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# **Access to information and privacy statistical report, 2017-18**

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# Access to Information and Privacy Statistical Report for the 2017 to 2018 Fiscal Year

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The [Access to Information Act](#) and the [Privacy Act](#) both came into effect on July 1, 1983.

Paragraph 70(1)(c.1) of the Access to Information Act assigns responsibility to the President of the Treasury Board, as the designated minister, to collect statistics on an annual basis. These statistics are used to assess the performance of the Government of Canada's access to information and privacy programs.

The Access to Information and Privacy Statistical report is an annual report of statistical information about the Government of Canada's access to information and privacy programs.

The tables and figures in this report present data from the period of April 1, 2017, to March 31, 2018, provided by government institutions subject to the Acts. They also present cumulative data from July 1, 1983, to March 31, 2018.

The complete statistical dataset will be made available in open format on the Government of Canada's [Open Data Portal](#).

Each institution subject to the [Access to Information Act](#) and the [Privacy Act](#) tables an annual report in Parliament on the administration of each Act in their institution. These reports can be found on institutions' websites.

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(CSV (Comma separated values), 256 KB (Kilobyte))

## Access to Information Act statistics for the 2017 to 2018 fiscal year

### Requests under the Access to Information Act

106,255 requests were received in the 2017 to 2018 fiscal year, an increase of 15.6% from the 2016 to 2017 fiscal year.

Of the 125,329 requests that were either received in the 2017 to 2018 fiscal year or outstanding from the previous fiscal year, 78% were closed. This is a decrease from the 2016 to 2017 fiscal year: of the 105,973 requests received in the 2016 to 2017 fiscal year or outstanding from the previous fiscal year, 82% were closed.

10 government institutions received 85.5% of all new requests in the 2017 to 2018 fiscal year.

**Table 1: requests received and closed under the Access to Information Act, 2017 to 2018 fiscal year**

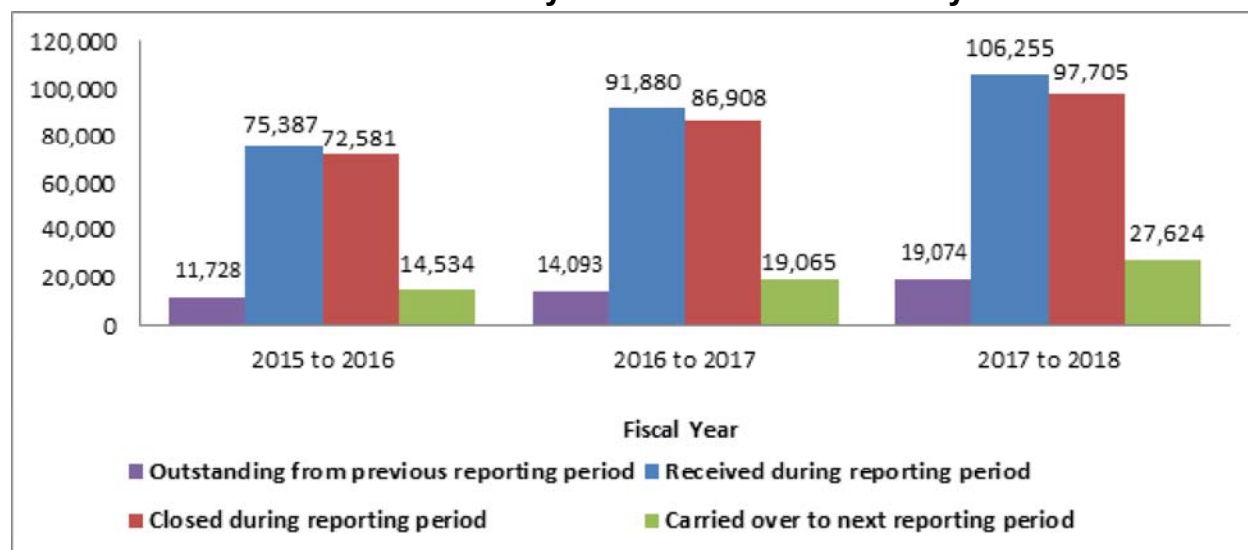
Requests under the Access to Information Act	Number of requests
Outstanding from 2016 to 2017 reporting period <sup>1</sup>	19,074
Received during 2017 to 2018 reporting period	106,255

<sup>1</sup> Due to administrative errors, there are small inconsistencies between the data for the 2016 to 2017 fiscal year and the data for the 2017 to 2018 fiscal year regarding the number of requests or consultations left outstanding at the end of the 2016 to 2017 fiscal year.

Requests under the Access to Information Act	Number of requests
<b>Total</b>	<b>125,329</b>
Closed during 2017 to 2018 reporting period	97,705
Carried over to 2018 to 2019 reporting period	27,624

- 1 Due to administrative errors, there are small inconsistencies between the data for the 2016 to 2017 fiscal year and the data for the 2017 to 2018 fiscal year regarding the number of requests or consultations left outstanding at the end of the 2016 to 2017 fiscal year.

**Figure 1: requests received and closed under the Access to Information Act, from 2015 to 2016 fiscal year to 2017 to 2018 fiscal year**



▼ Figure 1 - Text version

This table compares the number of requests under the Access to Information Act received, closed and carried forward from the 2015 to 2016 reporting period to the 2016 to 2017 reporting period, and from the 2016 to 2017 reporting period to the 2017 to 2018 reporting period.

Requests under the Access to Information Act	2015 to 2016	2016 to 2017	2017 to 2018
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<b>Requests under the Access to Information Act</b>	<b>2015 to 2016</b>	<b>2016 to 2017</b>	<b>2017 to 2018</b>
Outstanding from previous reporting period	11,728	14,093	19,074
Received during reporting period	75,387	91,880	106,255
Closed during reporting period	72,581	86,908	97,705
Carried over to next reporting period	14,534	19,065	27,624

**Table 2: Access to Information Act requests received in 2017 to 2018 fiscal year, top 10 institutions**

<b>Rank</b>	<b>Name of institution</b>	<b>Number of requests received</b>	<b>Requests received as percentage</b>	<b>Number of pages processed <sup>1</sup></b>
1	Immigration Refugees and Citizenship Canada	64,234	60.5	3,713,374
2	Canada Border Services Agency	7,466	7.0	15,688,670 <sup>2</sup>
3	Royal Canadian Mounted Police	5,203	4.9	358,854
4	Canada Revenue Agency	2,750	2.6	1,641,339
5	National Defence	2,055	1.9	170,771
6	Environment and Climate Change Canada	1,999	1.9	110,138
7	Employment and Social Development Canada	1,942	1.8	970,992
8	Health Canada	1,806	1.7	374,021

Rank	Name of institution	Number of requests received	Requests received as percentage	Number of pages processed <sup>1</sup>
9	Innovation Science and Economic Development Canada	1,700	1.6	236,699
10	Global Affairs Canada	1,680	1.6	141,778
Other institutions		15,420	14.5	4,129,700
<b>Total</b>		<b>106,255</b>	<b>100.0</b>	<b>27,536,336</b>
<p><sup>1</sup> The number of pages processed for each institution represents the total processed pages for closed requests. It does not include the number of pages processed for requests that were carried over into the next reporting period.</p> <p><sup>2</sup> The number of pages processed by the Canada Border Services Agency rose significantly from the 2016 to 2017 fiscal year due to 1 request involving approximately 14.8 million pages.</p>				

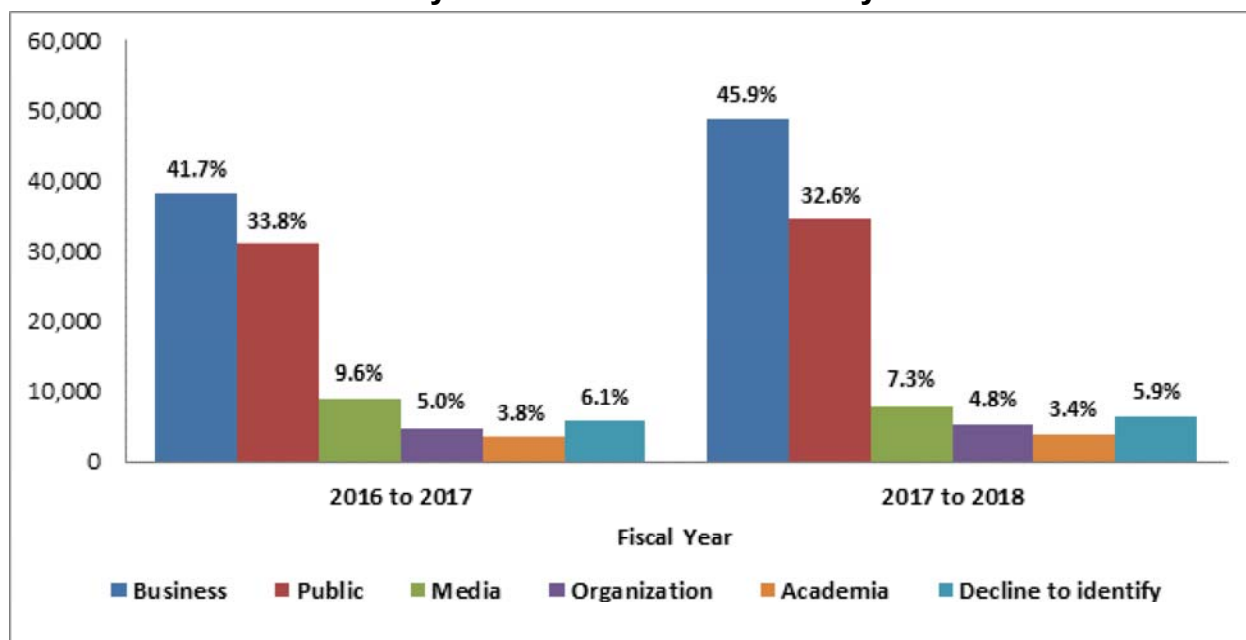
**Table 3: sources of received Access to Information Act requests, 2017 to 2018 fiscal year**

Source	Number of requests	Percentage of requests
Business (private sector)	48,806	45.9
Public	34,641	32.6
Media	7,808	7.3
Organization <sup>1</sup>	5,059	4.8
Academia	3,657	3.4
Decline to identify <sup>2</sup>	6,284	5.9
<b>Total</b>	<b>106,255</b>	<b>100.0</b>



Source	Number of requests	Percentage of requests
<u>1</u>	The category “organization” includes, but is not limited to, associations, unions, non-for-profit and voluntary organizations, offices of members of Parliament, political parties and non-government organizations. It also includes requesters that selected “organization” when submitting their request.	
<u>2</u>	The category “decline to identify” includes requesters that selected “decline to identify” when submitting their request. It also includes instances where the requester did not select any of the available categories when submitting a hard-copy application.	

**Figure 2: sources of received Access to Information Act requests, 2016 to 2017 fiscal year and 2017 to 2018 fiscal year**



▼ Figure 2 - Text version

This table compares requester types (the sources of requests) from the 2016 to 2017 reporting period with those for the 2017 to 2018 reporting period.

Source	2016 to 2017	2017 to 2018
Business	38,319	48,806

Source	2016 to 2017	2017 to 2018
Public	31,030	34,641
Media	8,838	7,808
Organization	4,631	5,059
Academia	3,452	3,657
Decline to identify	5,610	6,284

## Timeliness

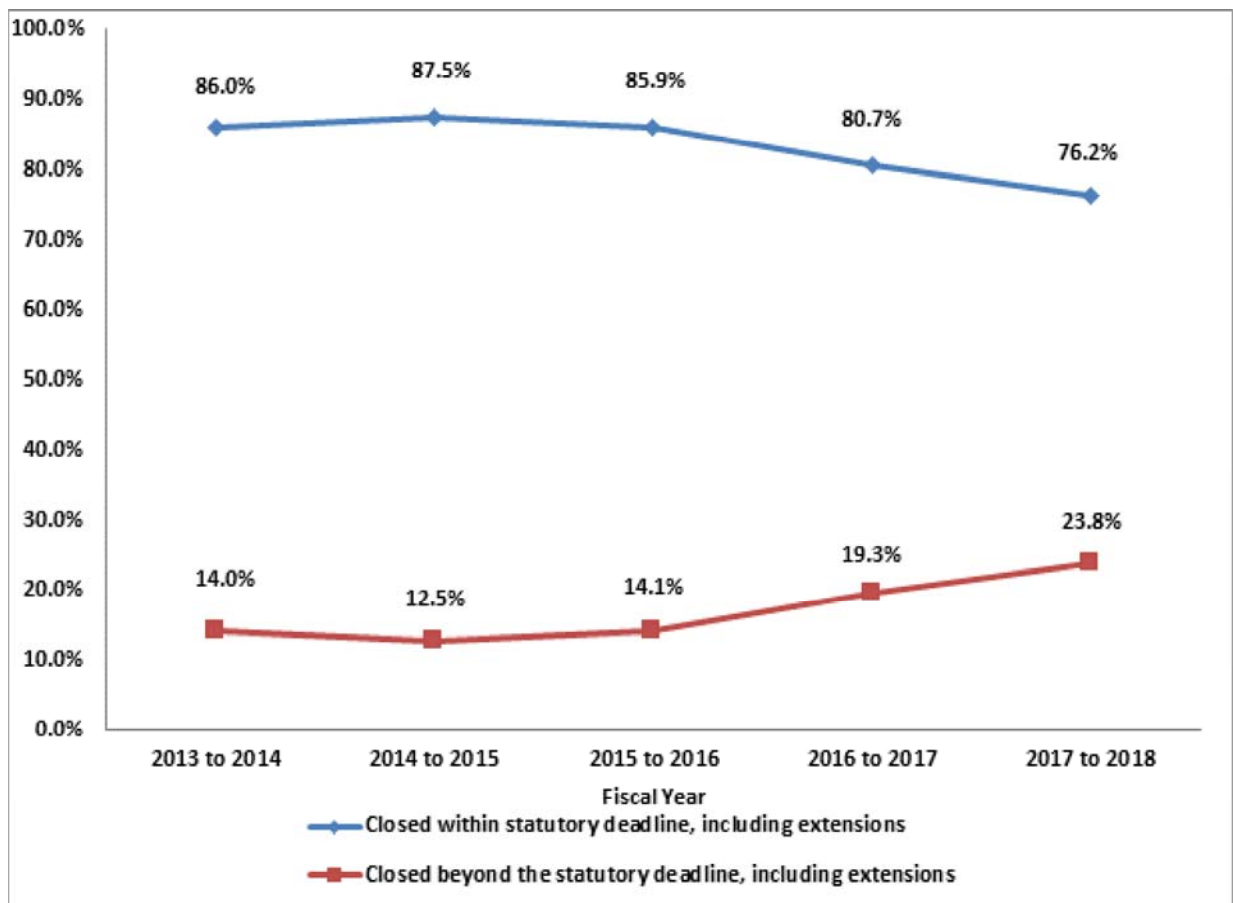
76.2% of requests were closed within established timelines (that is, closed within the statutory deadline of 30 days or within an extension period provided for in the Act). The comparable figure in the 2016 to 2017 fiscal year was 80.7%.

Of 97,705 requests closed in the 2017 to 2018 fiscal year, 54,143, or 55.4%, were closed within the initial statutory deadline of 30 days.

**Table 4: status of closed Access to Information Act requests, 2016 to 2017 fiscal year and 2017 to 2018 fiscal year**

Status of closed requests	Requests as percentage		Number of requests	
	2016 to 2017	2017 to 2018	2016 to 2017	2017 to 2018
Closed within statutory deadline, including extensions	80.7	76.2	70,128	74,453
Closed beyond statutory deadline, including extensions	19.3	23.8	16,780	23,252
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>86,908</b>	<b>97,705</b>

**Figure 3: Access to Information Act requests closed within established timelines, from 2013 to 2014 fiscal year to 2017 to 2018 fiscal year**



▼ Figure 3 - Text version

This table compares the status of requests closed in the last 5 years, from 2013 to 2014 fiscal year to 2017 to 2018 fiscal year.

Status of closed request	2013 to 2014	2014 to 2015	2015 to 2016	2016 to 2017	2017 to 2018
Closed within statutory deadline, including extensions	86.0%	87.5%	85.9%	80.7%	76.2%
Closed beyond statutory deadline, including extensions	14.0%	12.5%	14.1%	19.3%	23.8%

**Table 5: disposition and time required to close Access to Information Act requests, 2017 to 2018 fiscal year**

Disposition of requests (including requests for which extensions were required)	Closure time <sup>1</sup>						
	0 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	14,963	6,436	1,787	478	456	313	24,433
Disclosed in part	27,077	14,245	8,118	2,611	2,382	2,019	56,452
All exempted	316	105	120	54	64	9	668
All excluded	186	53	72	21	10	6	348
No records exist	5,412	894	441	143	138	61	7,089
Request transferred	718	11	4	1	0	0	734
Request abandoned <sup>2</sup>	5,235	340	258	144	422	1,306	7,705
Neither confirmed nor denied <sup>3</sup>	236	19	10	5	2	4	276
<b>Total number of requests</b>	<b>54,143</b>	<b>22,103</b>	<b>10,810</b>	<b>3,457</b>	<b>3,474</b>	<b>3,718</b>	<b>97,705</b>
<b>Total as percentage</b>	<b>55.4</b>	<b>22.6</b>	<b>11.1</b>	<b>3.5</b>	<b>3.6</b>	<b>3.8</b>	<b>100.0</b>

<sup>1</sup> The number of days to close requests or consultations refers to calendar days.

<sup>2</sup> An abandoned request is a request that has been formally withdrawn by the requester, or the requester did not respond to a notice indicating that the request will be closed if they do not respond within a specified time period.

<sup>3</sup> The category “neither confirmed nor denied” relates to requests for which subsection 10(2) of the Access to Information Act was invoked: “The head of a government institution may but is not required to indicate under subsection 10 (1) whether a record exists.”

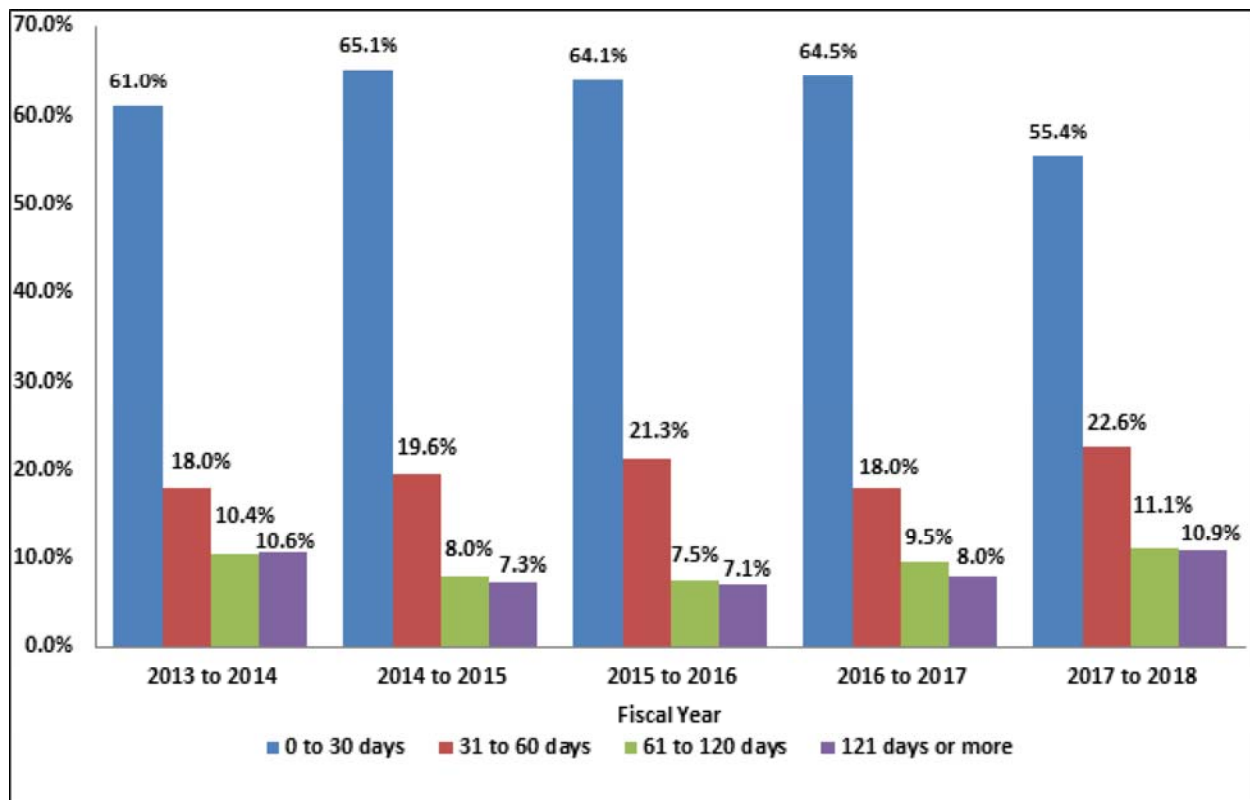
**Table 6: time required to close Access to Information Act requests in 2016 to 2017 fiscal year and 2017 to 2018 fiscal year, according to time period**

Closure time	Requests as percentage		Number of requests	
	2016 to 2017	2017 to 2018	2016 to 2017	2017 to 2018
0 to 30 days	64.5	55.4	56,084	54,143
31 to 60 days	18.0	22.6	15,616	22,103
61 to 120 days	9.5	11.1	8,248	10,810
121 to 180 days	2.7	3.5	2,359	3,457
181 to 365 days	2.6	3.6	2,275	3,474
More than 365 days	2.7	3.8	2,326	3,718
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>86,908</b>	<b>97,705</b>

Note: The Access to Information Act provides for the extension of the time limit to respond to a request beyond 30 days if:

1. it involves a large number of records or necessitates a search through a large number of records and meeting the original time limit would unreasonably interfere with the operations of the institution;
2. external consultations are necessary and cannot reasonably be expected to be closed within the original time limit; **or**
3. notice to a third party is required to advise the third party that their information is the subject of a request. The data in this table reflects all closed requests, including requests for which extensions were taken.

**Figure 4: time required to close Access to Information Act requests, from 2013 to 2014 fiscal year to 2017 to 2018 fiscal year**



▼ Figure 4 - Text version

This table compares the time required to close requests, listed according to time periods, for the last 5 years, from 2013 to 2014 fiscal year to 2017 to 2018 fiscal year.

Closure time	2013 to 2014	2014 to 2015	2015 to 2016	2016 to 2017	2017 to 2018
0 to 30 days	61.0%	65.1%	64.1%	64.5%	55.4%
31 to 60 days	18.0%	19.6%	21.3%	18.0%	22.6%
61 to 120 days	10.4%	8.0%	7.5%	9.5%	11.1%
121 days or more	10.6%	7.3%	7.1%	8.0%	10.9%

Note: Before the 2011 to 2012 reporting period, only 4 time periods for closing requests were recorded. The data for the 2011 to 2012 reporting period onwards has therefore been consolidated for time periods of more than 121 days. The data for the 2013 to 2014 reporting period for 121 days or more indicated in previous years 10.7%, this was an administrative error. The correct amount is 10.6%.

**Table 7: principal reasons for Access to Information Act requests closed beyond the statutory deadline including extensions, 2017 to 2018 fiscal year**

<b>Principal reason</b>	<b>Total number of requests closed beyond the statutory deadline including extensions (deemed refusal)</b>
Workload	21,273
External consultation	463
Internal consultation	365
Other <sup>1</sup>	1,151
<b>Total</b>	<b>23,252</b>
<p><u>1</u> Other reasons include the unavailability of key officials, difficulties in obtaining relevant records, labour disputes and lengthy power outages.</p>	
<p>Note: The information in this table reflects requests that were neither closed in the initial 30 days nor closed within the timeframe covered by an extension. These requests are referred to as “deemed refusals.”</p>	

**Table 8: number of days past deadline for Access to Information Act requests closed beyond the statutory deadline including extensions, 2017 to 2018 fiscal year**

<b>Number of days past deadline</b>	<b>Number of requests past deadline where no extension was taken</b>	<b>Number of requests past deadline where an extension was taken</b>	<b>Total requests closed beyond the statutory deadline including extensions</b>	<b>Total as percentage</b>
1 to 30 days	9,658	1,115	10,773	46.3
31 to 60 days	2,189	489	2,678	11.5

<b>Number of days past deadline</b>	<b>Number of requests past deadline where no extension was taken</b>	<b>Number of requests past deadline where an extension was taken</b>	<b>Total requests closed beyond the statutory deadline including extensions</b>	<b>Total as percentage</b>
61 to 120 days	2,271	568	2,839	12.2
121 to 180 days	1,293	365	1,658	7.1
181 to 365 days	1,534	611	2,145	9.2
More than 365 days	2,195	964	3,159	13.6
<b>Total</b>	<b>19,140</b>	<b>4,112</b>	<b>23,252</b>	<b>100.0</b>

## Disposition

Records were disclosed either in full or in part for 83% of closed requests. This is an increase compared with the previous period.

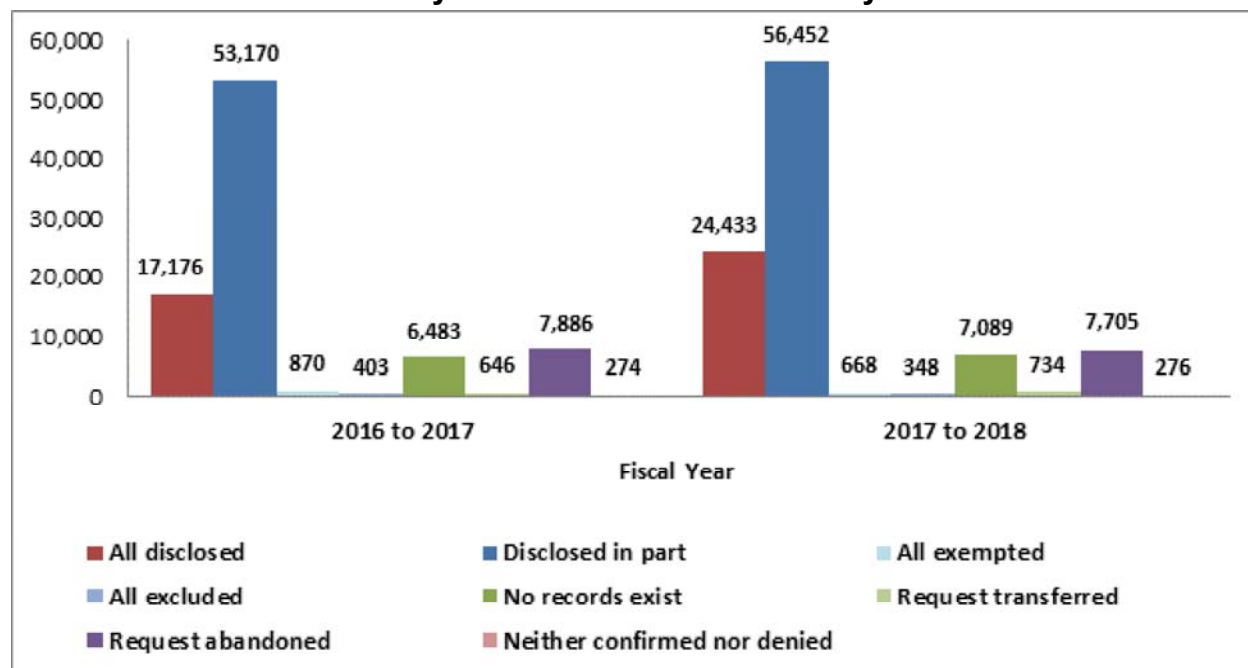
**Table 9: disposition of closed Access to Information Act requests, 2016 to 2017 fiscal year and 2017 to 2018 fiscal year**

<b>Disposition of closed requests</b>	<b>Requests as percentage</b>		<b>Number of requests</b>	
	<b>2016 to 2017</b>	<b>2017 to 2018</b>	<b>2016 to 2017</b>	<b>2017 to 2018</b>
All disclosed	19.8	25.0	17,176	24,433
Disclosed in part	61.2	57.8	53,170	56,452
All exempted	1.0	0.7	870	668
All excluded	0.5	0.4	403	348
No records exist	7.5	7.3	6,483	7,089
Request transferred	0.7	0.8	646	734
Request abandoned	9.1	7.9	7,886	7,705



Disposition of closed requests	Requests as percentage		Number of requests	
	2016 to 2017	2017 to 2018	2016 to 2017	2017 to 2018
Neither confirmed nor denied	0.3	0.3	274	276
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>86,908</b>	<b>97,705</b>

**Figure 5: disposition of closed Access to Information Act requests, 2016 to 2017 fiscal year and 2017 to 2018 fiscal year**



▼ Figure 5 - Text version

This table compares the disposition of closed requests from the 2016 to 2017 reporting period with the disposition of those for the 2017 to 2018 reporting period.

Disposition of closed requests	2016 to 2017	2017 to 2018
All disclosed	17,176	24,433
Disclosed in part	53,170	56,452
All exempted	870	668
All excluded	403	348
No records exist	6,483	7,089
Request transferred	646	734

Disposition of closed requests	2016 to 2017	2017 to 2018
Request abandoned	7,886	7,705
Neither confirmed nor denied	274	276

## Complexity

In the 2017 to 2018 fiscal year, government institutions processed about 27.5 million pages for closed requests, an increase of about 11.5 million pages over the 2016 to 2017 fiscal year; 87.7% of pages were disclosed either in full or in part. The significant increase in number of pages processed was largely due to a single request involving approximately 14.8 million pages.

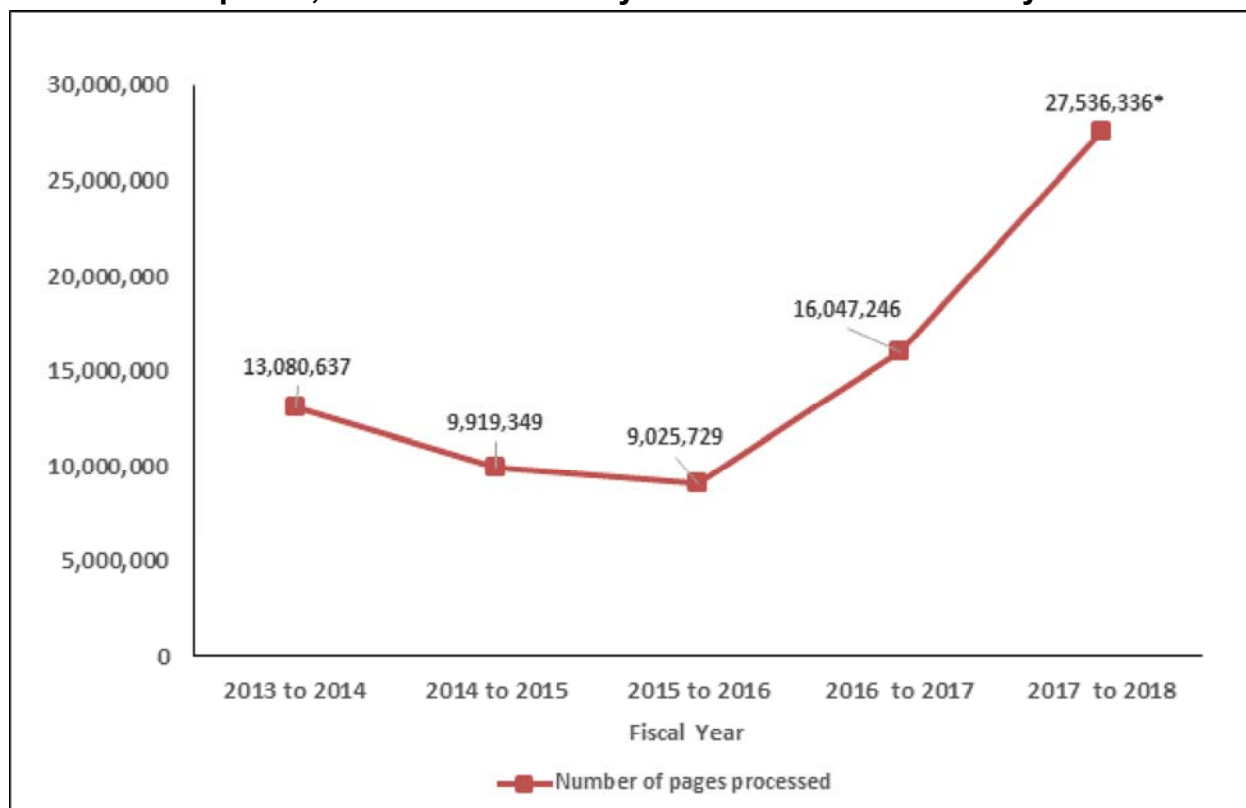
Government institutions undertook outside consultations in 8.1% of all closed requests.

**Table 10: relevant pages processed and disclosed regarding Access to Information Act requests, 2016 to 2017 fiscal year and 2017 to 2018 fiscal year**

Disposition of requests	Number of pages processed		Number of pages disclosed		Number of requests <sup>1</sup>	
	2016 to 2017	2017 to 2018	2016 to 2017	2017 to 2018	2016 to 2017	2017 to 2018
All disclosed	3,165,256	17,088,864	3,116,170	17,005,921	17,176	24,433
Disclosed in part	10,200,570	9,201,216	6,832,982	7,010,977	53,170	56,452
All exempted	389,436	295,304	0	0	870	668
All exclude <sup>2</sup>	16,497	37,052	0	0	403	348
Request abandonedb	2,275,487	912,900	51,976	126,599	7,886	7,705
<b>Total</b>	<b>16,047,246</b>	<b>27,536,336</b> <sub>3</sub>	<b>10,001,128</b>	<b>24,143,497</b>	<b>79,505</b>	<b>89,606</b>

Disposition of requests	Number of pages processed		Number of pages disclosed		Number of requests <sup>1</sup>	
	2016 to 2017	2017 to 2018	2016 to 2017	2017 to 2018	2016 to 2017	2017 to 2018
<p><u>1</u>      The total number of requests for each reporting period reflects the total number of requests closed in each period with the exception of those categorized as “no records exist,” “request transferred” or “neither confirmed nor denied.”</p> <p><u>2</u>      Some records may have been disclosed to the requester before the request’s abandonment.</p> <p><u>3</u>      The number of pages processed rose significantly from the 2016 to 2017 fiscal year due to 1 request involving approximately 14.8 million pages.</p>						

**Figure 6: number of pages processed regarding closed Access to Information Act requests, 2013 to 2014 fiscal year to 2017 to 2018 fiscal year**



▼ Figure 6 - Text version

This table identifies the number of pages processed over 5 years, from 2013 to 2014 fiscal year to 2017 to 2018 fiscal year.

	<b>2013 to 2014</b>	<b>2014 to 2015</b>	<b>2015 to 2016</b>	<b>2016 to 2017</b>	<b>2017 to 2018</b>
<b>Total number of pages processed</b>	13,080,637	9,919,349	9,025,729	16,047,246	27,536,336

Note: The number of pages processed rose significantly compared to the 2016 to 2017 fiscal year due to 1 request of approximately 14.8 million pages.

**Table 11: other considerations regarding complexity of closed Access to Information Act requests**

<b>Disposition</b>	<b>Consultation required</b>	<b>Assessment of fees</b>	<b>Legal advice sought</b>	<b>Other <sup>1</sup></b>	<b>Total</b>
All disclosed	843	15	11	472	1,341
Disclosed in part	6,603	21	332	1,155	8,111
All exempted	160	0	22	32	214
All excluded	116	0	19	18	153
Request abandoned	234	12	19	185	450
Neither confirmed nor denied	1	0	1	7	9

<sup>1</sup> Other considerations include requests for the contents of a database, requests to process audio or video recordings, high-profile subject matter, instances in which records are located in another region or country, and instances in which the records are in a language other than English or French.

<b>Disposition</b>	<b>Consultation required</b>	<b>Assessment of fees</b>	<b>Legal advice sought</b>	<b>Other <sup>1</sup></b>	<b>Total</b>
<b>Total</b>	<b>7,957</b>	<b>48</b>	<b>404</b>	<b>1,869</b>	<b>10,278</b>
<p><sup>1</sup> Other considerations include requests for the contents of a database, requests to process audio or video recordings, high-profile subject matter, instances in which records are located in another region or country, and instances in which the records are in a language other than English or French.</p>					

## Extensions

42.3% of all extensions taken for closed requests cited paragraph 9(1)(a) of the Access to Information Act as a reason for the extension, relating to interference with government operations. 21.4% of all extensions taken for closed requests were for 30 days or less, and 90.4% were for 120 days or less.

**Table 12: reasons for and length of extensions regarding closed Access to Information Act requests**

<b>Length of extensions <sup>1</sup></b>	<b>9(1)(a) - Interference with operations</b>	<b>9(1)(b) - Consultation</b>		<b>9(1)(c) - Third-party notice</b>	<b>Total</b>
		<b>Section 69 <sup>2</sup></b>	<b>Other <sup>3</sup></b>		
30 days or less	2,211	137	1,244	161	<b>3,753</b>
31 to 60 days	1,946	185	3,410	1,504	<b>7,045</b>
61 to 120 days	2,225	604	1,936	274	<b>5,039</b>
121 to 180 days	487	65	298	66	<b>916</b>
181 to 365 days	426	27	123	50	<b>626</b>
365 days or more	117	0	28	1	<b>146</b>
<b>Total</b>	<b>7,412</b>	<b>1,018</b>	<b>7,039</b>	<b>2,054</b>	<b>17,523</b>

Length of extensions <sup>1</sup>	9(1)(a) - Interference with operations	9(1)(b) - Consultation		9(1)(c) - Third-party notice	Total
		Section 69 <sup>2</sup>	Other <sup>3</sup>		
<u>1</u>	The timelines associated with extensions begin at the end of the initial 30-day response period.				
<u>2</u>	Section 69 of the Access to Information Act states that the Act does not apply to confidences of the Queen’s Privy Council for Canada.				
<u>3</u>	“Other” includes consultations with one or more of the following: other federal government institutions, provincial and municipal governments, foreign states, international organizations of states, Aboriginal governments, non-governmental organizations or individuals.				

## Exemptions <sup>1</sup>

The tables that follow indicate exemptions applied under the Access to Information Act to requests closed during the reporting period.

**Table 13a: exemptions for information obtained in confidence**

Provision	Number of requests
13(1)(a)	4,509
13(1)(b)	357
13(1)(c)	823
13(1)(d)	497
13(1)(e)	19

**Table 13b: exemptions for federal-provincial affairs**

Provision	Number of requests
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<b>Provision</b>	<b>Number of requests</b>
14	604
14(a)	467
14(b)	168

**Table 13c: exemptions for international affairs and defence**

<b>Provision</b>	<b>Number of requests</b>
15(1)	1,060
15(1) International Affairs	11,416
15(1) Defence	1,605
15(1) Subversive activities	2,656

**Table 13d: exemptions for law enforcement and investigations**

<b>Provision</b>	<b>Number of requests</b>
16(1)(a)(i)	502
16(1)(a)(ii)	277
16(1)(a)(iii)	372
16(1)(b)	689
16(1)(c)	20,138
16(1)(d)	53
16(2)	1,482
16(2)(a)	28
16(2)(b)	99
16(2)(c)	2,754
16(3)	0
16.1(1)(a)	6

<b>Provision</b>	<b>Number of requests</b>
16.1(1)(b)	18
16.1(1)(c)	32
16.1(1)(d)	62
16.2(1)	14
16.3	16
16.4(1)(a)	1
16.4(1)(b)	0
16.5	13

**Table 13e: exemptions for safety of individuals**

<b>Provision</b>	<b>Number of requests</b>
17	691

**Table 13f: exemptions for economic interests of Canada**

<b>Provision</b>	<b>Number of requests</b>
18(a)	275
18(b)	413
18(c)	25
18(d)	313
18.1(1)(a)	52
18.1(1)(b)	32
18.1(1)(c)	4
18.1(1)(d)	57

**Table 13g: exemptions for personal information**

<b>Provision</b>	<b>Number of requests</b>
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Provision	Number of requests
19(1)	38,145

**Table 13h: exemptions for third-party information**

Provision	Number of requests
20(1)(a)	142
20(1)(b)	2,850
20(1)(b.1)	44
20(1)(c)	2,224
20(1)(d)	541
20.1	3
20.2	0
20.4	0

**Table 13i: exemptions for operations of government**

Provision	Number of requests
21(1)(a)	4,680
21(1)(b)	5,195
21(1)(c)	927
21(1)(d)	427

**Table 13j: exemptions for testing procedures, tests and audits**

Provision	Number of requests
22	308
22.1(1)	66

**Table 13k: exemptions for solicitor-client privilege**

Provision	Number of requests
23	2,354

**Table 13l: exemptions for statutory prohibitions**

Provision	Number of requests
24(1)	2,155

**Table 13m: exemptions for information to be published**

Provision	Number of requests
26	203

## Exclusions <sup>2</sup>

The tables that follow indicate exclusions applied under the Access to Information Act to requests closed during the reporting period.

**Table 14a: exclusions for non-application (Act does not apply to certain materials)**

Provision	Number of requests
68(a)	501
68(b)	6
68(c)	11
68.1	67
68.2(a)	8
68.2(b)	0

**Table 14b: exclusions for Cabinet confidences**

Provision	Number of requests
69(1)	114

<b>Provision</b>	<b>Number of requests</b>
69(1)(a)	234
69(1)(b)	13
69(1)(c)	52
69(1)(d)	176
69(1)(e)	435
69(1)(f)	42
69(1)(g) re (a)	1,167
69(1)(g) re (b)	23
69(1)(g) re (c)	588
69(1)(g) re (d)	415
69(1)(g) re (e)	724
69(1)(g) re (f)	296

**Table 14c: exclusions for certificate under the Canada Evidence Act**

<b>Provision</b>	<b>Number of requests</b>
69.1(1)	37

## **Consultations**

The number of consultations between federal government institutions in the 2017 to 2018 fiscal year increased by 13% from the 2016 to 2017 fiscal year. However, the number of pages to review remained relatively consistent, decreasing by 0.1%.

**Table 15a: consultations by other government institutions regarding Access to Information Act requests, 2016 to 2017 fiscal year and 2017 to 2018 fiscal year**

Consultations	Number of consultations		Number of pages to review	
	2016 to 2017	2017 to 2018	2016 to 2017	2017 to 2018
Received during reporting period	8,532	9,338	533,526	493,913
Outstanding from the previous reporting period	564	949	117,101	156,002
<b>Total</b>	<b>9,096</b>	<b>10,287</b>	<b>650,627</b>	<b>649,915</b>
Closed during the reporting period	8,101	8,880	409,929	433,559
Pending at the end of the reporting period	685	1,407	111,736	216,356

**Table 15b: recommendations and closure time for consultations by other government institutions regarding Access to Information Act requests, 2017 to 2018 fiscal year**

Recommendation	Number of days required to close consultation requests						
	1 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
Disclose entirely	3,738	800	233	49	55	17	<b>4,892</b>
Disclose in part	1,599	910	494	126	111	29	<b>3,269</b>
Exempt entirely	106	27	22	6	3	1	<b>165</b>
Exclude entirely	18	3	0	0	0	0	<b>21</b>
Consult other institution <sup>1</sup>	108	32	13	6	1	2	<b>162</b>

<sup>1</sup> “Consult other institution” refers to a government institution’s recommendation that the institution that consulted them contact additional government institutions subject to the Access to Information Act.

Recommendation	Number of days required to close consultation requests						Total
	1 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
Other	245	53	35	10	14	14	371
<b>Total</b>	<b>5,814</b>	<b>1,825</b>	<b>797</b>	<b>197</b>	<b>184</b>	<b>63</b>	<b>8,880</b>
<p><sup>1</sup> “Consult other institution” refers to a government institution’s recommendation that the institution that consulted them contact additional government institutions subject to the Access to Information Act.</p>							

## Fees and costs

The annual cost to administer the Government of Canada’s access to information program increased by 7.8% to \$69.8 million in the 2017 to 2018 fiscal year, with the average cost per closed request declining by 4.1% to about \$714 per request.

Fees waived or refunded decreased to \$48,747. This decrease reflects that on May 5, 2016, the President of the Treasury Board issued the Interim Directive on the Administration of the Access to Information Act, directing government institutions to waive all fees apart from the initial \$5 application fee.

**Table 16: fees and costs of Access to Information Act operations, 2016 to 2017 fiscal year and 2017 to 2018 fiscal year**

Description	Amount	
	2016 to 2017	2017 to 2018
Cost of operations <sup>1</sup>	\$64,771,471.00	\$69,810,554.00
Requests closed	86,908	97,705
Average cost per closed request <sup>2</sup>	\$745.29	\$714.50
Pages processed	16,047,246	27,536,336
Average cost per processed page	\$4.04	\$2.54

Description	Amount	
	2016 to 2017	2017 to 2018
Number of requests in which fees were collected	82,941	94,775
Fees collected	\$442,956.00	\$476,710.00
Average fees collected per request	\$5.34	\$5.03
Number of requests in which fees were waived or refunded	5,597	7,184
Fees waived or refunded	\$229,955.00	\$48,747.00
Average fees waived per request	\$41.09	\$6.79
<p><u>1</u> Cost of operations includes salaries, overtime, goods and services, contracts and all other expenses specific to access to information and privacy offices. Costs associated with time spent by business areas searching for and reviewing records are not included here.</p> <p><u>2</u> This calculation uses the total cost of operations in the reporting period to obtain the average cost per closed request. However, in actuality, the total cost of operations reflects processing costs of some requests that will be carried over into the next reporting period, in addition to closed requests, so the calculation is an approximation.</p>		

## Informal requests for government information

An informal request is a request for information made to a government institution subject to the Access to Information Act that is either not made or not processed under the Act.

Informal requests include:

- formal requests that were discontinued in favour of providing information informally, in consultation with the requester
- advising requesters when information is already publicly available online

- the re-release of information made available through previously closed formal requests, summaries of which are found online.

Informal requests do **not** include:

- responses to parliamentary questions or media enquiries
- requests made internally within a government institution to share information between sectors

Unlike in the case of formal requests:

- fees cannot be charged under the Act for informal requests
- there are no deadlines for responding to informal requests
- requesters have no statutory right of complaint to the Information Commissioner

In the 2017 to 2018 fiscal year, 63.1% of informal requests were closed within 30 days, compared with 61.2% in the 2016 to 2017 fiscal year.

**Table 17: time required to close informal requests, 2017 to 2018 fiscal year**

	Closure time						
	0 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
<b>Number of requests</b>	11,415	2,051	1,135	501	2,589	411	<b>18,102</b>

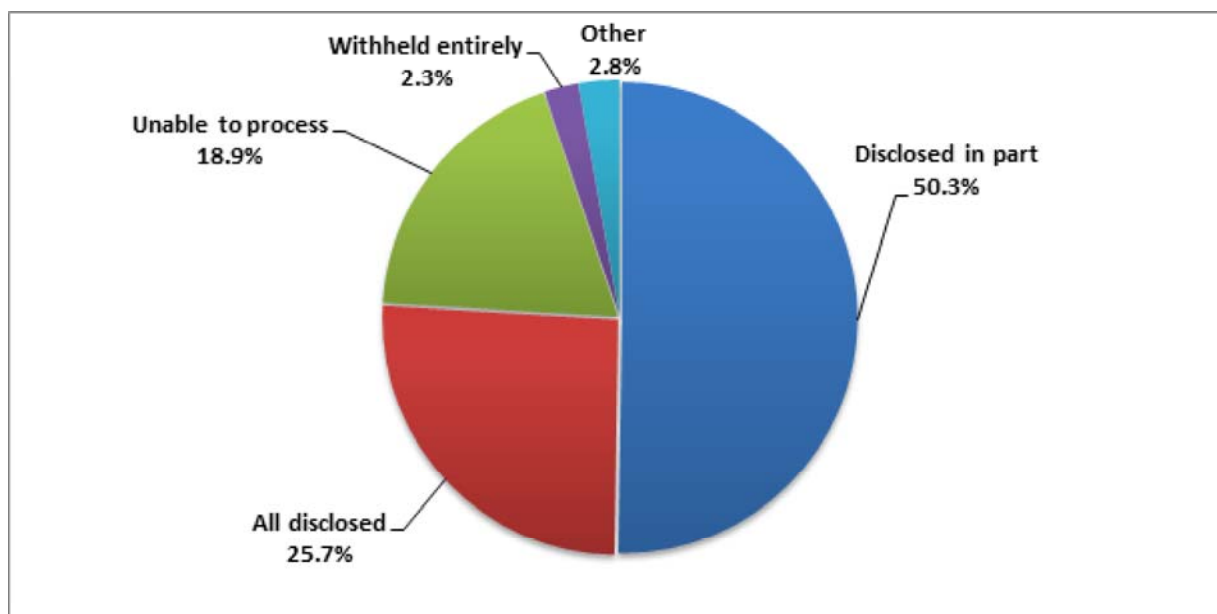
## Access to Information Act requests since 1983

The statistics that follow reflect the best available data since 1983. The categories have been adjusted in some cases in order to compare data across the years.

**Table 18: number of Access to Information Act requests since 1983**

<b>Requests under the Access to Information Act</b>	<b>Number of requests</b>
Requests received	979,531
Requests closed	946,856

**Figure 7: disposition of closed Access to Information Act requests since 1983**



▼ Figure 7 - Text version

This table identifies the disposition of closed requests since 1983.

Disposition of closed requests	Requests as percentage
All disclosed	25.7%
Disclosed in part	50.3%
Unable to process	18.9%
Withheld entirely	2.3%
Other	2.8%

In the preceding figure:

- “Unable to process” includes the categories “no records exist,” <sup>3</sup> “abandoned” <sup>4</sup> and “requests that could not be processed.” <sup>5</sup>
- “Withheld entirely” includes the categories “all exempted” and “all excluded.”
- “Other” includes the categories “transferred,” “neither confirmed nor denied” and “treated informally.”

**Table 19: disposition of closed Access to Information Act requests since 1983**

Disposition of closed requests	Requests as percentage	Number of requests
--------------------------------	------------------------	--------------------



<b>Disposition of closed requests</b>	<b>Requests as percentage</b>	<b>Number of requests</b>
Disclosed in part	50.3	475,838
All disclosed	25.7	243,025
All exempted	1.7	16,385
All excluded	0.6	5,623
No records exist	4.6	43,580
Abandoned	4.3	41,133
Transferred	1.2	11,253
Neither confirmed nor denied	0.1	1256
Treated informally	1.5	14,057
Requests that could not be processed	10.0	94,706
<b>Total</b>	<b>100.0</b>	<b>946,856</b>

**Table 20: time required to close Access to Information Act requests since 1983**

<b>Closure time (including requests for which extensions were required)</b>	<b>Requests as percentage</b>	<b>Number of requests</b>
0 to 30 days	60.2	570,356
31 to 60 days	19.0	179,965
61 days or more	20.8	196,535
<b>Total</b>	<b>100.0</b>	<b>946,856</b>

**Table 21: fees and costs of Access to Information Act since 1983**

<b>Descriptions</b>	<b>Amount</b>
Requests closed	946,856
Cost of operations <sup>1</sup>	\$936,745,424.70
Average cost per closed request <sup>2</sup>	\$989.32

Descriptions	Amount
Fees collected	\$7,790,451.02
Average fees collected per closed request <sup>3</sup>	\$8.23
Fees waived	\$3,651,146.94
Average fees waived per closed request <sup>4</sup>	\$3.86
<hr/> <p><u>1</u>      The cumulative cost of operations since 1983 has not been adjusted for inflation.</p> <p><u>2</u>      This calculation uses the total cost of operations to obtain the average cost per closed request since 1983. However, in actuality, the total cost of operations reflects processing costs of some requests that will be carried over into the next reporting period, in addition to closed requests, so the calculation is an approximation.</p> <p><u>3</u>      This calculation uses the total amount of fees collected to obtain the average fees collected per closed request since 1983. However, in actuality, fees would not have been collected for every closed request.</p> <p><u>4</u>      This calculation uses the total amount of fees waived to obtain the average fees waived per closed request since 1983. However, in actuality, fees would not have been waived for every closed request.</p> <hr/>	

## Privacy Act statistics for the 2017 to 2018 fiscal year

### Requests under the Privacy Act

67,967 requests were received in the 2017 to 2018 fiscal year, a decrease of 3.6% from the 2016 to 2017 fiscal year.

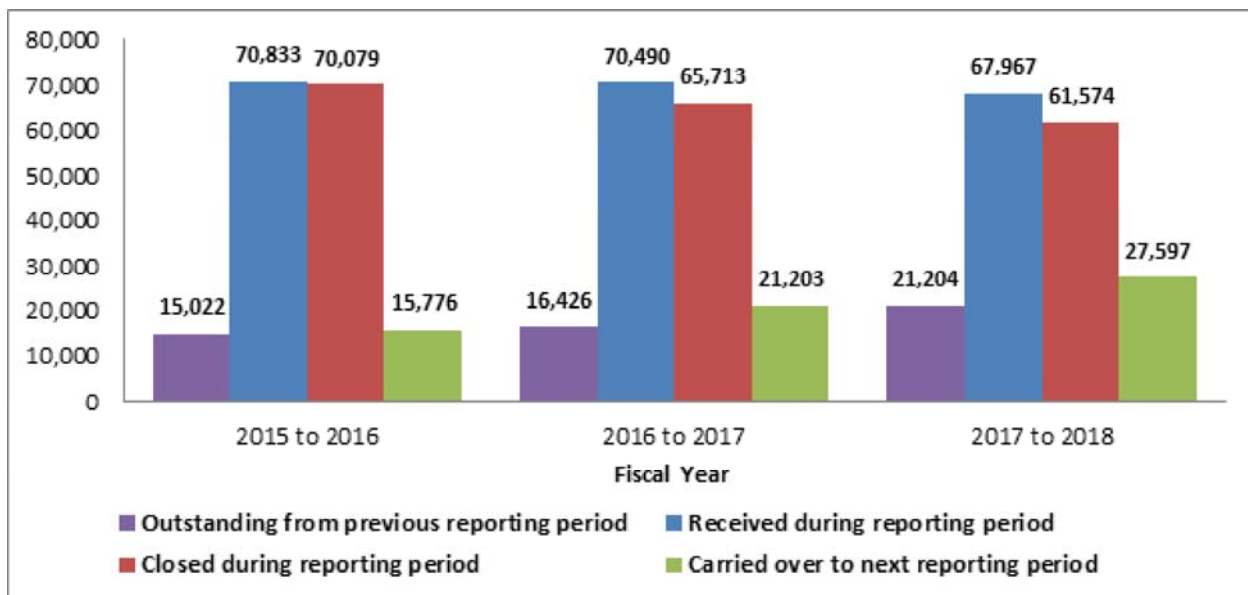
Of the 89,171 requests that were either received in the 2017 to 2018 fiscal year or outstanding from the previous period, 69.1% were closed. This is a decrease from the 2016 to 2017 fiscal year: of the 86,916 requests received in the 2016 to 2017 fiscal year or outstanding from the previous period, 75.6% were closed.

10 government institutions received 93.1% of all new requests in the 2017 to 2018 fiscal year.

**Table 22: requests received and closed under the Privacy Act, 2017 to 2018 fiscal year**

<b>Requests under the Privacy Act</b>	<b>Number of requests</b>
Outstanding from 2016 to 2017 reporting period <sup>1</sup>	21,204
Received during 2017 to 2018 reporting period	67,967
<b>Total</b>	<b>89,171</b>
Closed during 2017 to 2018 reporting period	61,574
Carried over to 2018 to 2019 reporting period	27,597
<hr/> <p><sup>1</sup> Due to administrative errors, there are small inconsistencies between the statistical data for the 2016 to 2017 fiscal year and the statistical data for the 2017 to 2018 fiscal year regarding the number of requests or consultations left outstanding at the end of the 2016 to 2017 reporting period.</p> <hr/>	

**Figure 8: requests received and closed under the Privacy Act, from 2015 to 2016 fiscal year to 2017 to 2018 fiscal year**



▼ Figure 8 - Text version

This table shows the number of requests under the Privacy Act received, closed and carried forward from the 2015 to 2016 fiscal year to the 2016 to 2017 fiscal year, and from the 2016 to 2017 fiscal year to the 2017 to 2018 fiscal year.

Requests under the Privacy Act	2015 to 2016	2016 to 2017	2017 to 2018
Outstanding from previous reporting period	15,022	16,426	21,204
Requests received during reporting period	70,833	70,490	67,967
Closed during reporting period	70,079	65,713	61,574
Carried over to next reporting period	15,776	21,203	27,597

**Table 23: Privacy Act requests by top 10 institutions, 2017 to 2018 fiscal year**

<b>Rank</b>	<b>Name of institution</b>	<b>Number of requests received</b>	<b>Requests received as percentage</b>	<b>Pages processed <sup>1</sup></b>
1	Canada Border Services Agency	13,429	19.8	684,231
2	Immigration Refugees and Citizenship Canada	13,368	19.7	873,279
3	Employment and Social Development Canada	8,852	13.0	798,436
4	National Defence	7,393	10.9	1,323,272
5	Correctional Service of Canada	6,211	9.1	505,801
6	Royal Canadian Mounted Police	4,996	7.4	523,160
7	Canada Revenue Agency	3,791	5.6	920,251
8	Immigration and Refugee Board	3,417	5.0	192,835
9	Veterans Affairs Canada	946	1.4	374,467
10	Canadian Security Intelligence Service	844	1.2	22,672
Other institutions		4,720	6.9	2,905,470
<b>Total</b>		<b>67,967</b>	<b>100.0</b>	<b>9,123,874</b>

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<sup>1</sup> The number of pages processed per government institution represents the total processed pages for closed requests. This does not include the number of pages processed for requests that were carried over into the next reporting period.

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## Timeliness

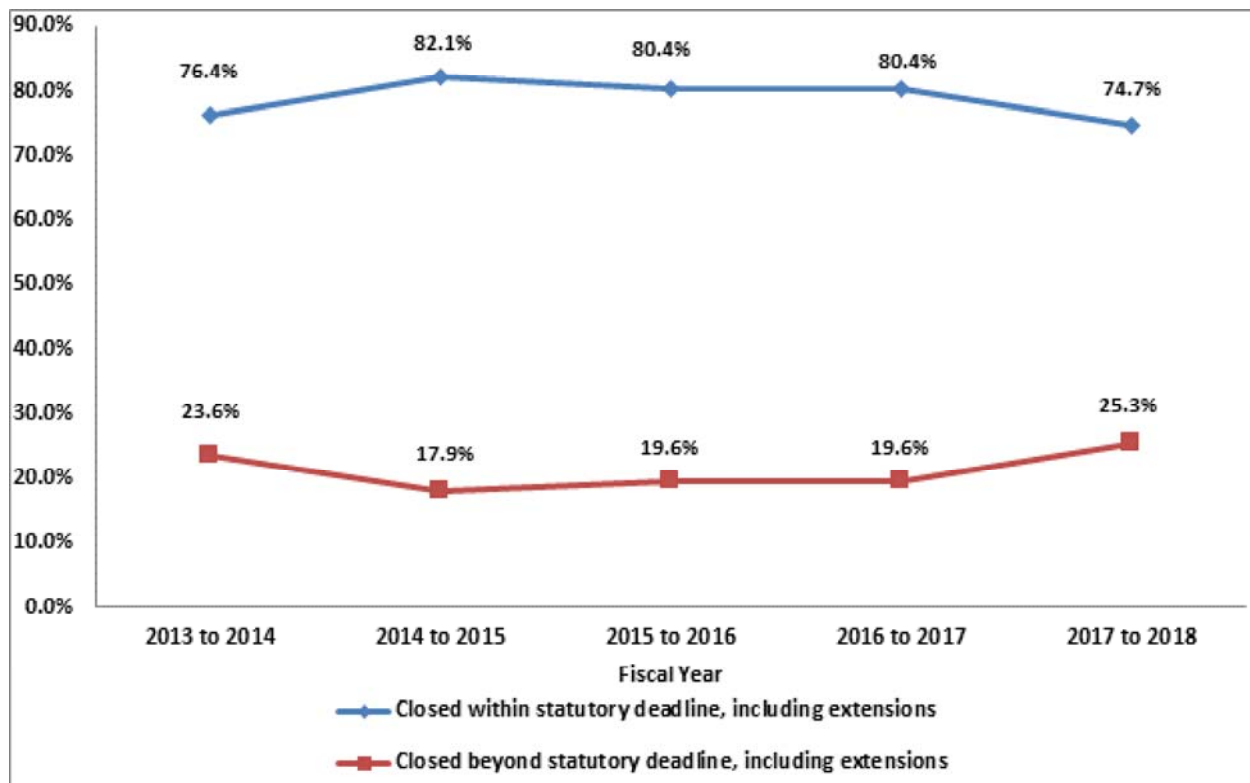
74.7% of requests closed in the 2017 to 2018 fiscal year were closed within established timelines (that is, closed within the statutory deadline of 30 days or within an extension period provided for in the Act). The comparable figure for the 2016 to 2017 fiscal year was 80.4%.

Of 61,574 requests closed in the 2017 to 2018 fiscal year, 39,073 requests, or 63.5%, were closed within the initial statutory deadline of 30 days.

**Table 24: status of closed Privacy Act requests, 2016 to 2017 fiscal year and 2017 to 2018 fiscal year**

Status of closed requests	Requests as percentage		Number of requests	
	2016 to 2017	2017 to 2018	2016 to 2017	2017 to 2018
Closed within statutory deadline, including extensions	80.4	74.7	52,824	46,011
Closed beyond statutory deadline, including extensions	19.6	25.3	12,889	15,563
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>65,713</b>	<b>61,574</b>

**Figure 9: Privacy Act requests closed within established timelines, from 2013 to 2014 fiscal year to 2017 to 2018 fiscal year**



▼ Figure 9 - Text version

This table compares the status of requests closed in the last 5 years, from 2013 to 2014 fiscal year to 2017 to 2018 fiscal year.

Status of closed request	2013 to 2014	2014 to 2015	2015 to 2016	2016 to 2017	2017 to 2018
Closed within statutory deadline, including extensions	76.4%	82.1%	80.4%	80.4%	74.7%
Closed beyond statutory deadline, including extensions	23.6%	17.9%	19.6%	19.6%	25.3%

**Table 25: disposition and time required to close Privacy Act requests, 2017 to 2018 fiscal year**

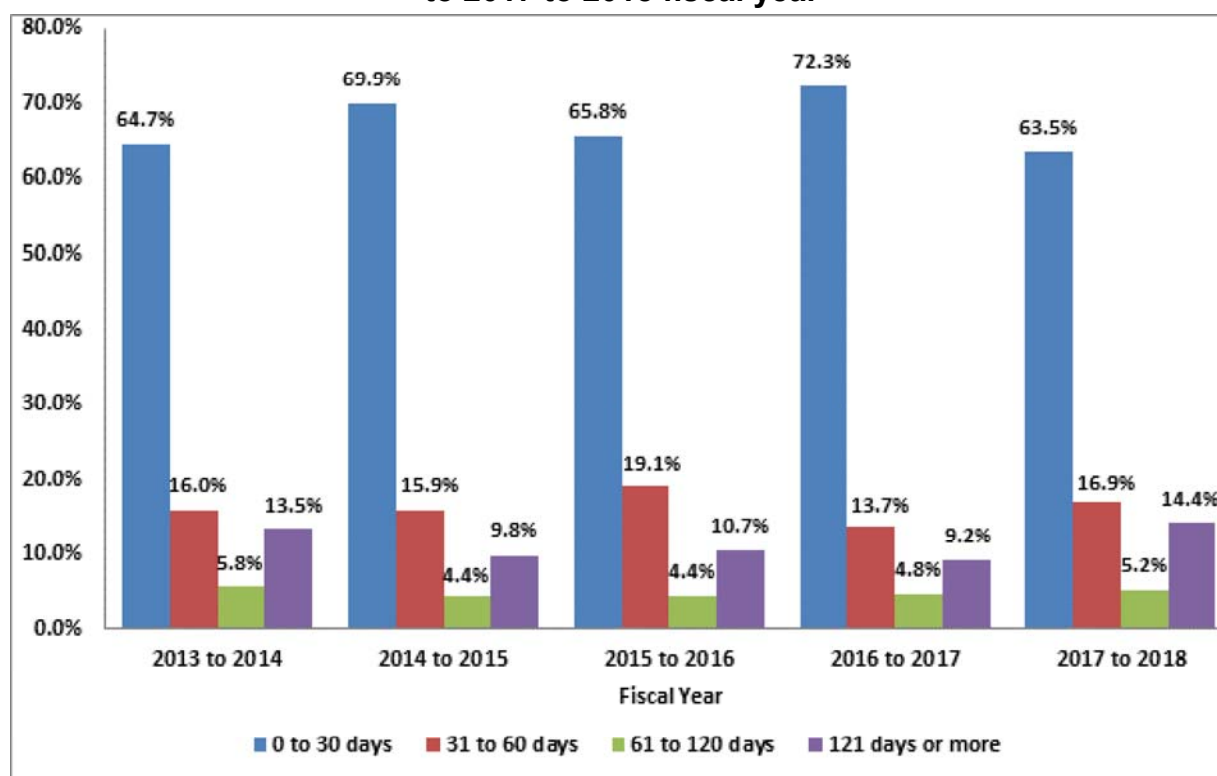
Disposition of requests (including requests for which extensions were required)	Closure time <sup>1</sup>						Total
	0 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
All disclosed	12,626	3,854	696	486	524	508	<b>18,694</b>
Disclosed in part	14,759	5,678	2,028	1,010	1,469	2,013	<b>26,957</b>
All exempted	166	41	26	10	8	19	<b>270</b>
All excluded	3	0	0	1	3	0	<b>7</b>
No records exist	6,939	530	303	111	135	75	<b>8,093</b>
Request abandoned <sup>2</sup>	4,202	295	155	84	260	2,156	<b>7,152</b>
Neither confirmed nor denied <sup>3</sup>	378	6	4	0	0	13	<b>401</b>
<b>Total</b>	<b>39,073</b>	<b>10,404</b>	<b>3,212</b>	<b>1,702</b>	<b>2,399</b>	<b>4,784</b>	<b>61,574</b>
<b>Total percentage</b>	<b>63.5</b>	<b>16.9</b>	<b>5.2</b>	<b>2.8</b>	<b>3.8</b>	<b>7.8</b>	<b>100.0</b>
<p><sup>1</sup> The number of days to close requests or consultations refers to calendar days.</p> <p><sup>2</sup> An abandoned request is a request that has been formally withdrawn by the requester, or the requester did not respond to a notice indicating that the request will be closed if they do not respond within a specified time period.</p> <p><sup>3</sup> The category “neither confirmed nor denied” relates to requests for which subsection 16(1) of the Privacy Act was invoked: “The head of a government institution may but is not required to indicate under subsection 16(1) whether personal information exists.”</p>							

**Table 26: time required to close Privacy Act requests according to time period: 2016 to 2017 fiscal year and 2017 to 2018 fiscal year**



Closure time	Requests as percentage		Number of requests	
	2016 to 2017	2017 to 2018	2016 to 2017	2017 to 2018
0 to 30 days	72.3	63.5	47,524	39,073
31 to 60 days	13.7	16.9	9,006	10,404
61 to 120 days	4.8	5.2	3,129	3,212
121 to 180 days	3.0	2.8	1,992	1,702
181 to 365 days	2.7	3.8	1,755	2,399
More than 365 days	3.5	7.8	2,307	4,784
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>65,713</b>	<b>61,574</b>

**Figure 10: time required to close Privacy Act requests, from 2013 to 2014 fiscal year to 2017 to 2018 fiscal year**



▼ Figure 10 - Text version

This table compares the time required to close requests, listed according to time periods, for the last 5 years, from 2013 to 2014 fiscal year to 2017 to 2018 fiscal year.

<b>Closure time</b>	<b>2013 to 2014</b>	<b>2014 to 2015</b>	<b>2015 to 2016</b>	<b>2016 to 2017</b>	<b>2017 to 2018</b>
0 to 30 days	64.7%	69.9%	65.8%	72.3%	63.5%
31 to 60 days	16.0%	15.9%	19.1%	13.7%	16.9%
61 to 120 days	5.8%	4.4%	4.4%	4.8%	5.2%
121 days or more	13.5%	9.8%	10.7%	9.2%	14.4%

Note: Before the 2011 to 2012 reporting period, only 4 time periods for closing requests were recorded. The data for the 2011 to 2012 reporting period onwards has therefore been consolidated for time periods of more than 121 days.

**Table 27: principal reasons for Privacy Act requests closed beyond the statutory deadline including extensions, 2017 to 2018 fiscal year**

<b>Principal reason</b>	<b>Total number of requests closed beyond the statutory deadline including extensions (deemed refusal)</b>
Workload	14,896
External consultation	69
Internal consultation	23
Other <sup>1</sup>	575
<b>Total</b>	<b>15,563</b>
<hr/> <p><sup>1</sup> Other reasons include the unavailability of key officials, difficulties in obtaining relevant records, labour disputes and lengthy power outages.</p> <hr/>	
<p>Note: The information in this table reflects requests that were neither closed in the initial 30 days nor closed within the timeframe covered by an extension. These requests are referred to as “deemed refusals.”</p>	

**Table 28: number of days past deadline for Privacy Act requests closed beyond the statutory deadline including extensions, 2017 to 2018 fiscal year**

<b>Number of days past deadline</b>	<b>Number of requests past deadline where no extension was taken</b>	<b>Number of requests past deadline where an extension was taken</b>	<b>Total requests closed beyond the statutory deadline including extensions</b>	<b>Total as percentage</b>
1 to 30 days	3,709	603	4,312	27.7
31 to 60 days	1,059	388	1,447	9.3
61 to 120 days	1,395	515	1,910	12.3
121 to 180 days	1,071	240	1,311	8.4
181 to 365 days	1,754	235	1,989	12.8
More than 365 days	3,254	1,340	4,594	29.5
<b>Total</b>	<b>12,242</b>	<b>3,321</b>	<b>15,563</b>	<b>100.0</b>

## Disposition

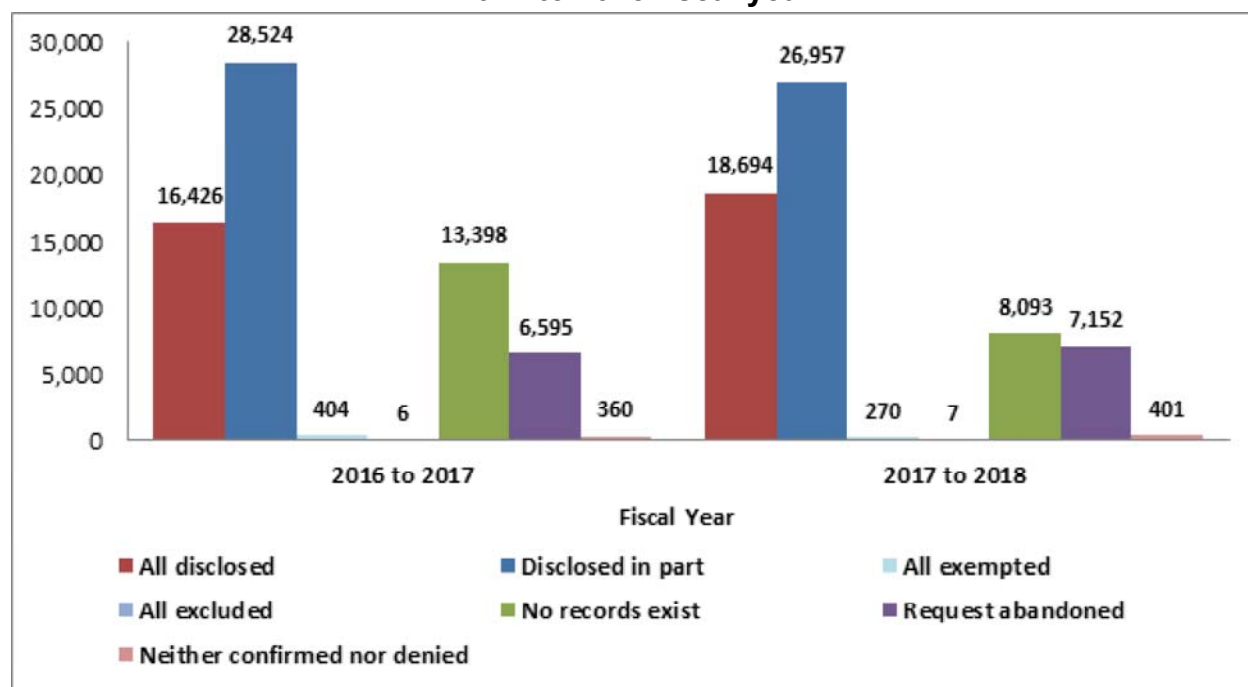
Records were disclosed either in full or in part for 74.2% of closed requests. This is a 5.8% relative increase, as compared with the previous period.

**Table 29: disposition of closed Privacy Act requests, 2016 to 2017 fiscal year and 2017 to 2018 fiscal year**

<b>Disposition of closed requests</b>	<b>Requests as percentage</b>		<b>Number of requests</b>	
	<b>2016 to 2017</b>	<b>2017 to 2018</b>	<b>2016 to 2017</b>	<b>2017 to 2018</b>
All disclosed	25.0	30.4	16,426	18,694

Disposition of closed requests	Requests as percentage		Number of requests	
	2016 to 2017	2017 to 2018	2016 to 2017	2017 to 2018
Disclosed in part	43.4	43.8	28,524	26,957
All exempted	0.6	0.4	404	270
All excluded	0.0	0.0	6	7
No records exist	20.4	13.1	13,398	8,093
Request abandoned	10.0	11.6	6,595	7,152
Neither confirmed nor denied	0.5	0.7	360	401
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>65,713</b>	<b>61,574</b>

**Figure 11: disposition of closed Privacy Act requests, 2016 to 2017 fiscal year and 2017 to 2018 fiscal year**



▼ Figure 11 - Text version

This table compares the disposition of closed requests from the 2016 to 2017 fiscal year with the disposition of those for the 2017 to 2018 fiscal year.

Disposition of closed requests	2016 to 2017	2017 to 2018
All disclosed	16,426	18,694

<b>Disposition of closed requests</b>	<b>2016 to 2017</b>	<b>2017 to 2018</b>
Disclosed in part	28,524	26,957
All exempted	404	270
All excluded	6	7
No records exist	13,398	8,093
Request abandoned	6,595	7,152
Neither confirmed nor denied	360	401

## Complexity

In the 2017 to 2018 fiscal year, government institutions processed about 9.1 million pages for closed requests; 64% were disclosed either in full or in part.

Government institutions undertook outside consultations in 1.5% of all closed requests.

**Table 30: relevant pages processed and disclosed regarding closed Privacy Act requests, 2016 to 2017 fiscal year and 2017 to 2018 fiscal year**

<b>Disposition of requests</b>	<b>Number of pages processed</b>		<b>Number of pages disclosed</b>		<b>Number of requests <sup>1</sup></b>	
	<b>2016 to 2017</b>	<b>2017 to 2018</b>	<b>2016 to 2017</b>	<b>2017 to 2018</b>	<b>2016 to 2017</b>	<b>2017 to 2018</b>
All disclosed	911,322	895,256	847,850	831,635	16,426	18,694
Disclosed in part	7,119,892	8,071,604	5,158,833	4,961,915	28,524	26,957
All exempted	78,682	31,812	0	0	404	270
All excluded	204	1,004	0	0	6	7
Request abandoned <sup>2</sup>	103,823	124,198	40,736	47,121	6,595	7,152
<b>Total</b>	<b>8,213,923</b>	<b>9,123,874</b>	<b>6,047,419</b>	<b>5,840,671</b>	<b>51,955</b>	<b>53,080</b>

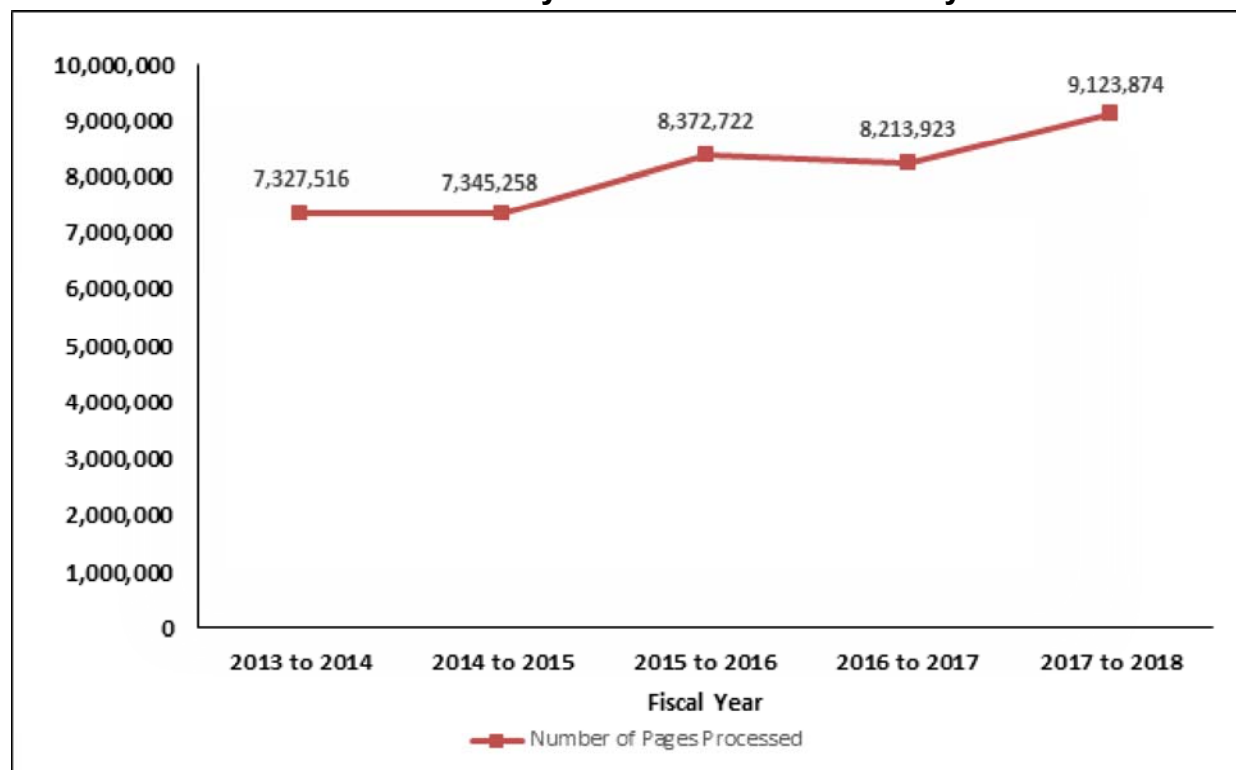
Disposition of requests	Number of pages processed		Number of pages disclosed		Number of requests <sup>1</sup>	
	2016 to 2017	2017 to 2018	2016 to 2017	2017 to 2018	2016 to 2017	2017 to 2018

1 The total number of requests for each reporting period reflects the total number of requests closed in each period with the exception of those categorized as “no records exist” or “neither confirmed nor denied.”

2 Some records may have been disclosed to the requester before the request’s abandonment.

Note: Institutions subject to the Privacy Act may receive and process duplicate records and, in the end, release a single copy of the duplicates to the requester.

**Figure 12: relevant pages processed regarding closed Privacy Act requests, from 2013 to 2014 fiscal year to 2017 to 2018 fiscal year**



▼ Figure 12 - Text version

This table identifies the number of pages processed over 5 years, from 2013 to 2014 fiscal year to 2017 to 2018 fiscal year.

<b>Disposition of closed requests</b>	<b>2013 to 2014</b>	<b>2014 to 2015</b>	<b>2015 to 2016</b>	<b>2016 to 2017</b>	<b>2017 to 2018</b>
All disclosed	7,327,516	7,345,258	8,372,722	8,213,923	9,123,874

**Table 31: other considerations regarding complexity of closed Privacy Act requests, 2017 to 2018 fiscal year**

<b>Disposition</b>	<b>Consultation required</b>	<b>Legal advice sought</b>	<b>Interwoven information <sup>1</sup></b>	<b>Other <sup>2</sup></b>	<b>Total</b>
All disclosed	37	1	104	234	376
Disclosed in part	843	25	4,129	560	5,557
All exempted	5	2	5	0	12
All excluded	0	0	0	0	0
Request abandoned	55	3	34	27	119
Neither confirmed nor denied	8	1	2	1	12
<b>Total</b>	<b>948</b>	<b>32</b>	<b>4,274</b>	<b>822</b>	<b>6,076</b>

<sup>1</sup> The category “interwoven information” includes requests wherein the relevant records contain personal information about another individual that is blended or intermixed with the personal information of the requester.

<sup>2</sup> Other considerations include requests for the contents of a database, requests to process audio or video recordings, high-profile subject matter, instances in which records are located in another region or country, and instances in which the records are in a language other than English or French.

## Extensions

91.7% of all extensions taken for closed requests cited paragraph 15(a)(i) of the Privacy Act as a reason for the extension, relating to interference with government operations.

**Table 32: reasons for and length of extensions regarding closed Privacy Act requests, 2017 to 2018 fiscal year**

Length of extensions <sup>1</sup>	15(a)(i): Interference with operations	15(a)(ii): Consultation		15(b): Translation or conversion	Total
		Section 70 <sup>2</sup>	Other <sup>3</sup>		
1 to 15 days	28	0	4	0	32
16 to 30 days	5,972	4	527	10	6,503
<b>Total</b>	<b>6,000</b>	<b>4</b>	<b>531</b>	<b>10</b>	<b>6,545</b>

<sup>1</sup> The Privacy Act provides for a maximum extension of 30 days.

<sup>2</sup> Section 70 of the Privacy Act states that the Act does not apply to confidences of the Queen's Privy Council for Canada.

<sup>3</sup> "Other" includes consultations with one or more of the following: other federal government institutions, provincial and municipal governments, foreign states, international organizations of states, Aboriginal governments, non-governmental organizations or individuals.

## Exemptions <sup>6</sup>

The tables that follow indicate exemptions applied under the Privacy Act in requests closed during the reporting period.

**Table 33a: exemptions for exempt banks**

Provision	Number of requests
18(2)	283



**Table 33b: exemptions for personal information obtained in confidence**

<b>Provision</b>	<b>Number of requests</b>
19(1)(a)	936
19(1)(b)	71
19(1)(c)	922
19(1)(d)	608
19(1)(e)	1
19(1)(f)	2

**Table 33c: exemptions for federal-provincial affairs**

<b>Provision</b>	<b>Number of requests</b>
20	3

**Table 33d: exemptions for international affairs and defence**

<b>Provision</b>	<b>Number of requests</b>
21	5,998

**Table 33e: exemptions for law enforcement and investigation**

<b>Provision</b>	<b>Number of requests</b>
22(1)(a)(i)	772
22(1)(a)(ii)	320
22(1)(a)(iii)	22
22(1)(b)	5,898
22(1)(c)	703
22(2)	2
22.1	18

Provision	Number of requests
22.2	1
22.3	7

**Table 33f: exemptions for security clearances**

Provision	Number of requests
23(a)	11
23(b)	1

**Table 33g: exemptions for individuals sentenced for an offence**

Provision	Number of requests
24(a)	3
24(b)	166

**Table 33h: exemptions for safety of individuals**

Provision	Number of requests
25	70

**Table 33i: exemptions for information about another individual**

Provision	Number of requests
26	23,034

**Table 33j: exemptions for solicitor-client privilege**

Provision	Number of requests
27	703

**Table 33k: exemptions for medical records**

Provision	Number of requests
28	20

## Exclusions <sup>7</sup>

The tables that follow indicate exclusions applied under the Privacy Act for requests closed during the reporting period.

**Table 34a: exclusions because Act does not apply to certain materials**

Provision	Number of requests
69(1)(a)	4
69(1)(b)	0

**Table 34b: exclusions for Canadian Broadcasting Corporation**

Provision	Number of requests
69.1	0

**Table 34c: exclusions for Cabinet confidences**

Provision	Number of requests
70(1)	3
70(1)(a)	1
70(1)(b)	0
70(1)(c)	1
70(1)(d)	1
70(1)(e)	4
70(1)(f)	0

**Table 34d: exclusions for certificate under the Canada Evidence Act**

Provision	Number of requests
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Provision	Number of requests
70.1	0

## Consultations

The number of consultations between federal government institutions decreased by 12% from the 2016 to 2017 fiscal year to the 2017 to 2018 fiscal year.

**Table 35: consultations by other government institutions regarding Privacy Act requests, 2016 to 2017 fiscal year and 2017 to 2018 fiscal year**

Consultations	Number of consultations		Number of pages to review	
	2016 to 2017	2017 to 2018	2016 to 2017	2017 to 2018
Received during reporting period	567	483	49,937	80,711
Outstanding from the previous reporting period	34	46	4,675	23,946
<b>Total</b>	<b>601</b>	<b>529</b>	<b>54,612</b>	<b>104,657</b>
Closed during the reporting period	555	485	29,169	69,422
Pending at the end of the reporting period	46	44	25,443	35,235

**Table 36: recommendations and closure time for consultations by other government institutions regarding Privacy Act requests, 2017 to 2018 fiscal year**

Recommendation	Number of days required to close consultation requests						
	1 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
Disclose entirely	155	18	9	3	2	1	188
Disclose in part	184	42	18	6	3	3	256
Exempt entirely	8	5	3	1	2	0	19
Exclude entirely	0	0	0	0	0	0	0
Consult other institution <sup>1</sup>	3	0	0	0	0	0	3
Other	14	0	1	0	1	0	19
<b>Total</b>	<b>367</b>	<b>65</b>	<b>31</b>	<b>10</b>	<b>8</b>	<b>4</b>	<b>485</b>
<sup>1</sup> “Consult other institution” refers to a government institution’s recommendation that the institution that consulted them contact additional government institutions subject to the Privacy Act.							

## Costs

The cost to administer the Government of Canada’s privacy program increased by 6.7% to \$42.6 million in the 2017 to 2018 fiscal year, with the average cost per closed request decreasing by 3.9%.

**Table 37: cost of Privacy Act operations, 2016 to 2017 fiscal year and 2017 to 2018 fiscal year**

Description of costs	Amount	
	2016 to 2017	2017 to 2018
Cost of operations <sup>1</sup>	\$39,904,408.00	\$42,577,934.00
Requests closed	65,713	61,574

Description of costs	Amount	
	2016 to 2017	2017 to 2018
Average cost per closed request <sup>2</sup>	\$607.26	\$691.49
Pages processed	8,213,923	9,123,874
Average cost per page processed	\$4.86	\$4.67
<p><sup>1</sup> Cost of operations includes salaries, overtime, goods and services, contracts and all other expenses specific to Access to Information and Privacy offices. Costs associated with time spent by business areas searching for and reviewing records are not included here.</p> <p><sup>2</sup> This calculation uses the total cost of operations in the reporting period to obtain the average cost per closed request. However, in actuality, the total cost of operations reflects processing costs of some requests that will be carried over into the next reporting period, in addition to closed requests, so the calculation is an approximation.</p>		

## Disclosures under subsection 8(2) of the Privacy Act

Subsection 8(1) of the Privacy Act states that “personal information under the control of a government institution shall not, without the consent of the individual to whom it relates, be disclosed by the institution except in accordance with this section.” Subsection 8(2) of the Act, subject to other Acts of Parliament, provides for exceptions where it would be possible for government institutions to disclose personal information without consent.

**Table 38: disclosures under subsection 8(2) of the Privacy Act, 2017 to 2018 fiscal year**

Paragraph 8(2)(e) <sup>1</sup>	Paragraph 8(2)(m) <sup>2</sup>	Total
6,053	144	<b>6,197</b>

Paragraph 8(2)(e) <sup>1</sup>	Paragraph 8(2)(m) <sup>2</sup>	Total
<p><u>1</u> Paragraph 8(2)(e) of the Privacy Act: “Subject to any other Act of Parliament, personal information under the control of a government institution may be disclosed... to an investigative body specified in the regulations, on the written request of the body, for the purpose of enforcing any law of Canada or a province or carrying out a lawful investigation, if the request specifies the purpose and describes the information to be disclosed.”</p> <p><u>2</u> Paragraph 8(2)(m) of the Privacy Act: “Subject to any other Act of Parliament, personal information under the control of a government institution may be disclosed... for any purpose where, in the opinion of the head of the institution, (i) the public interest in disclosure clearly outweighs any invasion of privacy that could result from the disclosure, or (ii) disclosure would clearly benefit the individual to whom the information relates.”</p>		

## Requests for correction of personal information and notations

Subsection 12(2) of the Privacy Act provides individuals with the right to request that government institutions correct personal information under their control when the individual believes that it may contain errors or omissions. Alternatively, the individual may request that government institutions attach a notation to the information to reflect any corrections that were requested but not made.

Where the information has been disclosed to other individuals or organizations, government institutions are also required to advise them of the correction or notation.

**Table 39: requests for correction of personal information, 2017 to 2018 fiscal year**

Disposition of received requests	Amount
Requests for correction accepted	141
Notations attached	27
<b>Total</b>	<b>168</b>

## Privacy impact assessments

Privacy impact assessments (PIAs) provide a framework to ensure that privacy is considered throughout the design or redesign of programs or service delivery. PIAs identify the extent to which proposals comply with all appropriate statutes, assist managers and decision makers in avoiding or mitigating privacy risks, and promote informed policy, program and system design choices.

Completed PIAs must be submitted to the Treasury Board of Canada Secretariat, as well as to the Office of the Privacy Commissioner.

**Table 40: number of privacy impact assessments initiated and completed, 2017 to 2018 fiscal year**

Privacy impact assessments		Amount
Number of PIAs completed <sup>1</sup>		75
<hr/>		
<u>1</u>	“Completed” signifies privacy impact assessments that were submitted to both the Office of the Privacy Commissioner and the Information and Privacy Policy Division of the Treasury Board of Canada Secretariat.	
<hr/>		

## Personal information banks

Personal Information Banks (PIBs) are descriptions of personal information held by government institutions. The Privacy Act requires that PIBs describe all personal information about individuals that is organized and retrievable by a person’s name or by an identifying number, symbol or other particular assigned only to that person. PIBs must include personal information that has been or is being used, or is available for use, to support a program or activity.

Institution-specific PIBs describe personal information contained in the records of a specific government institution.

Standard PIBs describe personal information found in records created, collected and maintained by most government institutions to support common internal programs and activities, such as communications, travel and employment. They are created by the Treasury Board of Canada Secretariat and government institutions can register against them.



Central PIBs describe personal information about members of the general public, as well as current and former employees from all or several government institutions. They are maintained by central government departments and agencies.

**Table 41: Personal Information Banks, 2017 to 2018 fiscal year**

<b>Personal information banks</b>	<b>Amount</b>
Number of new institution-specific PIBs registered	19
Number of times standard PIBs were registered against by government institutions <sup>1</sup>	123
Number of central PIBs registered	0
<b>Total number of new PIBs registered</b>	<b>142</b>
Number of government institutions registering new PIBs	27
<hr/> <p><sup>1</sup> At the date of this report's publication, there were 50 standard personal information banks maintained by the Treasury Board of Canada Secretariat.</p> <hr/>	

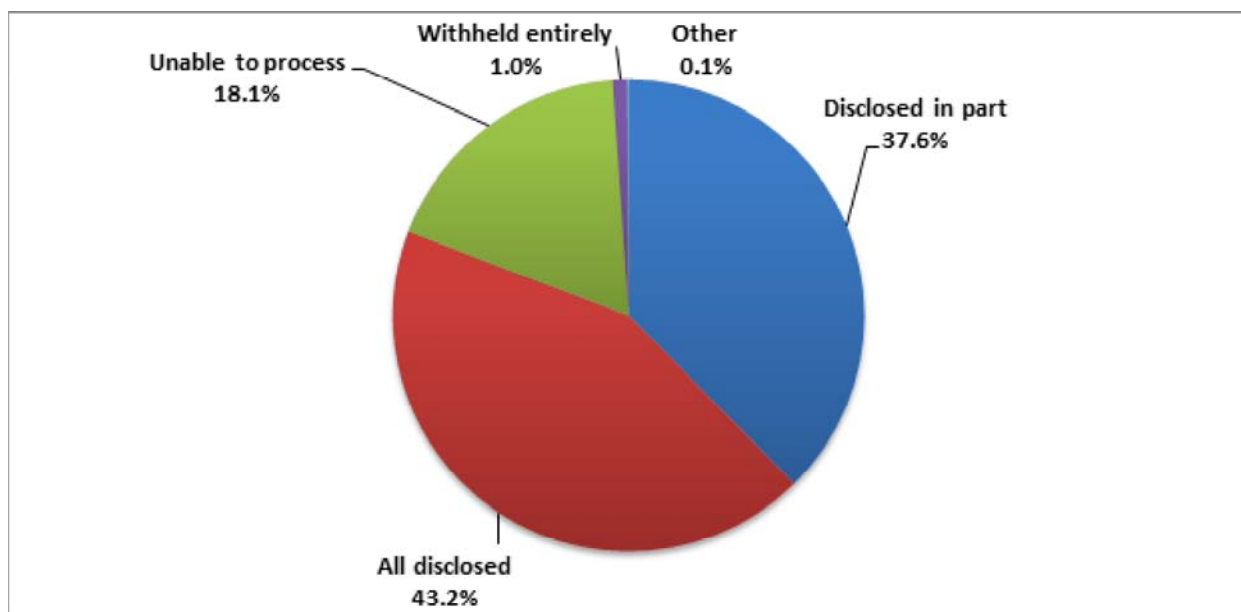
## Privacy Act requests since 1983

The statistics that follow reflect the best available data since 1983. The categories have been adjusted in some cases in order to compare data across the years.

**Table 42: number of Privacy Act requests since 1983**

<b>Requests under the Privacy Act</b>	<b>Number of requests</b>
Requests received	1,644,446
Requests closed	1,616,640

**Figure 13: disposition of closed Privacy Act requests since 1983**



▼ Figure 13 - Text version

This table identifies the disposition of closed requests since 1983.

Disposition of closed requests	Requests as percentage
All disclosed	43.7%
Disclosed in part	37.4%
Unable to process	17.8%
Withheld entirely	1.0%
Other	0.1%

In the preceding figure:

- “Unable to process” includes the categories “no records exist,” <sup>8</sup> “transferred,” <sup>9</sup> “abandoned” <sup>10</sup> and “requests that could not be processed.” <sup>11</sup>
- “Withheld entirely” includes categories “all exempted” and “all excluded.”
- “Other” consists of the category “neither confirmed nor denied.”

**Table 43: disposition of closed Privacy Act requests since 1983**

Disposition of closed requests	Requests as percentage	Number of requests
All disclosed	43.20	698,365
Disclosed in part	37.63	608,275

<b>Disposition of closed requests</b>	<b>Requests as percentage</b>	<b>Number of requests</b>
All exempted	0.95	15,354
All excluded	0.04	660
No records exist	4.16	67,290
Abandoned	5.64	91,187
Neither confirmed nor denied	0.10	1,656
Transferred	1.99	32,188
Requests that could not be processed	6.29	101,665
<b>Total</b>	<b>100.00</b>	<b>1,616,640</b>

**Table 44: time required to close Privacy Act requests since 1983**

<b>Closure time (including requests for which extensions were required)</b>	<b>Requests as percentage</b>	<b>Number of requests</b>
0 to 30 days	61.0	987,239
31 to 60 days	17.9	288,602
61 days or more	21.1	340,799
<b>Total</b>	<b>100.0</b>	<b>1,616,640</b>

**Table 45: cost of Privacy Act operations since 1983**

<b>Description of cost of operations</b>	<b>Amount</b>
Requests closed	1,616,640
Cost of operations <sup>1</sup>	\$586,454,250.12
Average cost per closed request <sup>2</sup>	\$362.76

Description of cost of operations	Amount
<u>1</u> The cumulative cost of operations since 1983 has not been adjusted for inflation.	
<u>2</u> This calculation uses the total cost of operations to obtain the average cost per closed request since 1983. However, in actuality, the total cost of operations reflects processing costs of some requests that will be carried over into the next reporting period, in addition to closed requests, so the calculation is an approximation.	

## Footnotes

- 1      These tables reflect the number of times an exemption was made at least once in a closed request. Different types of exemptions can also be made within a single request and the same request can therefore be counted more than once across the tables. As a result, the tables added together do not reflect the total number of requests where information was exempted.
- 2      These tables reflect the number of times an exclusion was made at least once in a closed request. Different types of exclusions can also be made within a single request and the same request can therefore be counted more than once across the tables. As a result, the tables added together do not reflect the total number of requests where information was excluded.
- 3      “No records exist” was added in the 2011 to 2012 reporting period.
- 4      “Abandoned” was added in the 2011 to 2012 reporting period.
- 5      “Requests that could not be processed” consists of requests from 1983 to 2011 that could not be processed for the following reasons: “insufficient information provided by applicant,” “no records exist” or “abandoned by applicant.”

- 6 These tables reflect the number of times an exemption was made at least once in a closed request. Different types of exemptions can also be made within a single request and the same request can therefore be counted more than once across the tables. As a result, the tables added together do not reflect the total number of requests where information was exempted.
- 7 These tables reflect the number of times an exclusion was made at least once in a closed request. Different types of exclusions can also be made within a single request and the same request can therefore be counted more than once across the tables. As a result, the tables added together do not reflect the total number of requests where information was excluded.
- 8 The category “no records exist” was added in the 2011 to 2012 reporting period.
- 9 The category “transferred” was removed following the 2010 to 2011 reporting period.
- 10 The category “abandoned” was added in the 2011 to 2012 reporting period.
- 11 The category “requests that could not be processed” consists of requests from 1983 to 2011 that could not be processed for the following reasons: “insufficient information provided by applicant,” “no records exist” or “abandoned by applicant.”
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