

Canada Border Services Agency

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Annual Report to Parliament on the Privacy Act

Canada Border Services Agency 2016-2017

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Chapter One: Privacy Act Report

Introduction

The Canada Border Services Agency (CBSA) is pleased to present to Parliament, in accordance with section 72 of the Privacy Act, its annual report on the management of this Act. The report describes the activities that support compliance with the Privacy Act for the fiscal year commencing April 1, 2016, and ending March 31, 2017. During this period, the CBSA continued to build on successful practices implemented in previous years.

The purpose of this Act is 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 and that provide individuals with a right of access to that information.

1

As stated in subsection 72(1) and 72(2) of the Privacy Act, "The head of every government institution shall prepare for submission to Parliament an annual report on the administration of this Act within the institution during each financial year ... Every report prepared under subsection (1) shall be laid before each House of Parliament within three months after the financial year in respect of which it is made or, if that House is not then sitting, on any of the first fifteen days next thereafter that it is sitting." 2

Organization

I. About the Canada Border Services Agency

Since 2003, the CBSA has been an integral part of the Public Safety Canada (PS) portfolio, which was created to ensure coordination across all federal departments and agencies responsible for national security and the safety of Canadians. 3 The CBSA itself is responsible for providing integrated border services that support national security and public safety priorities and facilitate the free flow of persons and goods, including animals and plants, that meet all requirements under the program legislation.

The CBSA carries out its responsibilities with a workforce of approximately 14,000 employees, including over 6,500 uniformed CBSA officers who provide services at approximately 1,200 points across Canada and at 39 international locations. 4

II. Access to Information and Privacy Division

The Access to Information and Privacy (ATIP) Division is comprised of five units: an Administration section, two Case Management units, and two Policy units. The Administration section's function is to receive all incoming requests and consultations, to ensure quality control of all outgoing correspondence, and to support both Case Management units in their day-to-day business. The Case Management units assign all branches and regions with retrieval requests and provide daily operational guidance and support to CBSA employees. The ATIP Policy and Governance Unit develops policies, tools, and procedures to support ATIP requirements within the CBSA and provides training to employees. The Information Sharing and Collaborative Arrangement Policy Unit maintains the policy framework for the CBSA's information-sharing and domestic written collaborative arrangements. On average, 53 full-time equivalents, eight part-time and casual employees, and one consultant were employed in the ATIP Division during fiscal year 2016–2017.

The ATIP coordinator for the CBSA is the Director of the ATIP Division. The ATIP Division is part of the Corporate Secretariat which reports to the Vice-President of the Corporate Affairs Branch. Consistent with best practices identified by the Treasury Board of Canada Secretariat (TBS), 5 the CBSA's ATIP coordinator is positioned within three levels of the President and has full delegated authority, reporting directly to the Director General of the Corporate Secretariat, who in turn reports to the Vice-President of the Corporate Affairs Branch.

Key to maintaining compliance with the statutory time requirements of the Privacy Act is the ATIP Division's ability to obtain personal information from branches and regions in a timely and reliable manner. Supported by a network of 17 ATIP liaison officers across the CBSA, the ATIP Division is well positioned to receive, coordinate, and process requests for personal information under the Privacy Act.

The ATIP Division works closely with other members of the PS portfolio, including the Canadian Security Intelligence Service, the Correctional Service of Canada, the Parole Board of Canada, and the Royal Canadian Mounted Police, to share best practices and develop streamlined processes for the retrieval of jointly held records within the 30-day legislated time frame required to respond to privacy requests.

Activities and Accomplishments

I. Performance

Fiscal year 2016–2017 saw high volumes of privacy requests made to the CBSA. The high volumes are largely attributable to individuals seeking copies of their history of arrival dates into Canada. In fiscal year 2016–2017, 78% of all the privacy requests received by the CBSA came from individuals seeking their Traveller History Report, which contains information used to support residency requirements for

programs administered by Immigration, Refugees and Citizenship Canada (IRCC) and Employment and Social Development Canada (ESDC).

The CBSA continued to see high volumes of privacy requests submitted through the Access to Information and Privacy Online Request tool. Through this tool, the Agency received 5,563 requests, which amounted to 48% of all privacy requests received by the CBSA.

The CBSA continued to offer the electronic format for responses to privacy requests. Although electronic format made up only 10.8% of all formal privacy requests that were either all disclosed or disclosed in part in fiscal year 2016–2017, these requests accounted for 48.1% of all the pages the CBSA disclosed in their entirety or disclosed in part this fiscal year.

The ATIP Division also provided case-by-case policy guidance to CBSA program areas related to the disclosure of information under section 8 of the Privacy Act and section 107 of the Customs Act. In total, the ATIP Division received 1,293 requests for guidance in fiscal year 2016–2017, representing an increase of 34% over the previous year.

II. Education and Training

In fiscal year 2016–2017, the ATIP Division continued to conduct bilingual training sessions that supported the implementation of streamlined processing procedures and built an awareness of ATIP obligations. These sessions are designed to ensure that the participants fully understand their responsibilities under the Privacy Act, with a focus on requests made pursuant to the Act and the duty-to-assist principles. Five sessions were offered, with 97 National Capital Region (NCR) and regional employees taking part.

CBSA employees also took advantage of the free online course entitled "Managing Information at the Canada Border Services Agency and the Access to Information Act and the Privacy Act." This one-hour online course was designed to provide employees with the basic principles for effectively managing information in their daily work. After completing this course, employees will have acquired the knowledge to better identify various types of information, learned how requests under the Access to Information Act and the Privacy Act are handled, and learned about their responsibilities throughout the process. A total of 653 employees completed the online training in fiscal year 2016–2017.

Moreover, the ATIP Division delivered six in-class training sessions on section 107 of the Customs Act, as well as basic information-sharing, disclosure of intelligence-related information, and business line-specific training sessions to 108 employees in the NCR and across the regions. In addition, the interactive online training course for all CBSA personnel regarding information sharing continues to be well-received.

Further, the ATIP Division developed a communications plan to raise employees' awareness of their obligations under the Privacy Act. The plan leverages key dates, such as Data Privacy Day, and other activities at the CBSA to promote ATIP tools, resources, and awareness.

Finally, the ATIP Division continues to actively participate in the TBS-led ATIP coordinators' and ATIP practitioners' meetings. These meetings provide opportunities for ATIP employees from the CBSA to liaise with employees from other institutions to discuss various issues and challenges that have been identified by the ATIP community.

III. New and Revised Privacy-related Policies and Procedures

During fiscal year 2016–2017, the CBSA continued to revise existing policies and to develop new ones. Of note, the internal procedures for the processing of complaints received from the Office of the Privacy Commissioner of Canada (OPC) were updated. In consultation with the OPC, the CBSA was able to put in place a procedure that provides all relevant information for the investigation while reducing the administrative burden on the analyst. These changes have helped to strengthen and build on the Agency's strong relationship with the Privacy Commissioner.

The ATIP Division has taken a number of measures to enhance and promote ATIP tools that are readily accessible to CBSA employees. One of these measures is to keep the ATIP intranet site up to date and available to all CBSA employees. This allows the ATIP Division to quickly share information and best practices and to facilitate collaboration across the Agency.

During the reporting period, the Policy and Governance Unit developed a Privacy Impact Assessment (PIA) Handbook. This handbook was designed to help program areas draft PIAs that follow the Treasury Board Directives, and it provides clear guidance on CBSA policy and procedures.

The ATIP Division continued to provide the service of informally reviewing CBSA records for internal programs as if they had been requested under the Privacy Act. The ATIP Division received 76 internal requests of this nature in fiscal year 2016–2017.

The ATIP Division closely monitors the time it takes to process privacy requests. Monthly reports, which show trends and performance, are submitted to the managers of the Case Management units, the Director of the ATIP Division, and the Director General of the Corporate Secretariat. Monthly reports consisting of statistics on the performance of the offices of primary interest are also distributed to all ATIP

liaison officers. Finally, quarterly trend reports portraying the overall performance of the Agency are reviewed and discussed during meetings of the Agency's Executive Committee [6](#) and are included in the Agency Performance Summary.

IV. Reading Room

The CBSA, in accordance with the Privacy Act, maintains a reading room for applicants who wish to review material in person at the CBSA. Applicants may access the reading room by contacting the CBSA's ATIP Director by telephone at 343-291-7021 or by sending an email to ATIP-AIPRP@cbsa-asfc.gc.ca. The reading room is located at:

Place Vanier Complex, 14th Floor, Tower A
333 North River Road
Ottawa, Ontario
K1A 0L8

V. Audits of, and investigations into the privacy practices of the Canada Border Services Agency

In 2016–2017, the CBSA underwent an audit by the OPC regarding its Security of Canada Information Sharing Act-related information-sharing activities, and the CBSA is currently undergoing a second audit regarding its national security-related information-sharing activities at the National Targeting Centre. The findings and recommendations are expected in fall 2017.

In addition, one audit initiated in 2015–2016 by the CBSA Internal Audit and Program Evaluation Directorate relating to the access to information and privacy practices of the CBSA was concluded. The results have been summarized below.

Canada Border Services Agency Internal Audit and Program Evaluation Directorate – Audit of the ATIP Division

As part of the CBSA Risk-Based Audit Plan 2014–2015 to 2016–2017, the CBSA Internal Audit and Program Directorate completed an audit of the ATIP Division in 2016–2017. The objective of this audit was to assess the adequacy of the ATIP management control framework, including the management of human resources business processes, to evaluate ATIP's compliance with legislative timelines and the controls that mitigate the risk of disclosing exempted information.

The CBSA Internal Audit and Program Evaluation Directorate's Report to the Audit Committee on this audit was published in October 2016. Two recommendations were put forward and have been accepted by the VP of Corporate Affairs. The recommendations and response are outlined below.

Recommendation	Management Response
<p>The VP of Corporate Affairs Branch should ensure the user profiles within the AccessPro Case Management system are restricted, where operationally feasible, to appropriately control access to ATIP information and identify access control requirements for future ATIP-related software issues.</p>	<p>The Corporate Affairs Branch agrees with the audit recommendation. A feasibility assessment on the impact of more restrictive access controls in the current ATIP case management system will be undertaken. We will also work with Treasury Board of Canada Secretariat to propose enhanced access controls in future ATIP case management systems.</p> <p>Completion date: March 31, 2017</p>
<p>The VP of Corporate Affairs Branch should optimize the ATIP function which could include: determining which key functional positions within the Agency require mandatory ATIP training; establishing a human resources plan; and providing reports that are sufficiently detailed to drive process improvement.</p>	<p>The Corporate Affairs Branch agrees with the audit recommendation. Key positions within the Agency that require training will be identified, and the ATIP Division's human resource strategy will be aligned with its business plan. More detailed reports to support optimizing the ATIP function have already been created for internal use.</p> <p>Completion date: March 31, 2017</p>

VI. Privacy Impact Assessments

In fiscal year 2016–2017, the CBSA completed four PIAs. They were all sent to the OPC and TBS for review and comments.

The four PIAs completed by the CBSA are:

- Primary Inspection Kiosk
- Entry/Exit Initiative

- NEXUS program; and
- Ministerial Relief.

The [full executive summaries of these PIAs](#) can be found on the CBSA's website.

Primary Inspection Kiosk

The Primary Inspection Kiosk (PIK) initiative represents the next evolution in automating Canada's international air ports of entry in partnership with airport authorities. The PIK initiative will introduce increased functionality in support of both facilitation and security, including complete on-screen traveller declaration and the elimination of the paper E311 declaration card, use of facial matching software to compare the photo of travellers from their passport with the current photo taken at the kiosk, and validation of ePassports for authenticity using the International Civil Aviation Organization standards. In addition, the PIK initiative will expand the population eligible to use the self-serve kiosks to visa-exempt and visa-required foreign nationals.

Entry/Exit

The Entry/Exit initiative falls under the CBSA's mandate of providing integrated border services that support national security and public safety priorities and facilitate the free flow of persons and goods that meet all requirements under the program legislation.

The Entry/Exit initiative will implement a system to exchange Biographic Entry Data between Canada and the United States (US) such that an entry into one country is considered an exit from the other, thereby establishing a common integrated approach to border management. The coordinated investments in entry and exit systems will assist the Government of Canada in meeting its objective of effectively administering and enforcing Canada's immigration program and border management practices.

NEXUS

NEXUS is a binational Canada–US program managed by the CBSA and US Customs and Border Protection.

NEXUS allows for customs and immigration border clearance processes to be streamlined for pre-approved, low-risk travellers.

Membership is for five years and provides expedited border clearance into Canada and the US in the land, air, and marine travel modes.

NEXUS members use dedicated lanes in the highway mode, self-serve kiosks in the air mode, and, by reporting through Telephone Reporting Centres in the marine mode.

Ministerial Relief

Under existing legislation, foreign nationals who are believed to be or found to be inadmissible to Canada under the Immigration and Refugee Protection Act (IRPA) on the basis of security, certain provisions relating to human or international rights violations, or organized criminality may seek a declaration of relief from the Minister of Public Safety and Emergency Preparedness under subsection 42.1(1) of IRPA. If the Minister decides to make a declaration of relief, the original grounds for inadmissibility no longer apply. The foreign nationals may then pursue temporary or permanent resident status without their applications being rejected on the same grounds of inadmissibility for which relief was granted.

Disclosures Made Pursuant to Paragraph 8(2)(e) of the Privacy Act

During the 2016–2017 fiscal year, 874 disclosures pursuant to paragraph 8(2)(e) of the Privacy Act were made by the CBSA.

Disclosures Made Pursuant to Paragraph 8(2)(m) of the Privacy Act

During the 2016–2017 fiscal year, the CBSA made one disclosure related to immigration removals pursuant to paragraph 8(2)(m) of the Privacy Act.

It is in the public interest to demonstrate that the CBSA is carrying out its mandate. This disclosure served to demonstrate that the objectives and integrity of the immigration system and the protection of the health and safety of Canadians were being maintained. The balance between the public's need to know and protection of an individual's privacy is of utmost concern to the CBSA. In this case, it was determined that public interest in the disclosure of this individual's removal status outweighed any injury to the individual.

The OPC was notified before the disclosure was made.

Delegation Order

See [Annex A](#) for a signed copy of the delegation order.

Chapter Two: Statistical Report

Statistical report on the Privacy Act

See [Annex B](#) for the CBSA's statistical report on the Privacy Act.

Interpretation of the statistical report

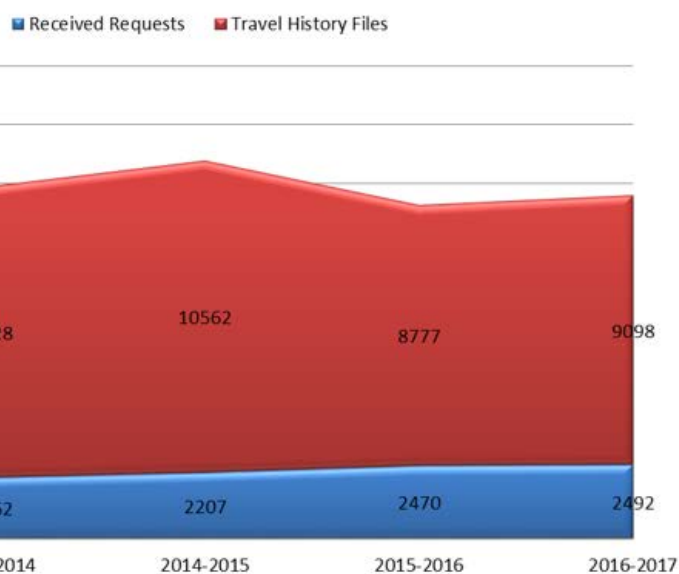
I. Requests Processed Under the Privacy Act

The CBSA received 11,590 privacy requests in fiscal year 2016–2017, which was an increase of 3% over the previous year. Moreover, the CBSA responded to 11,791 Privacy Act requests, representing 87.3% of the total number of requests received and outstanding from the previous reporting period.

For the past five years, the CBSA has consistently been among the top government departments in terms of workload. While consistently receiving upwards of 11,000 requests each year, the CBSA has been able to streamline processes to start to eliminate the backlog of requests created in the previous five years. This year the Agency closed more requests than it received, despite an increase of 155% in the pages reviewed over last year, which shows a positive direction for the future.



As mentioned previously, this large workload is largely attributable to requests for the Traveller History Report required by IRCC as well as ESDC to process a variety of applications.



II. Outstanding requests from previous years

During this reporting period, the CBSA built on the positive steps taken last year and was able to close more files than it received. Of the 1,701 requests carried over to fiscal year 2017–2018, 1,108 were on time and 593 were late.

III. Completion Time

Of all the requests completed, the CBSA was successful in responding to 89.7% within the legislated timelines, an increase from the 88.7% achieved last fiscal year.

In total, 517 extensions were applied for in fiscal year 2016–2017. This represents a decrease of 65% in extensions in comparison to the previous fiscal year.

IV. Complaints and investigations

Subsection 29(1) of the Privacy Act describes how the OPC receives and investigates complaints from individuals regarding their personal information held by a government institution. Examples of complaints the OPC may choose to investigate include a refusal of access to personal information; an allegation that personal information about an individual that is held by a government institution has been misused or wrongfully disclosed; or failure to provide access to personal information in the official language requested by the individual.

Throughout fiscal year 2016–2017, 70 Privacy Act complaints were filed against the CBSA, which represents an increase of 55.9% compared to fiscal year 2015–2016. The reason most cited for complaints was a delay in responding to requests. It should also be noted that the number of complaints filed relate to 0.5% of the privacy requests completed during this period. The complaints received during the fiscal year were related to the following issues: time delay (41); use and disclosure (16); application of exemptions (4); refusal to disclose (3); collection (4); and extensions (2).

Of the 35 complaints resolved in fiscal year 2016–2017, 23 were deemed well-founded, seven were deemed not well-founded, and five were discontinued. Where complaints are substantiated, the matter is reviewed by the delegated managers and processes are adjusted if required.

V. Privacy Breaches

There were no material privacy breaches reported during the 2016–2017 fiscal year.

VI. Conclusion

The achievements portrayed in this report reflect the CBSA's commitment to ensuring that every reasonable effort is made to meet its obligations under the Privacy Act. The CBSA strives to provide Canadians with their personal information to which they have a right in a timely and helpful manner while protecting the privacy rights of all Canadians.

Annex A – Delegation Order

Pursuant to section 73 of the Access to Information Act and section 73 of the Privacy Act, I hereby designate the persons holding the positions set out in the schedule hereto, or a person authorized to exercise the powers or perform the duties and functions of that position, to exercise or perform the powers, duties and functions of the Minister of Public Safety and Emergency Preparedness as the head of the Canada Border Services Agency under the provisions of the Act and related regulations set out in the schedule opposite each position. This order replaces previous designation orders and comes into force on the date on which it is signed. Dated at Ottawa, Province of Ontario, this 3rd day of May, 2016.

Schedule Canada Border Services Agency

Position	Access to Information Act and Regulations	Privacy Act and Regulations
President	Full Authority	Full Authority
Executive Vice-President	Full Authority	Full Authority
Vice-President, Corporate Affairs Branch	Full Authority	Full Authority
Director General, Corporate Secretariat	Full Authority	Full Authority
Director, ATI Privacy Division	Full Authority	Full Authority

Manager, ATI Privacy Division	Full Authority	Full Authority (except 8(2)(m))
Team Leader, ATI Privacy Division	Full Authority	Full Authority (except 8(2)(m))

Annex B – Statistical Report on the Privacy Act

Part 1 — Requests under the Privacy Act

	Number of Requests
Received during reporting period	11,590
Outstanding from previous reporting period	1,902
Total	13,492
Closed during reporting period	11,791
Carried over to next reporting period	1,701

Part 2 — Requests closed during the reporting period

2.1 Disposition and completion time

Disposition of requests	Completion Time							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
All disclosed	321	5,923	1,007	31	14	4	4	7,304
Disclosed in part	62	1,455	556	155	83	196	298	2,805
All exempted	0	1	1	1	0	1	1	5
All excluded	0	0	0	0	0	0	0	0
No records exist	32	396	89	12	4	4	3	540
Request abandoned	844	220	21	8	3	7	31	1,134
Neither confirmed nor denied	1	1	1	0	0	0	0	3
Total	1,260	7,996	1,675	207	104	212	337	11

2.2 Exemptions

Section	Number of requests
18(2)	0
19(1)(a)	565
19(1)(b)	51

19(1)(c)	53
19(1)(d)	143
19(1)(e)	0
19(1)(f)	0
20	1
21	796
22(1)(a)(i)	32
22(1)(a)(ii)	22
22(1)(a)(iii)	6
22(1)(b)	1,532
22(1)(c)	21
22(2)	0
22.1	0
22.2	0
22.3	0
23(a)	1
23(b)	0
24(a)	0
24(b)	0
25	3
26	2,614
27	360
28	2

2.3 Exclusions

Section	Number of requests
69(1)(a)	1
69(1)(b)	0
69.1	0
70(1)	0
70(1)(a)	0
70(1)(b)	0

70(1)(c)	0
70(1)(d)	0
70(1)(e)	0
70(1)(f)	0
70.1	0

2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	7,244	60	0
Disclosed in part	1,580	1,225	0
Total	8,824	1,285	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	25,870	25,870	7,304
Disclosed in part	500,659	321,388	2,805
All exempted	2,275	0	5
All excluded	0	0	0
Request abandoned	16,959	5,920	1,134
Neither confirmed nor denied	0	0	3
Total	545,763	353,178	11,251

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	7,291	23,293	13	2,577	0	0	0	0	0	0
Disclosed in part	1,772	29,484	767	127,205	177	78,352	88	81,350	1	5,097
All exempted	3	0	0	0	1	0	1	0	0	0

All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	1,113	182	10	583	5	538	6	4,617	0	0
Neither confirmed nor denied	3	0	0	0	0	0	0	0	0	0
Total	10,182	52,959	790	130,265	183	78,890	95	85,967	1	5,097

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	238	0	2,614	2	2,854
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	19	0	0	1	20
Neither confirmed nor denied	0	0	0	0	0
Total	257	0	2,614	3	2,874

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of requests closed past the statutory deadline	Principal Reason			
	Workload	External consultation	Internal consultation	Other
1,216	1,216	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	327	25	352
16 to 30 days	69	6	74
31 to 60 days	79	17	96
61 to 120 days	85	32	117
121 to 180 days	46	21	67
181 to 365 days	144	102	246
More than 365 days	123	141	264
Total	872	344	1,216

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) and 8(5)

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Paragraph 8(5)	Total
874	1	1	876

Part 4 — Requests for correction of personal information and notations

Disposition for correction requests received	Number
Notations attached	39
Requests for correction accepted	5
Total	44

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	7	0	1	0
Disclosed in part	159	0	307	0
All exempted	0	0	2	0
All excluded	0	0	0	0
No records exist	10	0	1	0
Request abandoned	3	0	27	0
Total	179	0	338	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	145	0
16 to 30 days	179	0	193	0
Total	179	0	338	0

Part 6 — Consultations received from other institutions and organizations

6.1 Consultations received from other government institutions and organizations

Consultations	Other Government of Canada institutions	Number of pages to review	Other organizations	Number of pages to review
Received during the reporting period	77	1,571	0	0
Outstanding from the previous reporting period	6	403	0	0
Total	83	1,974	0	0
Closed during the reporting period	75	1,157	0	0
Pending at the end of the reporting period	8	817	0	0

6.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of days required to complete consultation requests							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
All disclosed	9	9	1	3	0	2	0	24
Disclosed in part	7	19	7	4	1	2	0	40
All exempted	2	7	1	0	0	1	0	11
All excluded	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	18	35	9	7	1	5	0	75

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	

All disclosed	0	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0

Part 7 — Completion time of consultations on Cabinet confidences

7.1 Requests with legal services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More than 5000 Pages Processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

7.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More than 5000 Pages Processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0

31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Part 8 - Complaints and investigations notices received

Section 31	Section 33	Section 35	Court action	Total
70	0	35	0	105

Part 9 - Privacy Impact Assessments (PIAs)

Number of PIA(s) completed	4
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Part 10 — Resources related to the Privacy Act

10.1 Costs		
Expenditures	Amount	
Salaries	\$4,290,828	
Overtime	\$140,407	
Goods and Services	\$657,966	
• Professional services contracts	\$375,847	
• Other	\$282,119	
Total	\$5,089,201	

10.2 Human Resources	
Resources	Dedicated full-time
Full-time employees	52.62
Part-time and casual employees	7.63
Regional staff	0.00
Consultants and agency personnel	1.50

Students	0.00
Total	61.75
Note: Enter values to two decimal places.	

Footnotes

- 1 Privacy Act R.S., 1985, Chapter P-21. Retrieved from the Department of Justice Canada website: <http://laws-lois.justice.gc.ca/eng/acts/P-21/page-1.html>
- 2 Ibid.
- 3 Public Safety Canada webpage, About Public Safety Canada, www.publicsafety.gc.ca/cnt/bt/index-eng.aspx, accessed April 29, 2016.
- 4 The Canada Border Services Agency webpage, About the CBSA – <http://www.cbsa-asfc.gc.ca/agency-agence/menu-eng.html>, accessed April 29, 2016.
- 5 Treasury Board of Canada Secretariat webpage, Report on the TBS Study of Best Practices for Access to Information Requests Subject to Particular Processing, www.tbs-sct.gc.ca/atip-aiprp/tools/practices-pratiques-eng.asp, accessed April 29, 2016.
- 6 The Executive Committee (EC) is the CBSA's senior management decision-making forum responsible for the overall strategic management and direction of the Agency's policy, program, and corporate responsibilities. Membership on the EC is as follows: President, Executive Vice-President, Vice-Presidents, Associate Vice-Presidents, Senior General Counsel, Director General of Internal Audit and Program Evaluation, and Director General of the Corporate Secretariat.

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