

Annual Report to Parliament **2017-2018** On the Access to Information Act and the Privacy Act

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Chapter One: *Access to Information Act* Report

Introduction

This is the 2017-2018 Annual Report on the administration of the *Access to Information Act* for the Royal Canadian Mounted Police. It describes how the RCMP administered its responsibilities during the fiscal year 2017-2018 in relation to the *Act*.

The *Access to Information Act* gives Canadian citizens, permanent residents, and any person or corporation present in Canada, a right of access to information contained in government records, subject to limited and specific exceptions.

As outlined in Section 72(1) of the *Access to Information Act*, the head of every government institution must prepare for submission to Parliament, an Annual Report on the administration of the *Act* within the institution during each financial year.

In fiscal year 2017-2018, the RCMP continues to establish new procedures and practices that will ensure the continued provision of timely service to Canadians who seek to exercise their right to access records under the *Access to Information Act*, and which demonstrate leadership in the management of increasingly numerous and complex requests.

Organization

About the Royal Canadian Mounted Police

The Royal Canadian Mounted Police is Canada's national police force.

The RCMP is a federal, provincial and municipal policing organization, making it unique in the world. The RCMP provides federal policing services to all Canadians and policing services under contract to the three territories, eight provinces, more than 180 municipalities, 600 Aboriginal communities and three international airports.

The RCMP is governed by the *Royal Canadian Mounted Police Act*. In accordance with this *Act*, it is headed by a Commissioner who, under the direction of the Minister of Public Safety and Emergency Preparedness, has control and management of the Force.

The organization is sub-divided into 15 Divisions plus the National Headquarters in Ottawa, each of which is under the direction of a Commanding Officer. At the local level, there are more than 750 detachments.

The RCMP is structured by business lines: Federal Policing; Contract and Aboriginal Policing; Specialized Policing Services; Corporate Management; Human Resources; Internal Audit and Evaluation; Legal Services; Office of the Ethics Advisor; Public Affairs and Communications Services; and, Strategic Policy and Planning Directorate. Overarching these business lines are strategic priorities that are reviewed periodically to focus both operational and organizational

efforts on the goal of a safe and secure Canada. The strategic priorities are Serious and Organized Crime; National Security, Youth, Aboriginal Communities and Economic Integrity. Additionally, wherever possible, these priorities are supported through partnerships and integrated policing efforts.

The RCMP's scope of operations includes: crime prevention, community safety, victim services, combating terrorism, organized crime, and specific crimes related to the illicit drug trade; cybercrime and economic crimes such as counterfeiting and credit card fraud; and offences that threaten the integrity of Canada's national borders. The RCMP protects VIPs, including the Prime Minister and foreign dignitaries and provides the law enforcement community with a full range of computer-based security services as well as international peacekeeping.

Access to Information and Privacy Branch

The RCMP established the Access to Information and Privacy Branch in 1983 to act as the central contact point for matters arising from both the Access to Information and Privacy Acts.

The Access to Information and Privacy (ATIP) Coordinator acts on behalf of the head of the Institution as the Departmental Access to Information and Privacy Coordinator for the RCMP. The ATIP Coordinator ensures compliance with both the spirit and the intent of the Access to Information Act, as well as all associated regulations and guidelines.

The Access to Information and Privacy program is divided into two major areas:

- **Disclosures:** processes all formal requests under the Access to Information; and
- **Compliance:** monitors and develops internal policies, procedures and guidelines for the collection, retention, disposition, use and disclosure of all personal and non-personal information for Force-wide application, offers support to the ATIP reviewers and ATIP Officer in Charge, provides guidance to the Divisions with respect to section 4 to 8 of the Privacy Act, reviews and creates policies that reflect Treasury Board Secretariat Policies and Directives and the Office of the Privacy Commissioner expectations in order to meet its obligation in relation to the Info Source, Annual reports, Privacy Impact Assessments and internal training within the RCMP.

The RCMP ATIP Branch also accommodates requests for informal access to records. Appointments can be arranged for individuals who wish to review records related to *Privacy Act* requests or public documents of the RCMP, either at the Divisional level or at RCMP Headquarters in Ottawa.

The number to contact to schedule an appointment is 855-629-5877. The public may access additional information about the RCMP on the Internet at: <http://www.rcmp-grc.gc.ca>

Activities and Accomplishments

The RCMP has always been an active participant in the support and promotion of access to information, and fiscal year 2017-2018 was no exception.

In April 2014, the RCMP joined the Access to Information and Privacy Online Request service, which allows Canadians to submit and pay for their requests online. The number of requests received by the RCMP through the online portal has increased over the past several years. During fiscal year 2014-2015, the percentage of requests received through the online portal was 51%. That percentage rose to 61% in 2015-2016, to 64% in 2016-2017 and in 2017-18 declined to 55.3%. During the 2017-2018 fiscal year, the RCMP undertook the following initiatives to improve internal processes and client service under the Access to Information Act:

- Held a National Workshop in Ottawa with all RCMP business lines and divisional ATIP liaison officers with a goal to streamline and improve process delivery;
- Updated the RCMP internet site to assist requesters in making formal requests;
- Provided guidance and support to improve service delivery for RCMP employees seeking informal access to service, personnel and medical files through the respective business lines. Since providing this guidance to business lines in October 2017, the ATIP Branch has experienced a 10.4% decrease in requests for these files.
- Provided ATIP training to RCMP employees in locations across Canada in order for clearer understanding of the roles and responsibilities;
- Increased ATIP employees knowledge by providing in-house training to further improve service standards;
- Held engagement meetings with numerous internal stakeholders and other federal government departments to improve dialogue and accountability.

Performance

To monitor an organization's performance under the *Act*, a compliance rate is calculated as a percentage of the number of requests processed and completed within allotted time limits over the total number of requests. The RCMP monitors compliance through weekly updates to the Chief Strategic Policy and Planning Officer of the RCMP.

In the 2017-2018 reporting period, the RCMP's compliance rate was 33.5% compared to 65.4% in the previous reporting period.

This change in compliance can be attributed in part, to a significant increase in the volume of requests received in the previous reporting period which saw 1,192 files carried over into this fiscal year, including 5,203 new requests received. Although already one of the highest-volume departments for requests received under the *Access to Information Act*, the number of requests to process increased by 26.6%.

Another underlying factor to the change in compliance is the TBS *Interim Directive on the Administration of the Access to Information Act*. The elimination of all fees prescribed by the Act and Regulations, other than the application fee, has a significant effect on the institution. Access to information Act requests are becoming broader, more complex, and voluminous, resulting in increased time to consult internally and externally.

As the national institution responsible for the prevention and investigation of all varieties of criminal activity from street level drugs to crimes of violence to national security and terrorism, the RCMP operates in a high-risk environment that is both critically sensitive and exceedingly complex. RCMP ATIP Analysts are aware of the potential impacts of the inadvertent release of investigative and intelligence information, therefore a more rigorous and lengthy review of the information is required which leads to further delays in responding to requests. The ATIP Branch discovered individuals were attempting to access information fraudulently through the Access to Information and Privacy Online Request service, increasing the need for ATIP Analysts to ensure sensitive information is properly safeguarded.

Human Resources

The RCMP ATIP Branch has a total of 28.0 full-time person years, four part-time and casual person years and two students, all of whom are fully committed to the administration of the legislation under the *Access to Information Act*.

To ensure that information can be disclosed without compromising the safety of the public or law enforcement personnel and to reduce the risk of undermining ongoing investigations, law enforcement techniques or resulting judicial processes, approximately one quarter of all positions are filled with experienced police officers, from a variety of enforcement programs, who work as ATIP Analysts. This reduces the need for time-consuming consultations with program managers concerning *Access to Information Act* requests and preserves credibility with the law enforcement community, international agencies and other federal departments and information sources.

Recruiting, hiring and retaining individuals who possess the necessary skills and experience for the Access to Information and Privacy discipline is a challenge confronting all federal institutions. As a result, the market for Access to Information and Privacy analysts is extremely competitive. The RCMP continues to work on innovative strategies to recruit and retain ATIP staff, while attempting to ensure compliance rates improve.

The provision of opportunities to internal employees within the Branch allowed these employees to acquire and/or further their knowledge, skills and experience in Access to Information and Personal Information. Another source of help for the RCMP ATIP Branch is the Federal Student Work Experience Program (FSWEP), which opens the door to students who could then become public servants following completion of the program.

Education and Training

The RCMP recognizes that every employee has a role to play in making government information accessible to Canadians. During this reporting period, more than 466 employees across the country, attended presentations delivered by ATIP staff to familiarize them with the ATIP process and their responsibilities within it.

In addition, the RCMP implemented a training program for Analysts within the Branch, to expand their knowledge and application of the Act. This training program has resulted in an additional 20% increase in reviewing capacity for the Branch without increasing resources. This activity will continue into fiscal year 2018/2019.

An ATIP Training Plan has been developed and continues to be implemented. Part of the ATIP Training Plan, includes in-depth, three month training sessions for ATIP Branch employees. The sessions are typically offered to junior analysts who do not have experience reviewing and processing a file in its entirety. During this reporting period nine employees attended two in-depth training sessions for Junior Analysts and four employees attended a one month training session for Senior Analysts. Although these sessions were invaluable for the Branch's long term goals of increasing the reviewing capacity, there was a decrease of resources in the intake and disclosure units over a seven months period.

Sections 16 of the *Access to Information Act* contains a series of discretionary and mandatory exemptions for law enforcement, investigations and security of penal institutions. Given the RCMP's mandate and responsibilities it is crucial that ATIP Analyst have an in-depth knowledge and understanding of Section 16 and its guidelines. Part of the in-house training focuses on providing ATIP Branch employees, including any new ATIP Analysts from other government institutions, training sessions on the application of Section 16.

ATIP personnel regularly attend in-house training sessions including those on Personal Information Banks, Treasury Board Guidelines and specific exemptions and exclusions under the Acts. Training sessions and workshops sponsored by the Treasury Board Secretariat and the annual CAPA Conference are well attended by ATIP Analysts and contribute to their professional development.

As part of the ATIP Branch overall training strategy and in conjunction with the RCMP training strategy, employees are supported both financially and in terms of time, to enroll in various ATIP-related courses as a way to gain knowledge and improve their efficiency as ATIP specialists. As a part of their orientation, all new ATIP employees receive a comprehensive ATIP course shortly after they arrive, further, given the size, scope and structure of the RCMP and its mandate, new employees receive in-depth orientation. This includes a general overview of the *Access to Information and Privacy Acts*, as well as exposure to all units of the Branch and their overall responsibilities.

The ATIP Branch will continue the task of formalizing its internal processes including the development of standard operating procedures with respect to processing and tasking of requests. This project will continue into the next reporting period as processes are streamlined and standardized.

New and Revised Access to Information Act Policies and Procedures

During fiscal year 2017-2018, the RCMP continues to modernize and update all internal policies and procedures to ensure alignment with current reporting standards. These changes will continue to be developed in the 2018-2019 reporting period and will focus primarily on training at the detachment level to ensure that front line employees are knowledgeable of the RCMP's obligations under the federal legislation.

To promote transparency in compliance with TBS Guidelines, the RCMP proactively posts monthly summaries of completed Access to Information requests on its website to assist and facilitate the right of access of Canadians. In fiscal year 2017-2018, the RCMP received 426 informal requests for records previously released under Access to Information requests compared to 336 in 2016-2017, an increase of 26.7%.

Complaints and Audits

During fiscal year 2017-2018, the RCMP received a total of 357 new complaints and a total of 283 complaints against the RCMP were closed by the Office of the Information Commissioner of Canada. Of the 283 closed complaints, 15 were unsubstantiated (5%) and 185 were well-founded (65%). There were also 82 discontinued complaints (29%) and 1 complaint was settled in the course of an investigation (0.3%). In many instances, following discussions between the RCMP and the Office of the Information Commissioner of Canada, the RCMP used its discretionary powers to release further information.

No significant actions were taken as a result of access to information complaints. No audits or investigations were conducted during the 2017-2018 reporting period.

Delegation Order

The Departmental Privacy and Access to Information Coordinator has full authority to administer the legislation and apply exemptions and releases.

A copy of the signed Delegation Order is attached as Appendix A

Chapter Two: Interpretation of the Statistical Report

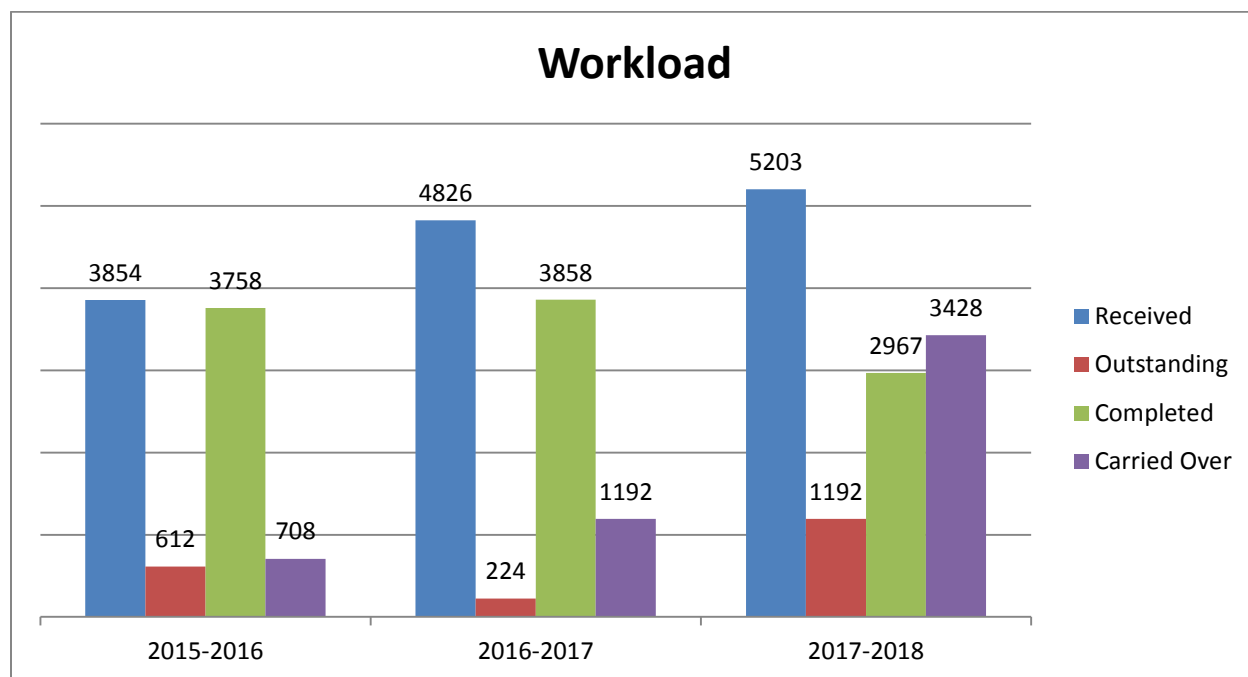
Statistical Report and Supplemental Reporting Requirements

See Appendix B for the RCMP's statistical report on the *Access to Information Act*.

Interpretation of the Statistical Report

Requests Received Under the *Access to Information Act*

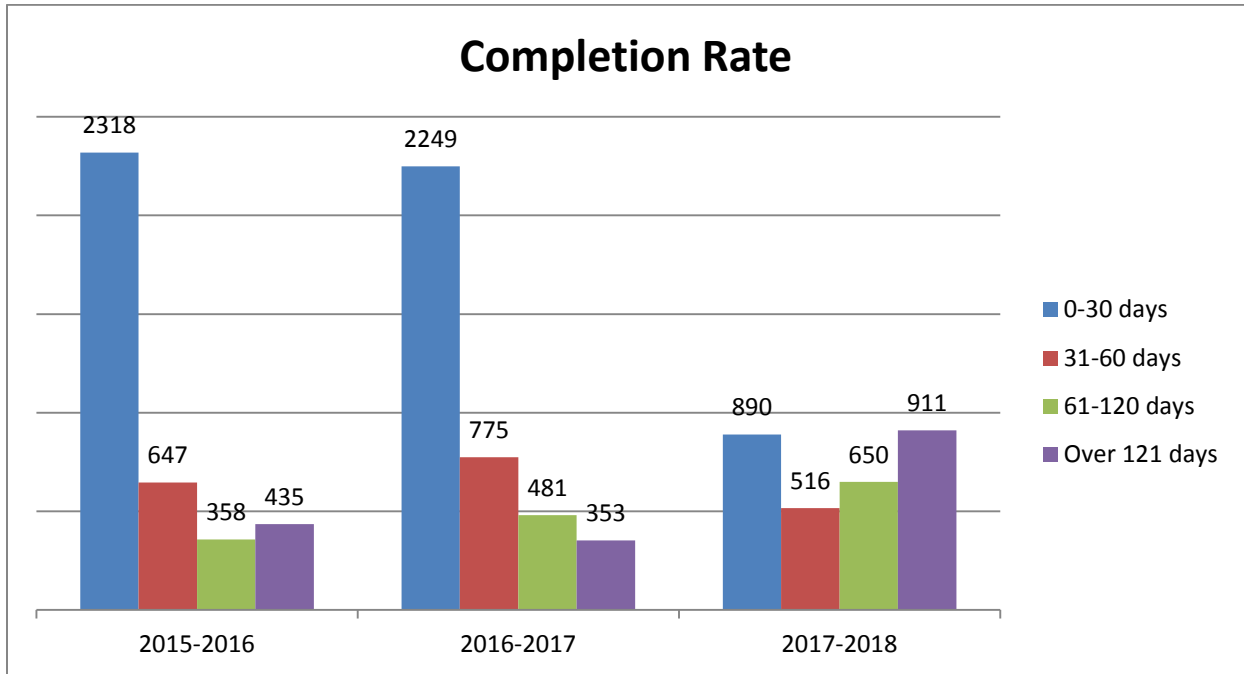
As noted in the statistical report in Appendix B, the RCMP received a total of 5,203 new requests under the *Access to Information Act* in 2017-2018. In addition, there were 1,192 requests outstanding from the previous reporting period for a total of 6,395 requests. Of these, 2,967 requests were completed and 3,428 were carried over to 2018-2019. As evidenced below, *Access to Information* requests have been increasing over the last three reporting periods and will continue to increase.



The general nature of *Access to Information* requests received in the 2017-2018 reporting period covered a variety of topics, including contracts/program costs and expenses, information related to security issues, operational file material as well as the management of the RCMP.

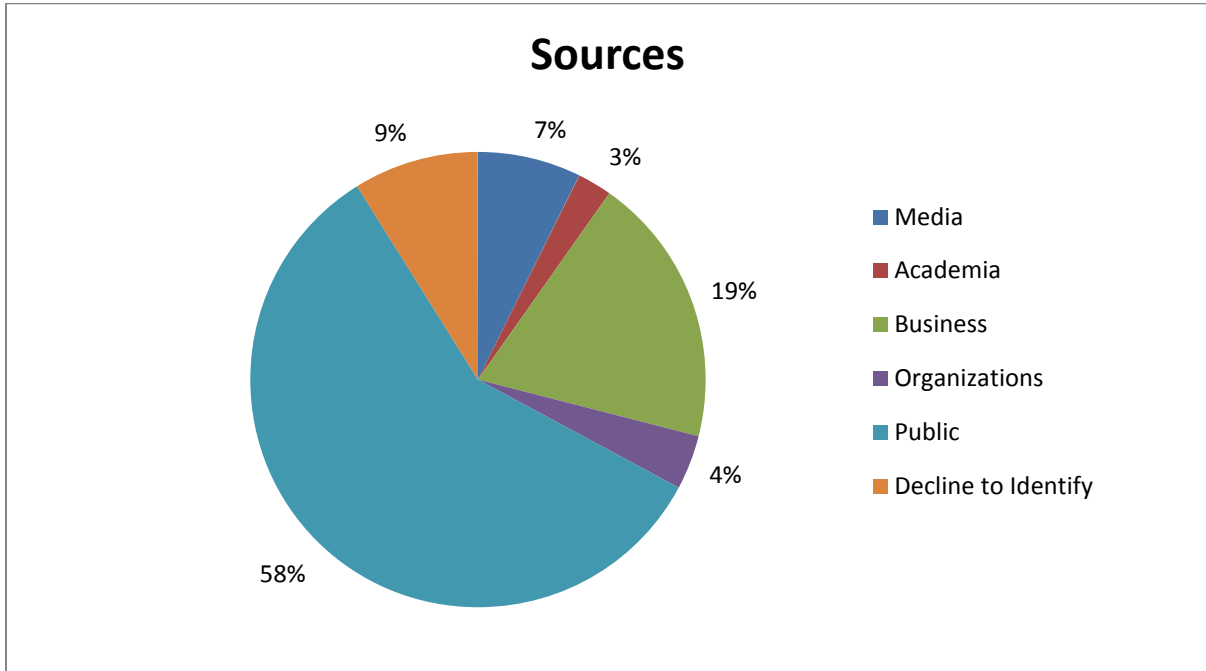
Completion Time

The ATIP Branch was able to complete a total of 890 requests in 30 days or less, and extensions of 30 days were sought on 88 files. There were 516 requests completed in 31-60 days, 650 in 61-120 days and 911 requests were completed in more than 121 days.



Source of Requests

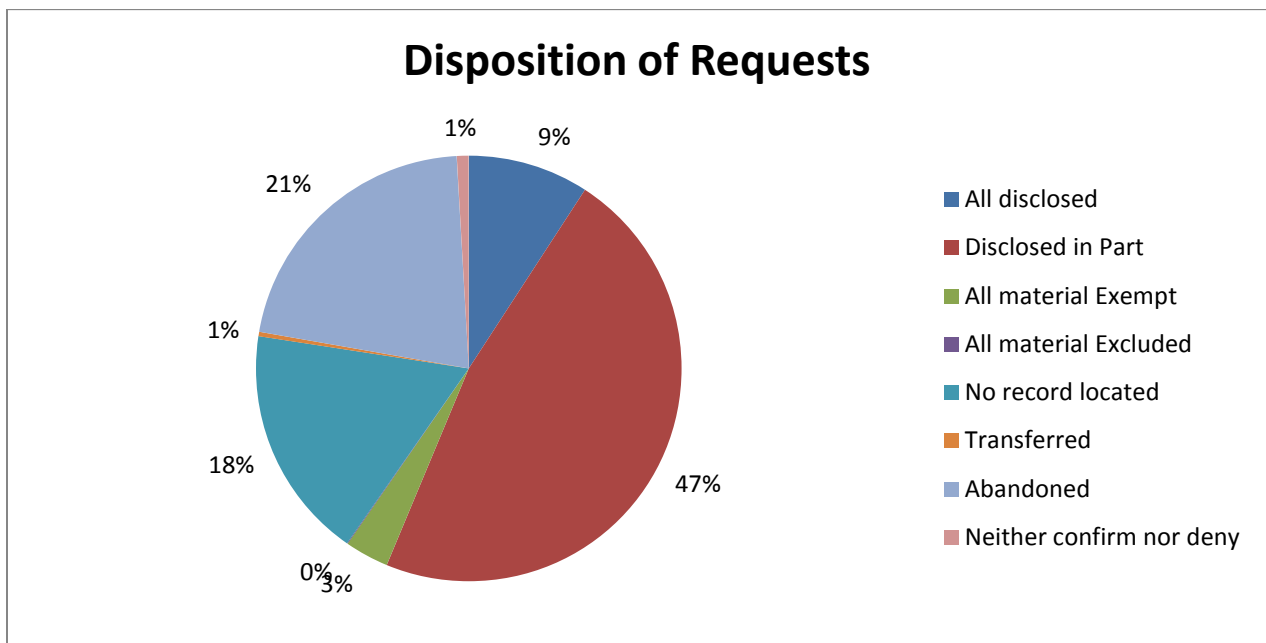
In terms of sources of requests received, 7% were from the media; 3% from academic sources; 19% from businesses; 4% from organizations; 58% from the public; and 9% from requesters who declined to identify.



Disposition of Completed Requests

Of the 2,967 requests completed in 2017-2018, the dispositions of the completed requests were as follows:

- 273 requests were all disclosed (9%)
- 1,400 requests were disclosed in part (47%)
- 99 requests had all material exempted (3%)
- 2 requests had all material excluded (0%)
- 527 requests had no records located (18%)
- 10 requests were transferred (1%)
- 634 requests were abandoned by the requester (21%)
- 22 requests were neither confirmed nor denied (1%)



Exemptions and Exclusions

As the RCMP is classified as an investigative body under Schedule I of the *Access to Information Act Regulations*, almost all possible exemptions listed under the *Access to Information Act* were utilized during the course of the reporting period. The most common exemption applied to records was Section 16, and all of its subsets, for the prevention of disclosure of information used in law enforcement, investigations and security. Other commonly used exemptions were Subsection 19(1), for personal information and Paragraph 13(1)(c), information obtained in confidence from the government of a province or provincial institution. The exclusions invoked under the *Access to Information Act* were under Subsection 68(a) for published material and 69(1) Confidences of the Queen's Privy Council for Canada.

Consultations

During the reporting period, the RCMP completed 479 consultations totalling 28,072 pages. Of the 479 consultations, 437 were received from other Government of Canada Institutions is an 8% increase since the 2016-2017. Moreover, the number of pages received to review from other government institutions increased by 23% compared to the 2016-2017 period.

During the 2016-2017 period, the RCMP initiated a total of 52 consultations with other federal and municipal government institutions.

Complaints and Investigations

The RCMP ATIP Branch received 357 complaints under the *Access to Information Act* during the 2017-2018 fiscal year. The most common complaints under the *Access to Information Act* received by the RCMP were exemption complaints and deemed refusal complaints. In addition, during the reporting period, the RCMP made no formal representations complaints pursuant to section 35 of the Act and received one report of finding or recommendations from the Information Commissioner pursuant to section 37.

Appeals

During this fiscal year, there were no applications related to the *Access to Information Act* submitted to the Federal Court.

Conclusion

The RCMP's achievements outlined in this report demonstrate our commitment to ensuring that every reasonable effort is made to meet our obligations under the *Access to Information Act*. The RCMP's goal for fiscal year 2018-2019 will be to continue our commitment to our obligations and responsibilities under the *Access to Information Act* while improving service standards.

To achieve this goal, the RCMP will further broaden our ATIP training functions so that an increased number of RCMP personnel may expand on their understanding of responsibilities inherent under the Act. In addition, functional, procedural and structural changes will be implemented in the ATIP Branch to ensure the RCMP will be positioned to maximize opportunities to meet existing challenges and to effectively meet future challenges.

Appendix A

Delegation Order

Access to Information Act and Privacy Act Delegation Order

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

The Minister of Public Safety and Emergency Preparedness, pursuant to section 73 of the *Access to Information Act* and of the *Privacy Act*, hereby designates the persons holding the position set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers and functions of the Minister as the head of a government institution, that is, the Royal Canadian Mounted Police, under the section of the Act set out in the Schedule opposite each position. This designation replaces and nullifies all such designations previously signed and dated by the Minister.

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*, le Ministre de la Sécurité publique et de la Protection civile délègue aux titulaires des postes mentionnés à l'annexe ci-après, ou qu'aux personnes occupant à titre intérimaire lesdits postes, les attributions dont il est, en qualité de responsable d'une institution fédérale, c'est-à-dire, la Gendarmerie royale du Canada, investi par les articles de la Loi mentionnés en regard de chaque poste. Le présent document remplace celui précédemment signé par le ministre.

SCHEDULE/ANNEXE

Position/Poste	<i>Privacy Act and Regulations/ Loi sur la protection des renseignements personnels et règlements</i>	<i>Access to information Act and Regulations/ Loi sur l'accès à l'information et règlements</i>
Commissioner of the RCMP / Commissaire de la GRC Chief, Strategic Policy and Planning Officer / Dirigeante principale de la planification et des politiques stratégiques Departmental Access to Information and Privacy Coordinator / Coordonnateur ministériel de l'accès à l'information et de la protection des renseignements personnels	Full Authority / Autorité absolue	Full Authority / Autorité absolue
Commanding Officers / Commandants Divisionnaires	Authority for 8(2)(j) and 8(2)(m)/ Autorité pour 8(2)(j) et 8(2)(m)	N.A./s.o.

<p>Officer in Charge, Policy, Processing and External Relations / Officier responsable des politiques, traitement et relations externes</p> <p>Manager, Processing and Triage / Responsable, Groupe de traitement et triage</p> <p>Manager, Quality Control / Gestionnaire, contrôle de la qualité</p> <p>Non-Commissioned Officers and public servants in charge of ATIP unit / Sous-officiers et fonctionnaires responsables des unités de l'AIPRP</p>	<p>Full Authority except 8(2)(j) and 8(2)(m) / Autorité absolue à l'exception de 8(2)(j) et 8(2)(m)</p>	<p>7, 8(1), 9, 11(2) to 11(6) (inclusive), 12(2) and all mandatory exemptions (13(1), 16(3), 19(1), 20(1) and 24(1)) and 6(1) and 8 of the Regulations / 7, 8(1), 9, 11(2) à 11(6) (inclusivement), 12(2) et toutes les exceptions obligatoires (13(1), 16(3), 19(1), 20(1) et 24(1)) de la Loi, et 6(1) and 8 du règlements</p>
<p>Non-commissioned officers and public servants in charge of ATIP branch (analysts) / Sous-officiers et fonctionnaires responsables au sein des unités de l'AIPRP (réviseurs)</p>	<p>14 and 15 for all records; 17(2)(b), 19 to 28 (inclusive) for all employee records as designated in InfoSource; For all other records requiring mandatory exemptions in their entirety (19(1), 22(2) and 26) of the Act; 9 and 11(2) of the Regulations / 14 et 15 pour tous les dossiers; 17(2)(b), 19 à 28 (inclusivement) pour tous les dossier d'employés tels que désigné dans InfoSource; pour tous les dossiers nécessitant des exceptions obligatoires en entier (19(1), 22(2) et 26) de la Loi; 9 et 11(2) du règlements</p>	<p>7, 8(1) and 12(2)(b) and all records exempted in their entirety by mandatory exemptions (13(1), 16(3), 19(1), 20(1) and 24(1)) of the Act; 6(1) and 8 of the Regulations / 7, 8(1) et 12(2)(b) pour tous les dossiers nécessitant des exceptions obligatoires en entier (13(1), 16(3), 19(1), 20(1) and 24(1)) de la Loi; 6(1) et 8 du règlements</p>

Signed, at the City of Ottawa, this

Signé, à Ottawa, ce

4 day of Dec, 2015

_____ jour de _____, 20_____



The Honourable / L'honorable Ralph Goodale, P.C., M.P.
 Minister of Public Safety and Emergency Preparedness
 Ministre de la Sécurité publique et de la Protection civile

Appendix B

Statistical Report on the *Access to Information Act*



Statistical Report on the Access to Information Act

Name of institution: Royal Canadian Mounted Police

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

Part 1: Requests Under the Access to Information Act

1.1 Number of requests

	Number of Requests
Received during reporting period	5203
Outstanding from previous reporting period	1192
Total	6395
Closed during reporting period	2967
Carried over to next reporting period	3428

1.2 Sources of requests

Source	Number of Requests
Media	382
Academia	126
Business (private sector)	1001
Organization	201
Public	3030
Decline to Identify	463
Total	5203

1.3 Informal 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	
199	108	59	51	5	4	0	426

Note: All requests previously recorded as “treated informally” will now be accounted for in this section only.

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	8	50	38	67	33	56	21	273
Disclosed in part	25	244	238	332	203	232	126	1400
All exempted	3	19	27	24	8	15	3	99
All excluded	0	1	1	0	0	0	0	2
No records exist	51	91	135	135	65	49	1	527
Request transferred	8	1	1	0	0	0	0	10
Request abandoned	301	84	68	86	28	37	30	634
Neither confirmed nor denied	1	3	8	6	4	0	0	22
Total	397	493	516	650	341	389	181	2967

2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	16	16(2)	91	18(a)	0	20.1	0
13(1)(b)	5	16(2)(a)	5	18(b)	0	20.2	0
13(1)(c)	220	16(2)(b)	2	18(c)	0	20.4	0
13(1)(d)	72	16(2)(c)	3	18(d)	0	21(1)(a)	28
13(1)(e)	1	16(3)	0	18.1(1)(a)	0	21(1)(b)	27
14	4	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	7
14(a)	4	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	4
14(b)	0	16.1(1)(c)	1	18.1(1)(d)	0	22	15
15(1)	11	16.1(1)(d)	0	19(1)	999	22.1(1)	0
15(1) - I.A.*	1	16.2(1)	0	20(1)(a)	3	23	40
15(1) - Def.*	2	16.3	0	20(1)(b)	8	24(1)	0
15(1) - S.A.*	2	16.4(1)(a)	0	20(1)(b.1)	1	26	14
16(1)(a)(i)	381	16.4(1)(b)	0	20(1)(c)	15		
16(1)(a)(ii)	218	16.5	0	20(1)(d)	3		
16(1)(a)(iii)	1	17	3				
16(1)(b)	80						
16(1)(c)	151						
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

2.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	4	69(1)	0	69(1)(g) re (a)	1
68(b)	0	69(1)(a)	1	69(1)(g) re (b)	1
68(c)	0	69(1)(b)	1	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	1
68.2(b)	0	69(1)(e)	1	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	159	114	0
Disclosed in part	651	749	0
Total	810	863	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	51068	15537	273
Disclosed in part	281981	167822	1400
All exempted	18513	0	99
All excluded	119	0	2
Request abandoned	7173	0	634
Neither confirmed nor denied	0	0	22

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	231	2284	33	7591	6	2547	3	3115	0	0
Disclosed in part	969	16387	297	46141	85	44846	44	44279	5	16169
All exempted	62	0	30	0	4	0	3	0	0	0
All excluded	2	0	0	0	0	0	0	0	0	0
Request abandoned	621	0	8	0	3	0	2	0	0	0
Neither confirmed nor denied	20	0	1	0	0	0	1	0	0	0
Total	1905	18671	369	53732	98	47393	53	47394	5	16169

2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	2	1	0	74	77
Disclosed in part	44	0	0	90	134
All exempted	1	0	0	8	9
All excluded	0	0	0	0	0
Request abandoned	5	0	0	14	19
Neither confirmed nor	0	0	0	4	4
Total	52	1	0	190	243

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
2047	2006	0	0	41

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	231	11	242
16 to 30 days	201	7	208
31 to 60 days	422	8	430
61 to 120 days	387	18	405
121 to 180 days	224	9	233
181 to 365 days	379	17	396
More than 365 days	100	33	133
Total	1944	103	2047

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	1	0	1
French to English	0	0	0
Total	1	0	1

Part 3: Extensions

3.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	10	0	5	0
Disclosed in part	105	1	18	3
All exempted	6	0	1	0
All excluded	0	0	0	0
No records exist	5	0	2	0
Request abandoned	5	0	8	1
Total	131	1	34	4

3.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	88	1	12	2
31 to 60 days	22	0	9	1
61 to 120 days	15	0	10	1
121 to 180 days	3	0	0	0
181 to 365 days	3	0	3	0
365 days or more	0	0	0	0
Total	131	1	34	4

Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	4950	\$24,740	178	\$8,300
Search	0	\$0	0	\$0
Production	0	\$0	0	\$0
Programming	0	\$0	0	\$0
Preparation	0	\$0	0	\$0
Alternative format	0	\$0	0	\$0
Reproduction	0	\$0	0	\$0
Total	4950	\$24,740	178	\$8,300

Part 5: Consultations Received From Other Institutions and Organizations

5.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	453	32895	42	1006
Outstanding from the previous reporting period	88	5008	3	41
Total	541	37903	45	1047
Closed during the reporting period	437	27201	42	871
Pending at the end of the reporting period	104	10702	3	176

5.2 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	
Disclose entirely	66	56	74	29	10	7	0	242
Disclose in part	24	21	44	46	15	14	0	164
Exempt entirely	3	3	1	0	0	1	1	9
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	8	2	2	5	2	3	0	22
Total	101	82	121	80	27	25	1	437

5.3 Recommendations and completion time for consultations received from other organizations

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	
Disclose entirely	8	12	1	1	0	0	0	22
Disclose in part	2	8	1	0	1	0	1	13
Exempt entirely	1	0	0	0	0	0	0	1
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	1	1	1	1	0	2	0	6
Total	12	21	3	2	1	2	1	42

Part 6: Completion Time of Consultations on Cabinet Confidences

6.1 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	1	0	1	51	0	0	0	0	0	0
More than 365	0	0	1	45	0	0	0	0	0	0
Total	1	0	2	96	0	0	0	0	0	0

6.2 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
Total	0	0	0	0	0	0	0	0	0	0

Part 7: Complaints and Investigations

Section 32	Section 35	Section 37	Total
357	0	1	358

Part 8: Court Action

Section 41	Section 42	Section 44	Total
0	0	0	0

Part 9: Resources Related to the Access to Information Act

9.1 Costs

Expenditures		Amount
Salaries		\$2,505,499
Overtime		\$38,300
Goods and Services		\$33,000
• Professional services contracts	\$0	
• Other	\$33,000	
Total		\$2,576,799

9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	28.00
Part-time and casual employees	4.00
Regional staff	0.00
Consultants and agency personnel	0.00
Students	2.00
Total	34.00

Note: Enter values to two decimal places.

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Chapter Three: *Privacy Act* Report

Introduction

This is the 2017-2018 Annual Report on the administration of the *Privacy Act* for the Royal Canadian Mounted Police. It describes how the RCMP administered its responsibilities during the fiscal year 2017-2018 in relation to the *Act*.

The *Privacy Act* extends to individuals the right of access to information about themselves held by the government, subject to specific and limited exceptions. The *Privacy Act* also protects individuals' privacy by preventing others from having access to their personal information and gives individuals substantial control over its collection, retention, use and disclosure.

Section 72(1) of the *Privacy Act* requires that the head of every government institution prepare for submission to Parliament an Annual Report on the administration of the *Act* within the institution during each financial year.

In fiscal year 2017-2018, the RCMP continued to establish new procedures and practices that will ensure the continued provision of timely service to Canadians who seek to exercise their right to access records under the *Privacy Act*.

Organization

About the Royal Canadian Mounted Police

The Royal Canadian Mounted Police is Canada's national police force.

The RCMP is a federal, provincial and municipal policing organization, making it unique in the world. The RCMP provides federal policing services to all Canadians and policing services under contract to the three territories, eight provinces, more than 180 municipalities, 600 Aboriginal communities and three international airports.

The RCMP is governed by the *Royal Canadian Mounted Police Act*. In accordance with this *Act*, it is headed by a Commissioner who, under the direction of the Minister of Public Safety and Emergency Preparedness, has control and management of the Force.

The organization is sub-divided into 15 Divisions plus the National Headquarters in Ottawa, each of which is under the direction of a Commanding Officer. At the local level, there are more than 750 detachments.

The RCMP is structured by business lines: Federal Policing; Contract and Aboriginal Policing; Specialized Policing Services; Corporate Management; Human Resources; Internal Audit and Evaluation; Legal Services; Office of the Ethics Advisor; Public Affairs and Communications Services; and, Strategic Policy and Planning Directorate. Overarching these business lines are strategic priorities that are reviewed periodically to focus both operational and organizational

efforts on the goal of a safe and secure Canada. The strategic priorities are Serious and Organized Crime; National Security; Youth; Aboriginal Communities and Economic Integrity. Additionally, wherever possible, these priorities are supported through partnerships and integrated policing efforts.

The RCMP's scope of operations includes: crime prevention, community safety, victim services, combating terrorism, organized crime, and specific crimes related to the illicit drug trade; cybercrime and economic crimes such as counterfeiting and credit card fraud; and offences that threaten the integrity of Canada's national borders. The RCMP protects VIPs, including the Prime Minister and foreign dignitaries and provides the law enforcement community with a full range of computer-based security services as well as international peacekeeping.

Access to Information and Privacy Branch

The RCMP established the Access to Information and Privacy Branch in 1983 to act as the central contact point for matters arising from both the *Access to Information* and *Privacy Acts*.

The Access to Information and Privacy (ATIP) Coordinator acts on behalf of the head of the Institution as the Departmental Access to Information and Privacy Coordinator for the RCMP. The ATIP Coordinator ensures compliance with both the spirit and the intent of the *Privacy Act*, as well as associated regulations and guidelines.

The Access to Information and Privacy program is divided into two major areas:

- **Disclosures:** processes all formal requests under the *Privacy Act*, and
- **Compliance:** monitors and develops internal policies, procedures and guidelines for the collection, retention, disposition, use and disclosure of all personal and non-personal information for Force-wide application, offers support to the ATIP reviewers and ATIP Officer in Charge, provides guidance to the Divisions with respect to section 4 to 8 of the *Privacy Act*, reviews and creates policies that reflect Treasury Board Secretariat Policies and Directives and the Office of the Privacy Commissioner expectations in order to meet its obligation in relation to the Info Source, Annual reports, Privacy Impact Assessments and internal training within the RCMP.

The RCMP ATIP Branch also accommodates requests for informal access to records. Appointments can be arranged for individuals who wish to review records related to *Privacy Act* requests or public documents of the RCMP, either at the Divisional level or at RCMP Headquarters in Ottawa.

The number to contact to schedule an appointment is 855-629-5877. The public may access additional information about the RCMP on the Internet at: <http://www.rcmp-grc.gc.ca>

Activities and Accomplishments

The RCMP has always been an active participant in the support and promotion of access to information, and fiscal year 2017-2018 was no exception.

In April 2014, the RCMP joined the Access to Information and Privacy Online Request service, which allows Canadians to submit and pay for their requests online. The number of requests received by the RCMP through the online portal has increased over the past several years. During fiscal year 2014-2015, the percentage of requests received through the online portal was 51%. That percentage rose to 61% in 2015-2016, to 64% in 2016-2017 and in 2017-18 declined to 55.3%.

During the 2017-2018 fiscal year, the RCMP undertook the following initiatives to improve internal processes and client service under the Access to Information Act:

- Held a National Workshop in Ottawa with all RCMP business lines and divisional ATIP liaison officers with a goal to streamline and improve process delivery;
- Updated the RCMP internet site to assist requester in making formal requests;
- Within this reporting period the RCMP made the decision to allow complete access to employee's Administrative files (service, personnel and medical) informally without having to make a formal request through the *Privacy Act*. This has resulted in freeing ATIP analysts to work on other formal requests. The RCMP ATIP Branch developed training tools to assist the appropriate business lines in their informal disclosure processes. Since providing this guidance to business lines in October 2017, the ATIP Branch has experienced a 10.4% decrease in requests for these files.
- Provided ATIP training to RCMP employees in locations across Canada in order for clearer understanding of the roles and responsibilities;
- Increased ATIP employees knowledge by providing in-house training to further improve service standards;
- Held engagement meetings with numerous internal stakeholders and other federal government departments to improve dialogue and accountability.

Performance

To monitor an organization's performance under the *Act*, a compliance rate is calculated as a percentage of the number of requests processed and completed within allotted time limits over the total number of requests. The RCMP monitors compliance through weekly updates to the Chief Strategic Policy and Planning Officer of the RCMP.

In the 2017-2018 reporting period, the RCMP's compliance rate was 45.1% compared to 69.9% in the previous reporting period.

This change in compliance can be attributed to a significant increase in the volume of requests received in the previous reporting period which saw 2,097 files carried over into this fiscal year, including 4,996 new requests received. Although already one of the highest-volume departments for requests received under the *Privacy Act*, the number of requests to process increased by 11.3%.

As the national institution responsible for the prevention and investigation of all varieties of criminal activity from street level drugs to crimes of violence to national security and terrorism, the RCMP operates in a high-risk environment that is both critically sensitive and exceedingly complex. RCMP ATIP Analysts are aware of the potential impacts of the inadvertent release of investigative and intelligence information, therefore a more rigorous and lengthy review of the information is required which leads to further delays in responding to requests. The ATIP Branch discovered individuals were attempting to access personal information fraudulently through the Access to Information and Privacy Online Request service, increasing the need for ATIP Analysts to ensure personal information is properly safeguarded.

The RCMP's Policy Unit responded to approximately 760 policy related queries from across the department on various topics including the interpretation of section 4 to 8 of the *Privacy Act*, PIAs and Info Source.

Human Resources

The RCMP ATIP Branch has a total of 28 full-time person years, four part-time and casual person years and two students, all of whom are fully committed to the administration of the legislation under the *Privacy Act*.

To ensure that information can be disclosed without compromising the safety of the public or law enforcement personnel and to reduce the risk of undermining ongoing investigations or resulting judicial processes, approximately one quarter of all positions are filled with experienced police officers, from a variety of enforcement programs, who work as ATIP Analysts. This reduces the need for time-consuming consultations with program managers concerning *Privacy Act* requests and preserves credibility with the law enforcement community, international agencies and other federal departments and information sources.

Recruiting, hiring and retaining individuals who possess the necessary skills and experience for the Access to Information and Privacy discipline is a challenge confronting all federal institutions. As a result, the market for Access to Information and Privacy Analysts is extremely competitive. The RCMP continues to work on innovative strategies to recruit and retain ATIP staff, while attempting to ensure compliance rates improve.

The provision of opportunities to internal employees within the Branch allowed these employees to acquire and/or further their knowledge, skills and experience in Access to Information and Personal Information. Another source of help for the RCMP ATIP Branch is the Federal Student Work Experience Program (FSWEP), which opens the door to students who could then become public servants following completion of the program.

Education and Training

The RCMP recognizes that every employee has a role to play in making government information accessible to Canadians. During this reporting period, more than 466 employees attended presentations delivered by ATIP staff to familiarize them with the ATIP process and their responsibilities within it.

In addition, the RCMP implemented a training program for Analysts within the Branch, to expand their knowledge and application of the Act. Employees who participate in the training program receive 3 months of full-time training to expand their knowledge and application of the Act. The program is geared towards Junior Analysts but has also been modified for Senior Analysts to further their knowledge and expertise. During this reporting period nine Junior Analysts participated in the program and four Senior Analysts attended a one month training program. Although these sessions were invaluable for the Branch's long term goals and resulted in a 20% increase in reviewing capacity, it meant decreased resources in the Branch's intake and disclosure units over seven months of the year. This activity will continue into fiscal year 2018/2019.

Section 22 of the *Access to Information Act* contains a series of discretionary and mandatory exemptions for law enforcement, investigations and security of penal institutions. Given the RCMP's mandate and responsibilities it is crucial that ATIP Analyst have an in-depth knowledge and understanding of Section 22 and its guidelines. Part of the in-house training focuses on providing ATIP Branch employees, including any new ATIP Analysts from other government institutions, training sessions on the application of Section 22.

ATIP personnel regularly attend in-house training sessions including those on Personal Information Banks, Treasury Board Guidelines and specific exemptions and exclusions under the Acts. Training sessions and workshops sponsored by the Treasury Board Secretariat and the annual CAPA Conference are well attended by ATIP Analysts and contribute to their professional development.

As part of the ATIP Branch overall training strategy and in conjunction with the RCMP training strategy, employees are supported both financially and in terms of time, to enroll in various ATIP-related courses as a way to gain knowledge and improve their efficiency as ATIP specialists. As a part of their orientation, all new ATIP employees receive a comprehensive ATIP course shortly after they arrive, further, given the size, scope and structure of the RCMP and its mandate, new employees receive in-depth orientation. This includes a general overview of the *Access to Information and Privacy Acts*, as well as exposure to all units of the Branch and their overall responsibilities.

As mentioned in the 2016-2017 report, the ATIP Branch will continue the task of formalizing its internal processes including the development of standard operating procedures with respect to processing and tasking of requests. This project will continue into the next reporting period as processes are streamlined and standardized.

New and Revised Privacy-related Policies and Procedures

In fiscal year 2017-2018, the RCMP continued to modernize and update all internal policies and procedures to ensure alignment with current reporting standards. These changes will continue to be developed in the 2018-2019 reporting period and will focus primarily on training at the detachment level to ensure that front line employees are knowledgeable of the RCMP's obligations under the federal legislation.

Privacy Impact Assessments

During the reporting period, the RCMP completed one Privacy Impact Assessment (PIA) and one Addendum to an existing PIA. The PIA was submitted to both the Treasury Board Secretariat (TBS) and the Office of the Privacy Commissioner (OPC). The PIA Addendum was submitted to the OPC only as no change to the related Personal Information Bank was required. The PIA and PIA addendum and a short description of each are listed below. The complete Executive Summaries for these programs can be found on the RCMP website at the following link: <http://www.rcmp.gc.ca/pia-efvp/index-eng.htm>

In addition, nine PIAs and PIA addenda were carried over from last fiscal year all of which were subject to secondary reviews by the RCMP ATIP Branch. Ten new PIAs for programs and activities within the RCMP were submitted to the RCMP ATIP Branch and over 288 PIA-related queries were responded to during the current fiscal year.

“E” Division - Evidence & Reports III (E&R) Data Warehouse PIA

Within the RCMP's “E” Division, an investigation may be considered a “major case” if it is serious, complex, and resource intensive. Investigations that are deemed to be a “major case” will apply the Major Case Management (MCM) model. The MCM model establishes the foundation for managing major cases by planning, setting priorities, meeting objectives, allocating resources, and the overall speed, flow, direction and accountability of the investigation. To support the information management needs of the MCM model, investigative teams employ the Evidence and Reports III (E&R) electronic major case management system. E&R allows investigators to ‘task’ (assign a duty), ‘report’ (report back on duty assigned) and store investigative material gathered through the course of the investigation. The E&R Data Warehouse (E&RDW) is a Protected B platform that consolidates information from the set of standalone E&R databases into a single searchable source. This consolidation will enhance the determination of whether new investigations are a duplication of a current project or infringing upon other active investigations, robust reporting to senior management, the ability to conduct criminal intelligence analysis and have a greater impact on public safety.

<http://www.rcmp-grc.gc.ca/en/evidence-and-reports-data-warehouse>

National Centre for Missing Persons and Unidentified Remains (NCMPUR) PIA Addendum

The NCMPUR infrastructure includes a database collecting information on missing persons and unidentified remains occurrences across Canada, and on foreign cases where there is a Canadian connection. The information is gathered primarily through an electronic connection with the Canadian Police Information Centre (CPIC). CPIC is an established infrastructure for sharing information between police agencies. Additional information may be entered directly by Missing Persons and Unidentified Remains (CMPURS) members. Services include publication of selected information through the national website "[Canada's Missing](http://www.rcmp-grc.gc.ca/en/national-centre-missing-persons-and-unidentified-remains-ncmpur)". The website solicits 'tips' which may help the primary investigators advance or resolve a case. This is done in the best interest of the subject and is a consistent use of the information. The NCMPUR infrastructure also supports the National Missing Persons DNA Program. NCMPUR advises investigators and authorizes submissions, enforcing limitations on collection that are part of the DNA Identification Act. It also ensures that DNA profiles are removed from the National DNA Data Bank in accordance with the provisions of the DNA Act. The NCMPUR Infrastructure does not hold the DNA profiles but works with data about the profiles including identity of donors. <http://www.rcmp-grc.gc.ca/en/national-centre-missing-persons-and-unidentified-remains-ncmpur>

Disclosures made pursuant to paragraph 8(2)(m) of the *Privacy Act*

During the 2017-2018 fiscal year, 28 disclosures were made pursuant to paragraph 8(2)(m) of the *Privacy Act*. The disclosures were related to either the duty status of charged RCMP members or the release of dangerous offenders into communities across Canada. In many cases, the RCMP made notification to the Office of the Privacy Commissioner (OPC) prior to the disclosure.

Complaints and Audits

The ATIP Branch received 232 complaints under the *Privacy Act* during the 2017-2018 fiscal year. The most common complaints under the *Privacy Act* received by the RCMP were exemption complaints and deemed refusal complaints. The RCMP made no formal representations pursuant to section 33 and received 0 reports of finding with recommendations from the Privacy Commissioner pursuant to section 35.

In fiscal year 2017-2018, the RCMP received 11 findings from the OPC concerning privacy compliance complaints. Of the 11 complaints, four were well-founded, two were not well-founded, two were settled in the course of investigation and three were discontinued.

One notable investigation conducted by the OPC concerned the RCMP's use of cell site simulators (sometimes referred to as MDI devices, Stingray devices or IMSI catchers) as part of its surveillance activities. The complainant believed that the RCMP was using this technology to

monitor large groups of people and that it was capable of intercepting the content and voice text communications as well as encryption keys from cellular devices.

Following their investigation, the OPC found that the technology is not capable of intercepting private communications and that based on current and draft RCMP policies, personal information is only collected by the RCMP via this technology under the authority of court orders or unless presented with exigent circumstances. Based on this, the OPC found that the complaint overall was not-well-founded, however, after reviewing all deployments of this technology there were six instances where prior judicial authorization was not obtained before deployment. For those six deployments, the complaint was well-founded.

During the investigation of this complaint, the RCMP took steps to modify its policy concerning the use of this technology and now requires prior judicial authorization for all deployments unless presented with exigent circumstances.

Privacy Breaches

There were seven material privacy breaches reported to the OPC and the Privacy Policy Division, Treasury Board of Canada Secretariat during the 2017-2018 fiscal year. In all cases, except one, the breaches were the result of human error. In all cases, the OPC was satisfied with the actions taken by the RCMP and chose not to investigate the incidents any further.

In the first case, records were inadvertently released to an individual while responding to a formal request for information which contained personal information concerning 300+ past and present RCMP employees. After a full investigation of the incident, the records were returned to the RCMP and affected individuals were notified where possible. To avoid a similar breach the ATIP Branch implemented new policies, guidelines and quality control standards in the final review and approval process of responding to requests.

In the second case, an RCMP employee accessed a client's personal voicemail in order to determine his location. The matter was investigated and the affected individual was notified of the incident.

In the third case, an access to information request tasking email was sent to over 70 employees who were not in the need-to-know. The liaison officer in charge of the area retracted the email and notified the recipients to delete the original message. The individuals affected were notified of the matter.

In the fourth case, misfiled documents concerning another individual were released in error during the processing of a formal request for information. The records were returned to the ATIP Branch and the responsible records holder was notified of the misfiling. They have since removed the documents and placed them on the proper file. The affected individual was notified of this error.

In the fifth case, an operational file was stolen from a Canada Post mail facility. The matter was investigated criminally and the affected individual was notified.

Finally, in the last two cases, correspondence relating to formal access to information and/or privacy requests was unintentionally sent to incorrect recipients. The RCMP ATIP Branch has since changed its procedures and no longer sends acknowledgements or responses to requests via email.

Delegation Order

See Appendix C for a signed copy of the Delegation Order.

Chapter Four: Interpretation of the Statistical Report

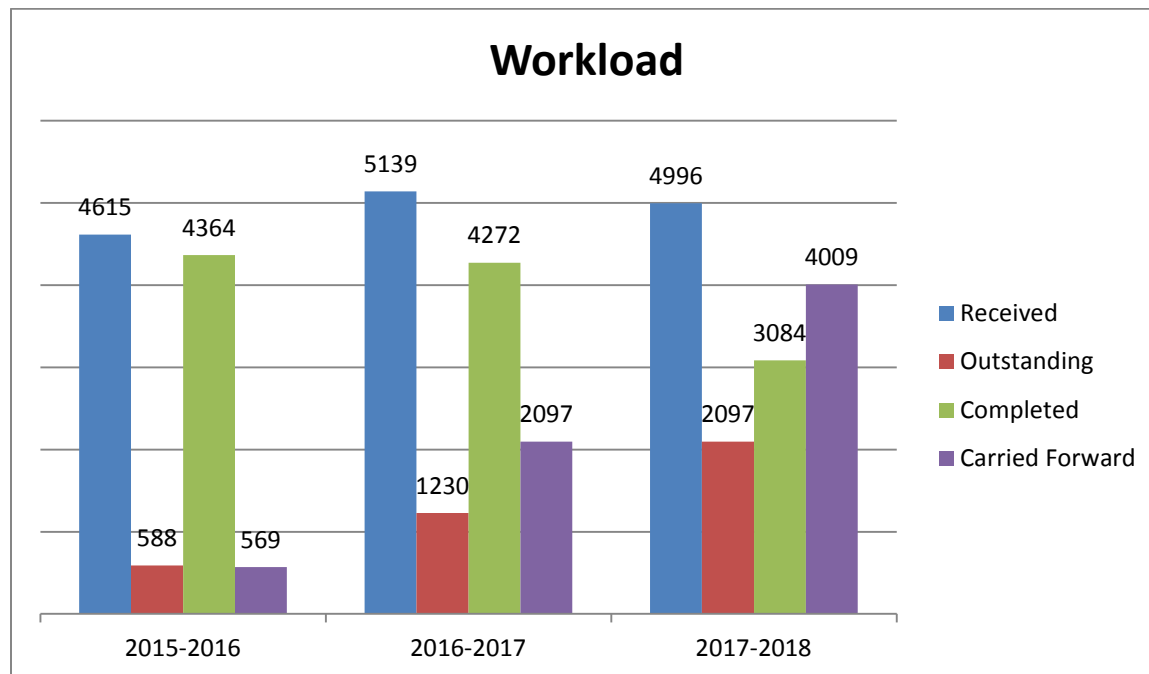
Statistical Report and Supplemental Reporting Requirements

See Appendix D for the RCMP's statistical report on the *Privacy Act*.

Interpretation of the Statistical Report

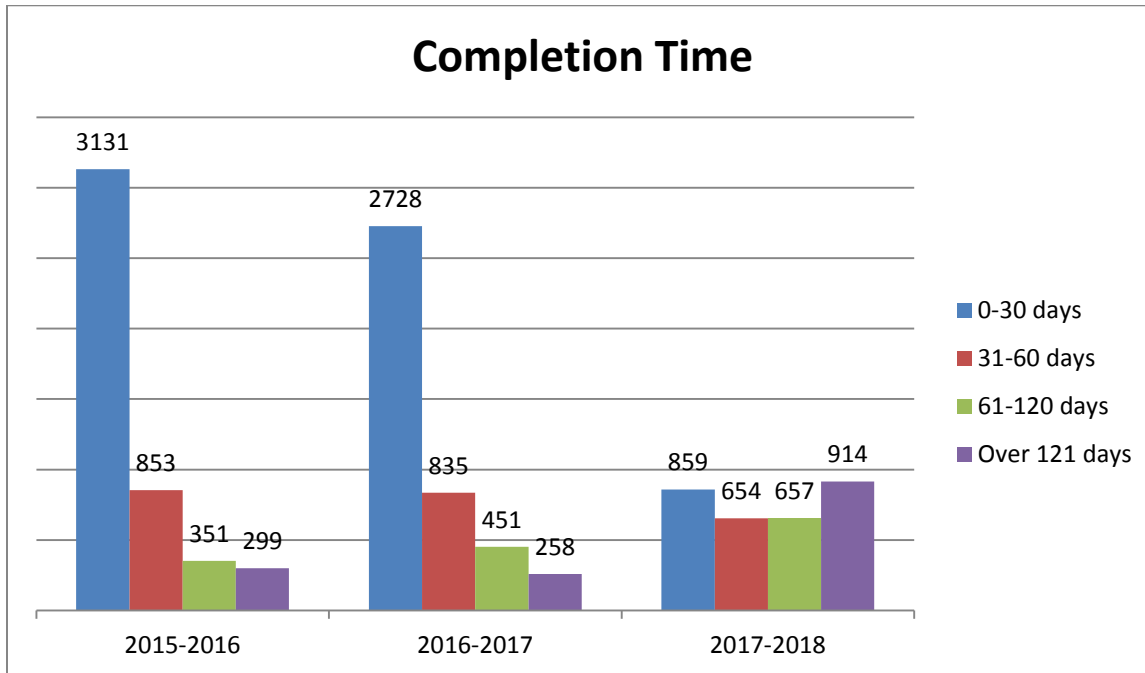
Requests Received Under the *Privacy Act*

As noted in the statistical report in Appendix D, the RCMP received a total of 4,996 new requests under the *Privacy Act*. In addition, there were 2,097 requests outstanding from the previous reporting period for a total of 7,093 requests. Of these, 3,084 requests were completed and 4,009 were carried over to the next reporting period.



Completion Time

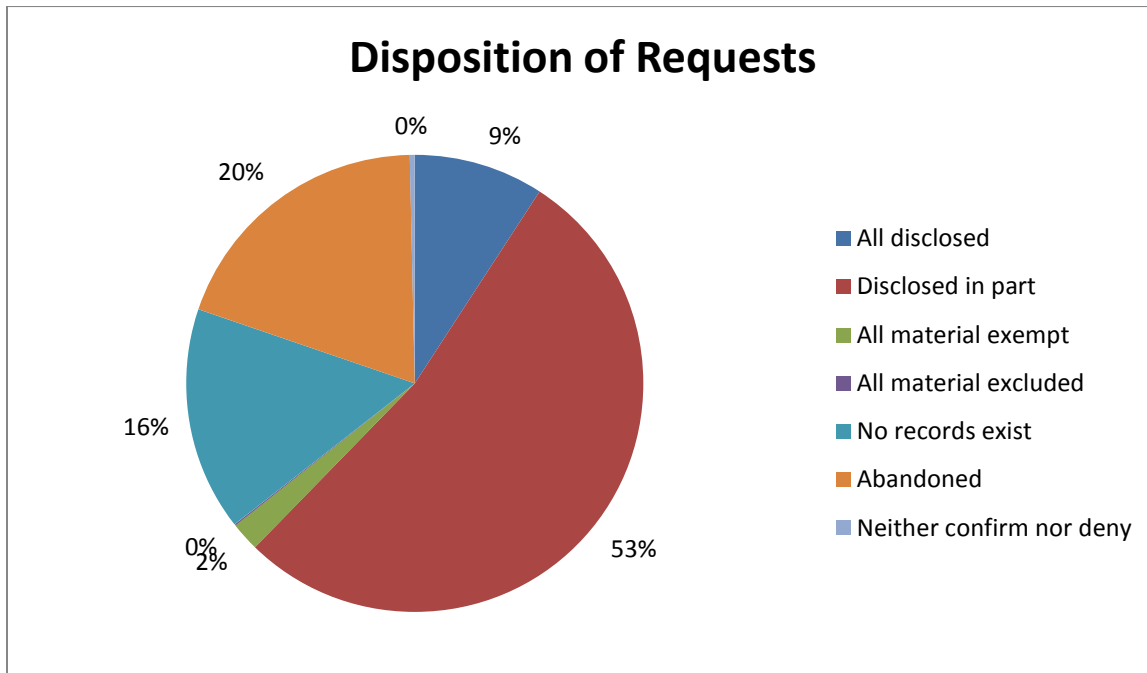
The ATIP Branch was able to complete a total of 859 requests in 30 days or less, and extensions of 30 days were sought on 1384 files. There were 654 requests completed in 31-60 days, 657 in 61-120 days and 914 requests were completed in more than 121 days.



Disposition of Requests Completed

Of the 3,084 requests completed in 2017-2018, the disposition of the completed requests and their relative percentage to all requests received are as follows:

- 283 requests were all disclosed (7%)
- 1638 requests were disclosed in part (56%)
- 63 requests had all material exempted (6%)
- 3 requests had all material excluded (0%)
- 488 requests had no records exist (14%)
- 598 requests were abandoned by the requester (16%)
- 11 requests were neither confirmed nor denied (1%)



Exemptions and Exclusions

As the RCMP is classified as an investigative body under Schedule II of the *Privacy Act* Regulations, almost all exemptions listed under the *Privacy Act* were used during the course of this reporting period. The most common exemption applied to records was Section 26 as personal information belonging to another individual. Other common exemptions applied were Subsection 22(1), for information used in law enforcement, investigations and security and Subsection 19(1), for personal information obtained in confidence from the government of a province or municipality.

Consultations

During the reporting period, the RCMP completed 182 consultations totalling 28,423 pages. Of the 182 consultations, 80 were received from other organizations outside of the Government of Canada which is a 17.6% increase since the 2016-2017. Moreover, the number of pages received to review from other organizations increased by 34.5% compared to the 2016-2017 period.

During the 2016-2017 period, the RCMP initiated a total of 36 consultations with other federal and municipal government institutions.

Complaints and Investigations

The ATIP Branch received 232 complaints under the *Privacy Act* during the 2017-2018 fiscal year. The most common complaints under the *Privacy Act* received by the RCMP were exemption complaints and deemed refusal complaints. The RCMP made no formal representations pursuant to section 33 and received no reports of finding with recommendations from the Privacy Commissioner pursuant to section 35.

Appeals

During this fiscal year, there was one application related to the *Privacy Act* submitted to the Federal Court.

Conclusion

The RCMP's achievements outlined in this report demonstrate our commitment to ensuring that every reasonable effort is made to meet our obligations under the *Privacy Act*. The RCMP's goal for fiscal year 2018-2019 will be to continue our commitment to our obligations and responsibilities under the *Privacy Act* while improving service standards.

To achieve this goal, the RCMP will further broaden our ATIP training functions so that an increased number of RCMP personnel may expand on their understanding of responsibilities inherent under the *Act*. In addition, functional, procedural and structural changes will be implemented in the ATIP Branch to ensure the RCMP will be positioned to maximize opportunities to meet existing challenges and to effectively meet future challenges.

Appendix C

Delegation Order

Access to Information Act and Privacy Act Delegation Order

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

The Minister of Public Safety and Emergency Preparedness, pursuant to section 73 of the *Access to Information Act* and of the *Privacy Act*, hereby designates the persons holding the position set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers and functions of the Minister as the head of a government institution, that is, the Royal Canadian Mounted Police, under the section of the Act set out in the Schedule opposite each position. This designation replaces and nullifies all such designations previously signed and dated by the Minister.

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*, le Ministre de la Sécurité publique et de la Protection civile délègue aux titulaires des postes mentionnés à l'annexe ci-après, ou qu'aux personnes occupant à titre intérimaire lesdits postes, les attributions dont il est, en qualité de responsable d'une institution fédérale, c'est-à-dire, la Gendarmerie royale du Canada, investi par les articles de la Loi mentionnés en regard de chaque poste. Le présent document remplace celui précédemment signé par le ministre.

SCHEDULE/ANNEXE

Position/Poste	<i>Privacy Act and Regulations/ Loi sur la protection des renseignements personnels et règlements</i>	<i>Access to information Act and Regulations/ Loi sur l'accès à l'information et règlements</i>
Commissioner of the RCMP / Commissaire de la GRC Chief, Strategic Policy and Planning Officer / Dirigeante principale de la planification et des politiques stratégiques Departmental Access to Information and Privacy Coordinator / Coordonnateur ministériel de l'accès à l'information et de la protection des renseignements personnels	Full Authority / Autorité absolue	Full Authority / Autorité absolue
Commanding Officers / Commandants Divisionnaires	Authority for 8(2)(j) and 8(2)(m)/ Autorité pour 8(2)(j) et 8(2)(m)	N.A./s.o.

<p>Officer in Charge, Policy, Processing and External Relations / Officier responsable des politiques, traitement et relations externes</p> <p>Manager, Processing and Triage / Responsable, Groupe de traitement et triage</p> <p>Manager, Quality Control / Gestionnaire, contrôle de la qualité</p> <p>Non-Commissioned Officers and public servants in charge of ATIP unit / Sous-officiers et fonctionnaires responsables des unités de l'AIPRP</p>	<p>Full Authority except 8(2)(j) and 8(2)(m) / Autorité absolue à l'exception de 8(2)(j) et 8(2)(m)</p>	<p>7, 8(1), 9, 11(2) to 11(6) (inclusive), 12(2) and all mandatory exemptions (13(1), 16(3), 19(1), 20(1) and 24(1)) and 6(1) and 8 of the Regulations / 7, 8(1), 9, 11(2) à 11(6) (inclusivement), 12(2) et toutes les exceptions obligatoires (13(1), 16(3), 19(1), 20(1) et 24(1)) de la Loi, et 6(1) and 8 du règlements</p>
<p>Non-commissioned officers and public servants in charge of ATIP branch (analysts) / Sous-officiers et fonctionnaires responsables au sein des unités de l'AIPRP (réviseurs)</p>	<p>14 and 15 for all records; 17(2)(b), 19 to 28 (inclusive) for all employee records as designated in InfoSource; For all other records requiring mandatory exemptions in their entirety (19(1), 22(2) and 26) of the Act; 9 and 11(2) of the Regulations / 14 et 15 pour tous les dossiers; 17(2)(b), 19 à 28 (inclusivement) pour tous les dossier d'employés tels que désigné dans InfoSource; pour tous les dossiers nécessitant des exceptions obligatoires en entier (19(1), 22(2) et 26) de la Loi; 9 et 11(2) du règlements</p>	<p>7, 8(1) and 12(2)(b) and all records exempted in their entirety by mandatory exemptions (13(1), 16(3), 19(1), 20(1) and 24(1)) of the Act; 6(1) and 8 of the Regulations / 7, 8(1) et 12(2)(b) pour tous les dossiers nécessitant des exceptions obligatoires en entier (13(1), 16(3), 19(1), 20(1) and 24(1)) de la Loi; 6(1) et 8 du règlements</p>

Signed, at the City of Ottawa, this

Signé, à Ottawa, ce

4 day of Dec, 2015

_____ jour de _____, 20_____



The Honourable / L'honorable Ralph Goodale, P.C., M.P.
 Minister of Public Safety and Emergency Preparedness
 Ministre de la Sécurité publique et de la Protection civile

Appendix D

Statistical Report on the *Privacy Act*



Statistical Report on the *Privacy Act*

Name of institution: Royal Canadian Mounted Police

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

Part 1: Requests Under the *Privacy Act*

	Number of Requests
Received during reporting period	4996
Outstanding from previous reporting period	2097
Total	7093
Closed during reporting period	3084
Carried over to next reporting period	4009

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	10	37	76	60	43	51	6	283
Disclosed in part	41	153	402	389	259	306	88	1638
All exempted	4	9	20	18	8	4	0	63
All excluded	0	0	0	0	0	3	0	3
No records exist	110	77	96	117	31	52	5	488
Request abandoned	343	70	58	69	31	20	7	598
Neither confirmed nor denied	1	4	2	4	0	0	0	11
Total	509	350	654	657	372	436	106	3084

2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
18(2)	0	22(1)(a)(i)	385	23(a)	4
19(1)(a)	4	22(1)(a)(ii)	205	23(b)	1
19(1)(b)	3	22(1)(a)(iii)	5	24(a)	0
19(1)(c)	279	22(1)(b)	276	24(b)	0
19(1)(d)	103	22(1)(c)	1	25	3
19(1)(e)	0	22(2)	0	26	1295
19(1)(f)	0	22.1	0	27	44
20	0	22.2	0	28	0
21	1	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	139	144	0
Disclosed in part	601	1037	0
Total	740	1181	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	35284	29607	283
Disclosed in part	474267	318446	1638
All exempted	6472	0	63
All excluded	1004	0	3
Request abandoned	6133	0	598
Neither confirmed nor denied	0	0	11
Total	523160	348053	2596

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	207	2501	51	11062	18	8873	7	7171	0	0
Disclosed in part	957	17758	402	78891	180	105978	95	110532	4	5287
All exempted	50	0	12	0	1	0	0	0	0	0
All excluded	2	0	0	0	0	0	1	0	0	0
Request abandoned	589	0	5	0	2	0	2	0	0	0
Neither confirmed nor denied	9	0	2	0	0	0	0	0	0	0
Total	1814	20259	472	89953	201	114851	105	117703	4	5287

2.5.3 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	2	0	8	0	10
Disclosed in part	33	0	440	2	475
All exempted	0	0	3	0	3
All excluded	0	0	0	0	0
Request abandoned	1	0	0	0	1
Neither confirmed nor denied	0	0	1	0	1
Total	36	0	452	2	490

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
1690	1688	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	77	105	182
16 to 30 days	85	77	162
31 to 60 days	173	129	302
61 to 120 days	215	208	423
121 to 180 days	167	79	246
181 to 365 days	238	54	292
More than 365 days	52	31	83
Total	1007	683	1690

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 Subsections 8(2) and 8(5)

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Subsection 8(5)	Total
1	28	28	57

Part 4: Requests for Correction of Personal Information and Notations

Disposition for Correction Requests Received	Number
Notations attached	2
Requests for correction accepted	1
Total	3

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	165	0	1	0
Disclosed in part	875	0	3	0
All exempted	29	0	0	0
All excluded	0	0	0	0
No records exist	182	0	1	0
Request abandoned	133	0	3	0
Total	1384	0	8	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	1	0	0	0
16 to 30 days	1383	0	8	0
Total	1384	0	8	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	94	4673	74	2672
Outstanding from the previous reporting period	15	21885	8	325
Total	109	26558	82	2997
Closed during the reporting period	102	25571	80	2852
Pending at the end of the reporting period	7	987	2	145

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	36	7	5	5	1	0	0	54
Disclosed in part	19	8	7	5	4	0	1	44
All exempted	1	0	0	0	0	0	0	1
All excluded	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	1	0	0	1	0	1	0	3
Total	57	15	12	11	5	1	1	102

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	18	12	3	2	0	1	0	36
Disclosed in part	10	12	10	3	0	0	0	35
All exempted	3	3	1	1	0	0	0	8
All excluded	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	1	0	0	0	0	0	1
Total	31	28	14	6	0	1	0	80

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
Total	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
Total	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
232	0	0	1	233

Part 9: Privacy Impact Assessments (PIAs)

Number of PIA(s) completed	1
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Part 10: Resources Related to the Privacy Act

10.1 Costs

Expenditures		Amount
Salaries		\$2,505,499
Overtime		\$38,300
Goods and Services		\$33,000
• Professional services contracts	\$0	
• Other	\$33,000	
Total		\$2,576,799

10.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	28.00
Part-time and casual employees	4.00
Regional staff	0.00
Consultants and agency personnel	0.00
Students	2.00
Total	34.00

Note: Enter values to two decimal places.