

PRIVACY ACT

Annual Report to Parliament

April 1, 2011 to March 31, 2012

FOREWORD

MANDATE OF THE ECONOMIC DEVELOPMENT AGENCY OF CANADA FOR THE REGIONS OF QUEBEC

The Agency supports the development of the regions of Quebec by granting repayable or non-repayable contributions under its programs and initiatives.

Since April 3, 2012, this service delivery is based on quality standards and provided by advisors in each of the 14 business offices.

The Agency also provides information, guidance and advisory services for SMEs and NPOs.

Mission

Under its enabling legislation, which came into effect on October 5, 2005, the Agency's mission is to promote the long-term economic development of the regions of Quebec by giving special attention to those where slow economic growth is prevalent or where opportunities for productive employment are inadequate.

As part of its mission, it also undertakes to promote co-operation and complementarity with Quebec and communities in Quebec.

To learn more about the Agency and its programs and activities, please visit our site at www.deced.gc.ca.

Vision

In the long term, Quebec's regions and communities will have increased their development capacity, vitality and prosperity in a significant and lasting manner, to the benefit of their citizens.

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INTRODUCTION

The purpose of the *Privacy 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.

It is intended to protect personal information by allowing only the individuals themselves to consult their information. It also ensures a substantial degree of control over how such information is gathered, used and communicated.

Privacy Act

The *Privacy Act* provides individuals with a general right of access to information held by federal government institutions, with some specific, limited exceptions.

Section 72 of the Act also stipulates that the head of a federal institution shall submit an annual report to Parliament on the administration of the Act within the institution.

This document deals with activities related to administration of the Act at the Economic Development Agency of Canada for the Regions of Quebec. It can be consulted at <http://www.dec-ced.gc.ca> or a copy may be obtained from:

Access to Information and Privacy Office
Economic Development Agency of Canada for the Regions of Quebec
Dominion Square Building
1255 Peel Street, Suite 900
Montreal, Quebec H3B 2T9

ACCESS TO INFORMATION AND PRIVACY OFFICE

The Access to Information and Privacy Office (AIPO) is part of the Agency's Corporate Secretariat and includes the Corporate Secretariat Manager, the Public Rights Co-ordinator and two officers who devote half of their workload to requests related to access to information and privacy.

As the entity responsible for the Act, the AIPO represents the Agency with the public, the Treasury Board Secretariat (TBS), the Information and Privacy Commissioners and other federal departments and institutions.

The AIPO ensures, on behalf of the Agency, compliance with the legislation, regulations, procedures and overall directions of the government with regard to access to information.

Overall, the AIPO plays a key role in processing requests for information and for correction of personal information. It assists applicants and co-ordinates all related administrative and legal activities. It develops advice, overall approaches, reports and procedures related to administration of the Act and plays a role with Agency employees in terms of training.

DELEGATION OF AUTHORITY

Under the Agency's enabling legislation, the President is named as the head. In addition to ensuring management of the institution and controlling management of its staff, she is also responsible for enforcement of the *Privacy Act*.

The Agency reviewed in 2011-2012 all delegated authorities in this regard, and they are now identified in a delegation tool signed on March 24, 2011, which may be consulted on the next page. In this schedule, authority for enforcing the Act is delegated to the position of Manager, Corporate Secretariat, while most of the administrative authority has been transferred to the Coordinator of Public Rights. The schedule is part of the overall access action plan, which reflects current trends in government and is in line with major access to information principles. The Policy and Administrative Practices section provides additional details in this regard.

**DELEGATION SCHEDULE
PRIVACY ACT**

Article	Description	Proposed delegation	
		Manager, General Secretariat	Co-ordinator
8(2)(j)	Disclose personal information for research purposes	✓	
8(2)(m)	Disclose personal information in the public interest or in the interest of the individual	✓	
8(4)	Retain copy of 8(2)(e) requests and disclosed records	✓	✓
8(5)	Notify Privacy Commissioner of 8(2)(m) disclosures	✓	✓
9(1)	Retain record of use	✓	✓
9(4)	Consistent use	✓	✓
10	Include personal information in personal information banks	✓	✓
14	Notice where access requested	✓	✓
15	Extension of time limits	✓	✓
17(2)(b)	Language of access	✓	✓
17(3)(b)	Access to personal information in alternative format	✓	✓
18(2)	Exemption (exempt bank) – Disclosure may be refused	✓	
19(1)	Exemption – Personal information obtained in confidence	✓	
19(2)	Exemption – Where authorized to disclose	✓	
20	Exemption – Federal-provincial affairs	✓	
21	Exemption – International affairs and defence	✓	
22	Exemption – Law enforcement and investigation	✓	
22.3	Exemption – <i>Public Servants Disclosure Protection Act</i>	✓	
23	Exemption – Security clearances	✓	

Article	Description	Proposed delegation	
		Manager, General Secretariat	Co-ordinator
24	Exemption – Individuals sentenced for an offence	✓	
25	Exemption – Safety of individuals	✓	
26	Exemption – Information about another individual	✓	
27	Exemption – Solicitor-client privilege	✓	
28	Exemption – Medical record	✓	
31	Notice of intention to investigate	✓	✓
33(2)	Right to make representation	✓	
35(1)	Findings and recommendations of Privacy Commissioner (complaints)	✓	✓
35(4)	Access to be given	✓	✓
36(3)	Report of findings and recommendations (exempt banks)	✓	✓
37(3)	Report of findings and recommendations (compliance review)	✓	✓
51(2), (3)	Special rules for hearings	✓	
72(1)	Report to Parliament	✓	✓

I approve the delegation schedule.


 Suzanne Vinet, President

MAR 24 2011
 Date

INTERPRETATION OF THE STATISTICAL REPORT ON REQUESTS FOR ACCESS TO PERSONAL INFORMATION

Requests

The Agency did not receive any requests in 2011-2012 and no requests were carried over from the previous year.

Costs

Expenses related to enforcement of the Act totalled \$7,859. Costs related to administration totalled \$563. These costs included training, travel, licences for software for the processing of requests and the purchase of supplies. Salaries were in the order of \$7,296.

TRAINING

In 2011-2012, following submission of its action plan, the AIPO looked into the training needs of Agency staff. Based on this analysis, a mandatory course entitled *Access to Information and Privacy* was designed by the AIPO team, intended to make all Agency employees aware of compliance with acts and regulations related to access to information and privacy.

This training took the form of a session which could be shaped to employee needs. The first session, three hours in length, enabled employees to understand the legislation and their roles in the processing of requests for access to information and personal information. The training was also shaped into a one and a half hour initiation session, intended to provide general information for employees with no specific role in the processing of requests for access to information and personal information.

This training was presented by AIPO officers in a classroom setting for employees at Head Office in Montreal and business offices in the surrounding area. Employees in the other business offices and external branches were also able to attend the training via telepresence. A variety of dynamic participatory learning activities were used to support trainers throughout the training session. In addition, a practical guide on the material presented was handed out to all participants.

Most Agency employees attended the three-hour training session. At the end of the session, they were able to:

- understand the legal obligations of the legislation;
- understand the procedure for processing and categorizing the various types of access requests handled by the Agency;
- identify the role of stakeholders in the processing of requests for access and recognize their own responsibilities;
- identify personal information and consider its collection, use and conservation under the *Privacy Act*;
- recognize the principles of assistance to the requestor.

The 30 sessions presented between November 2011 and April 2012 enabled the AIPO team to train 316 employees out of a total of 399 FTEs. The objective for 2012-2013 will be to reach employees who have not yet received the training and present it to new employees as required, ensuring that the other employees maintain the knowledge they have acquired.

In addition to this training series, a coffee and chat session was held as part of Canadian Right to Know Week in September 2011. The event attracted 35 employees interested in attending a discussion meeting where they were encouraged to ask questions of AIPO employees. During the event, a leaflet containing e-mail addresses related to privacy was distributed to participants.

All in all, the training sessions and the coffee and chat were appreciated by Agency employees, allowed participants to become familiar with the legislation and clarified the work of the AIPO.

ADMINISTRATIVE POLICIES AND PRACTICES

Procedure

For two years, the AIPO has maintained its *Access to Information and Personal Information Procedure*, which was submitted to and approved by Agency senior management in March 2011. The procedure was then presented to employees on the Agency's intranet site and was not amended in 2012.

The *Directive on the Administration of the Access to Information Act*, which came into effect in March 2010, was used as a guide for implementation of the new procedure. The procedure is intended to make it easier to comply with the legislative and regulatory requirements of the acts, specify the roles and responsibilities of the stakeholders involved in processing requests for access and model the practices and procedures for processing access requests efficiently.

In addition to presenting the roles and responsibilities of the various stakeholders, this procedure identifies the process for handling the requests and illustrates the various steps in processing and approval in effect at the Agency, as shown on the next page.

RECEIPT

As part of a well defined process, the AIPO is responsible for receiving and processing requests submitted under the Act and provides leadership in this regard. The AIPO then forwards the requests to the office of primary interest, which is then responsible for forwarding the requested documents and providing the AIPO with expert advice.



PROCESSING

Once the document extraction process has been completed, the AIPO analyses the documents on the basis of the Act, consults the office of primary interest. It then informs the branch or sector concerned of the recommended dispositions, which are then submitted to the Manager, Corporate Secretariat, for approval.



COMMUNICATION

The documents are prepared for communication and sent to the applicants.

Development of advice

In addition to the expert advice services related to personal information provided to the Agency's employees, the AIPO develops advice with regard to the communication of internal audit reports and environmental assessments stored in the Canadian Environmental Assessment Registry. This exercise assures the responsibility centres concerned that their reports are communicated in accordance with the Act.

In 2011-2012, 4 environmental assessments and 5 audit reports were analysed by the AIPO.

COMPLAINTS AND INVESTIGATIONS

The Agency did not receive any complaints related to requests for access to personal information in 2011-2012.

PRIVACY IMPACT ASSESSMENT (PIA)

Given the nature of its activities and the type of information it holds, the Agency conducts few Privacy Impact Assessments. In 2011-2012, no new program or activity resulted in a Privacy Impact Assessment.

DISCLOSURE OF PERSONAL INFORMATION

No information was disclosed under paragraph 8(2)(m) in 2011-2012.

ACTIONS PLANNED FOR 2012-2013

The AIPO will continue its initial mandate, which is to respond to all requests for access to personal information, according to the spirit and the letter of the Act.

In recent years, the AIPO's objective has been to consolidate its workforce and establish business practices which comply with guidelines and regulations, as well as major trends in the protection of personal information. Over the coming year, the AIPO intends to continue its activities in this regard. This objective will be attained through:

2012-2013

- Creation of a procedure for evaluating factors related to privacy.
- Continuation of training sessions tailored to employee needs and creation of intranet pages to stimulate employees' interest in access to information and the protection of personal information.
- Ongoing consolidation of the knowledge of AIPO employees through participation in training provided by the TBS and attendance at meetings of the access to information community.



Government
of Canada

Gouvernement
du Canada

Statistical Report on the *Privacy Act*

Name of institution: Canada Economic Development for Quebec Regions

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

PART 1 – Requests under the *Privacy Act*

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

PART 2 – Requests closed during the reporting period

2.1 Disposition and completion time

Disposition of requests	Completion Time							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
All disclosed	0	0	0	0	0	0	0	0
Disclosed in part	0	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	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

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	0	0	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	0	0	0	0
Closed during the reporting period	0	0	0	0
Pending at the end of the reporting period	0	0	0	0

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

Recommendation	Number of days required to complete consultation requests							
	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	Total
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							
	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	Total
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		\$7 296
Overtime		\$0
Goods and Services		\$563
• Contracts for privacy impact assessments	\$0	
• Professional services contracts	\$0	
• Other	\$563	
Total		\$7 859

8.2 Human Resources

Resources	Dedicated full-time	Dedicated part-time	Total
Full-time employees	0,00	1,00	1,00
Part-time and casual employees	0,00	0,00	0,00
Regional staff	0,00	0,00	0,00
Consultants and agency personnel	0,00	0,00	0,00
Students	0,00	0,00	0,00
Total	0,00	1,00	1,00

APPENDIX B

Additional reporting requirements – *Privacy Act*

Treasury Board Secretariat is monitoring compliance with the Privacy Impact Assessment (PIA) Policy (which came into effect on May 2, 2002) and the Directive on Privacy Impact Assessment (which took effect April 1, 2010) through a variety of means. Institutions are therefore required to report the following information for this reporting period. Note that because some institutions are using the Core PIA as outlined in the Directive in advance of the implementation deadline, they will not have Preliminary PIAs to report.

None of the following assessments were carried out during the 2011-2012 fiscal year:

- Preliminary Privacy Impact Assessments initiated
- Preliminary Privacy Impact Assessments completed
- Privacy Impact Assessments initiated
- Privacy Impact Assessments completed
- Privacy Impact Assessments forwarded to the Office of the Privacy Commissioner (OPC)

Part III – Exemptions invoked

Paragraph 19(1)(e)

Paragraph 19(1)(f)

Subsection 22.1

Subsection 22.2

Subsection 22.3

*None of the following
exemptions was invoked during
the 2011-2012 fiscal year*

Part IV – Exclusions cited

Subsection 69.1

Subsection 70.1

*Neither of the following two exclusions
was cited during the 2011-2012 fiscal year*