



Canadian Air Transport
Security Authority

Administration canadienne
de la sûreté du transport aérien

Annual Report on the Administration of the *Privacy Act*

Canadian Air Transport Security Authority

2012-2013





I - INTRODUCTION

The purpose of the *Privacy Act* is to strengthen Canada's present laws that protect the privacy of individuals with respect to personal information about themselves held by a government institution and that provide individuals with a right of access to that information.

This Annual Report on the Canadian Air Transport Security Authority's administration of the *Privacy Act* has been prepared in accordance with section 72(1) of the *Privacy Act* and is hereby submitted for tabling in Parliament under Section 72(2) of the *Privacy Act*.

This is the tenth annual report on the administration of the *Privacy Act* that CATSA has tabled in Parliament. The previous such reports are available at the "Corporate Publications" section of the CATSA Web site: www.catsa.gc.ca.

II – THE CANADIAN AIR TRANSPORT SECURITY AUTHORITY- MANDATE

Established as a federal Crown Corporation on April 1, 2002, the Canadian Air Transport Security Authority's (CATSA) mission is to protect the public by securing critical elements of the air transportation system as assigned by the Government of Canada.

Fully funded by parliamentary appropriations, CATSA is accountable to Parliament through the Minister of Transport, Infrastructure and Communities. CATSA is governed by a board of directors and operations are directed by a senior management team. CATSA currently contracts security screening to third-party contractors.

CATSA's key role in securing Canada's air transportation system is established by the delivery of the following four mandated responsibilities at 89 designated airports across Canada.

1. **Pre-Board Screening (PBS)** - The screening of passengers and their belongings prior to their entry into the secure area of an air terminal building.
2. **Hold Baggage Screening (HBS)**- The screening of passengers checked (or hold) baggage to prevent the boarding of prohibited items;
3. **Non-Passenger Screening (NPS)** - The random screening of non-passengers accessing restricted areas at Class I and II airports; and
4. **Restricted Area Identity Card (RAIC)** - The program which uses iris and fingerprint biometric identifiers to allow non-passenger access to the restricted areas of airports.

III- IMPLEMENTATION OF THE *PRIVACY ACT* AT CATSA

Responsibility for processing requests received under the *Privacy Act* rests with the Manager, Program Coordination, who is also the organization's Access to Information and Privacy (ATIP) Coordinator. The ATIP Coordinator reports directly to the Vice-President, Human Resources and Corporate Affairs, who serves as CATSA's chief Privacy Officer (CPO). There are four positions related to Privacy: the Vice-President, the ATIP Coordinator, the Senior ATIP Advisor and the Privacy Advisor.

Through its ATIP office and the Privacy Advisor, CATSA's responsibilities regarding the *Privacy Act* are as follows:

- receive and process all requests in accordance with the *Act*;
- assist requesters in formulating their requests when required;
- gather all pertinent records and ensure that the search for information is rigorous and complete;
- conduct the initial record review and provide recommendations to the program areas;
- conduct all internal and external consultations;
- consolidate the recommendations;
- apply all discretionary and mandatory exemptions under the *Act*;
- assist the Office of the Privacy Commissioner (OPC) in all privacy related matters including complaints against the Authority;
- prepare the annual report on the administration of the *Act*;
- provide ongoing advice and guidance to senior management and staff on matters related to privacy;
- promote privacy of personal information awareness and training sessions to ensure that all staff are aware of the obligations imposed by the legislation;
- respond to consultations received from external organizations;
- develop and maintain privacy policies and guidelines;
- participate in ATIP community activities and ATIP community meetings.

During 2012/13, CATSA regularly engaged the OPC to discuss new initiatives potentially impacting privacy. CATSA continues to work towards finalizing all of the remaining action items related to the 2011 OPC privacy audit. As of March 2013, 20 of 33 action items have been closed.

IV - DELEGATION OF SIGNING AUTHORITY

In accordance with section 73 of the Privacy Act, a delegation order, signed by CATSA's President and Chief Executive Officer (CEO), designates the person holding the positions of ATIP Coordinator to exercise and perform the privacy duties on behalf of the organization. The delegation order was issued on January 19, 2012.

The signed and dated delegation order is attached to this report as Annex A.

V- STATISTICAL REPORT INTERPRETATION

In 2012/13, CATSA received nine *Privacy Act* requests, a small decrease from the 11 requests CATSA processed in the previous reporting period. No files were carried over from the previous fiscal year.

All requests were completed by March 31, 2013, and none were carried forward into fiscal year 2013/2014.

Of the nine requests completed, four of the files were disclosed in part. In all cases, where disclosure was made, copies were provided. Besides this, CATSA was unable to process five requests because there were no records.

Where access was denied, these reasons were cited:

<u>Reason</u>	<u>Number of Cases</u>
• law enforcement and investigation	4
• personal information	4
• solicitor/client privilege	1

For the nine requests completed in 2012/13, no extensions were necessary. All the requests were completed in 30 days or less. During the reporting period, no privacy complaints were lodged against the organization and no investigations were established.

The full Statistical Report on the Administration of the *Privacy Act* is attached as Annex B.

VI- SIGNIFICANT CHANGES TO THE AUTHORITY

In March of 2012, CATSA established a Privacy Advisor position. The Privacy Advisor is engaged in overseeing privacy deliverables in support of corporate projects and providing ongoing privacy consultation for operational activities within the organization including the preparation and drafting of Personal Information Banks and Privacy Impact Assessments.

VII- TRAINING

During the reporting period, CATSA's Privacy Advisor completed training offered by TBS on Section 19 (Personal Information) of the *Access to Information Act* and Section 3 (Definitions: Personal Information) of the *Privacy Act*. He also completed the Communication Security Establishment's Introduction to IT Security and the Harmonized Threat and Risk Assessment Methodology.

The Privacy Advisor delivered privacy training to CATSA's Client Satisfaction Group and to members of the operational staff of the Eastern Region, (e.g., Oversight Officers). Under his guidance, the CATSA Handling of Personal Information Guidelines, the PIA process guidelines and a PIA Template were established.

In an effort to make privacy training accessible to all CATSA employees across Canada, the *Privacy Practices e-Learning Module* was launched in September 2012.

Over the course of the year, the Privacy Advisor has consistently provided one on one support to employees in order to clarify the Authority's expectations with regard to the protection of privacy and support them in their implementation of the *Act*.

CATSA's Senior ATIP Advisor has maintained his focus on improving CATSA's treatment of privacy files. CATSA will continue to strive to respond to requesters' needs as effectively and efficiently as possible in the next fiscal year.

VIII – INSTITUTION-SPECIFIC POLICIES, GUIDELINES AND PROCEDURES

During this reporting period, a guidance document explaining how to initiate, complete and approve a PIA was developed for employees entitled "*PIA Toolkit: A Guidance Document for CATSA Employees*". Also guidelines were approved for the handling of personal information at CATSA. Additionally, a CATSA-specific template was created for the establishment of PIAs.

IX– PRIVACY IMPACT ASSESSMENTS

The TBS Privacy Impact Assessment (PIA) directive took effect on April 1, 2010. The PIA provides a framework to ensure that the protection of personal information is considered throughout the design or re-design of a program or service. The assessments identify the extent to which proposals comply with all appropriate statutes and legislation. Assessments assist managers and decision-makers to avoid or mitigate privacy risks and promote only fully informed policy, program and system design choices.

During this reporting period, CATSA was involved in the processing of a number of PIAs:

- 2 core PIAs were completed
 - Boarding Pass Security System Data Sharing
 - Automated Wait Time Bluetooth Technology

- 6 PIAs were completed
 - Service Monitoring and Recording Tool (initiated in 2011/12)
 - Human Resources Information System (initiated in 2011/12)
 - Automated Wait Time Video Technology
 - Trusted Traveller eGate
 - LMS (Learning Management System) PIA update
 - Full Body Scanner PIA Update

Note: All PIAs noted above were shared with the Office of the Privacy Commissioner.

PIA summaries are available on the Access to Information and Privacy portion of the CATSA website: www.catsa.gc.ca.

X – PERSONAL INFORMATION BANKS

During this reporting period, CATSA registered 5 new Personal Information Banks with the Treasury Board Secretariat:

- Boarding Pass Security Screening
- Passenger and Non-passenger Complaint and Claim Reporting
- Aviation Security Incident Reporting
- Screening Personnel Decertification
- Screening Officer Time Tracking and Screening Contractor Invoice Processing

XI- COMPLAINTS

No privacy complaints were received and no investigations were undertaken during the reporting period.

XII - DISCLOSURES MADE PURSUANT PARAGRAPH 8 OF THE *PRIVACY ACT*

No disclosures were made under paragraph 8(2) (m) of the *Privacy Act* during the reporting period.



ANNEXES

A: Delegation Order

B: Statistical Report on the Administration of the *Privacy Act*



Statistical Report on the *Privacy Act*

Name of institution: Canadian Air Transport Security Authority

Reporting period: 2012-04-01 to 2013-03-31

PART 1 – Requests under the *Privacy Act*

	Number of Requests
Received during reporting period	9
Outstanding from previous reporting period	0
Total	9
Closed during reporting period	9
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	4	0	0	0	0	0	4
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	5	0	0	0	0	0	0	5
Request abandoned	0	0	0	0	0	0	0	0
Total	5	4	0	0	0	0	0	9

2.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests
18(2)	0	22(1)(a)(i)	4	23(a)	0
19(1)(a)	0	22(1)(a)(ii)	0	23(b)	0
19(1)(b)	0	22(1)(a)(iii)	0	24(a)	0
19(1)(c)	0	22(1)(b)	0	24(b)	0
19(1)(d)	0	22(1)(c)	0	25	0
19(1)(e)	0	22(2)	0	26	4
19(1)(f)	0	22.1	0	27	1
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	4	0	0
Total	4	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	391	109	4
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		101-500 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	0	0	0	0	0	0	0	0
Disclosed in part	4	109	0	0	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	4	109	0	0	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	0	0	0	0	0
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Abandoned	0	0	0	0	0
Total	0	0	0	0	0

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
327	0	327

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	0	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	0	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	0	0
Total	0	0	0	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	1	5	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	1	5	0	0
Closed during the reporting period	1	5	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	than 365 days	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	1	0	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	0	0	0	0	0	0	0	0
Total	1	0	0	0	0	0	0	1

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	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		\$94,480
Overtime		\$0
Goods and Services		\$0
• Contracts for privacy impact assessments	\$0	
• Professional services contracts	\$0	
• Other	\$0	
Total		\$94,480

8.2 Human Resources

Resources	Dedicated full-time	Dedicated part-time	Total
Full-time employees	1.00	3.00	4.00
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
Total	1.00	3.00	4.00

Appendix A

Completed Privacy Impact Assessments (PIAs)

Institution	Number of Completed PIAs
Canadian Air Transport Security Authority	6