



# Annual Report on the *Privacy Act*: 2016–2017



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# 1. Report on the *Privacy Act*

## 1.1 Introduction

The *Privacy Act* (the Act) provides Canadian citizens and permanent residents with the right of access to and correction of personal information about themselves that is under the control of a government institution. The Act also provides the legal framework for the collection, retention, use, disclosure, disposition and accuracy of personal information in the administration of programs and activities by government institutions subject to the Act.

Under the Act, personal information is defined as “information about an identifiable individual that is recorded in any form”. Examples include information relating to the race, national or ethnic origin, colour, religion, age or marital status of an individual; the education or the medical, criminal, financial or employment history of an individual; the address, fingerprints, or blood type of an individual; and any identifying number, symbol or other particular identifier assigned to an individual.

This report has been prepared and tabled in Parliament in accordance with section 72 of the Act. It covers the period from April 1, 2016, to March 31, 2017.

## 1.2 Mandate of Library and Archives Canada

The mandate of Library and Archives Canada (LAC) is:

- To preserve the documentary heritage of Canada for the benefit of present and future generations;
- To serve as a source of enduring knowledge accessible to all, contributing to the cultural, social and economic advancement of Canada as a free and democratic society;
- To facilitate co-operation among Canadian communities involved in the acquisition, preservation and diffusion of knowledge; and
- To serve as the continuing memory of the Government of Canada and its institutions.

Given LAC’s role as the continuing memory of the federal government, all archival records are sent to LAC once they are no longer needed for operational purposes in their creating department. Each year, in addition to privacy requests received on LAC’s own operational records, LAC receives thousands of requests for access to these other archival records in its holdings. The requests are typically voluminous, large in scope and complex. Many of these records contain personal and other sensitive information. The records held by LAC are stored in the National Capital Region (NCR), as well as in LAC facilities in Halifax, Winnipeg and Vancouver. As of November 2016, records stored in Halifax were relocated to other LAC facilities.

Furthermore, LAC is responsible for storing the restricted personnel files of former Canadian Armed Forces personnel and all of the personnel files of former federal government public servants; the majority of these files are stored in LAC’s facility in Winnipeg.

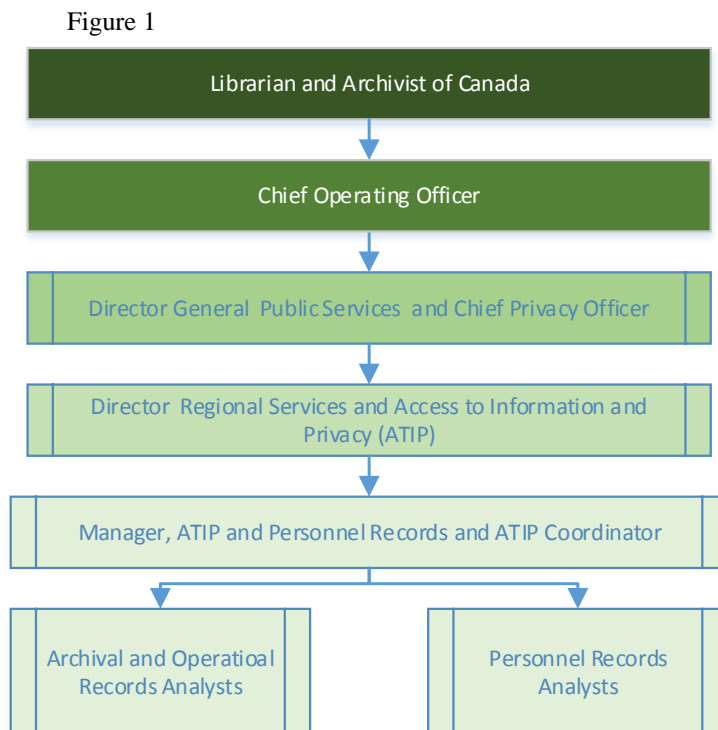
LAC processes privacy requests applying both formal and informal processes. Though LAC dedicates its efforts and resources to ensure compliance for formal requests received under the Act, most requests received by LAC are submitted through the informal process. This informal process represents 93% of the total requests received within the reporting period.

Table 1

Privacy requests received by LAC	
Informal privacy requests:	<b>5,015</b>
Formal privacy requests:	<b>373</b>
<b>Total privacy requests:</b>	<b>5,388</b>

## 1.3 Organization

The organizational chart below outlines the reporting structure for the delegated administration of the Act at LAC.



Each of the positions listed have responsibilities for exercising certain sections under the Act in accordance with LAC's access to information and privacy (ATIP) delegation.

Privacy requests are received and processed by two teams: 1) Archival Operational Records; and 2) Personnel Records.

Archival and Operational Records:

- Responds to consultations submitted by other federal institutions on the application of the Act as it relates to LAC's current operational records or issues;
- Processes formal and informal privacy requests to LAC's current restricted operational records and restricted archival records under LAC's control;
- Reviews restricted Finding Aids concerning restricted archival records transferred to LAC for permanent custody and severs information that remains restricted;
- Approves letters of authorization for current employees of federal institutions to access restricted archival records under LAC's control.

#### Personnel Records:

- Processes formal and informal privacy requests for restricted personnel files records on former members of the Canadian Armed Forces as well as former federal government employees;
- Monitors other institutions' programs to gauge the effects on workload, resources and processes;
- Represents LAC in dealings with the Office of the Privacy Commissioner (OPC) on application of the Act to restricted records described above.

During this reporting period, there were 16.9 full-time equivalents (FTEs) assigned to processing requests received under the Act.

### 1.4 Delegation order

For the purposes of the Act, the Minister of Canadian Heritage delegates her powers, authorities and responsibilities to the deputy head of LAC (the Librarian and Archivist of Canada). The deputy head is accountable for developing, coordinating and implementing effective policies, guidelines, systems and procedures. This delegation order ensures that the minister's responsibilities under the Act are met and that information is processed and disclosed appropriately.

At LAC, the deputy head delegates his powers, authorities and responsibilities to:

- The Chief Operating Officer;
- The Director General, Public Services, and Chief Privacy Officer;
- The Director, Regional Services and ATIP;
- The Manager, ATIP and Personnel Records, and ATIP coordinator; and
- The ATIP analysts in Archival and Operational Records and in Personnel Records.

The latest delegation order was issued by the Minister of Canadian Heritage to LAC in May 2016 and is available at Appendix A of this report.

## 1.5 Statistical report

Statistical reporting pertaining to the administration of the Act has been in place since 1983. The statistical reports prepared by government institutions provide aggregate data on the application of the Act. This information is made public on an annual basis in the *Info Source Bulletin* and is included with the annual report on privacy, which is tabled in Parliament by each institution.

A comprehensive statistical report on the privacy requests processed by LAC in the 2016–2017 fiscal year is available in Appendix B of this report.

Highlights from the statistical report are included in several sections of this report.

## 2. Interpretation of the Statistical Report for Requests under the *Privacy Act*

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

#### 1.1 Number of requests

During this reporting period (April 1, 2016, to March 31, 2017), LAC received 373 new formal requests under the Act. This number represents an increase from 2015–2016, when LAC received 306 formal requests.

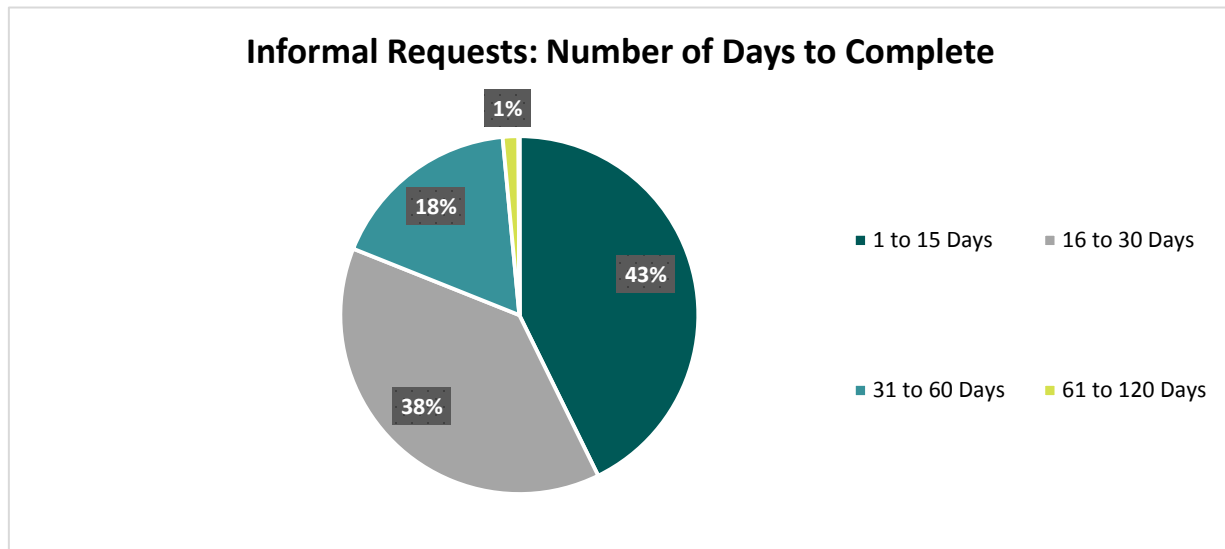
Table 2

Formal requests under the <i>Privacy Act</i>	
	Number of formal requests
Received during reporting period	373
Outstanding from previous reporting period	20
<b>Total</b>	393
Closed during reporting period	378
Carried over to next reporting period	15

In addition, during the reporting period, LAC processed 5,015 informal privacy requests. A significant portion of informal requests (43%) were completed in 1 to 15 days, while a small percentage (1%) were completed in 61 to 120 days.



Figure 2



In all cases, regardless of the process selected (formal or informal), individuals seek to receive information about themselves that is held by LAC.

Most of the formal requests received by LAC are related to information found in the personnel files of former members of the Canadian Armed Forces (CAF). Prior to 2013–2014, LAC received several requests related to specific programs offered by other government departments and organizations directed at veterans. As most of these programs have come to an end, LAC receives fewer requests associated with these programs.

In recent years, however, there has been an overall increased awareness of benefits and services offered to former military service members. This awareness has contributed to the increased number of privacy requests processed by LAC. In addition, recent media items, including but not limited to class action suits and the review of medication given to military personnel, may have also contributed to the increased number of requests.

## Part 2 – Requests Closed During the Reporting Period

### 2.1 Disposition and completion time

In 2016–2017, LAC closed 378 formal requests in accordance with the provisions of the Act. This number is an increase of 27% from the previous fiscal year, when 297 requests were completed; however, this number is 7.5% less than in the 2014–2015 fiscal year, when 409 were closed. Of the 378 formal requests completed in 2016–2017, LAC was able to disclose all or segments of the records in 324 requests, representing 86% of the requests.

Table 3 provides an overview of the disposition of the completed requests.

Table 3.

Number and percent disclosed			
	2016–2017	2015–2016	2014–2015
Fully disclosed	158 (42%)	126 (42%)	140 (34%)
Partially disclosed	166 (44%)	138 (46%)	225 (55%)
Exempted in entirety	0	0	0
Excluded in entirety	0	0	0
No existing records	31 (8%)	17 (6%)	27 (7%)
Request abandoned	23 (6%)	16 (5%)	17 (4%)
Neither confirmed nor denied	0	0	0

\* Percentages may not add up to 100 due to rounding.

### 2.2 Exemptions

During 2016–2017, LAC invoked only one exemption (section 26: disclosure of information about another individual) in 163 requests. No other exemptions were invoked by LAC in 2016–2017. A significant portion of privacy requests completed by LAC pertain to military personnel files in which the records contain the personal information of other individuals (such as the Social Insurance Numbers and dates of birth of family members), and section 26 applies in these cases.

### 2.3 Exclusions

The Act does not apply to personal information contained in certain materials (i.e., library material preserved for public reference purposes) and in Cabinet confidences. LAC has not invoked any exclusions for the last three fiscal year, including 2016–2017.

## 2.4 Format of information released

Clients have the option of receiving records in either hard copy (paper) or digital format. Digital-format release packages are saved in PDF format on a CD-ROM. In 2016–2017, in 238 cases, applicants requested that records be provided in hard-copy format, and in 86 cases, applicants requested that it be provided in digital format.

Table 4

Year	Format of completed release package	Total number
2016–2017	Hard copy	238
	Digital	86
2015–2016	Hard copy	221
	Digital	43
2014–2015	Hard copy	243
	Digital	122

## 2.5 Complexity

### 2.5.1 Relevant pages processed and disclosed

In 2016–2017, LAC reviewed 75,566 pages to respond to formal requests. This number is an increase from the previous fiscal year. As previously mentioned, the majority of privacy requests are for the military files of former members of the Canadian Armed Forces (CAF). In general, the more recent military service files (post Second World War) contain more records and are more complex to review; these files contain more detailed medical information, for example.

Table 5

Year	Number of pages reviewed (formal requests)
2016–2017	75,566
2015–2016	54,462

## 2.5.2 Relevant pages processed and disclosed by size of request

298 of the privacy requests involved the review and processing of up to 500 pages. A total of 46 requests involved the disclosure of 501 pages or more, including 14 requests for the review and processing of 1,001 to 5,000 pages, and 1 request that required the review of more than 5,000 pages.

Table 6

Fiscal year	Requests received	Requests completed	Number of pages processed	Number of pages released
2016–2017	373	378	75,556	70,436
2015–2016	306	297	54,462	54,258
2014–2015	397	409	104,752	104,435
2013–2014	635	682	228,437	227,995

## 2.5.3 Other complexities

The number of complexities was relatively consistent based on the number of requests processed within the reporting period.

Table 7

Fiscal Year	Total Number of Complexities
2016–2017	178
2015–2016	133
2014–2015	137

In 2016–2017, 1 consultation was required, and the remaining 177 complexities were categorized as “Other.” All of these 178 cases were identified as complexities because a large collection of documents had to be searched to identify the requested records.

## 2.6 Deemed refusals

### 2.6.1 Reasons for not meeting statutory deadline

Of the 378 formal requests completed this year, 2 requests were completed after the statutory deadline. One was because an external consultation was required, and the other did not meet the deadline because the file was charged out to another department and therefore LAC did not have immediate access to the records.

### 2.6.2 Number of days past deadline

In both of the above-noted cases, an extension was not taken. One request was past the deadline by 16 to 30 days, because the file was charged out to another government department, while the other was 365 days past the statutory deadline because of an external consultation.

## 2.7 Requests for translation

There were no requests for translations from English to French or from French to English in the 2016–2017 reporting year.

## Part 3 – Disclosures Under Subsections 8(2) and 8(5)

During 2016–2017, LAC disclosed 20 requests for personal information to an investigative body and 1 request under section 8(2)(*m*):

- 8(2)(*m*) 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.

A notification for this request was sent to the OPC. This number of requests represents an overall increase from 2015–2016, when LAC disclosed 7 requests for personal information to an investigative body and 3 requests under section 8(2)(*m*).

## Part 4 – Requests for Correction and Personal Information and Notations

During 2016–2017, LAC did not receive any requests to correct personal information.

## Part 5 – Extensions

### 5.1 Reasons for extensions and disposition of requests

Extension were necessary in two cases. In the first case, the request interfered with normal operations, and in the second case, the request was sent for consultation.

### 5.2 Length of extensions

In both instances noted above, the requested extensions were for a duration of 16 to 30 days.

## Part 6 – Consultations Received from Other Institutions and Organizations

### 6.1 Consultations received from other Government of Canada institutions and other organizations

In 2016–2017, LAC responded to 3 consultations from the Government of Canada (GC).

Table 8

Consultations	Other GC institutions	Number of pages reviewed	Other organizations	Number of pages reviewed
Received during the reporting period	2	1,889	0	0
Outstanding from the previous reporting period	1	106	0	0
<b>Total</b>	3	1,995	0	0
Closed during the reporting period	3	1,995	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 of Canada institutions

In 2016–2017, there were a total of 3 recommendations for consultation from other GC institutions. Each was completed within 30 days.

Table 9

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	1	0	0	0	0	0	0	1
Disclosed in part	0	2	0	0	0	0	0	2
All exempted	0	0	0	0	0	0	0	0
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
<b>Total</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>

## 6.3 Recommendations and completion time for consultations received from other organizations

Consistent with the figures from 2014–2015 and 2015–2016, LAC did not receive any consultation requests from other organizations outside of the Government of Canada in 2016–2017.

## Part 7 – Completion Time of Consultations on Cabinet Confidences

### 7.1 Requests with Legal Services

LAC did not consult with Legal Services on Cabinet Confidences in 2016–2017.

### 7.2 Requests with Privy Council Office

LAC did not consult the Privy Council Office on Cabinet Confidences in 2016–2017.

## Part 8 – Complaints and Investigation Notices Received

In 2016–2017, the OPC undertook one investigation concerning an LAC release package under section 31 of the Act. LAC received this notice on February 17, 2017.

## Part 9 – Privacy Impact Assessments

LAC did not complete any Privacy Impact Assessments in 2016–2017.

## Part 10 – Resources Related to the *Privacy Act*

### 10.1 Costs

Table 10

Cost Category	Cost to Administer the Act
Salary: ATIP & Personnel Records (National Capital Region), including Director	\$957,395.60
Salary: ATIP Regions*	\$0
Salary: Digitization	\$121,454.97
Total Salary	\$1,078,850.57
ATIP Operations and Maintenance (O&M)	
Digitization O&M	\$2,200.00
Contract for ATIP Software Licenses	\$51,988.79
IT Hardware	\$0
Shipping**	13,278.32
Total O&M	\$90,246.34
<b>Total cost associated with the administration of the Act</b>	<b>\$1,169,096.91</b>

\**Privacy Act* requests are exclusively processed by staff in the NCR.

\*\*Note that during 2016-2017, tracking of shipping and courier costs were modified, and as a result, approximate calculations of postage costs were based on the size and weight of the most frequently mailed packages. Exact costs will be available for the 2017-2018 fiscal year.



## 10.2 Human resources

In 2016-2017, there were 16.9 full-time equivalent staff assigned to processing formal and informal requests under the Act. LAC made a concerted effort to staff previously vacant positions during the reporting period. As a result, LAC used several hiring mechanisms including the hiring of casual and temporary staff, as well as indeterminate hiring at various classification levels.

## 3. Miscellaneous

### 3.1 Other requests

When archival records created by federal institutions are transferred to LAC, they are accompanied by indexes or lists that serve as or can be used to create research tools called Finding Aids. Finding Aids describe the contents and location of each archival file to facilitate identification within the archival holdings. Many Finding Aids also contain sensitive or personal information and must be reviewed prior to release. In 2016–2017, LAC reviewed 154 Finding Aids. While this number is a decrease from the 200 Finding Aids reviewed in 2015–2016, the ongoing review of Finding Aids demonstrates LAC’s commitment to making its collections more easily found by clients.

### 3.2 Education and training

During the reporting period, several initiatives were undertaken to raise awareness of the roles and responsibilities of ATIP analysts and to train LAC employees for specific responsibilities.

In September 2016, LAC leveraged international [Right to Know Day](#), which aims to raise awareness of individuals’ right to access government information, including personal information about themselves held by the government. This event promotes freedom of information as essential to both democracy and good governance. Internal messaging was sent out to all LAC employees publicizing the day and reminding them of their roles and responsibilities, both for LAC in its role as the continuing memory of government and as individual federal public servants. Employees at LAC were encouraged to take the ATIP courses offered by the Canada School of Public Service.

On March 20, 2017, LAC provided training for all operational areas on the development of Privacy Impact Assessments (PIAs). This training provided LAC staff with information about the purpose of PIAs, Treasury Board of Canada Secretariat policies regarding the implementation of PIAs, LAC's policies, and staff roles and responsibilities in the event of privacy incidents or breaches. Approximately 30 staff members registered for the session.

LAC supported the organization of the Office of the Information Commissioner's [Transparency for the 21<sup>st</sup> Century](#) conference which took place March 21 – 23, 2017. This event brought together over 200 Canadian and international experts and advocates in the fields of access to information, open government and government transparency. The event took place at LAC's facility at 395 Wellington Street. LAC delivered a presentation during a panel discussion on Transparency and Indigenous Rights and organized *Panel 4 – Building Transparency for the Future: the Role of Archives and Historians*.

Experienced analysts are mentoring the ATIP analysts who have recently joined LAC or taken on new roles and responsibilities, to ensure an effective transition and improve the processing of incoming requests.

A training plan was also developed to address LAC's general ATIP needs, and its implementation is ongoing into 2017–2018.

Table 11

Training type	Date	Target audience
Awareness activity: Right to Know Day	September 28, 2016	LAC staff
Hands-on training: Overview of Privacy Impact Assessments	March 2017	LAC staff
Conference: Transparency in the 21st Century	March 2017	Federal, provincial and territorial access professionals, as well as private- and public-sector information specialists
Job shadowing: Experienced ATIP analysts support the learning of newer ATIP analysts	Ongoing throughout the fiscal year	ATIP staff and LAC staff with an interest in ATIP

### 3.3 Significant changes to organization, programs, operations or policy

On April 1, 2016, LAC's Operations Sector implemented a reorganization to gain efficiencies in program management. This moved the ATIP and Personnel Records team under a newly created division: Regional Services and ATIP, bringing together two teams undertaking ATIP processes. This redistribution of teams has aligned functions and rebalanced management responsibilities.

In May 2016, a revised delegation order was issued to LAC by the Minister of Canadian Heritage. As a result, some policies and procedures required revision to accurately reflect the organizational structure and new delegation. Accordingly, revisions were made to

ensure that the policies and procedures reflected the new delegation, including issuing new ATIP delegation cards to all affected employees.

On September 16, 2016, LAC introduced online forms as an option for submitting privacy requests. From that date to the end of the reporting period, 191 requests were submitted by online form. This number represents 9% of the privacy requests received in 2016–2017.

### 3.4 Overview of new or revised *Privacy Act*–related policies and procedures implemented

In November 2016, LAC received and complied with a litigation hold; this is a legal obligation for the institution to preserve intact all documents that are potentially relevant to the particular litigation. The litigation hold resulted in the modification of working procedures, particularly the movement of files from LAC buildings in the National Capital Region to LAC's service point in Winnipeg.

### 3.5 Privacy breaches

In 2016–2017, LAC identified 3 privacy incidents. These were not categorized as privacy breaches, and the OPC was not involved in the remedial efforts. LAC was able to take immediate action and notify the affected parties. In 2 incidents, 1 individual was affected, and in the other incident, 5 individuals were affected.

In 2016–2017, LAC drafted revised Procedures for Responding to Privacy Incidents and Privacy Breaches. At the end of 2016–2017, this document was in the final stages of approval. The revised procedures are based on the current guidelines established through LAC's Policy on Privacy Management and in accordance with the *Privacy Act*. Anticipated implementation is the second quarter of 2017–2018.

### 3.6 Monitoring

LAC monitors the time invested in processing privacy requests through the specialized ATIP software Access Pro Case Management from CSDS Systems Inc. This software enables LAC to track all request-related activities (e.g., time management, correspondence, consultations and fees) and allows each activity to be reported with specific timelines. A system feature called “the Dashboard” also provides system users, supervisors and managers with information about various data fields. Data fields available for review include the number of requests and request actions that are due within a specific period. Other features, such as system-designed reports and search-builders, allow users, managers and the system administrator to track all active and closed requests for accuracy, completeness and compliance with regard to regulations, policies and procedures.

If the system identifies an irregularity, this will first be brought to the attention of section supervisors. Depending on the irregularity identified, the case may be brought to the attention of the ATIP Coordinator and/or Director.

### 3.7 Information holdings

*Info Source* is a series of bulletins containing information about and collected by the Government of Canada. The primary purpose of *Info Source* is to assist individuals in exercising their rights under the Act. *Info Source* also supports the federal government’s commitment to facilitate access to information regarding its activities.

A description of LAC’s functions, programs, activities and related information holdings can be found in [Sources of Federal Government and Employee Information 2016](#). (Note that an updated version of this document is forthcoming in 2017.)

To improve service delivery and reduce the technical burdens for the requesters who chose to submit their request online, the Public Services Branch at LAC has updated its program-related information available online, including *Info Source*. All *Info Source* publications are available online free of charge.

Additional copies of this report are available upon request:

**Access to Information and Privacy Coordinator**  
Library and Archives Canada  
395 Wellington Street  
Ottawa ON K1A 0N4

## Appendices

### Appendix A: Delegation Order – *Privacy Act*

#### DELEGATION ORDER

##### Access to Information Act and Privacy Act

Pursuant to Section 73 of the *Access to Information Act* and the *Privacy Act*, I, as head of Library and Archives Canada, hereby designate the persons holding the positions set out in the schedule hereto, or persons occupying on an acting basis those positions, to exercise my powers and functions under these Acts specified opposite each position.

This Delegation Order supersedes all previous  
*Access to Information Act* and *Privacy Act* Delegation Orders.



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The Honourable Mélanie Joly  
Minister of Canadian Heritage  
**MAY 26 2016**

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Date

**Powers and functions delegated pursuant to Section 73 of the *Access to Information Act* and the *Access to Information Regulations***

Delegation		Position					
Section	Description	LAC	DGS	DIR	MAI	A1	A2
		1	2	3	4	5	6
<b><i>Access to Information Act</i></b>							
4(2.1)	Responsibility of government institutions	x	x	x	x	x	x
7(a)	Notice where access requested	x	x	x	x	x	x
7(b)	Giving access to record	x	x	x	x	x	x
8(1)	Transfer of request to another government institution	x	x	x	x	x	x
9	Extension of time limits	x	x	x	x	x	x
11(2), (3), (4), (5), (6)	Additional fees	x	x		x	x	x
12(2)(b)	Language of access	x	x	x	x		
12(3)(b)	Access in an alternative format	x	x	x	x		
13	Exemption - Information obtained in confidence	x	x	x	x	x	x
14	Exemption - Federal-provincial affairs	x	x	x	x	x	x
15	Exemption - International affairs and defence	x	x	x	x	x	x
16	Exemption - Law enforcement and investigation	x	x	x	x	x	x
16.5	Exemption - <i>Public Servants Disclosure Protection Act</i>	x	x	x	x	x	x
17	Exemption - Safety of individuals	x	x	x	x	x	x
18	Exemption - Economic interests of Canada	x	x	x	x	x	x
18.1	Exemption - Economic interests of the Canada Post Corporation, Export Development Canada, the Public Sector Pension Investment Board and VIA Rail Canada Inc.	x	x	x	x	x	x
19	Exemption - Personal information	x	x	x	x	x	x
20	Exemption - Third party information	x	x	x	x	x	x
21	Exemption - Operations of Government	x	x	x	x	x	x
22	Exemption - Testing procedures, tests and audits	x	x	x	x	x	x
22.1	Exemption - Audit working papers and draft audit reports	x	x	x	x	x	x
23	Exemption - Solicitor-client privilege	x	x	x	x	x	x
24	Exemption - Statutory prohibitions	x	x	x	x	x	x

Delegation		Position					
		LAC	DGS	DIR	MAI	A1	A2
Section	Description	1	2	3	4	5	6
<b><i>Access to Information Act</i></b>							
25	Severability	x	x	x	x	x	x
26	Exemption - Information to be published	x	x	x	x	x	x
27(1), (4)	Third-party notification	x	x	x	x	x	x
28(1)(b), (2), (4)	Third-party notification	x	x	x	x	x	x
29(1)	Where the Information Commissioner recommends disclosure	x	x	x	x	x	x
33	Advising Information Commissioner of third-party involvement	x	x	x	x	x	x
35(2)(b)	Right to make representations	x	x	x	x	x	x
37(4)	Access to be given to complainant	x	x	x	x	x	x
43(1)	Notice to third-party (application to Federal Court for review)	x	x	x	x	x	x
44(2)	Notice to applicant (application to Federal Court by third-party)	x	x	x	x	x	x
52(2)(b), (3)	Special rules for hearings	x	x	x	x	x	x
71(1)	Facilities for inspection of manuals	x	x	x	x	x	x
72	Annual report to Parliament	x	x	x	x	x	x



Delegation		Position					
		LAC	DGS	DIR	MAI	A1	A2
Section	Description	1	2	3	4	5	6
<i>Access to Information Regulations</i>							
6(1)	Transfer of request	x	x	x	x		
7(2)	Search and preparation fees	x	x	x	x		
7(3)	Production and programming fees	x	x	x	x		
8	Providing access to record(s)	x	x	x	x		
8.1	Limitations in respect of format	x	x	x	x		

**Legend:**

- LAC Librarian and Archivist of Canada
- DGS Director General, Services
- DIR Director, Regional Services and ATIP
- MAI Manager, Access to Information and Privacy Division, PM-06
- A1 Senior Analyst, Access to Information and Privacy Division, PM-05, PM-04
- A2 Personnel Records Analyst, Access to Information and Privacy Division, PM-03



**Powers and functions delegated pursuant to Section 73 of the *Privacy Act* and *Privacy Regulations***

Delegation		Position					
		LAC	DGS	DIR	MAI	A1	A2
Section	Description	1	2	3	4	5	6
<b><i>Privacy Act</i></b>							
8(2)(j)	Disclosure for research purposes	x	x	x	x		
8(2)(m)	Disclosure in the public interest or in the interest of the individual	x	x	x	x		
8(4)	Copies of requests under 8(2)(e) to be retained	x	x	x	x	x	x
8(5)	Notice of disclosure under 8(2)(m)	x	x	x	x	x	x
9(1)	Record of disclosures to be retained	x	x	x	x	x	x
9(4)	Consistent uses	x	x	x	x	x	x
10	Personal information to be included in personal information banks	x	x	x	x	x	x
14	Notice where access requested	x	x	x	x	x	x
15	Extension of time limits	x	x	x	x	x	x
17(2)(b)	Language of access	x	x	x	x		
17(3)(b)	Access to personal information in alternative format	x	x	x	x	x	x
18(2)	Exemption (exempt bank) - Disclosure may be refused	x	x	x	x	x	x
19(1)	Exemption - Personal information obtained in confidence	x	x	x	x	x	x
19(2)	Exemption - Where authorized to disclose	x	x	x	x	x	x
20	Exemption - Federal-provincial affairs	x	x	x	x	x	x
21	Exemption - International affairs and defence	x	x	x	x	x	x
22	Exemption - Law enforcement and investigation	x	x	x	x	x	x
22.3	Exemption - <i>Public Servants Disclosure Protection Act</i>	x	x	x	x	x	x
23	Exemption - Security clearances	x	x	x	x	x	x
24	Exemption - Individuals sentenced for an offence	x	x	x	x	x	x
25	Exemption - Safety of individuals	x	x	x	x	x	x
26	Exemption - Information about another individual	x	x	x	x	x	x
27	Exemption - Solicitor-client privilege	x	x	x	x	x	x
28	Exemption - Medical record	x	x	x	x	x	x
31	Notice of intention to investigate	x	x	x	x	x	x

Delegation		Position					
		LAC	DGS	DIR	MAI	A1	A2
Section	Description	1	2	3	4	5	6
<b><i>Privacy Act</i></b>							
33(2)	Right to make representation	x	x	x	x	x	x
35(1)	Findings and recommendations of Privacy Commissioner (complaints)	x	x	x	x	x	x
35(4)	Access to be given	x	x	x	x	x	x
36(3)	Report of findings and recommendations (exempt banks)	x	x	x	x	x	x
37(3)	Report of findings and recommendations (compliance review)	x	x	x	x	x	x
51(2)(b)	Special rules for hearings	x	x	x	x		
51(3)	Ex parte representations	x	x	x	x		
72(1)	Report to Parliament	x	x	x	x	x	x

Delegation		Position					
Section	Description	LAC 1	DGS 2	DIR 3	MAI 4	A1 5	A2 6
<b>Privacy Regulations</b>							
9	Reasonable facilities and time provided to examine personal information	x	x	x	x		
11(2)	Notification that correction to personal information has been made	x	x	x	x		
11(4)	Notification that correction to personal information has been refused	x	x	x	x		
13(1)	Disclosure of personal information relating to physical or mental health may be made to a qualified medical practitioner or psychologist for an opinion on whether to release information to the requestor	x	x	x	x		
14	Disclosure of personal information relating to physical or mental health may be made to a requestor in the presence of a qualified medical practitioner or psychologist	x	x	x	x		

**Legend:**

LAC Librarian and Archivist of Canada  
 DGS Director General of Services  
 DIR Director  
 MAI Manager, Access to Information and Privacy Division, PM-06  
 A1 Senior Analyst, Access to Information and Privacy Division, PM-05, PM-04  
 A2 Analyst, Access to Information and Privacy Division, PM-03

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

Name of institution: Library and Archives Canada

Reporting period: 2016-04-01 to 2017-03-31

### Part 1: Requests Under the *Privacy Act*

	Number of Requests
Received during reporting period	373
Outstanding from previous reporting period	20
<b>Total</b>	<b>393</b>
Closed during reporting period	378
Carried over to next reporting period	15

### 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	132	25	1	0	0	0	0	158
Disclosed in part	83	81	1	0	0	0	1	166
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	28	3	0	0	0	0	0	31
Request abandoned	17	6	0	0	0	0	0	23
Neither confirmed nor denied	0	0	0	0	0	0	0	0
<b>Total</b>	<b>260</b>	<b>115</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>378</b>

## 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	164
19(1)(f)	0	22.1	0	27	1
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)	0	70(1)(d)	0
69(1)(b)	0	70(1)(a)	0	70(1)(e)	0
69.1	0	70(1)(b)	0	70(1)(f)	0
		70(1)(c)	0	70.1	0

## 2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	144	14	0
Disclosed in part	94	72	0
<b>Total</b>	238	86	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	7182	6989	158
Disclosed in part	68384	65593	166
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	0	0	23
Neither confirmed nor denied	0	0	0
<b>Total</b>	75566	72582	347

## 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	146	3504	10	1726	2	1759	0	0	0	0
Disclosed in part	51	2186	71	17272	29	19843	14	21206	1	5086
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	23	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	217	5690	81	18998	31	21602	14	21206	1	5086

## 2.5.3 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	0	0	0	111	111
Disclosed in part	0	0	0	62	62
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	5	5
Neither confirmed nor denied	0	0	0	0	0
<b>Total</b>	0	0	0	178	178

## 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
2	0	1	0	1

## 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	1	0	1
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	1	0	1
<b>Total</b>	2	0	2

## 2.7 Requests for translation

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

## Part 3: Disclosures Under Subsections 8(2) and 8(5)

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Subsection 8(5)	Total
19	1	0	20

## Part 4: Requests for Correction of Personal Information and Notations

Disposition for Correction Requests Received	Number
Notations attached	0
Requests for correction accepted	0
<b>Total</b>	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	1	0	1	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
<b>Total</b>	1	0	1	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	1	0	1	0
<b>Total</b>	1	0	1	0

## Part 6: Consultations Received From Other Institutions and Organizations

### 6.1 Consultations received from other Government of Canada institutions and other organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	2	1889	0	0
Outstanding from the previous reporting period	1	106	0	0
<b>Total</b>	3	1995	0	0
Closed during the reporting period	3	1995	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 of Canada 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	More Than 365 Days	Total
All disclosed	1	0	0	0	0	0	0	1
Disclosed in part	0	2	0	0	0	0	0	2
All exempted	0	0	0	0	0	0	0	0
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
<b>Total</b>	1	2	0	0	0	0	0	3

## 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	More Than 365 Days	Total
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
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	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
<b>Total</b>	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
<b>Total</b>	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
1	0	0	0	1

## Part 9: Privacy Impact Assessments (PIAs)

Number of PIA(s) completed	0
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## Part 10: Resources Related to the *Privacy Act*

### 10.1 Costs

Expenditures		Amount
Salaries		\$1078850.57
Overtime		\$0
Goods and Services		\$90246.34
• Professional services contracts	\$15342.38	
• Other	\$74903.96	
<b>Total</b>		<b>\$1169096.91</b>

### 10.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	16.26
Part-time and casual employees	0.72
Regional staff	0.00
Consultants and agency personnel	0.06
Students	0.06
<b>Total</b>	<b>16.90</b>

**Note:** Enter values to two decimal places.