

ISSN: 2291-725X

June 2013

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INTRODUCTION

The *Privacy Act* (the Act), promulgated on July 1, 1983, aims to extend the present laws of Canada that protect the privacy of individuals with respect to personal information about themselves held by a government institution.

The purpose of the Act is to protect personal information by allowing individuals to consult information about themselves. It also imposes strict controls on how such information is gathered, used and shared.

Under section 72 of the Act, the head of every government institution shall prepare an annual report for submission to Parliament. This document therefore reports on the activities carried out by the Economic Development Agency of Canada for the Regions of Quebec (the Agency) in 2012-2013, with respect to the application of the Act.

The *Privacy Act* gives individuals general access to personal information about themselves held by federal institutions, subject to certain specific and limited exceptions.

MANDATE OF THE ECONOMIC DEVELOPMENT AGENCY OF CANADA FOR THE REGIONS OF QUEBEC

Mission: Under its incorporating act, which came into effect on October 5, 2005, the mission of the Agency is to promote the long-term economic development of the regions of Quebec, giving special attention to those where slow economic growth is prevalent or opportunities for productive employment are inadequate. As part of its mission, the Agency is committed to promoting cooperation and a complementary relationship with Quebec and its communities.

Vision: Quebec communities and SMEs participate to their full potential in the economy of tomorrow, building on their own assets.

By virtue of its mandate, the Agency is at the heart of the government's central economic and job-creation priorities. It is present in all regions of Quebec and works closely with local organizations. It supports communities and small and medium-size enterprises (SMEs) to enable them to join the economy of tomorrow and reach their full potential, building on their own assets. It supports SMEs in improving their capacity for performance, productivity and innovation. The Agency also offers temporary support to regions facing economic shocks, natural disasters or situations that may have unwanted effects on their development by helping them to diversify their economic base in the interests of long-term growth.

Delivery of these services, grounded in quality standards, is overseen by advisors in 12 business offices. To learn more about the Agency's mandate, programming and operations, consult its Web site: www.dec-ced.gc.ca.

ACCESS TO INFORMATION AND PRIVACY OFFICE

The Access to Information and Privacy Office (AIPO) is a division of the Agency's Corporate Secretariat, reporting directly to the Deputy Minister's Chief of Staff.

AIPO has a manager from the Corporate Secretariat, an access to information and privacy coordinator and a part-time access to information officer. The coordinator oversees compliance with legislation, regulations, procedures and broad government trends. Half of the officer's workload is devoted to processing requests for access to information.

Through its delegated authority, AIPO represents the Agency on matters relating to the Act in dealings with the public, Treasury Board Secretariat, the Information and Privacy Commissioners and other federal departments and institutions.

AIPO's chief duties are:

- Processing access requests and coordinating all attendant administrative and legal operations
- Assisting applicants
- Developing opinions, general guidelines and procedures relating to the application of the Act
- Reporting on the Agency's application of the Act
- Meeting the training needs of Agency employees

DELEGATION OF AUTHORITY

The Agency's enabling legislation identifies its head as being the Deputy Minister. In addition to managing the institution and overseeing management of Agency personnel, the Deputy Minister is responsible for application of the *Privacy Act*.

During the current fiscal year, a new Deputy Minister was appointed. All delegated authorities were upheld when the new Deputy Minister signed the delegation schedule on December 6, 2012. A copy is appended.

Authority for applying the Act was delegated to the manager position in the Corporate Secretariat, while most administrative authority was delegated to the position of access to information and privacy coordinator.

This delegation emerged from the 2011-2012 comprehensive access plan. This plan continues to reflect government trends and adheres to the overall principles of access to information. The section on "Administrative Policies and Practices" in this report provides more details to this effect.

INTERPRETING THE STATISTICAL REPORT ON ACCESS TO PERSONAL INFORMATION REQUESTS

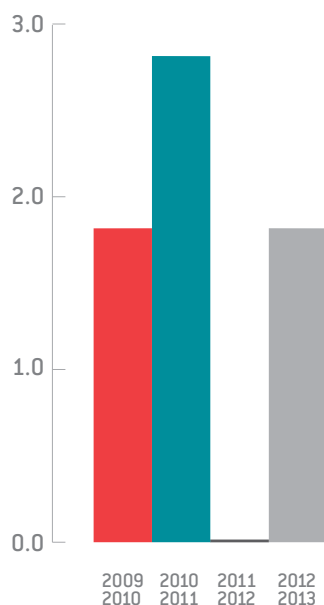
Requests received and processed

In 2012-2013, a total of two requests for access to personal information were received and processed.

Because of its economic development activities, the Agency holds many documents containing information on third parties, but very little personal information. As such, the vast majority of personal information is generally related to employees. Thus few requests for access to personal information are recorded.

The following graph shows the number of requests for access to personal information received over the past four years.

REQUESTS FOR ACCESS TO PERSONAL INFORMATION RECEIVED



2009-2010: 2
2010-2011: 3

2011-2012: 0
2012-2013: 2

Deadlines, disposition and exceptions invoked

In the case of one of the two requests received in 2012-2013, partial information was released in 29 days. Only section 26 was invoked, in connection with information about other individuals.

In the case of the second request, partial information was released in 58 days. An extension was granted for this request under section 15(a)(ii) to allow AIPO to conduct consultations to determine whether section 25 should be invoked to protect the safety of individuals. The outcome of these consultations made the processing of the request more complex: many parties had to be consulted before AIPO could draw clear and precise conclusions on ensuring the safety of the individuals concerned. When the applicant was given the information, sections 25 [safety of individuals] and 26 [information about other individuals] were invoked.

Pages processed and released

These two requests entailed the processing of 489 pages and the release of 242. In the first case, the applicant revised the wording of the request as it was being processed, thereby reducing the number of relevant pages. In the second case, the information collated from the various offices of primary interest was often duplicated.

Consultation method

All applicants were given paper copies of the original documents. Therefore, no originals were consulted in the Agency's reading room.

Costs

The outlays incurred in administering the Act amounted to \$7,656 in 2012-2013. This amount includes \$7,052 in pay for the equivalent of 0.05 full-time employee. An amount of \$604 was spent on travel, software rentals, supplies and translation.

TRAINING

In fiscal year 2011-2012, a series of mandatory training sessions entitled *Access to Information and Protection of Personal Information* was developed and delivered. This wide-ranging exercise was led by the AIPO team and instructed 316 Agency employees on compliance with access to information and privacy legislation and regulations.

There had been plans for AIPO to continue with these training sessions in 2012-2013 on an as-needed basis for the benefit of new employees or those who had not yet attended a session. However, this training exercise had to be put on hold because of operational requirements in connection with the processing of access requests filed under the *Access to Information Act*.

ADMINISTRATIVE POLICIES AND PRACTICES

PROCEDURE

For the past three years, AIPO has had an *Access to Information and Personal Information Procedure*, submitted to and approved by the Agency's top management. Purely administrative amendments were made in 2012-2013 following appointment of a new Deputy Minister.

The procedure meets the demands of the *Directive on the Administration of the Privacy Act*, which came into effect on April 1, 2010. The purpose of this directive is to facilitate compliance with legislative and regulatory strictures, spell out the roles and responsibilities of all those involved in processing access requests and provide an efficient model of practices and processes for handling access requests.

In addition to presenting the roles and responsibilities of the various individuals involved, this procedure presents the process for handling requests, intended to illustrate the various processing and approval stages in effect at the Agency, based on the steps indicated in the following diagram.

PROCESSING FLOW

RECEIPT	PROCESSING	COMMUNICATION
As part of a well defined process, AIPO is responsible for receiving and processing requests submitted under the Act and provides leadership in this regard. AIPO then forwards the requests to the office of primary interest, which is then responsible for forwarding the requested documents and providing AIPO with expert advice.	Once the document extraction process has been completed, AIPO analyses the documents on the basis of the Act, consults the office of primary interest, the departments concerned and third parties, if necessary. It then informs the branches and sectors concerned of the recommended dispositions, which are then submitted to the Manager, Corporate Secretariat, for approval.	A 48-hour notice included in AIPO's decision is sent simultaneously to the managers involved. The documents are then prepared for release and sent to the applicants.

INFORMATION AVAILABLE ON THE AGENCY'S WEB SITE

One section of the Agency's site has information about its role in applying the Act. There, one can find practical supplementary

information to help citizens who want to file an access request. This section is intended as a gateway to AIPO's services and undertaking.



Access to Information and Privacy – Canada Economic Development for Quebec Regions

http://www.dec-ced.gc.ca/eng/access-information/index.html

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The Economic Development Agency of Canada for the Regions of Quebec (the Agency) is committed to complying with the letter and spirit of the *Access to Information Act* and the *Privacy Act*. The Access to Information and Privacy Office (ATIPO) is responsible for ensuring compliance with the acts, regulations, procedures and general guidelines related to access to information.

One of the ATIPO's priorities is to assist Canadian citizens, permanent residents and any individual (or entity) in Canada wishing to obtain information held by the Agency. To achieve this, the ATIPO uses a delegation grid and a procedure for processing access requests that have been developed based on current trends in access to information.

Access to Information Act (ATIA)

The Act gives individuals a right of access to documents held by government institutions. However, the ATIA sets out limited and specific exceptions to access to

Contact Details

Access to Information and Privacy Office
1255 Peel Street, Suite 900
Montreal, Quebec H3B 2T9
Phone: 514-283-8176
E-mail: stephane.bordeleau@dec-ced.gc.ca

Resources for Users

- [Access to Information and Privacy](#)
- [Make a request under the Access to Information Act](#)
- [Make a request under the Privacy Act](#)
- [Completed Access to Information requests](#)
- [Annual Reports to Parliament](#)
- [Info Source](#)

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COMPLAINTS AND INVESTIGATIONS

The Agency received no complaints relating to requests for access to personal information during 2012-2013.

PRIVACY IMPACT ASSESSMENTS (PIAs)

In 2012-2013, the Agency renewed its regular program and now has a single contribution program, the *Quebec Economic Development Program*, and the Agency intends to take the necessary steps to assess privacy-related issues for this program in 2013-2014.

DISCLOSURE OF PERSONAL INFORMATION

During 2012-2013, there was no release of personal information under paragraph 8(2)(m), which allows disclosure of personal information in the public interest or in the interest of the individual.

ACTIONS PLANNED FOR 2013-2014

AIPO will work towards responding to requests for access to personal information in accordance with both the spirit and the letter of the Act.

In addition, it will endeavour to consolidate personnel so as to continue improving its business practices and adhere to directives, regulations and broad trends in access to personal information.

In 2013-2014, business practices will be improved largely through:

- Privacy impact assessments
- Supplementary training for AIPO members on applying certain exceptions
- Continuing with awareness sessions for employees
- Distribution of information capsules to all employees.

ANNEXE A

Statistical Report on the Privacy Act

PART 1 – Requests under the Privacy Act

	NUMBER OF REQUESTS
Received during reporting period	2
Outstanding from previous reporting period	0
Total	2
Closed during reporting period	2
Carried over to next reporting period	0

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	0	0	0	0	0	0
Disclosed in part	0	1	1	0	0	0	0	2
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Total	0	1	1	0	0	0	0	2

2.2 EXEMPTIONS

SECTION	NUMBER OF REQUESTS	SECTION	NUMBER OF REQUESTS	SECTION	NUMBER OF REQUESTS
18(2)	0	22(1)a)(i)	0	23a)	0
19(1)a)	0	22(1)a)(ii)	0	23b)	0
19(1)b)	0	22(1)a)(iii)	0	24a)	0
19(1)c)	0	22(1)b)	0	24b)	0
19(1)d)	0	22(1)c)	0	25	1
19(1)e)	0	22(2)	0	26	2
19(1)f)	0	22.1	0	27	0
20	0	22.2	0	28	0
21	0	22.3	0		

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	0	0	0
Disclosed in part	2	0	0
Total	2	0	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	0	0	0
Disclosed in part	489	242	2
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	0	0	0

2.5.2 RELEVANT PAGES PROCESSED AND DISCLOSED BY SIZE OF REQUESTS

DISPOSITION	LESS THAN 100 PAGES PROCESSED		101 TO 500 PAGES PROCESSED		501 TO 1000 PAGES PROCESSED		1001 TO 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	0	0	0	0	0	0	0	0
Disclosed in part	0	0	2	242	0	0	0	0	0	0
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	0	0	0	0	0	0	0	0	0	0
Total	0	0	2	242	0	0	0	0	0	0

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	1	1	2	0	4
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Abandoned	0	0	0	0	0
Total	1	1	2	0	4

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
0	0	0	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	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
Total	0	0	0

2.7 REQUESTS FOR TRANSLATION

TRANSLATION REQUESTS	ACCEPTED	REFUSED	TOTAL
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

PART 3 – Disclosures under subsection 8(2)

PARAGRAPH 8(2)(E)	PARAGRAPH 8(2)(M)	TOTAL
0	0	0

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	1	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
Total	0	0	1	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	1	0
Total	0	0	1	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	0	0	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	0	0	0	0
Closed during the reporting period	0	0	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	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
Total	0	0	0	0	0	0	0	0

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
Total	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
Total	0	0

PART 8 – Resources related to the *Privacy Act*

8.1 COSTS

EXPENDITURES	AMOUNT
Salaries	\$7,052
Overtime	0
Goods and Services	\$604
<ul style="list-style-type: none"> • Contracts for privacy impact assessments • Professional services contracts • Other 	<ul style="list-style-type: none"> \$0 \$0 \$604
Total	\$7,656

8.2 HUMAN RESOURCES

RESOURCES	DEDICATED FULL-TIME	DEDICATED PART-TIME	TOTAL
Full-time employees	0.00	0.05	0.05
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
Total	0.00	0.05	0.05

ANNEXE B

ADDITIONAL REPORTING REQUIREMENTS

COMPLETED PRIVACY IMPACT ASSESSMENTS (PIAS)

INSTITUTION	NUMBER OF COMPLETED PIAS
Canada Economic Development	Nil

ANNEXE C

DELEGATION CHART

DELEGATION SCHEDULE PRIVACY ACT

Article	Description	Proposed delegation	
		Manager, General Secretariat	Co-ordinator
8(2)(j)	Disclose personal information for research purposes	✓	
8(2)(m)	Disclose personal information in the public interest or in the interest of the individual	✓	
8(4)	Retain copy of 8(2)(e) requests and disclosed records	✓	✓
8(5)	Notify Privacy Commissioner of 8(2)(m) disclosures	✓	✓
9(1)	Retain record of use	✓	✓
9(4)	Consistent use	✓	✓
10	Include personal information in personal information banks	✓	✓
14	Notice where access requested	✓	✓
15	Extension of time limits	✓	✓
17(2)(b)	Language of access	✓	✓
17(3)(b)	Access to personal information in alternative format	✓	✓
18(2)	Exemption (exempt bank) – Disclosure may be refused	✓	
19(1)	Exemption – Personal information obtained in confidence	✓	
19(2)	Exemption – Where authorized to disclose	✓	
20	Exemption – Federal-provincial affairs	✓	
21	Exemption – International affairs and defence	✓	
22	Exemption – Law enforcement and investigation	✓	
22.3	Exemption – <i>Public Servants Disclosure Protection Act</i>	✓	
23	Exemption – Security clearances	✓	

Article	Description	Proposed delegation	
		Manager, General Secretariat	Co-ordinator
24	Exemption – Individuals sentenced for an offence	✓	
25	Exemption – Safety of individuals	✓	
26	Exemption – Information about another individual	✓	
27	Exemption – Solicitor-client privilege	✓	
28	Exemption – Medical record	✓	
31	Notice of intention to investigate	✓	✓
33(2)	Right to make representation	✓	
35(1)	Findings and recommendations of Privacy Commissioner (complaints)	✓	✓
35(4)	Access to be given	✓	✓
36(3)	Report of findings and recommendations (exempt banks)	✓	✓
37(3)	Report of findings and recommendations (compliance review)	✓	✓
51(2), (3)	Special rules for hearings	✓	
72(1)	Report to Parliament	✓	✓

I approve the delegation schedule.


Guy Mc Kenzie, Deputy Minister/President

06 DEC. 2012

Date