



Canadian  
human rights  
commission

Commission  
canadienne des  
droits de la personne

---

**CANADIAN HUMAN RIGHTS COMMISSION**

---

**ANNUAL REPORT**

***PRIVACY ACT***

**April 1, 2017 to March 31, 2018**

---



## TABLE OF CONTENTS

1.	INTRODUCTION .....	1
2.	ORGANIZATIONAL STRUCTURE .....	3
3.	ORGANIZATION OF ACTIVITIES .....	7
4.	SIGNED DELEGATION ORDER .....	9
5.	STATISTICAL REPORT .....	10
6.	EDUCATION AND TRAINING ACTIVITIES.....	14
7.	INSTITUTIONAL POLICIES AND PROCEDURES .....	14
8.	<i>PRIVACY ACT COMPLAINTS</i> .....	15
9.	TIME TO PROCESS A REQUEST .....	15
10.	MATERIAL PRIVACY BREACHES .....	15
11.	PRIVACY IMPACT ASSESSMENT.....	16
12.	DISCLOSURE OF PERSONAL INFORMATION UNDER SUBSECTION 8(2)(m) .....	16

## 1. INTRODUCTION

This is the 34<sup>th</sup> Annual Report to Parliament submitted by the Canadian Human Rights Commission (the Commission) pursuant to subsection 72 (1) of the *Privacy Act* (PA).

The purpose of the PA is to protect the privacy of individuals with respect to personal information about themselves held by a government institution and to provide individuals with a right of access to that information.














Section 72 of the *Privacy Act* requires that the head of every government institution shall prepare, for submission to Parliament, an annual report on the administration of the Act within the institution during each fiscal year.

This report describes the work of the Commission's Access to Information and Privacy Office for the fiscal year 2017-2018.

### About the Commission

The Canadian Human Rights Commission was established in 1977 under Schedule 1.1 of the *Financial Administration Act* in accordance with the *Canadian Human Rights Act* (CHRA). The Commission leads the administration of the CHRA and ensures compliance with the *Employment Equity Act* (EEA). The CHRA prohibits discrimination and the EEA promotes equality in the workplace. Both laws apply the principles of equal opportunity and non-discrimination to federal government departments and agencies, Crown corporations, and federally-regulated private sector organizations.

The 13 grounds of discrimination in the CHRA are the following:

-  race;
-  national or ethnic origin;
-  colour;
-  religion;
-  age;
-  sex;
-  sexual orientation;
-  gender identity or expression;
-  marital status;
-  family status;
-  disability;
-  genetic characteristics; and
-  a conviction for which a pardon has been granted or a record suspended.

**Mandate and Role**

The Commission promotes the core principle of equal opportunity and works to prevent discrimination. It works closely with federally regulated employers and service providers, individuals, unions, and provincial, territorial and international human rights bodies to foster understanding of human rights and promote the development of human rights cultures.

The Commission's mandate also includes protecting human rights through effective case and complaint management. This role involves representing the public interest to advance human rights for all Canadians.

The Commission is also responsible for ensuring compliance with the *Employment Equity Act*. This involves auditing federally regulated employers to ensure that they are providing equal opportunities to the four designated groups: women, Aboriginal peoples, persons with disabilities and members of visible minorities.

## **2. ORGANIZATIONAL STRUCTURE**

The Commission has 3 core responsibilities:

### **1) Engagement and Advocacy**

Serves as an independent, national credible voice for equality in Canada; promote broadly human rights in Canada by raising public awareness of human rights issues; and engage civil society, governments, employers and the public in dialogue and action to affect human rights change.

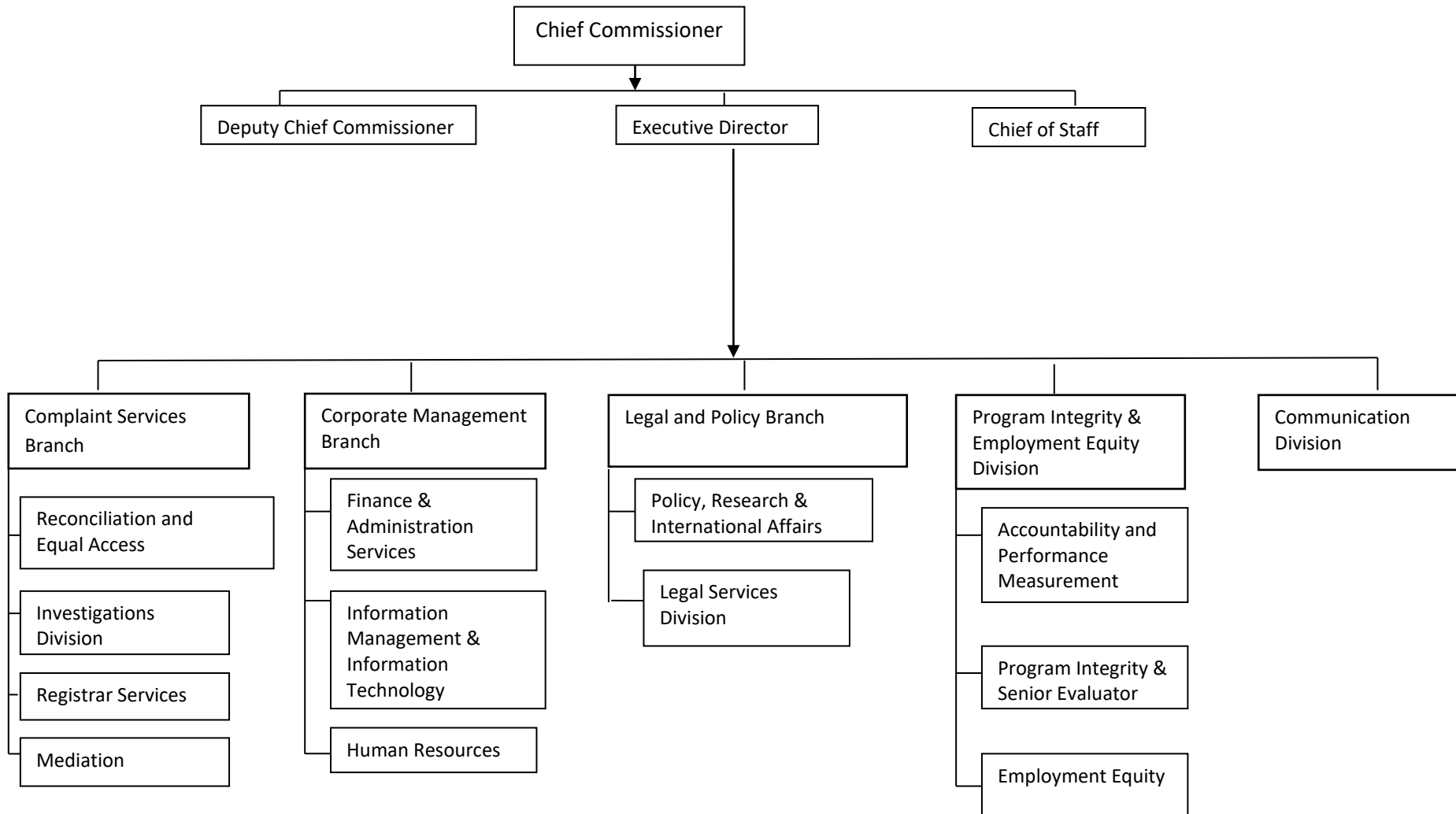
### **2) Canadian Human Rights Complaints**

Provide people in Canada with a mechanism to file human rights complaints and remedies to victims of discrimination; reduce instances of systemic discrimination; and represent the public interest in legal cases to advance human rights in Canada.

### **3) Employment Equity Audits**

Ensure employer's compliance with employment equity statutory requirements; encourage employers to identify barriers to employment and implement best practices to eliminate gaps in the representation of women, visible minority groups, Aboriginal peoples and persons with disabilities.

Below are the Commission's high-level organizational structure and a brief description of each Branch:



### **Complaint Services Branch**

As Canada's national human rights institution, the Commission receives discrimination complaints and works with both the complainant and respondent to resolve the issues through mediation. If the complaint is not settled, it may be investigated. When the Commission determines that further examination is warranted, it will refer the complaint to the Canadian Human Rights Tribunal. In some cases, Commission lawyers will attend the Tribunal hearing to represent the public interest in cases where, among other reasons, the outcome has the potential to clarify, influence, shape or define human rights law.

### **Corporate Management Branch**

The Corporate Management Branch includes all of the Internal Services. Internal Services are those groups of related activities and resources that the federal government considers to be services in support of a program and/or required to meet corporate obligations of an organization. Internal Services refers to the activities and resources of the 10 distinct service categories that support Program delivery in the organization, regardless of the Internal Services delivery model in a department. The 10 service categories are: Management and Oversight Services; Communication Services; Legal Services; Human Resources Management Services; Financial Management Services; Information Management Services; Information Technology Services; Real Property Services; Material Services; and Acquisition Services.

### **Legal and Policy Branch**

The Legal and Policy branch brings together the legal and policy, research and international subject matter expertise to ensure consistent and coordinated advice and support to the Chief Commissioner and the rest of the Commission.

The Legal Services Division (LSD) provides legal advice to the Canadian Human Rights Commission in the administration of the Canadian Human Rights Act and Employment Equity Act. LSD represents the Commission and the public interest before the Canadian Human Rights Tribunal and before the different level of courts. Furthermore, it is responsible for developing and providing information and training on current and emerging legal trends. The ATIP Office processes requests and complaints the Commission receives pursuant to the Access to Information Act and the Privacy Act and produces Annual Reports and the Info Source in accordance with these Acts.

Policy, Research & International (PRI) is responsible for knowledge development and exchange. Knowledge products include position statements, submissions to Parliament and international bodies, policies, and guides. The PRI is in contact with other human rights commissions, domestic civil society organizations, experts and advocacy groups to gather evidence and exchange knowledge. It is also responsible for maintaining international partnerships, including the UN. This PRI also includes the Commission's Library.



### **Program Integrity & Employment Equity Division**

The Program Integrity & Employment Equity Division work includes the management of internal audit, evaluation and risk management activities and liaison with the Office of the Auditor General (OAG), other government assurance providers, the Office of the Comptroller General (OCG) and Treasury Board Secretariat (TBS). ensures that the Commission's Internal Audit and Evaluation policies align with TBS policies and that it is making good progress in establishing effective processes to provide timely information on significant issues of risk; the controls or other issues related to management practices; and the implementation of appropriate management action plans (MAPs). An important element of this work is the monitoring and reporting on the five-year risk-based plan to the Deputy Head.

The Division is also responsible to provide the Commission with statistical information related to the human rights complaints and the employment equity programs for the purposes of workload reporting and process improvement, strategic communications and policy development, and corporate reporting. It also provides statistical information to respond to requests from the media and ATIP and to inform parliamentarians and stakeholders about human rights and employment equity issues identified through the Commission's work.

In addition, the Division works to ensure employers' compliance with *Employment Equity Act's* requirements. It encourages employers to identify barriers to employment and implement best practices to eliminate gaps in the representation of women, visible minority groups, Aboriginal peoples and persons with disabilities.

### **Communication Division**

The Communication's Division is responsible for ensuring that the Commission communicates to its audiences in a clear, concise, timely, and accurate manner. It leads the design, production and distribution of all communications tools and products. It provides information to the public through media engagement, the Commission website, and social media platforms.

### 3. ORGANIZATION OF ACTIVITIES

The Commission's Access to Information and Privacy (ATIP) Office is comprised of an ATIP Coordinator, an ATIP Analyst, and a Team Leader.

The Chief Commissioner, Marie-Claude Landry, has delegated her decision-making authority under the *Privacy Act* to the Team Leader & Senior Counsel of the Policy and Legal Services Branch (PLSB) during this reporting year. The power to process requests is delegated to the ATIP Office. As the functional delegate, the Team Leader & Senior Counsel oversees the processing of requests and the handling of complaints. The ATIP Office is organizationally housed within the Legal Services Division which is within the PLSB, reporting to the Director & General Counsel.

**The ATIP Coordinator** has a number of duties including managing the processing of requests and complaints; preparing different reports such as the ATIP Annual Reports and the *Info Source*; providing policy and processing advice to the ATIP delegate, to senior management, as well as Commission staff.

**The ATIP Analyst** is responsible for a number of tasks including the coordination of the records retrieval from the Offices of Primary Interest (OPI); reviewing requests; entering all essential data in the case management program; as well as preparing packages for the requesters.

**The Team Leader** has supervisory responsibilities and assists with complex requests and complaints; as well as carries out tasks as the PA delegate.

Also, an ATIP Consultant assists on an as-needed basis.

Finally, because the ATIP Office is part of the Legal Services Division, its Director & General Counsel manages the financial and human resources of the ATIP Office.

#### **The Commission's ATIP Office**

The Commission's ATIP Office is responsible for providing quality service to the public and to the Commission. The ATIP Office begins the process by coordinating the records retrieval. When a request comes in, the ATIP Office starts by sending it to the appropriate Branch Head, also referred to as the OPI. The OPI will then send the request to his/her staff to see if they have relevant documents. Should the request not be clear, the OPI will then seek clarification from the ATIP Office. The ATIP Office puts the request on hold to be able to contact the requester for further clarification. It is our duty to assist the requester in trying to understand what they want; it is for us to ask more questions or make suggestions.

Once that is done and we agree, the ATIP Office will ask the requester to send an email confirming their new request (or a letter or a fax). After confirmation is received, the request is no longer on hold and the ATIP Office will send a clarification to the OPI. Once the employees have gathered the records, they forward the information to their managers who in turn may make recommendations to the OPI and to the ATIP Office.

The ATIP Office then continues the process of triaging/scanning/indexing records, reviews all records, consults/liases/negotiates with other government departments and/or third parties, provides an in-depth analysis, and prepares the final release package which is subsequently sent to the Team Leader & Senior Counsel for final approval and signature. The approved release package is then returned to the ATIP Office to prepare the package for mailing.

The ATIP Office also deals with complaints from the Office of the Privacy Commissioner. Furthermore, the ATIP Office provides ATIP training to all staff; compiles statistics; and prepares reports (*Info Source, Privacy Act Annual Report*). Weekly reports are also prepared for the Team Leader & Senior Counsel, the Executive Director, the Deputy Executive Director & Senior General Counsel, and the Director & General Counsel.

#### **4. SIGNED DELEGATION ORDER**

The Delegation Order sets out the powers, duties and functions for the administration of the PA that has been delegated by the head of the institution, the Chief Commissioner.

Attached is the Signed Delegation Order - Appendix A.

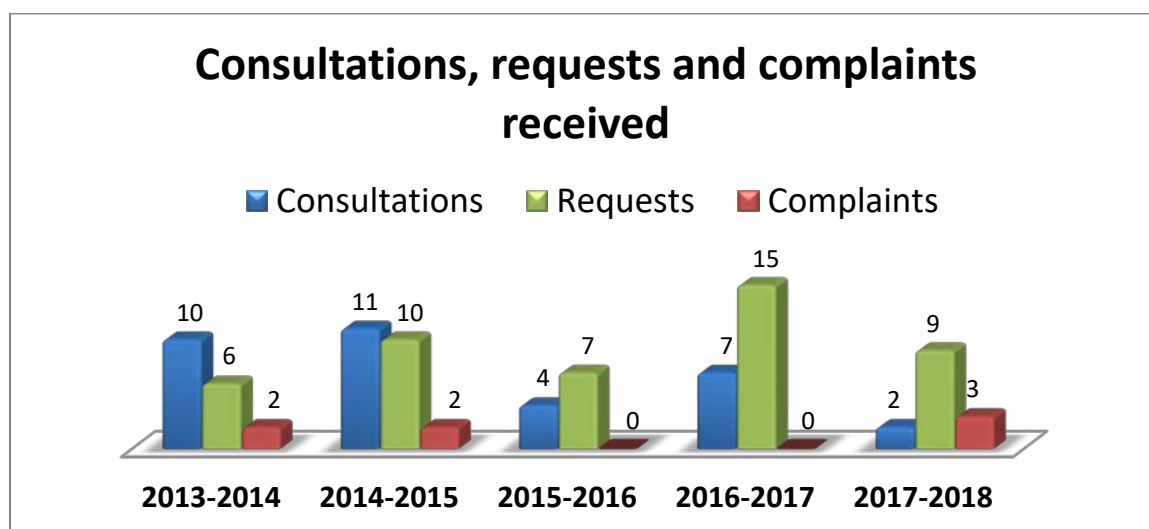
## 5. STATISTICAL REPORT

During the period under review, April 1, 2017 to March 31, 2018, the Commission received 9 **new requests** plus the one that was outstanding from last year, for a total of 10. These 10 requests were completed in 2017-2018. Note that there is no trend to report since all requests came from people who have filed complaints at the Commission allegedly discriminated on the basis of one or more of the prohibited grounds of the CHRA:

- race;
- national or ethnic origin;
- colour;
- religion;
- age;
- sex;
- sexual orientation;
- gender identity or expression;
- marital status;
- family status;
- disability;
- genetic characteristics; and
- a conviction for which a pardon has been granted or a record suspended.

For the 10 requests completed, a total of 5293 pages were processed and these were completed as follows:

- 2 completed requests were fully disclosed;
- 6 completed requests were partially disclosed; and
- 2 completed requests produced no records.



### CONSULTATIONS:

*A consultation is when the record(s) responding to a particular request are transmitted from another organization (federal, provincial, territorial, municipal) to us for a review and to make recommendations if any exemptions are needed.*

The Commission processed and completed **2 consultation requests** to review records originating from the Commission for a total of 30 pages. They were closed, all disclosed and completed within 1-15 days.

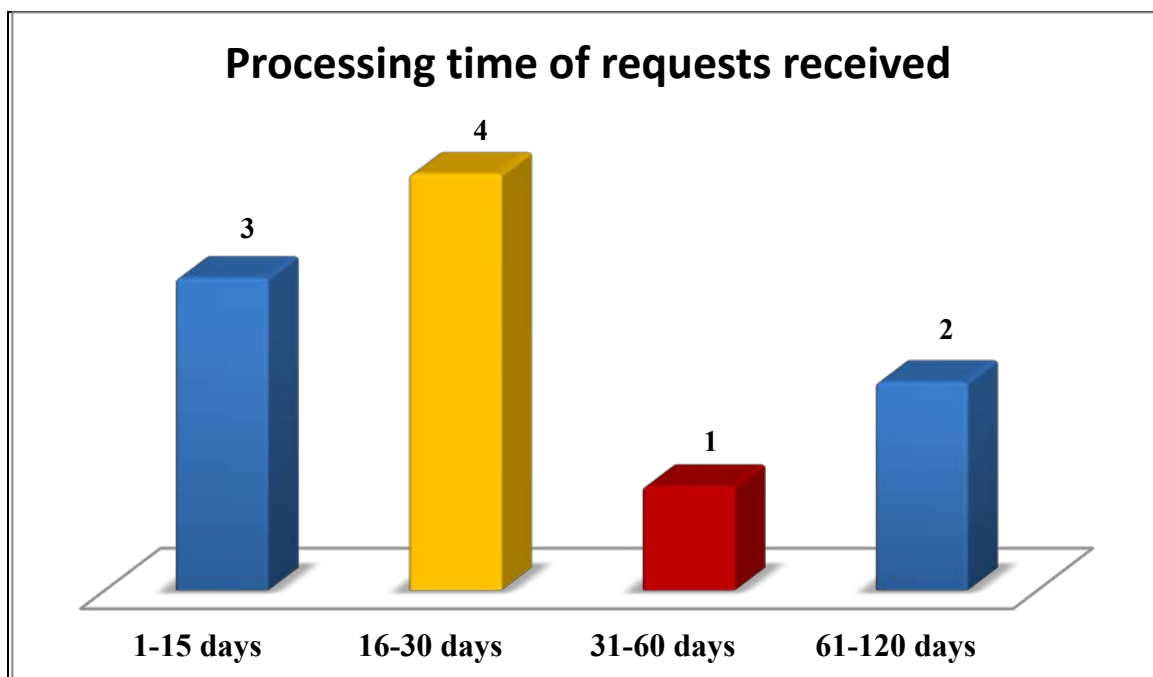
### INFORMAL REQUESTS:

*An informal request is a request for information that is not processed under the Act. There are no deadlines for responding. Also, the requester has no statutory right to complain to the Office of the Privacy Commissioner of Canada.*

The Commission did not receive any **informal requests** during 2017-2018 fiscal year.

The completion times of the 10 privacy requests were as follows:

- 3 requests took between 1 to 15 days;
- 4 requests took between 16 to 30 days;
- 1 request took between 31 to 60 days; and
- 2 requests took between 61 to 120 days.



The Commission is committed to completing requests in a timely fashion.

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
3	0	1	0	2

The Commission asked for extension of time on two requests pursuant to s.15(a)(i) because meeting the original time limit would unreasonably interfere with the operations; and, given the size of the Commission's ATIP Office, this would create a significant challenge, and on one request pursuant to s.15(a)(ii) because consultations were necessary to comply with the request.

For the 3 requests with extensions taken, the Commission was late in producing 2 of those files because

1. The ATIP Office has no control over when we will get a response from the organizations that are being consulted; and,
2. The ATIP Office made an operational decision on one more complex file.

The last one that was late was because of operational reasons, but no extension was taken.

For some requests, more than one exemption was invoked.

Section of the PA	Number of requests
<b><u>Section 26</u></b>  Information about another individual: where the head of a government institution may refuse to disclose any personal information requested under subsection 12(1) about an individual other than the individual who made the request and shall refuse to disclose such information where the disclosure is prohibited under section 8.	6
<b><u>Section 27</u></b>  Solicitor-client privilege: where the head of a government institution may refuse to disclose any personal information requested under subsection 12(1) that is subject to solicitor-client privilege.	3

Attached is a statistical report on the *Privacy Act* - Appendix B.

**NOTE: Legal Advice Sought**

Legal advice was requested 50 times during the 2017-2018 fiscal year for issues including access to information requests, privacy requests, and both access and privacy complaints.



## **6. EDUCATION AND TRAINING ACTIVITIES**

The ATIP Office continues to provide policy and processing advice to Commission staff on the PA as needed. Over the past year, we provided some training on an as-needed basis. Employees would come to the ATIP Office at any time to ask questions, and therefore, there was no official tracking system of how many people came to the office for advice/information.

The ATIP Office has developed an online training program for Commission staff. It will be mandatory for all to complete, and the Commission will keep track of the staff that took the training. The training program will be on the Commission's Intranet soon.

Employees wanting more training for their personal and professional development are also referred to the Treasury Board Secretariat training calendar, the Canada School of Public Service, and to the University of Alberta's ATIP program.

## **7. INSTITUTIONAL POLICIES AND PROCEDURES**

The functioning of the ATIP Office is governed by the Treasury Board Secretariat's policies.

There is an ongoing review and business re-engineering of the Commission's practices with regards to the processing of requests. This review serves to improve our policies and practices. To make the ATIP functions operate more smoothly, the Commission continues to develop its procedures to take into account the complexity of the requests so that we can achieve our goal of fulfilling our mandate under the PA within the prescribed deadlines.

The development of new ATIP procedures manual for the Commission is still underway.

## **8.     *PRIVACY ACT COMPLAINTS***

The Commission received 3 new complaints between April 1, 2017 and March 31, 2018.

<b>NUMBER OF COMPLAINTS</b>	<b>REASON FOR COMPLAINT</b>	<b>STATUS</b>
1 - Received May 10, 2017	Refusal-Exemption	On-going
1 - Received August 9, 2017	Refusal-Exemption	Closed – March 15, 2018 Well-founded – Resolved No action required
1 - Received June 2, 2017	Delay	Closed – August 16, 2017 Well-founded – Resolved No action required

## **9.     TIME TO PROCESS A REQUEST**

Requests are monitored daily and information about the different processing stages is entered into the Commission's case management program.

Delays in processing requests primarily occur when consultations are needed. When it appears that a delay in processing a request is inevitable, the ATIP Analyst will contact the requester. If the requester cannot be reached, now, the ATIP Coordinator will then be notified of any concerns; and if necessary the ATIP Coordinator will inform the Team Leader & Senior Counsel to ensure that the request is being processed in a reasonable time frame.

The Team Leader & Senior Counsel, now the ATIP Delegate, will bring any issues to the Executive Director's attention. Then, the Executive Director will discuss with the Chief Commissioner, as required.

## **10.    MATERIAL PRIVACY BREACHES**

Yes, the Commission had one material privacy breach that occurred during the reporting period year.

## **11. PRIVACY IMPACT ASSESSMENT**

Preliminary Privacy Impact Assessments initiated:	0
Preliminary Privacy Impact Assessments completed:	0
Privacy Impact Assessments initiated:	1
Privacy Impact Assessments completed:	0
Privacy Impact Assessments forwarded to the Office of the Privacy Commissioner:	0

The focus of this PIA is on the introduction of an online complaint form, and the use e-mail for the collection and sharing of personal information in the Commission's dispute resolution process. It also includes an assessment of the privacy risks associated with the use of an EDX service for litigation purposes.

The purpose of the PIA is to analyze the potential privacy risks associated with the use of these three electronic service delivery modernization or "ESDM" initiatives and to identify mitigation measures to reduce those risks to an acceptable level.

## **12. DISCLOSURE OF PERSONAL INFORMATION UNDER SUBSECTION 8(2)(m)**

There was no disclosure under subsection 8(2)(m).

# APPENDIX A

## *Access to Information Act and Privacy Act Delegation Order*

### **Arrêté sur la délégation en vertu de la *Loi sur l'accès à l'information* et de la *Loi sur la protection des renseignements personnels***

The Chief Commissioner, Canadian Human Rights Commission, pursuant to section 73 of the *Access to Information Act* and the *Privacy Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying the positions on an acting basis, to exercise the powers and functions of the Chief Commissioner as the head of a government institution, under the section of the Act set out in the schedule opposite each position. This delegation replaces any and all previous designations/delegations.

En vertu de l'article 73 de la *Loi sur l'accès à l'information* et de la *Loi sur la protection des renseignements personnels*, la présidente, Commission canadienne des droits de la personne délègue aux titulaire des postes mentionnés aux annexes ci-après, ainsi qu'aux personnes occupant a titre intérimaire lesdits postes, les attributions dont il est, en qualité de responsable d'une institution fédérale, investi par les articles de la Loi mentionnés en regard de chaque poste. Le présent document remplace et annule toute désignation/délégation précédentes.

#### Schedule/Annexe

Position / Poste	<i>Privacy Act</i> and Regulations/ <i>Loi sur la protection des renseignements personnels</i> et règlements	<i>Access to Information Act</i> and Regulations / <i>Loi sur l'accès à l'information</i> et règlements
Senior Counsel and ATIP Team Leader / <b>Avocat(e) conseil</b> et chef d'équipe de l'AIPRP	Full Authority / Autorité absolue	Full Authority / <b>Autorité</b> absolue
Coordinator, Access to Information and Privacy / <b>Coordinateur(trice), l'accès à l'information</b> et de la protection des renseignements personnels	8(4), 9(1), 9(4), 10, 14(b), 15, 17(1), 17(2) <sup>c</sup> , 17(3) <sup>c</sup> , 31, 33(2), 77	4(2.1), 7(b), 8(1), 9, 11, 12(1), 12(2) <sup>c</sup> , 12(3) <sup>c</sup> , 26, 27(1), 27(4), 28(4), 33, 35(2), 43(1), 44(2), 71(1), 77

<sup>c</sup> Delegation conditional on consultation with Senior Counsel and ATIP Team Leader / **Délégation conditionnelle** sur la consultation au **Avocat(e) conseil et chef d'équipe de l'AIPRP**.

Dated at the City of Ottawa / Daté à la ville d'Ottawa  
this / ce 18 day of / jour de January 2018



LA PRÉSIDENTE / CHIEF COMMISSIONER  
MARIE-CLAUDE LANDRY, Ad. E.

**Powers, duties and functions delegated pursuant to Section 73 of the  
*Privacy Act - Canadian Human Rights Commission /*  
**Délégation des pouvoirs, fonctions et attributions en vertu de l'article 73 de la  
*Loi sur la protection des renseignements personnels -*  
**Commission canadienne des droits de la personne******

<b>Section / Article</b>	<b>Description</b>	<b>Senior Counsel and ATIP Team Leader / Avocat(e)- conseil et chef d'équipe de l'AIPRP</b>	<b>Coordinator, Access to Information and Privacy / Coordinateur(trice), l'accès à l'information et de la protection des renseignements personnels</b>
8(2)	Disclose personal information without the consent of the person concerned / Communication à défaut du consentement de l'individu qu'ils concernent	X	
8(4)	Retain copy of 8(2)(e) requests and disclosed records / Conservation de demandes reçues et documents divulgués en vertu de l'alinéa 8(2)e)	X	X
8(5)	Notify Privacy Commissioner of paragraph 8(2)(m) disclosures / Informer le Commissaire d'une communication en vertu de l'alinéa 8(2)m	X	
9(1)	Retain record of use / Conserver un relevé des cas d'usage	X	X
9(4)	Notify Privacy Commissioner of consistent use and amend index / Informer le Commissaire d'un usage compatible et modifier le Répertoire	X	X
10	Include personal information in personal information banks / Verser des renseignements dans des fichiers de renseignements personnels	X	X
14(a)	Notify requester whether or not access is to be given / Aviser le requérant si le document sera communiqué ou non	X	
14(b)	If access is to be given, give the individual who made the request access to the information or the part thereof / Communiquer les documents dans le cas échéant	X	X
15	Extension of time limits / Prorogation du délai	X	X
17(1)	Form of Access / Exercice de l'accès	X	X

Section / Article	Description	Senior Counsel and ATIP Team Leader / Avocat(e)-conseil et chef d'équipe de l'AIPRP	Coordinator, Access to Information and Privacy / Coordinateur(trice), l'accès à l'information et de la protection des renseignements personnels
17(2)	Language of Access / Langue de la communication	X	X <sup>c</sup>
17(3)	Access to record in alternative format / Communication sur un support de substitution	X	X <sup>c</sup>
18(2)	Denial of access – Exempt bank / Refus de communication – Fichiers inconsultables	X	
19(1)	Denial of access – Information obtained in confidence from another government / Refus de communication – Renseignements obtenus à titre confidentiel	X	
19(2)	Where disclosure of information as described in subsection 19(1) is authorized / Communication autorisée de renseignements décrits au paragraphe 19(1)	X	
20	Denial of access – Federal-provincial affairs / Refus de communication – Affaires fédéro-provinciales	X	
21	Denial of access – International affairs and defence / Refus de communication – Affaires internationales et défense	X	
22(1) and (2)	Denial of access – Law enforcement and investigations / Refus de communication – Enquêtes et maintien des lois	X	
22.3	Denial of access - <i>Public Servants Disclosure Protection Act</i> / Refus de communication - <i>Loi sur la protection des fonctionnaires divulgateurs d'actes répréhensibles</i>	X	
23	Denial of access – Security clearances / Refus de communication – Enquêtes de sécurité	X	
24	Denial of access – Individuals sentenced for an offence / Refus de communication – Individus condamnés pour une infraction	X	
25	Denial of access – Safety of individuals / Refus de communication – Sécurité des individus	X	

<sup>c</sup> Delegation conditional on consultation with Senior Counsel and ATIP Team Leader /  
Délégation subordonnée à la consultation avec l'Avocat(e)-conseil et chef d'équipe de l'AIPRP.

<b>Section / Article</b>	<b>Description</b>	<b>Senior Counsel and ATIP Team Leader / Avocat(e)-conseil et chef d'équipe de l'AIPRP</b>	<b>Coordinator, Access to Information and Privacy / Coordinateur(trice), l'accès à l'information et de la protection des renseignements personnels</b>
26	Denial of access – Personal information about other individuals / Refus de communication – Renseignements concernant un autre individu	X	
27	Denial of access – Solicitor-client privilege / Refus de communication – Secret professionnel des avocats	X	
27	Waive Solicitor-client privilege / Renonciation au secret professionnel des avocats	X	
28	Denial of access – Physical or mental health of individual / Refus de communication – Santé physique ou mentale de l'individu	X	
31	Receive notice of intention to investigate / Recevoir l'avis d'intention d'enquêter	X	X
33(2)	Right to make representations to Privacy Commissioner / Droit de présenter des enquêtes	X	X
35(1)	Follow-up on recommendations by the Privacy Commissioner – Investigation / Donner suite aux recommandations du Commissaire à la protection de la vie privée -- Enquêtes	X	
35(4)	Give applicant access to information based on recommendations of the Privacy Commissioner / Approuver la communication des renseignements suite aux recommandations du Commissaire à la protection de la vie privée	X	
36(3)	Follow-up on recommendations by the Privacy Commissioner – Exempt banks / Donner suite aux recommandations du Commissaire à la protection de la vie privée -- Fichiers inconsultables	X	
37(3)	Follow-up on recommendations by the Privacy Commissioner – Compliance / Donner suite aux recommandations du Commissaire à la protection de la vie privée -- Vérifications	X	
51(2)(b)	Request that hearing be held in the National Capital Region / Règles spéciales pour l'audition des causes	X	



Section / Article	Description	Senior Counsel and ATIP Team Leader / Avocat(e)-conseil et chef d'équipe de l'AIPRP	Coordinator, Access to Information and Privacy / Coordinateur(trice), l'accès à l'information et de la protection des renseignements personnels
51(3)	Submit <i>ex parte</i> representations / Présentation d'arguments en l'absence d'une autre partie	X	
70	Denial of access – Cabinet confidences / Refus de communication – Documents confidentiels du Cabinet	X	
72	Report to Parliament / Rapports au Parlement	X	
77	Responsibilities conferred on the head of the institution by the Regulations made under section 77 which are not included above / Responsabilités attribuées au responsable de l'institution par règlement fait en vertu de l'article 77 qui ne sont pas incluses ci-dessus	X	X

## **APPENDIX B**



## Statistical Report on the *Privacy Act*

Name of institution: Canadian Human Rights Commission

Reporting period: 2017-04-01 to 2018-03-31

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

	Number of Requests
Received during reporting period	9
Outstanding from previous reporting period	1
<b>Total</b>	10
Closed during reporting period	10
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	1	1	0	0	0	0	0	2
Disclosed in part	1	2	1	2	0	0	0	6
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	1	1	0	0	0	0	0	2
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
<b>Total</b>	3	4	1	2	0	0	0	10

## 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	6
19(1)(f)	0	22.1	0	27	3
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	0	0	2
Disclosed in part	0	0	6
<b>Total</b>	0	0	8

## 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	76	76	2
Disclosed in part	5217	3600	6
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	0	0	0
Neither confirmed nor denied	0	0	0
<b>Total</b>	5293	3676	8

## 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	2	76	0	0	0	0	0	0	0	0
Disclosed in part	1	81	3	607	0	0	2	2912	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
Request abandoned	0	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>	<b>3</b>	<b>157</b>	<b>3</b>	<b>607</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2912</b>	<b>0</b>	<b>0</b>

## 2.5.3 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	0	0	2	0	2
Disclosed in part	1	0	6	0	7
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>9</b>

## 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
3	0	1	0	2

## 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	1	0	1
16 to 30 days	0	0	0
31 to 60 days	0	2	2
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
<b>Total</b>	1	2	3

## 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
0	0	0	0

## 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	1	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>	2	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	2	0	1	0
<b>Total</b>	2	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	30	0	0
Outstanding from the previous reporting period	0	0	0	0
<b>Total</b>	2	30	0	0
Closed during the reporting period	2	30	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							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	2	0	0	0	0	0	0	2
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>	2	0	0	0	0	0	0	2

### 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
3	5	1	0	9

**Part 9: Privacy Impact Assessments (PIAs)**

Number of PIA(s) completed	0
----------------------------	---

**Part 10: Resources Related to the *Privacy Act*****10.1 Costs**

Expenditures		Amount
Salaries		\$45,422
Overtime		\$0
Goods and Services		\$17,684
• Professional services contracts	\$8,861	
• Other	\$8,823	
<b>Total</b>		<b>\$63,106</b>

**10.2 Human Resources**

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	1.00
Part-time and casual employees	1.13
Regional staff	0.00
Consultants and agency personnel	2.00
Students	0.00
<b>Total</b>	<b>4.13</b>

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