

# Office of the Privacy Commissioner of Canada

## 2017 to 2018 Fees Report

*(Original signed by)*

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The Honourable David Lametti, P.C., M.P.  
Minister of Justice and Attorney General of Canada

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# Table of contents

Message from the Privacy Commissioner of Canada .....	1
General fees information.....	3
General and financial information by fee category.....	3
Endnotes.....	5



## Message from the Privacy Commissioner of Canada

On behalf of the Office of the Privacy Commissioner of Canada (OPC), I am pleased to present the 2017 to 2018 Report on Fees.

On June 22, 2017, the [Service Fees Act](#)<sup>i</sup> received royal assent, thereby repealing the [User Fees Act](#).<sup>ii</sup>

The Service Fees Act introduces a modern legislative framework that enables cost-effective delivery of services and, through enhanced reporting to Parliament, improved transparency and oversight. The act provides for:

- a streamlined approach to consultation and the approval of new or modified fees;
- a requirement for services to have service standards and reporting against these standards, along with a policy to remit fees to fee payers when standards are not met;
- an automatic annual fee adjustment by the Consumer Price Index (CPI) to ensure that fees keep pace with inflation;
- annual detailed reporting to Parliament in order to increase transparency.

This 2017 to 2018 Fees Report is the first report to be prepared under the Service Fees Act. Only the fees for processing requests filed under the Access to Information Act are applicable to the OPC and are included in this report. I invite you to consult our [Annual Report to Parliament 2017-2018](#)<sup>iii</sup> to learn more about the Office's access to information activities.



*(Original signed by)*

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Daniel Therrien  
Privacy Commissioner of Canada



## General fees information

The tables that follow provide information on each category of fees, including:

- the name of the fee category
- the date that the fee (or fee category) was introduced and last amended (if applicable)
- service standards
- performance results against these standards
- financial information regarding total costs, total revenues and remissions

In addition to the information presented by fee category, there is a summary of the financial information for all fees as well as a listing of fees under the department's authority. This listing includes the existing fee dollar amounts and the adjusted dollar fee amount for a future year.

## General and financial information by fee category

### General information

<b>Fee category</b>	Fees for processing requests filed under the Access to Information Act
<b>Fee-setting authority</b>	<a href="#">Access to Information Act<sup>iv</sup></a>
<b>Year introduced</b>	1983
<b>Year last amended</b>	2018
<b>Service standard</b>	A response is provided within 30 days following receipt of a request; the response time may be extended under section 9 of the Access to Information Act.
<b>Performance results</b>	The OPC responded within 30 days for 41 of the 49 requests received during the fiscal year. The remaining 8 requests were completed within more than 30 days. We met the extended deadlines in all cases.
<b>Other information</b>	Under the Access to Information Act, fees under \$25 may be waived when deemed to be in the public interest. N/A for the OPC in 2017-18.

\* Includes cases where a Notice of Extension is sent to the requester within 30 days of receipt of the request.

## Financial information (dollars)

2016 to 2017 Revenue	2017 to 2018 Revenue	2017 to 2018 Cost*	2017 to 2018 Remissions†
395	185	134,774	0

\* The amount includes direct and indirect costs, where such costs are identifiable and material.

† A remission is a partial or full return of a fee paid. Under the Service Fees Act departments are required to develop policies that determine when fees will be remitted to fee payers should service standards not be met. The requirement for departments to remit is anticipated to come into effect on March 31, 2020. This effective date allows departments time to develop remissions policies and adjust service standard tracking and remittance systems. During fiscal year 2017 to 2018, some departments may have issued remissions, in accordance with their authority of their enabling legislation or regulation, as opposed to the authority given by the Service Fees Act. It is remissions issued under enabling legislations or regulations that are shown above.



## Endnotes

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- i. Service Fees Act, <https://laws-lois.justice.gc.ca/eng/acts/S-8.4/index.html>
- ii. User Fees Act, <https://laws-lois.justice.gc.ca/eng/acts/U-3.7/20040331/PITT3xt3.html>
- iii. 2017-2018 Annual Report to Parliament on the Access to Information Act, [https://www.priv.gc.ca/en/about-the-opc/opc-access-to-information-and-privacy/annual-reports-on-the-access-to-information-and-privacy/2017-2018/ar\\_201718\\_ati/](https://www.priv.gc.ca/en/about-the-opc/opc-access-to-information-and-privacy/annual-reports-on-the-access-to-information-and-privacy/2017-2018/ar_201718_ati/)
- iv. Access to information Act, <https://laws-lois.justice.gc.ca/eng/acts/A-1/index.html>