



Canadian Radio-television and
Telecommunications Commission

Conseil de la radiodiffusion et des
télécommunications canadiennes

Canada

Annual Report

Privacy
2014/2015

CRTC.GC.CA

Access to Information & Privacy Coordinator
CRTC
1, Promenade du Portage
Central Building, Les Terrasses de la Chaudière
Hull, Quebec
(819) 997 4274

mailing address:
Ottawa, Ontario
K1A 0N2

or

Toll free 1-877-249-2782
TDD – Toll free 1-877-909-2782
Tel: (819) 997-0313
TDD – (819) 994-0423
Internet Address: <http://www.crtc.gc.ca>

Catalogue no. BC9-5/2-2015
ISSN 1922-0790 (Print)
ISSN 2291-7993 (Online)

Table of Contents

CRTC Mandate and Responsibilities.....	4
Administration.....	5
Delegation Order	6
Requests received under the <i>Privacy Act</i>	6
Disposition of completed Privacy requests	6
Completion time and extensions.....	6
Education and training	6
Policies and Procedures	7
Costs.....	7
Complaints	7
Privacy Impact Assessment	7
Disclosures Under Subsections 8(2)(e), (f), (g), and (m) of the <i>Privacy Act</i> ..	7
Reporting.....	7

Appendices:

[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 regulates and supervises Canadian broadcasting and telecommunications in the public interest, as well as enhances the privacy and safety of Canadians.

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:

Regulatory Policy, Legislative Implementation and Regulation

- Developing regulatory policies for Canada's communication system
- Approving mergers, acquisitions and changes of ownership of broadcasting distribution undertakings

- Approving tariffs and agreements for certain telecommunications services
- Issuing, renewing and amending licenses for broadcasting distribution and programming undertakings
- Resolving competitive disputes

Outreach and Engagement with Stakeholders and Canadians

- Consulting and informing Canadians
- Responding to enquiries and complaints from Canadians
- Collaborating with domestic and international partners on issues
- Facilitating industry co-regulation and self-regulation through consultations, committees and working groups

Monitoring, Compliance and Enforcement

- Monitoring and reporting on the Canadian communication system
- Promoting and enforcing compliance with legislation, regulation and rules such as the Unsolicited Telecommunications Rules (UTRs) and the Canada's Anti-Spam Legislation (CASL)

The CRTC undertakes its responsibilities with a focus on Canadians as citizens, creators and consumers. Canada's communication system continues to evolve in a complex and dynamic manner, and is of growing importance to the lives of Canadians.

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 2014-2015, the ATIP Office had 5 full-time employees and 1 part-time employee engaged in Privacy activities.

The activities of the ATIP Office include:

- receiving and processing requests in accordance with the *Act*;
- promoting awareness of the *Act* within the Commission;
- preparing the annual report to Parliament, the annual statistical report and maintaining the Department's *Info Source* chapter;
- monitoring commission compliance with the *Act*; and
- providing professional advice and guidance to senior management and all Commission staff on the *Act*.

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, 2014 to March 31, 2015, the CRTC received a total of 11 new requests under the *Privacy Act*. One was carried forward from 2013-2014. Consequently, a total of 12 requests were processed and closed in 2014-2015. No requests for correction were received this fiscal year. See Appendix B for the Statistical Report on the *Privacy Act*.

Disposition of completed Privacy requests

Of the 12 requests completed during the reporting period, 11 requests resulted in the partial disclosure of information and one request was abandoned by the applicant.

Completion time and extensions

The Commission completed 11 requests within the 30-day time limit, a 30-day extension was required for 1 request.

Education and training

During 2014–2015, 2 training sessions were offered to 50 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 2014-2015.

Costs

During 2014-2015, the ATIP Office incurred an estimated \$226,199 in salary costs and \$21,756 in administrative costs to administer this *Act*.

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

Complaints

There were no privacy related complaints in 2014-2015 and there were no Federal Court cases concerning the refusal of access.

Privacy Impact Assessment

Three Privacy Impact Assessment Checklists were evaluated for new or changed programs or systems, 2 of which resulted in the recommendation of a privacy impact assessment (PIA): one of these was in regard to the Voter Contact Registry (VCR) and the other for the Do Not Call List (DNCL).

Additionally, 2 other PIAs that had been initiated in 2013-2014, were completed in 2014-2015: The Multi-Institutional CASL PIA and the CASL Enforcement PIA.

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 2014-2015 period.

Reporting

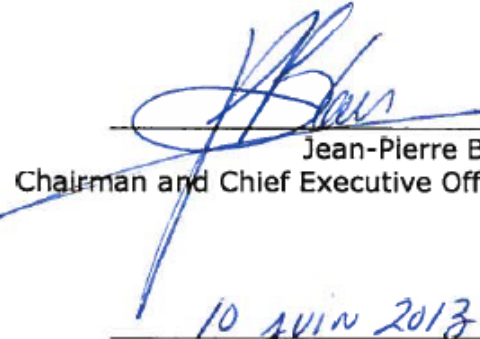
The ATIP Office met its reporting obligations for the reporting period by providing timely input to *Info Source* and the publication of the annual reports. The statistical report on the *Privacy Act* was provided to the Treasury Board Secretariat. Internally, the ATIP Office monitored the time to process requests on a daily basis with the ATIP case management system.

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