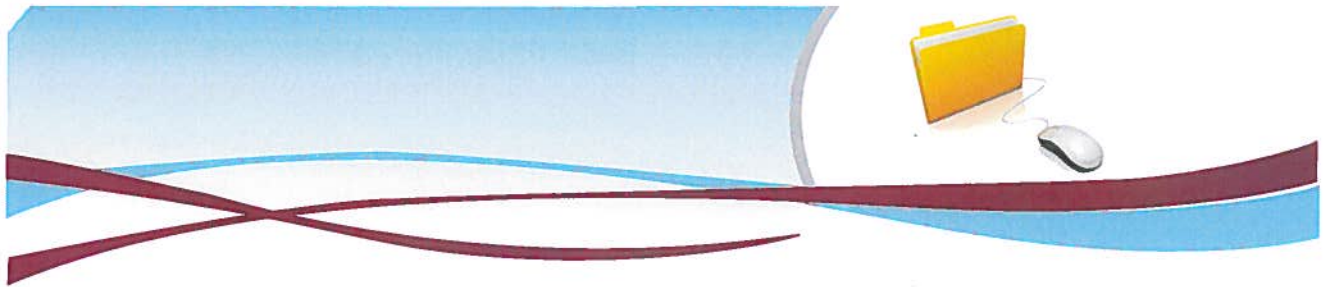




Canadian Radio-television and
Telecommunications Commission

Conseil de la radiodiffusion et des
télécommunications canadiennes



Annual Report

Privacy

2013 / 2014



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Canada 



Conseil de la radiodiffusion et des
télécommunications canadiennes

Canadian Radio-television and
Telecommunications Commission

Ottawa, Canada
K1A 0N2


August 20, 2014

The Honourable Shelly Glover
Minister of Canadian Heritage
and Official Languages
15 Eddy Street
Gatineau, Quebec
K1A 0M5

Dear Minister:

In accordance with the provisions of Section 72 of the *Privacy Act*, the Canadian Radio-television and Telecommunications Commission hereby submits its annual report for the year ending March 31, 2013 for referral to the Standing Committee on Justice and Human Rights.

Sincerely,



John Traversy
Secretary General

Canada 

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- [A. Delegation Order](#)
- [B. Statistical Report](#)

Introduction

This report is prepared pursuant to section 72 of the *Privacy Act* (the *Act*) and tabled in Parliament in accordance with the *Act*.

In its day-to-day operations, federal government departments and agencies collect personal information from almost all Canadians. The *Privacy Act* gives Canadian citizens and people present in Canada the right to have access to information about them that is held by the federal government. It also protects against unauthorized disclosure of that personal information. In addition, it strictly controls how the government will collect, use, store, disclose, and dispose of any personal information.

CRTC Mandate and Responsibilities

The CRTC's legislative authority is derived from the following acts:

The Canadian Radio-television and Telecommunications Commission Act, 1985;
Bell Canada Act, 1987;
Broadcasting Act, 1991;
Telecommunications Act, 1993; and
An Act to Promote the Efficiency and Adaptability of the Canadian Economy by Regulating Certain Activities that Discourage Reliance on Electronic Means of Carrying out Commercial Activities, and to Amend the Canadian Radio-television and Telecommunications Commission Act, the Competition Act, the Personal Information Protection and Electronic Documents Act, and the Telecommunications Act, 2010.
Referred to as "Canada's Anti-Spam Legislation (CASL)" in this document, the majority of this Act came into force as of July 1, 2014.

The Canadian Radio-television and Telecommunications Commission (CRTC) is an administrative tribunal that is responsible for regulating and supervising Canada's broadcasting and telecommunications systems, based on policy objectives set out in the *Broadcasting Act* and the *Telecommunications Act*. The CRTC also has new responsibilities under Canada's Anti-Spam Legislation (CASL).

The CRTC reports to Parliament through the Minister of Canadian Heritage and Official Languages.

The CRTC fulfills its responsibilities through a number of interrelated activities, including:

- consulting and informing Canadians;
- deciding on mergers, acquisitions and changes of ownership;
- developing regulatory policies for Canada's communication system;
- approving tariffs and certain agreements for the telecommunications industry;
- issuing, renewing and amending licenses for broadcasting undertakings;

- administering and enforcing rules for the National Do Not Call List (National DNCL);
- resolving competitive disputes;
- monitoring, assessing and reporting on broadcasting and telecommunications industries;
- responding to public inquiries and complaints;
- facilitating industry co-regulation and self-regulation through consultations, committees and working groups; and
- administering and enforcing applicable provisions of CASL.

Administration

The CRTC's Access to Information and Privacy (ATIP) Office is located within the Information Management section of the Information Management and Information Technologies Directorate. In 2013-2014, the ATIP Office had five full-time employees and one full-time employee engaged in Privacy activities part-time.

The ATIP Office uses the AccessPro Case Management system and an imaging and electronic redaction software solution, AccessPro Redaction.

Delegation Order

Decision-making responsibility for the application of the various provisions of the *Privacy Act* has been formally established and is outlined in the Designation Order approved by the Chairman of the CRTC June 10, 2013. A copy of the designation order is in Appendix A of this Report.

Requests received under the *Privacy Act*

During the reporting period from April 1, 2013 to March 31, 2014, the CRTC received a total of two new requests under the *Privacy Act*. Of these two requests, one was closed and the other was carried forward to 2014-2015.

Disposition of completed Privacy requests

In 2013-2014, one request was completed. The completed request was found to have no records that met the criteria.

Completion time and extensions

The request that was completed in 2013-2014 was processed within the 16 - 30 day time-frame.

Education and training

During 2013–2014, two training sessions were offered to 32 employees, providing them with an overview of the *Privacy Act*, and a better understanding of their obligations and the processes within the CRTC.

Through training and information sessions, CRTC employees are made aware of their responsibilities for the proper management of personal information holdings. Responsible sectors are also required to consult with the ATIP Coordinator before collecting any personal information.

The ATIP Coordinator must be notified where personal information in a personal information bank is used or disclosed for a use consistent with the purpose for which the information was obtained or compiled, but was not identified in the statement of consistent uses published in *Info Source*.

Policies and Procedures

There were no new privacy policies or procedures put in place in 2013-2014.

Costs

During 2013-2014, the ATIP Office incurred an estimated \$192,960 in salary costs and \$2,445 in administrative costs to administer both this *Act* and the *Access to Information Act*.

These costs do not include the resources expended by the program areas of the CRTC to meet the requirements of this *Act* and the *Access to Information Act*.

Complaints

There were no privacy related complaints in 2013-2014.

Privacy Impact Assessment

The CRTC has completed one Privacy Impact Assessments (PIA) during this reporting period: the Spam Reporting Center PIA which was approved and signed on February 24, 2014 by the CRTC's Chairman. It was required in order to support the Canadian Anti-Spam Legislation (CASL) that came into force July 1, 2014. The CRTC is now moving forward with two other PIAs: the Multi Institutional PIA for CASL and the Enforcement PIA for the CRTC. These PIAs are also relevant to the implementation of CASL.

Disclosures Under Subsections 8(2)(e), (f), (g), and (m) of the *Privacy Act*

There were no disclosures pursuant to subsections 8(2) (e), (f), (g), and (m) of the *Privacy Act* for the 2013-2014 period.

Statistical Report of the *Privacy Act*

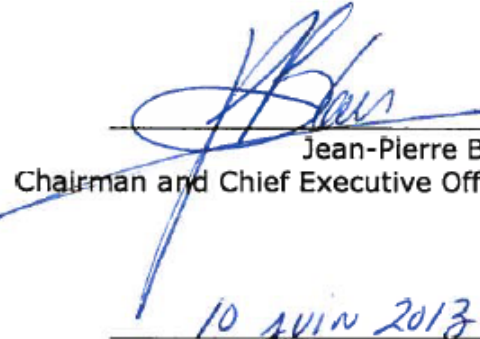
The report can be found at Appendix B.

Appendix A: Delegation Order

Privacy Act Delegation Order

I, the undersigned, Chairman and Chief Executive Officer of the Canadian Radio-Television and Telecommunications Commission (CRTC), pursuant to section 73 of the **Privacy Act***, hereby designate the person or persons holding the position or positions set out in the schedule hereto to exercise and perform the powers, duties and functions of the Chairman, as the head of the government institution, under the sections of the Act set out in the attached schedule for each position.

This Delegation Order supersedes all previous Delegation Orders with respect to the CRTC, or any portion thereof.



Jean-Pierre Blais
Chairman and Chief Executive Officer

10 juin 2013

Date

*R.S.C. 1985, Ch. P-21

SCHEDULE

Privacy Act Designation Order

Position	Sections of Privacy Act
1. Secretary General	8(1), 8(2), 8(4), 8(5), 9(1), 9(4), 10(1), 14, 15, 16, 17, 18(2), 19, 20, 21, 22, 22.3, 23, 24, 25, 26, 27, 28, 33(2), 35(1), 35(4), 36(3), 37(3), 51(2), 51(3), 69, 70, 72(1).
2. ATIP Coordinator	8(1), 8(2)(a)(b)(e)(i), 8(4), 9(1), 9(4), 10(1), 14, 15, 16, 17, 19(2), 33(2), 35(4), 69.

Appendix B: Statistical Report

**Statistical Report on the *Privacy Act***Name of institution: CRTCReporting period: 2013-04-01 to 2014-03-31**PART 1 – Requests under the *Privacy Act***

	Number of Requests
Received during reporting period	2
Outstanding from previous reporting period	0
Total	2
Closed during reporting period	1
Carried over to next reporting period	1

PART 2 – Requests closed during the reporting period**2.1 Disposition and completion time**

Disposition of requests	Completion Time							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
All disclosed	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	1	0	0	0	0	0	1
Request abandoned	0	0	0	0	0	0	0	0
Total	0	1	0	0	0	0	0	1

2.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests
18(2)	0	22(1)(a)(i)	0	23(a)	0
19(1)(a)	0	22(1)(a)(ii)	0	23(b)	0
19(1)(b)	0	22(1)(a)(iii)	0	24(a)	0
19(1)(c)	0	22(1)(b)	0	24(b)	0
19(1)(d)	0	22(1)(c)	0	25	0
19(1)(e)	0	22(2)	0	26	0
19(1)(f)	0	22.1	0	27	0
20	0	22.2	0	28	0
21	0	22.3	0		

2.3 Exclusions

Section	Number of requests	Section	Number of requests	Section	Number of requests
69(1)(a)	0	70(1)(a)	0	70(1)(d)	0
69(1)(b)	0	70(1)(b)	0	70(1)(e)	0
69.1	0	70(1)(c)	0	70(1)(f)	0
				70.1	0

2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	0	0	0
Disclosed in part	0	0	0
Total	0	0	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of requests	Number of pages processed	Number of pages disclosed	Number of requests
All disclosed	0	0	0
Disclosed in part	0	0	0
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	0	0	0

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less than 100 pages processed		101-500 pages processed		501-1000 pages processed		1001-5000 pages processed		More than 5000 pages processed	
	Number of Requests	Pages disclosed	Number of Requests	Pages disclosed	Number of Requests	Pages disclosed	Number of Requests	Pages disclosed	Number of Requests	Pages disclosed
All disclosed	0	0	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Abandoned	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

2.5.3 Other complexities

Disposition	Consultation required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	0	0	0	0	0
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Abandoned	0	0	0	0	0
Total	0	0	0	0	0

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of requests closed past the statutory deadline	Principal Reason			
	Workload	External consultation	Internal consultation	Other
0	0	0	0	0

2.6.2 Number of days past deadline

Number of days past deadline	Number of requests past deadline where no extension was taken	Number of requests past deadline where an extension was taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	0	0

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

PART 3 – Disclosures under subsection 8(2)

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Total
0	0	0

PART 4 – Requests for correction of personal information and notations

	Number
Requests for correction received	0
Requests for correction accepted	0
Requests for correction refused	0
Notations attached	0

PART 5 – Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of requests where an extension was taken	15(a)(i) Interference with operations	15(a)(ii) Consultation		15(b) Translation or conversion
		Section 70	Other	
All disclosed	0	0	0	0
Disclosed in part	0	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
Total	0	0	0	0

5.2 Length of extensions

Length of extensions	15(a)(i) Interference with operations	15(a)(ii) Consultation		15(b) Translation purposes
		Section 70	Other	
1 to 15 days	0	0	0	0
16 to 30 days	0	0	0	0
Total	0	0	0	0

PART 6 – Consultations received from other institutions and organizations

6.1 Consultations received from other government institutions and organizations

Consultations	Other government institutions	Number of pages to review	Other organizations	Number of pages to review
Received during the reporting period	1	0	1	0
Outstanding from the previous reporting period	0	0	0	0
Total	1	0	1	0
Closed during the reporting period	0	0	0	0
Pending at the end of the reporting period	1	0	1	0

6.2 Recommendations and completion time for consultations received from other government institutions

Recommendation	Number of days required to complete consultation requests							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	than 365 days	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

6.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of days required to complete consultation requests							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	than 365 days	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

PART 7 – Completion time of consultations on Cabinet confidences

Number of days	Number of responses received	Number of responses received past deadline
1 to 15	0	0
16 to 30	0	0
31 to 60	0	0
61 to 120	0	0
121 to 180	0	0
181 to 365	0	0
More than 365	0	0
Total	0	0

PART 8 – Resources related to the *Privacy Act*

8.1 Costs

Expenditures		Amount
Salaries		\$192,961
Overtime		\$0
Goods and Services		\$2,445
• Contracts for privacy impact assessments	\$0	
• Professional services contracts	\$2,310	
• Other	\$135	
Total		\$195,406

8.2 Human Resources

Resources	Dedicated full-time	Dedicated part-time	Total
Full-time employees	5.00	1.00	6.00
Part-time and casual employees	0.00	1.00	1.00
Regional staff	0.00	0.00	0.00
Consultants and agency personnel	0.00	1.00	1.00
Students	0.00	0.00	0.00
Total	5.00	3.00	8.00

Supplementary Statistical Report Appendix A

Previously released ATI package released informally

Institution	Number of informal releases of previously released ATI packages
Canadian Radio-television and Telecommunication Commission	20

Completed Privacy Impact Assessments (PIAs)

Institution	Number of Completed PIAs
Canadian Radio-television and Telecommunication Commission	1

Completion Time of Consultations on Cabinet Confidences under the ATIA - Requests with Legal Services

[illegible]

Completion Time of Consultations on Cabinet Confidences under the ATIA - Requests with Privy Council Office

[illegible]

Completion Time of Consultations on Cabinet Confidences under the PA - Requests with Legal Services

[illegible]

Completion Time of Consultations on Cabinet Confidences under the PA - Requests with Privy Council Office

[illegible]