

**Annual Report on the  
Administration of the *Privacy Act***

Human Resources and Skills Development Canada  
2011-2012

## **Table of Contents**

Introduction .....	3
How HRSDC is Organized to Fulfill its <i>Privacy Act</i> Responsibilities.....	4
Privacy Delegations.....	7
Interpretation of the Statistical Report .....	7
Training .....	10
New Policies, Guidelines and Procedures.....	11
Complaints and Investigations.....	12
Privacy Impact Assessments .....	13
Public Interest Disclosures .....	15
Annex A: Delegation Order .....	16
Annex B: Statistical Report on the <i>Privacy Act</i> .....	49

## **Introduction**

Section 72 of the *Privacy Act* requires the head of every federal government institution to submit an annual report to Parliament on the administration of the Act following the close of each fiscal year. This report describes how Human Resources and Skills Development Canada (HRSDC) fulfilled its *Privacy Act* responsibilities during the fiscal year 2011-2012.

### **About the *Privacy Act***

The *Privacy Act* protects the privacy of individuals with respect to personal information about themselves held by a government institution, and provides individuals with a right of access to that information as well as a right to request correction of inaccurate information. Sections 4 to 8 of the *Privacy Act*, commonly referred to as the Code of Fair Information Practices, govern the collection, use, disclosure, retention and disposal of personal information.

### **About Human Resources and Skills Development Canada**

HRSDC's mission is to build a stronger and more competitive Canada, to support Canadians in making choices that help them live productive and rewarding lives, and to improve Canadians' quality of life.

To do this, we:

- develop policies that make Canada a society in which all can use their talents, skills and resources to participate in learning, work and their community;
- create programs and support initiatives that help Canadians move through life's transitions—from families with children to seniors, from school to work, from one job to another, from unemployment to employment, from the workforce to retirement;
- create better outcomes for Canadians through service excellence with Service Canada and other partners; and
- engage our employees, establish a healthy work environment, nurture a culture of teamwork, and build our leadership capacity.

### **About HRSDC's Privacy Codes**

In 2011-2012, HRSDC's management of personal information was governed by the *Privacy Act* as well as by the Privacy Codes of the Departmental legislation and the related privacy provisions of its program legislation:

- Part 4 of the *Department of Human Resources and Skills Development Act*;
- Part 2 of the *Department of Social Development Act*;
- Sections 104 et al. of the *Canada Pension Plan*;
- Sections 33 et al. of the *Old Age Security Act*; and,
- Subsection 139(5) of the *Employment Insurance Act*.

Part 4 of the *Department of Human Resources and Skills Development Act* and Part 2 of the *Department of Social Development Act* are almost identical and are commonly referred to as the “Privacy Codes.” These codes establish the rules that apply to the protection and the making available of personal information obtained and prepared by HRSDC. The Privacy Codes mirror to a large extent privacy provisions of the *Canada Pension Plan* and the *Old Age Security Act*. The Social Insurance Registry continues to be governed by subsection 139(5) of the *Employment Insurance Act*.

The *Budget Implementation Act* introduced in the House of Commons on March 29, 2012 included the proposed harmonization and consolidation of the Department’s Privacy Codes. Any changes to HRSDC’s governing legislation made as a result of Budget 2012 will be detailed in the Department’s 2012-2013 Annual Report on the Administration of the *Privacy Act*.

## **How HRSDC is Organized to Fulfill its *Privacy Act* Responsibilities**

### **Privacy Function**

HRSDC’s privacy function is carried out at the national level by the Access to Information and Privacy (ATIP) Division and at the regional level by Regional Privacy Coordinators, who are supported by the Department’s Privacy Renewal Task Force and the Privacy Network.

### ***Access to Information and Privacy Division***

HRSDC’s Access to Information and Privacy Division leads in administering access to information and privacy legislation for the HRSDC portfolio. A Director and Associate Director lead the Division’s staff of approximately 45 employees and report to the Corporate Secretary. They are supported by three managers who are responsible for the following units:

- The **Operations Unit** processes requests under the *Access to Information Act* and the *Privacy Act*. This includes performing a line-by-line review of records requested under

this legislation. The Operations Unit is also the main point of contact with the Office of the Privacy Commissioner of Canada and the Information Commissioner of Canada for complaint resolution.

- The **Privacy Policy Management** Unit provides policy advice and guidance on handling personal information (including the interpretation of the Department's Privacy Codes) to officials of HRSDC across the portfolio. It provides advice on preparing Privacy Impact Assessments and assists program officials with drafting information-sharing agreements to ensure respect for privacy legislation and Departmental policies. This Unit responds to legal instruments in which the Department is asked to share personal information (e.g., subpoenas, court orders, search warrants), and liaises with the Office of the Privacy Commissioner on issues such as privacy breaches.
- The **Planning and Liaison** Unit develops products and tools, including standards and guidance to the Department on privacy issues. It leads on Departmental access to information and privacy reporting to Parliament and central agencies, including business planning and preparation of annual reports. The Unit prepares and delivers privacy training and awareness sessions throughout the Department.

### ***Regional Privacy Coordinators***

While the ATIP Division has oversight and leadership responsibilities, the Department looks to its network of regional, local and branch coordinators to undertake many of its key privacy responsibilities. The majority of the more than 10,000 *Privacy Act* requests that HRSDC receives in a typical year are processed by employees within HRSDC's regions, where, given the volumes involved, we have built substantial expertise and awareness. HRSDC's Regional Privacy Coordinators have delegated authority to disclose personal information in response to formal privacy requests. With assistance from our National Headquarters officials, regional coordinators also provide privacy advice and guidance to management and the public.

### ***Privacy Renewal Task Force***

To support the renewal of privacy management at HRSDC, the Corporate Secretary and Chief Privacy Officer established a Privacy Renewal Task Force (PRTF) in 2011 to identify risks and opportunities and to lead the development and implementation of the Department's Privacy Renewal Action Plan. The Privacy Renewal Action Plan is a comprehensive, risk-based, proactive approach to privacy management and assurance that reconciles the legitimate business requirements of the Department, respect for the privacy rights and interests of Canadian citizens and clients, and the effective management and protection of personal information under the custody and control of the Department.

Directed and coordinated from the Corporate Secretariat, the PRTF is a horizontal, interdisciplinary task force composed of representatives from across branches with expertise in Access to Information and Privacy, privacy and data protection policy, internal audit, IT security, business modernization and risk management, Departmental security and Legal Services.

### ***Privacy Network***

The newly formed Privacy Network has replaced the Personal Information Sharing Agreements (PISA) Working Group. Through this network, individuals from across the Department meet monthly to discuss direction and share strategies regarding the management of personal information. The goal of the Privacy Network is to foster sharing of privacy-related information and continuous learning by leveraging corporate knowledge and best practices for privacy in a systematic, integrated and sustainable manner.

### **Privacy Governance**

HRSDC ensures management oversight and decision-making responsibilities for privacy through two bodies: the Privacy and Information Technology Security Committee and the Databank Review Working Group.

### ***Privacy and Information Technology Security Committee***

The Privacy and Information Technology Security Committee (PISC), a sub-committee of HRSDC's Corporate Management Committee, provides advice and recommendations on Departmental privacy and information technology security issues. It also examines privacy governance and oversees efforts to manage privacy risks in the Department. This committee is co-chaired by the Corporate Secretary who is the Chief Privacy Officer, and the Associate Chief Information Officer of the Innovation, Information and Technology Branch. The Committee addresses the portfolio-wide impacts of significant privacy-related initiatives, the implementation of Treasury Board policies and directives on Privacy and Security, Management Accountability Framework assessments and audits and recommendations by the Office of the Privacy Commissioner. In addition, the Committee oversees the development, implementation and streamlining of key processes to ensure that privacy risk in the Department is mitigated through privacy impact assessments, IT threat and risk assessments, and databank review submissions.

### ***Databank Review Working Group***

The Databank Review Working Group (DRWG), a sub-committee of PISC, ensures that privacy is incorporated in the design and conduct of Departmental policy analysis, research and evaluation activities. The DRWG regularly brings forward submissions to PISC for consideration

and recommendation for approval by the Deputy Minister. The Director-level DRWG reports to the PISC and oversees the application of privacy policy and the use of personal information for policy analysis, research and evaluation purposes.

## **Privacy Delegations**

Section 73 of the *Privacy Act*, Section 11 of the *Department of Human Resources and Skills Development Act* and Section 17 of the *Department of Social Development Act* empower the head of the institution to delegate any of the powers, duties or functions assigned to him or her by those Acts to employees of the institution.

In August 2010 the Honourable Diane Finley, Minister of Human Resources and Skills Development, approved a Delegation Order for the *Privacy Act*, Part 4 of the *Department of Human Resources and Skills Development Act* and Part 2 of the *Department of Social Development Act*, delegating the authority for privacy to key positions within the Senior Management team, as well as to Departmental officials who have the knowledge and expertise to exercise the powers, duties or functions of the Minister under the legislation.

Note that the Delegation Order will be updated to reflect any changes to HRSDC's governing legislation made as a result of Budget 2012.

The current Delegation Order is attached as Annex A.

## **Interpretation of the Statistical Report**

The following is a summary of the information contained in the Statistical Report on the *Privacy Act* for 2011-2012, which is attached as Annex B. Beginning in 2011-2012, government institutions subject to the *Privacy Act* are now required to provide more detailed and in-depth statistics than in previous years. As a result, the standard "Statistical Report on the *Privacy Act*" form has grown in length from one page to six pages.

	2009-2010	2010-2011	2011-2012
Formal requests received under the <i>Privacy Act</i>	10,900	12,136	10,737
Requests completed during the year	10,927	12,010	10,830
Requests completed within:			
• 30 calendar days	9,493	10,179	9,944
• 31 – 60 calendar days	1,298	1,776	732
• 61 or more calendar days	136	55	154

Complaints to Privacy Commissioner of Canada	16	17	24
Privacy Impact Assessments forwarded to the Office of the Privacy Commissioner (including Preliminary Privacy Impact Assessments)	9	1	6
Disclosures in the Public Interest	26	40	78

During the reporting period, HRSDC received 10,737 requests under the *Privacy Act* and completed 10,830 requests, which includes requests received before the reporting period. Typical privacy requests are from clients seeking to obtain a copy of their Canada Pension Plan file, their Old Age Security file, the contents of their Employment Insurance file, their Canada Student Loans file, as well as from employees seeking to obtain a copy of their personnel information.

Of the requests that were completed in 2011-2012, 84% resulted in at least a partial release of records to the applicant. The remaining 16% of requests fell into categories of “No records exist”, “All exempted”, and “Request abandoned”.

Most requests (92%) were responded to within the first 30 calendar days, with just under half of all requests (48%) receiving a response in the first 15 days. It is noteworthy that 99% of requests were processed within the first 60 days. Extensions were claimed in only 116 cases, or 1% of requests.

On the requests where an exemption was invoked, by far the most common provision that was used was section 26, which was applied to 6,057 requests. This provision seeks to protect personal information pertaining to individuals other than the requester.

The format of information released was paper for 8,458 requests, and electronic for 418.

A total of 824,819 pages were reviewed (processed) during the fiscal year. Of these, 756,931 pages, or 92%, were disclosed (in whole or in part) to the requester. The remaining 8% were either withheld pursuant to one of the *Privacy Act*'s exemption provisions, or not released because the corresponding request was abandoned by the requester.

The vast majority of cases (9,229 requests or 85%) involved the processing of less than 500 pages, with 7,153 requests requiring the review of 100 pages or less, and 2,076 requests requiring a review of between 101 and 500 pages. While only 33 requests, or 0.3%, required a review of more than 1,000 pages, this work resulted in the disclosure of 38,820 pages, or 5% of all pages disclosed.



In addition to information regarding the number of pages processed, the Statistical Report contains information regarding “Other Complexities”, namely, the number of requests where consultations are required, where legal advice was sought, and where interwoven information exists. The Treasury Board Secretariat defines requests containing “interwoven information” as those “where the relevant records contain personal information about another individual that is interwoven with the personal information of the requester.” The category “Other”, according to the Treasury Board Secretariat, “comprises high profile subject matter, requests where records are in a region or other country, and requests where the records are in a language other than English or French.”

Consultations were required on 29 requests. Legal advice was not sought on the processing of any *Privacy Act* request that was completed in 2011-2012. A total of 319 requests contained interwoven information. Finally, 8,955 requests were processed in the Regions and therefore fall into the category “Other”.

The Department was unable to meet its deadline for 513 requests, representing just under 5% of requests processed. The most common reason for missing the deadline was workload (86%). The remaining 14% were late principally due to internal or external consultations or fell into the category of “Other”. The Department was late by 30 days or less in 322 cases. Five requests were late by more than 120 days.

The records released in response to two requests were translated from French to English, as requested by the applicants.

Individuals have a right to request correction of any erroneous personal information pertaining to them, so long as the individuals can adequately substantiate their cases. Seven such requests for correction of personal information were received in 2011-2012. Five were accepted; however, in two of the seven instances, the Department denied the requests of applicants who were unable to adequately support their claims that information pertaining to them was erroneous..

An extension of up to 30 days beyond the initial period is permitted if responding to the request would unreasonably interfere with operations or if external consultations are required. In addition, an extension can be claimed for translation purposes or to convert a record in another format. (Translation/conversion extensions are not limited to a 30-day maximum, as is the case for interference with operations and consultation extensions). In 2011-2012, the Department claimed an extension on 116 requests, with the majority of extensions being due to interference with operations.

HRSDC responded to 26 consultations, 24 of which were received from other federal institutions and two from another level of government, corresponding to a review of 1,320 pages. Twenty of these consultations resulted in a recommendation to entirely disclose the records, with six counselling the consulting department or organization to disclose in part.

Consultations with the Privy Council Office on Cabinet Confidences were not required during the reporting period.

The Department spent almost \$3 million on salaries associated with administering the *Privacy Act* in 2011-2012, as well as \$33,000 on overtime. Non-salary costs amounted to almost \$200,000, for a total of \$3.2 million. Eighty regional employees, 47 employees at National headquarters, and one student were involved in the administration of the *Privacy Act* during the 2011-2012 fiscal year. It should be noted that the administration of the *Privacy Act* was the primary function for some of these employees, while for others this function represents a portion of their overall workload.

## **Training**

Within HRSDC, privacy training is delivered at National Headquarters and in the regions by the ATIP Division; further training in the regions is provided by Regional Privacy Coordinators.

### **Training Delivered by the ATIP Division**

In 2011-2012, the ATIP Division provided 69 training sessions on access to information and privacy issues and awareness to 862 employees across the Department. These sessions were provided to employees and senior management at National Headquarters and in the regions. Also included in these numbers are sessions that were provided to regional staff in the Western and Territories Region on the use of the case management and imaging software used by the Department to track and process access to information and privacy requests. The software will be used in all regions in the coming fiscal year.

### **Training Delivered by Regional Privacy Coordinators**

In addition to the sessions that were offered by the ATIP Division, the officials responsible for privacy in the regions also provided information sessions to their colleagues. In 2011-2012, regional officials provided 12 sessions to 161 employees.

### **Privacy Renewal Workshop**

In May 2011, the Privacy Renewal Task Force (PRTF) convened a two-day Privacy Renewal Workshop to raise awareness of privacy issues and discuss privacy management across the portfolio. Approximately 100 participants from all HRSDC branches and regions attended the

event. The event included presentations on privacy law, policies, practices, issues, risks, and strategic directions. It also included presentations by senior Departmental officials on strategic privacy issues, including the Senior Associate Deputy Minister and Chief Operating Officer of Service Canada, the Chief Privacy Officer, the Chief Information Officer, and Senior Legal Counsel. Throughout the course of the workshop, participants discussed privacy issues and risks facing the portfolio, and shared ideas on approaches on privacy risk mitigation.

## **Development of a Privacy Training and Awareness Strategy**

Late in the 2011-2012 reporting period, in consultation and collaboration with the PRTF, the ATIP Division began the development of a training strategy that will provide targeted privacy training and awareness to meet specific needs identified across the portfolio based upon the findings of the recent privacy risk workshops conducted by the PRTF as well as control assessments conducted by the Internal Audit Services Branch. Full development of the strategy will be based on the review of all existing Departmental training materials and consultations with other departments involved in privacy training and awareness. The strategy will take a longer-term view toward building training capacity through the use of in-person delivery and the development of electronic tools.

## **New Policies, Guidelines and Procedures**

### **Privacy Renewal Action Plan**

In 2011, HRSDC initiated a Privacy Renewal Action Plan to advance a comprehensive, risk-based, pro-active approach to privacy management and assurance to align and embed 'privacy' as an enabler to the Department's transformation initiatives. The first phase of Departmental privacy renewal activities focussed on the assessment of privacy risk to the portfolio and the prioritization of mitigating strategies. Key accomplishments include:

- Establishment of a horizontal, interdisciplinary *Privacy Renewal Task Force* to lead implementation of a *Privacy Renewal Action Plan*;
- Development of the *Integrated Privacy Management Framework* to guide a comprehensive, risk-based, proactive approach to privacy management;
- A comprehensive *survey on the management of personal information* to identify strengths, weaknesses, opportunities, and risks across all branches and regions;
- A two-day *Privacy Renewal Workshop* involving all branches and regions to raise awareness of privacy issues and prioritize privacy risks;

- The development of a *privacy risk taxonomy* and *model privacy control framework* based on the Canadian Institute of Chartered Accountants' 'Generally Accepted Privacy Principles';
- *Privacy Risk and Control Self-Assessment Workshops* of major statutory programs;
- Initiation of the *validation of statutory program control self-assessments* by Internal Audit, to be completed in 2012-2013; and,

These initiatives have raised significant awareness of privacy risks and privacy management responsibilities and have informed our privacy management approach moving forward.

### **Info Source**

During 2011-2012, HRSDC continued to implement its three-year plan to revise the HRSDC Info Source Chapter. This process began in 2010-2011, when HRSDC restructured its Info Source Chapter to reflect the Department's Program Activity Architecture (PAA). In 2011-2012, HRSDC revised its Classes of Records (CORs) to reflect the PAA and aligned its Personal Information Banks (PIBs) with the programs and activities responsible for the personal information.

### **Complaints and Investigations**

The Department was notified of 24 complaints received by the Office of the Privacy Commissioner during 2011-2012. Of these cases, 14 related to the processing of *Privacy Act* requests, for example the application of exemptions and the time taken to provide a response. The remaining nine complaints related to HRSDC's handling of personal information, for example allegations of improper use, collection or disclosure of personal information.

HRSDC received findings on 18 complaints in 2011-2012. The Office of the Privacy Commissioner ruled that 10 complaints were not well-founded, and that five complaints were well-founded. Two complaints were discontinued and one was settled in the course of the investigation.

These complaints did not lead to a change in policies and procedures.

HRSDC was not notified of any applicants requesting a judicial review regarding the Department's administration of the *Privacy Act* in 2011-2012.

## **Privacy Impact Assessments**

According to Treasury Board Secretariat, a Privacy Impact Assessment “is not considered to be completed until the final, approved copy...has been sent to both the Office of the Privacy Commissioner and to the Information and Privacy Policy Division, Treasury Board Secretariat.”

According to the standard set out by Treasury Board Secretariat, HRSDC completed six Privacy Impact Assessments during 2011-2012. However, two of these assessments, which were approved by the Deputy Minister during the 2010-2011 fiscal year but were not sent to Treasury Board Secretariat and the Office of the Privacy Commissioner until early 2011-2012, were reported as completed in HRSDC’s 2010-2011 annual report:

- Provision of Employment Insurance Special Benefits for the Self-Employed and the Requirement for Data Exchanges between HRSDC and CRA; and,
- Student Financial Assistance.

Summaries of these two Privacy Impact Assessments were included in the previous annual report, which is available at the following address: [http://www.rhdcc-hrsdc.gc.ca/eng/access\\_information/report/2010-2011/privacy\\_act/toc.shtml](http://www.rhdcc-hrsdc.gc.ca/eng/access_information/report/2010-2011/privacy_act/toc.shtml)

Summaries of the remaining four Privacy Impact Assessments completed by HRSDC during 2011-2012 are provided below:

## **Prime Minister's Volunteer Awards**

The Prime Minister’s Volunteer Awards have been created to recognize the exceptional contribution of volunteers, local businesses and innovative not-for-profit organizations in improving the well-being of families and their communities. Eligible individuals, groups, businesses and not-for-profit organizations can be nominated for one of three awards - (community leader, business leader , social innovator) that will be provided in five regions across Canada (Atlantic, Quebec, Ontario, Prairies, British Columbia and Northern). Canadians will also be able to make nominations for two national awards recognizing lifelong volunteer work and new volunteers that have made a difference in their community. The 17 award winners will be invited to designate a not-for-profit organization to receive a grant in their honor (\$5,000 for regional winners, \$10,000 for national winners).

Summary: [http://www.rhdcc-hrsdc.gc.ca/eng/access\\_information/privacy/pmva.shtml](http://www.rhdcc-hrsdc.gc.ca/eng/access_information/privacy/pmva.shtml)

## **Universal Child Care Benefit**

The Universal Child Care Benefit (UCCB), introduced in 2006, is a statutory income benefit designed to assist Canadian families with young children by supporting their child care choices through direct financial support. It forms a new pillar in the system of income benefits for families with children, adding to existing measures such as the Canada Child Tax Benefit (CCTB), the National Child Benefit Supplement and the Child Care Expense Deduction. The UCCB is a universal monthly benefit of \$100 (maximum of \$1200 annually) paid to all parents of children under the age of 6. Eligibility for the UCCB is based on eligibility for the CCTB which is administered by the Canada Revenue Agency (CRA). The benefit is taxable and must be reported by the lower income spouse or for single parents, declared as their own income, or as income of an eligible dependent or child for whom the UCCB is paid.

Summary: [http://www.rhdcc-hrsdc.gc.ca/eng/access\\_information/privacy/uccb.shtml](http://www.rhdcc-hrsdc.gc.ca/eng/access_information/privacy/uccb.shtml)

## **Processing and Payment Services**

Service Canada provides Processing and Payment Services to Public Safety Canada (PS) in the delivery of an ex gratia payment to the Families of the Victims of Air India Flight 182. Service Canada accepts and reviews applications and accompanying supporting documents, and prepares a checklist that provides a summary of eligibility information to assist PS in its decision to make an ex gratia payment.

Summary: [http://www.rhdcc-hrsdc.gc.ca/eng/access\\_information/privacy/ip.shtml](http://www.rhdcc-hrsdc.gc.ca/eng/access_information/privacy/ip.shtml)

## **Canada Education Savings Program**

The Canada Education Savings Grant (CESG) consists of Basic CESG rates (introduced in 1998) and Additional CESG rates (introduced in 2005) on RESP contributions made in respect of eligible beneficiaries.

The Canada Learning Bond is an incentive directed to and held “in trust” in respect of each eligible child born on or after January 1, 2004.

HRSDC has partnered with Government of Alberta to deliver the Alberta Centennial Education Savings Plan (the Alberta Grant). The Alberta Grant (introduced in 2005) consists of provincial grant payments for children with a parent or legal guardian who is a resident of Alberta and who meet specific eligibility criteria.

Summary: [http://www.hrsdc.gc.ca/eng/access\\_information/privacy/CESP.shtml](http://www.hrsdc.gc.ca/eng/access_information/privacy/CESP.shtml)

## **Public Interest Disclosures**

Under paragraph 8(2)(m) of the *Privacy Act*, government institutions may disclose personal information under their control “for any purpose where, in the opinion of the head of the institution, (i) the public interest in disclosure clearly outweighs any invasion of privacy that could result from the disclosure, or (ii) disclosure would clearly benefit the individual to whom the information relates.”

HRSDC made 78 public interest disclosures under 8(2)(m) of the *Privacy Act* during the 2011-2012 fiscal year. The majority of these disclosures involved personal information collected to administer the *Employment Insurance Act*, which falls under Part 4 of the *Department of Human Resources and Skills Development Act*. While the reasons for such disclosures were varied, the majority dealt with the safety and security of individuals. The most frequent were disclosures to police forces regarding individuals who threatened to hurt themselves or others. The reasons for the remaining disclosures varied, from investigations into human trafficking to searches for the relative of an individual who had died.

Where possible, the Office of the Privacy Commissioner was notified in advance of the situation and the disclosure. However, depending on the nature of the threats, notifications also took place after the fact.

## Annex A: Delegation Order

### ORDONNANCE DE DÉLÉGATION DE POUVOIRS

#### RESSOURCES HUMAINES ET DÉVELOPPEMENT DES COMPÉTENCES

En vertu de l'article 11 de la *Loi sur le ministère des Ressources humaines et du Développement des compétences*, de l'article 17 de la *Loi sur le ministère du Développement social* et de l'article 73 de la *Loi sur la protection des renseignements personnels*, la ministre des Ressources humaines et du Développement des compétences délègue, par les présentes, aux personnes, cadres ou employés qui occupent les postes mentionnés en annexe au ministère des Ressources humaines et du Développement des compétences, ou aux personnes, cadres ou employés occupant ces postes à titre intérimaire, les attributions de la ministre ou du responsable de l'institution, comme il est indiqué en annexe.


- *Partie 4 de la Loi sur le ministère des Ressources humaines et du Développement des compétences*
- *Partie 2 de la Loi sur le ministère du Développement social*
- *Loi sur la protection des renseignements personnels*

### DELEGATION ORDER

#### HUMAN RESOURCES AND SKILLS DEVELOPMENT

The Minister of Human Resources and Skills Development, pursuant to section 11 of the *Department of Human Resources and Skills Development Act*, section 17 of the *Department of Social Development Act* and section 73 of the *Privacy Act* hereby designates the persons, officers or employees holding the positions with Human Resources and Skills Development set out in the schedules attached hereto, or the persons, officers or employees occupying on an acting basis those positions, to exercise the powers or perform the duties or functions of the Minister or to exercise or perform the powers, duties or functions of the head of the institution, as specified in the attached schedules.

- *Part 4 of the Department of Human Resources and Skills Development Act*
- *Part 2 of the Department of Social Development Act*
- *Privacy Act*

  
Ministre des Ressources humaines et du  
Développement des compétences / Minister of  
Human Resources and Skills Development

AUG 17 2010  
date



**Department of Human Resources and Skills Development Act**

**And**

**Department of Social Development Act**

<b>Delegated Officials</b>	<b>Delegated Authority</b>	<i>Department of Human Resources and Skills Development Act provision</i>	<i>Department of Social Development Act provision</i>
Deputy Minister, HRSD Senior Associate Deputy Minister/ Chief Operating Officer Associate Deputy Minister Corporate Secretary Director, Access to Information and Privacy (ATIP)	<i>Determining the conditions under which the information may be made available to an individual or their representative, or to a member of Parliament inquiring on behalf of an individual.</i>	33(2)	27(2)
Deputy Minister, HRSD	<i>Determining whether it is advisable to make information available, and agreeing to the conditions under which information may be made available, to</i>	35(2)	29(2)

	<i>a minister or a public officer of a prescribed federal institution for the administration or enforcement of a prescribed federal or provincial law or activity</i>		
Deputy Minister, HRSD	<i>Determining whether it is advisable for the minister or a public officer of a prescribed federal institution to which information was made available under 35(2) of the DHRSD Act or 29(2) of the DSD Act to make that information available for the same purpose, and agreeing to the conditions under which that information may be made available, to any other person or body</i>	35(3)	29(3)
Deputy Minister, HRSD	<i>Determining whether it is advisable to make information available, and agreeing to the conditions under which the information may be made available, to the government of a province, or to a public body created under the law of a province, for the administration or enforcement of a federal law or activity or a provincial law</i>	36(1)	30(1)

Deputy Minister, HRSD	<i>Determining whether it is advisable to make information available, and agreeing to the conditions under which the information may be made available, to the government of a foreign state, an international organization of states or an international organization established by the governments of states, or any institution of any such government or organization, for the administration or enforcement of a law.</i>	36(2)	30(2)
Deputy Minister, HRSD	<i>Determining whether it is advisable for a government, public body, organization or institution to which information was made available under subsec. 36(1) or (2) of the DHRSD Act or 29(1) or (2) of the DSD Act to make that information available for the same purpose, and agreeing to the conditions under which that information may be made available, to any other person or body</i>	36(3)	30(3)
Deputy Minister, HRSD Senior Associate Deputy Minister/ Chief Operating Officer Associate Deputy Minister	<i>Determining whether the public interest in disclosing the information clearly outweighs any invasion of privacy that could result from the disclosure or determining whether disclosure would clearly benefit the individual to whom the information relates.</i>	37(1)	31(1)

<p>Corporate Secretary                  Director, ATIP</p> <p><b>For only those situations where there is a threat to the safety and/or security of an individual:</b></p> <p>Departmental Security Officer                  Regional Security Officers                  Regional Privacy Coordinators                  Service Area Managers                  Call Centre Managers                  Manager, Corporate Security                  Security Advisor, Corporate Security</p>			
<p>Deputy Minister, HRSD                  Senior Associate Deputy</p>	<p><i>Authority to notify the Privacy Commissioner</i></p>	<p>37(2)</p>	<p>31(2)</p>

Minister/ Chief Operating Officer Associate Deputy Minister Corporate Secretary Director, ATIP			
Deputy Minister, HRSD	<i>Determining whether the disclosure for research or statistical purposes to any person or body, is consistent with the principles set out in paragraphs 39(1)a) to e) of the DHRSD Act or in paragraphs 33(1)(a) to (e) of the DSD Act.</i>	38(a)	32(a)
Deputy Minister, HRSD	<i>Determining whether the research or statistical purpose for which information is to be made available to any person or body cannot reasonably be accomplished unless the information is provided in a form that may identify the individual to whom the information relates</i>	38(b)	32(b)

Deputy Minister, HRSD	<i>Determining the conditions under which the information may be made available for research or statistical purposes to any person or body</i>	38(c)	32(c)
Deputy Minister, HRSD Senior Assistant Deputy Minister Strategic Policy and Research	<i>Authorizing a public officer to use information for the purpose of policy analysis, research or evaluation when the information would allow an individual to be identified.</i>	39(2)	33(2)
<b><u>CRIMINAL:</u></b>  Deputy Minister, HRSD Senior Associate Deputy Minister/ Chief Operating Officer Associate Deputy Minister Corporate Secretary Director, ATIP	<i>Determining whether it is appropriate for the Minister, members of the Employment Insurance Commission, or public officers to give, in connection with any legal proceedings, evidence relating to information that is privileged under s. 32 of the DHRSD Act or under s. 26 of the DSD Act or to produce a statement or other writing containing any such privileged information</i>	40	34

<p><b><u>CIVIL:</u></b></p> <p>Deputy Minister, HRSD</p> <p>Senior Associate Deputy Minister/ Chief Operating Officer</p> <p>Associate Deputy Minister</p> <p>Corporate Secretary</p> <p>Director, ATIP</p> <p>ADM, Ontario Region</p> <p>Regional Executive Heads</p> <p>Regional Privacy Coordinators</p>			
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**Note:** The following delegation is limited to the collection of information:

<b>Delegated Officials</b>	<b>Delegated Authority</b>	<i>Department of Human Resources and Skills Development Act provision</i>	<i>Department of Social Development Act provision</i>
Deputy Minister, HRSD	<i>Authority to enter into agreements to obtain information for the administration or enforcement of a program with federal institutions, governments of provinces or public bodies created under provincial law, governments of foreign states, international organizations of states or international organizations established by the governments of states, any institution of any such government or organization, and other persons or bodies</i>	41	35



***Privacy Act - Delegation of Authority***

***Human Resources and Skills Development Canada***

Description	Section	Delegated Authority
Approval to disclose for research or statistical purposes	8(2)(j)	Deputy Minister
Approval to disclose personal information when the public interest in disclosure clearly outweighs any invasion of privacy that could result from the disclosure or the disclosure would clearly benefit the individual to whom the information relates	8(2)(m)	Deputy Minister Senior Associate Deputy Minister/Chief Operating Officer Associate Deputy Minister Corporate Secretary Director, ATIP  <b>For those situations where there is a</b>

		<p><b>threat to the safety and/or security of an individual:</b></p> <p>Departmental Security Officer</p> <p>Regional Security Officers</p> <p>Regional Privacy Coordinators</p> <p>Service Area Managers</p> <p>Call Centre Managers</p> <p>Manager, Corporate Security</p> <p>Security Advisor, Corporate Security</p>
<p>Retention of a record of requests and disclosed records to investigative bodies under section 8(2)(e) of the <i>Privacy Act</i>.</p>	<p>8(4)</p>	<p>Deputy Minister</p> <p>Senior Associate Deputy Minister/Chief Operating Officer</p> <p>Associate Deputy Minister</p> <p>Corporate Secretary</p> <p>Director, ATIP</p> <p>Managers, ATIP</p>

		<p>Senior Public Rights Administrator, ATIP</p> <p>Senior Public Rights Officer, ATIP</p> <p>Public Rights Officer, ATIP</p> <p>Public Rights Analyst, ATIP</p> <p>Regional Privacy Coordinators</p>
<p>Notification of the Privacy Commissioner of all disclosures made under paragraph 8(2)(m) of the <i>Privacy Act</i> (public interest).</p>	8(5)	<p>Deputy Minister</p> <p>Senior Associate Deputy Minister/Chief Operating Officer</p> <p>Associate Deputy Minister</p> <p>Corporate Secretary</p> <p>Director, ATIP</p> <p>Managers, ATIP</p>
<p>Retention of records of uses of personal information</p>	9(1)	<p>Deputy Minister</p> <p>Senior Associate Deputy Minister/Chief Operating Officer</p> <p>Associate Deputy Minister</p>

		<p>Corporate Secretary</p> <p>Director, ATIP</p>
<p>Notification of the Privacy Commissioner of any new consistent uses of personal information and ensure use is included in next statement of consistent uses set forth in the Index</p>	<p>9(4)</p>	<p>Deputy Minister</p> <p>Senior Associate Deputy Minister/Chief Operating Officer</p> <p>Associate Deputy Minister</p> <p>Corporate Secretary</p> <p>Director, ATIP</p>
<p>Include personal information in personal information banks</p>	<p>10(1)</p>	<p>Deputy Minister</p> <p>Senior Associate Deputy Minister/Chief Operating Officer</p> <p>Associate Deputy Minister</p> <p>Corporate Secretary</p> <p>Director, ATIP</p>

<p>Respond to request for access within 30 days and give written notice and, if access to be given, give access.</p>	<p>14</p>	<p>Deputy Minister                  Senior Associate Deputy Minister/Chief Operating Officer                  Associate Deputy Minister                  Corporate Secretary                  Director, ATIP                  Managers, ATIP                  Senior Public Rights Administrator, ATIP                  Senior Public Rights Officer, ATIP                  Public Rights Officer, ATIP                  Public Rights Analyst, ATIP                  Regional Privacy Coordinators                  Positions as per Annex A</p>
<p>Extension of the 30 day time limit to respond to a privacy request.</p>	<p>15</p>	<p>Deputy Minister                  Senior Associate Deputy Minister/Chief Operating Officer                  Associate Deputy Minister</p>

		Director, ATIP Managers, ATIP Senior Public Rights Administrator, ATIP Senior Public Rights Officer, ATIP Public Rights Officer, ATIP Public Rights Analyst, ATIP Regional Privacy Coordinators Positions as per Annex A
Decision on whether to translate a response to a privacy request in one of the two official languages.	17(2)(b)	Deputy Minister Senior Associate Deputy Minister/Chief Operating Officer Associate Deputy Minister Corporate Secretary Director, ATIP Managers, ATIP Senior Public Rights Administrator, ATIP

		<p>Senior Public Rights Officer, ATIP</p> <p>Public Rights Officer, ATIP</p> <p>Public Rights Analyst, ATIP</p> <p>Regional Privacy Coordinators</p> <p>Positions as per Annex A</p>
<p>Decision on whether to convert information to an alternate format</p>	<p>17(3)(b)</p>	<p>Deputy Minister</p> <p>Senior Associate Deputy Minister/Chief Operating Officer</p> <p>Associate Deputy Minister</p> <p>Corporate Secretary</p> <p>Director, ATIP</p> <p>Managers, ATIP</p> <p>Senior Public Rights Administrator, ATIP</p> <p>Senior Public Rights Officer, ATIP</p> <p>Public Rights Officer, ATIP</p> <p>Public Rights Analyst, ATIP</p>

		<p>Regional Privacy Coordinators</p> <p>Positions as per Annex A</p>
<p>Decision to refuse to disclose information contained in an exempt bank.</p>	<p>18(2)</p>	<p>Deputy Minister</p> <p>Senior Associate Deputy Minister/Chief Operating Officer</p> <p>Associate Deputy Minister</p> <p>Corporate Secretary</p> <p>Director, ATIP</p> <p>Managers, ATIP</p>
<p>Decision to refuse access to information that was obtained in confidence from the government of a foreign state or institution, an international organization of states or an institution thereof, the government of a province or institution thereof, a municipal or regional government established by or pursuant to an Act of the legislature of a province or an institution of such a government, or the council, as defined in the Westbank First Nation Self-Government Agreement given effect by the Westbank First Nation Self-Government Act.</p>	<p>19(1)</p>	<p>Deputy Minister</p> <p>Senior Associate Deputy Minister/Chief Operating Officer</p> <p>Associate Deputy Minister</p> <p>Corporate Secretary</p> <p>Director, ATIP</p> <p>Managers, ATIP</p>



		Senior Public Rights Administrator, ATIP Regional Privacy Coordinators
Authority to disclose information referred to in 19(1) if the government, organization or institution described in 19(1) consents to the disclosure or makes the information public.	19(2)	Deputy Minister Senior Associate Deputy Minister/Chief Operating Officer Associate Deputy Minister Corporate Secretary Director, ATIP Managers, ATIP Senior Public Rights Administrator, ATIP Regional Privacy Coordinators
Refuse to disclose information that may be injurious to the conduct of federal-provincial affairs	20	Deputy Minister Senior Associate Deputy Minister/Chief Operating Officer Associate Deputy Minister Corporate Secretary

		Director, ATIP Managers, ATIP Senior Public Rights Administrator, ATIP
Refuse to disclose information that may be injurious to international affairs or the defence of Canada or one of its allies.	21	Deputy Minister Senior Associate Deputy Minister/Chief Operating Officer Associate Deputy Minister Corporate Secretary Director, ATIP Managers, ATIP Senior Public Rights Administrator, ATIP
Refuse to disclose information prepared by an investigative body, information injurious to the enforcement of a law, or information injurious to the security of penal institutions	22	Deputy Minister Senior Associate Deputy Minister/Chief Operating Officer Associate Deputy Minister Corporate Secretary

		<p>Director, ATIP</p> <p>Managers, ATIP</p> <p>Senior Public Rights Administrator, ATIP</p> <p>Senior Public Rights Officer, ATIP</p> <p>Public Rights Officer, ATIP</p> <p>Public Rights Analyst, ATIP</p> <p>Regional Privacy Coordinators</p> <p>Positions as per Annex A</p>
<p>Refuse to disclose information prepared by an investigative body for security clearance.</p>	<p>23</p>	<p>Deputy Minister</p> <p>Senior Associate Deputy Minister/Chief Operating Officer</p> <p>Associate Deputy Minister</p> <p>Corporate Secretary</p> <p>Director, ATIP</p> <p>Managers, ATIP</p> <p>Senior Public Rights Administrator, ATIP</p>

		Regional Privacy Coordinators
Refuse to disclose information that was collected by the Canadian Penitentiary Service, the National Parole Service or the National Parole Board while the individual was under sentence if the conditions in the section are met	24	Deputy Minister Senior Associate Deputy Minister/Chief Operating Officer Associate Deputy Minister Corporate Secretary Director, ATIP Managers, ATIP Senior Public Rights Administrator, ATIP Regional Privacy Coordinators
Refuse to disclose information which could threaten the safety of individuals	25	Deputy Minister Senior Associate Deputy Minister/Chief Operating Officer Associate Deputy Minister Corporate Secretary Director, ATIP

		<p>Managers, ATIP</p> <p>Senior Public Rights Administrator, ATIP</p>
<p>Refuse to disclose information about another individual and shall refuse to disclose such information where disclosure is prohibited under section 8</p>	26	<p>Deputy Minister</p> <p>Senior Associate Deputy Minister/Chief Operating Officer</p> <p>Associate Deputy Minister</p> <p>Corporate Secretary</p> <p>Director, ATIP</p> <p>Managers, ATIP</p> <p>Senior Public Rights Administrator, ATIP</p> <p>Senior Public Rights Officer, ATIP</p> <p>Public Rights Officer, ATIP</p> <p>Public Rights Analyst, ATIP</p> <p>Regional Privacy Coordinators</p> <p>Positions as per Annex A</p>

<p>Refuse to disclose information that is subject to solicitor-client privilege.</p>	<p>27</p>	<p>Deputy Minister                  Senior Associate Deputy Minister/Chief Operating Officer                  Associate Deputy Minister                  Corporate Secretary                  Director, ATIP                  Managers, ATIP                  Senior Public Rights Administrator, ATIP                  Regional Privacy Coordinators</p>
<p>Refuse to disclose information relating to the individual's physical or mental health where the disclosure is contrary to the best interests of the individual</p>	<p>28</p>	<p>Deputy Minister                  Senior Associate Deputy Minister/Chief Operating Officer                  Associate Deputy Minister                  Corporate Secretary                  Director, ATIP                  Managers, ATIP                  Senior Public Rights Administrator, ATIP</p>

		Regional Privacy Coordinators
Receive notice of investigation by the Privacy Commissioner	31	Deputy Minister Senior Associate Deputy Minister/Chief Operating Officer Associate Deputy Minister Corporate Secretary Director, ATIP
Right to make representations to the Privacy Commissioner during an investigation	33(2)	Deputy Minister Senior Associate Deputy Minister/Chief Operating Officer Associate Deputy Minister Corporate Secretary Director, ATIP Managers, ATIP Senior Public Rights Administrator, ATIP Senior Public Rights Officer, ATIP

		Public Rights Officer, ATIP Public Rights Analyst, ATIP Regional Privacy Coordinators
Receive Privacy Commissioner's report of findings of an investigation and give notice of action taken	35(1)	Deputy Minister Senior Associate Deputy Minister/Chief Operating Officer Associate Deputy Minister Corporate Secretary Director, ATIP Managers, ATIP Senior Public Rights Administrator, ATIP Senior Public Rights Officer, ATIP Public Rights Officer, ATIP Public Rights Analyst, ATIP Regional Privacy Coordinators



<p>Provision of addition information to a complainant after receiving a 35(1)(b) notice.</p>	<p>35(4)</p>	<p>Deputy Minister                  Senior Associate Deputy Minister/Chief Operating Officer                  Associate Deputy Minister                  Corporate Secretary                  Director, ATIP                  Managers, ATIP                  Senior Public Rights Administrator, ATIP                  Senior Public Rights Officer, ATIP                  Public Rights Officer, ATIP                  Public Rights Analyst, ATIP                  Regional Privacy Coordinators</p>
<p>Receive Privacy Commissioner's report of findings of investigation of exempt bank</p>	<p>36(3)</p>	<p>Deputy Minister                  Senior Associate Deputy Minister/Chief Operating Officer                  Associate Deputy Minister                  Corporate Secretary</p>

		Director, ATIP Managers, ATIP
Receive report of Privacy Commissioner's findings after compliance investigation	37(3)	Deputy Minister Senior Associate Deputy Minister/Chief Operating Officer Associate Deputy Minister Corporate Secretary Director, ATIP Managers, ATIP
Request that a court hearing, undertaken with respect to certain sections of the Act, be held in the National Capital Region.	51(2)(b)	Deputy Minister Senior Associate Deputy Minister/Chief Operating Officer Associate Deputy Minister Corporate Secretary Director, ATIP Managers, ATIP

Request and be given right to make representations in section 51 hearings	51(3)	Deputy Minister Senior Associate Deputy Minister/Chief Operating Officer Associate Deputy Minister Corporate Secretary Director, ATIP Managers, ATIP
Prepare annual report to Parliament	72(1)	Deputy Minister Senior Associate Deputy Minister/Chief Operating Officer Associate Deputy Minister Corporate Secretary Director, ATIP

## POSITIONS DELEGATED IN THE REGIONS, AS NOTED IN THE DELEGATION INSTRUMENT

## Atlantic Region

No additional positions identified

## Québec Region

Title	Position number	Sections
<i>Regional Office</i>		
Project Lead, Access to Information and Privacy (Public Rights)	29737	14, 15, 17(2)(b), 17(3)(b), 22, 26

Advisor, Access to Information and Privacy (Public Rights)	24448	14, 15, 17(2)(b), 17(3)(b), 22, 26
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### Ontario Region

<b>Title</b>	<b>Position number</b>	<b>Sections</b>
<i>Regional Office</i>		
Access to Information and Privacy (ATIP) Officer	54687	14, 15, 17(2)(b), 17(3)(b), 22, 26, 27, 28
Team Leader	59839	14, 15, 17(2)(b), 17(3)(b), 22, 26, 27, 28
ATIP Officer	40700 (bil)	14, 15, 17(2)(b), 17(3)(b), 22, 26, 27, 28
ATIP Officer	54688 (bil)	14, 15, 17(2)(b), 17(3)(b), 22, 26, 27, 28
ATIP Officer	53113	14, 15, 17(2)(b), 17(3)(b), 22, 26, 27, 28
ATIP Officer	53112	14, 15, 17(2)(b), 17(3)(b), 22, 26, 27, 28

## Western Canada and Territories Region

<b>Title</b>	<b>Position number</b>	<b>Sections</b>
<i>Regional Offices</i>		
Official Languages and Public Rights Officer	67433	14, 15, 17(2)(b), 17(3)(b), 22, 26
Communications Officer	52807	14, 15, 17(2)(b), 17(3)(b), 22, 26
Program Officer	75661	14, 15, 17(2)(b), 17(3)(b), 22, 26
Regional Access to Information and Privacy (ATIP) Officer	49263	14, 15, 17(2)(b), 17(3)(b), 22, 26
<i>Local Offices</i>		
Strategic Planning/Continuous Improvement Consultant	43611	14, 15, 17(2)(b), 17(3)(b), 22, 26
Service Canada Benefit Officer	76691	14, 15, 17(2)(b), 17(3)(b), 22, 26
Program and Service Delivery Clerk	76609	14, 15, 17(2)(b), 17(3)(b), 22, 26
Team Leader	76280	14, 15, 17(2)(b), 17(3)(b), 22, 26
Program and Service Delivery Clerk	69517	14, 15, 17(2)(b), 17(3)(b), 22, 26

Service Canada Benefit Officer	70255	14, 15, 17(2)(b), 17(3)(b), 22, 26
Service Canada Benefit Officer	75411	14, 15, 17(2)(b), 17(3)(b), 22, 26
Program and Service Delivery Clerk	74949	14, 15, 17(2)(b), 17(3)(b), 22, 26
Program and Service Delivery Clerk	74043	14, 15, 17(2)(b), 17(3)(b), 22, 26
Program and Service Delivery Clerk	74154	14, 15, 17(2)(b), 17(3)(b), 22, 26
Program and Service Delivery Clerk	76079	14, 15, 17(2)(b), 17(3)(b), 22, 26
Service Canada Benefit Officer	71724	14, 15, 17(2)(b), 17(3)(b), 22, 26
Program and Service Delivery Clerk	69487	14, 15, 17(2)(b), 17(3)(b), 22, 26
Service Canada Benefit Officer	66706	14, 15, 17(2)(b), 17(3)(b), 22, 26
Service Canada Benefit Officer	67988	14, 15, 17(2)(b), 17(3)(b), 22, 26
Program and Service Delivery Clerk	48612	14, 15, 17(2)(b), 17(3)(b), 22, 26
Program and Service Delivery Clerk	48127	14, 15, 17(2)(b), 17(3)(b), 22, 26
Team Leader	66148	14, 15, 17(2)(b), 17(3)(b), 22, 26
Program and Service Delivery Clerk	72470	14, 15, 17(2)(b), 17(3)(b), 22, 26
Program and Service Delivery Clerk	52549	14, 15, 17(2)(b), 17(3)(b), 22, 26
Program and Service Delivery Clerk	67205	14, 15, 17(2)(b), 17(3)(b), 22, 26
Program and Service Delivery Clerk	67612	14, 15, 17(2)(b), 17(3)(b), 22, 26

Program and Service Delivery Clerk	75255	14, 15, 17(2)(b), 17(3)(b), 22, 26
Payment Service Officer	68379	14, 15, 17(2)(b), 17(3)(b), 22, 26



## Annex B: Statistical Report on the *Privacy Act*



Government of Canada / Gouvernement du Canada

### Statistical Report on the *Privacy Act*

Name of institution: Department of Human Resources and Skills Development

Reporting period: 2011-01-04 to 2012-03-31

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

	Number of Requests
Received during reporting period	10737
Outstanding from previous reporting period	609
<b>Total</b>	<b>11346</b>
Closed during reporting period	10830
Carried over to next reporting period	516

#### 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	1008	1469	152	48	3	0	0	2680
Disclosed in part	2793	2934	540	88	5	4	0	6364
All exempted	5	3	2	0	0	0	0	10
All excluded	0	0	0	0	0	0	0	0
No records exist	1153	261	23	3	0	0	0	1440
Request abandoned	268	50	15	2	1	0	0	336
<b>Total</b>	<b>5227</b>	<b>4717</b>	<b>732</b>	<b>141</b>	<b>9</b>	<b>4</b>	<b>0</b>	<b>10830</b>

##### 2.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests
18(2)	0	22(1)(a)(i)	1	23(a)	0
19(1)(a)	0	22(1)(a)(ii)	0	23(b)	0
19(1)(b)	0	22(1)(a)(iii)	2	24(a)	0
19(1)(c)	1	22(1)(b)	14	24(b)	0
19(1)(d)	0	22(1)(c)	0	25	0
19(1)(e)	0	22(2)	0	28	6057
19(1)(f)	0	22.1	0	27	51
20	0	22.2	0	28	0
21	1	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	2503	9	0
Disclosed in part	5955	409	0
Total	8458	418	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	98944	98944	2680
Disclosed in part	722547	657987	6364
All exempted	1671	0	10
All excluded	0	0	0
Request abandoned	1657	0	336

**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	2429	37747	236	48032	14	11444	1	1721	0	0
Disclosed in part	4380	202280	1840	344589	114	74019	29	35408	1	1691
All exempted	9	0	0	0	0	0	1	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Abandoned	335	0	0	0	0	0	1	0	0	0
Total	7153	240027	2076	392621	128	85463	32	37129	1	1691

**2.5.3 Other complexities**

Disposition	Consultation required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	3	0	7	2389	2399
Disclosed in part	24	0	309	6232	6565
All exempted	2	0	1	9	12
All excluded	0	0	1	0	1
Abandoned	0	0	1	325	326
<b>Total</b>	<b>29</b>	<b>0</b>	<b>319</b>	<b>8955</b>	<b>9303</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
513	442	9	5	57

**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	208	10	218
16 to 30 days	96	8	104
31 to 60 days	92	7	99
61 to 120 days	30	5	35
121 to 180 days	1	1	2
181 to 365 days	2	1	3
More than 365 days	0	0	0
<b>Total</b>	<b>429</b>	<b>32</b>	<b>461</b>

**2.7 Requests for translation**

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	2	0	2
<b>Total</b>	<b>2</b>	<b>0</b>	<b>2</b>

**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	7
Requests for correction accepted	5
Requests for correction refused	2
Notations attached	2

**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	31	0	0	2
Disclosed in part	68	0	11	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	2	0	0	0
Request abandoned	2	0	0	0
<b>Total</b>	<b>103</b>	<b>0</b>	<b>11</b>	<b>2</b>

**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	1	0	0	2
16 to 30 days	102	0	11	0
<b>Total</b>	<b>103</b>	<b>0</b>	<b>11</b>	<b>2</b>

**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	22	741	1	27
Outstanding from the previous reporting period	2	387	1	165
<b>Total</b>	<b>24</b>	<b>1128</b>	<b>2</b>	<b>192</b>
Closed during the reporting period	24	1128	2	192
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	18	2	0	0	0	0	0	20
Disclose in part	1	1	1	1	0	0	0	4
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>	<b>19</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>24</b>

**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	1	0	1	0	0	0	0	2
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>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>

**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		\$2,973,000
Overtime		\$33,000
Goods and Services		\$197,000
- Contracts for privacy impact assessments	\$0	
- Professional services contracts	\$21,000	
- Other	\$176,000	
<b>Total</b>		<b>\$3,203,000</b>

**8.2 Human Resources**

Resources	Dedicated full-time	Dedicated part-time	Total
Full-time employees	21.00	26.00	47.00
Part-time and casual employees	1.00	2.00	3.00
Regional staff	17.00	63.00	80.00
Consultants and agency personnel	0.00	0.00	0.00
Students	0.00	1.00	1.00
<b>Total</b>	<b>39.00</b>	<b>92.00</b>	<b>131.00</b>

**Additional Reporting Requirements – *Privacy Act***

In 2011-2012, at Human Resources and Skills Development,

- twenty (20) Privacy Impact Assessments were initiated, and
- six (6) Privacy Impact Assessments were completed.\* \*\*

\* A Privacy Impact Assessment (PIA) is not considered to be completed until the final, approved copy including all eight sections outlined in Appendix C of the Directive has been sent to both the Office of the Privacy Commissioner and to the Information and Privacy Policy Division, Treasury Board Secretariat (TBS). TBS also requires the PIA to be accompanied by the new or updated Personal Information Bank.

\*\* While we report that six Privacy Impact Assessments were completed in 2011-2012, which is the case, it should be noted that two of these assessments were included in the 2010-2011 statistical report. They were approved by the Deputy Minister at fiscal year's end and sent to TBS and to the OPC in the beginning of the 2011-2012 fiscal year.