



Public Safety  
Canada

Sécurité publique  
Canada

## BUILDING A **SAFE AND RESILIENT CANADA**



**Public Safety Canada**

**Annual Report to Parliament on the Administration of  
the *Privacy Act***

**2019-2020**



Public Safety  
Canada

Sécurité publique  
Canada

**Public Safety Canada  
269 Laurier Avenue West  
Ottawa, Ontario K1A 0P8  
Canada**

**Information: (613) 991-2929  
Facsimile: (613) 949-4622**

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**Canada** 

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## Introduction

Each fiscal year, the head of every government institution prepares and submits an annual report to Parliament on the administration of the *Privacy Act*.

This report is tabled in Parliament in accordance with section 72 of the *Privacy Act* under the direction of the Minister of Public Safety and Emergency Preparedness. It describes how Public Safety Canada administered and fulfilled its obligations under the *Privacy Act* between April 1, 2019, and March 31, 2020.

### The Privacy Act

The *Privacy Act* came into force on July 1, 1983. It protects the privacy of individuals by imposing obligation on government institutions subject to the act. These obligations limit the collection, retention, use, disclosure and disposal of personal information held by these government institutions. It also gives individuals the right of access to their own personal information, with limited and specific exemptions, and the rights to request the correction of that information. Individuals who are not satisfied with an institution's handling of their personal information or any matter related to a formal request made under the *Privacy Act* are entitled to complain to the [Privacy Commissioner of Canada](#).

## Overview of Public Safety Canada

Public Safety Canada was created in 2003 to ensure coordination across all federal departments and agencies responsible for national security and the safety of Canadians.

### Mandate, Mission and Vision

Our mandate is to keep Canadians safe from a range of risks such as natural disasters, crime and terrorism. Our mission is to build a safe and resilient Canada. Our vision is to, through outstanding leadership, achieve a safe and secure Canada and strong and resilient communities.

### Three Essential Roles of the Department

1. Support the Minister's responsibility for all matters related to public safety and emergency management not assigned to another federal organization;
2. Exercise leadership at the national level for national security and emergency preparedness; and
3. Support the Minister's responsibility for the coordination of entities within the Public Safety Portfolio.

## Organizational Structure

### Public Safety Canada

The department is organized into five branches: Emergency Management and Programs, Community Safety and Countering Crime, Portfolio Affairs and Communications, National and Cyber Security, and Corporate Management. The department also has a Chief Audit and Evaluation Executive and is supported by the Legal Services Unit.

Five [Regional Offices](#) represent the Atlantic, Quebec, Ontario, the Prairies and British Columbia and the North. Our regional offices are the primary point of contact for the Department at the provincial level. They deliver a coordinated federal response to emergencies; facilitate the effective delivery of emergency management, Indigenous policing and crime prevention programs; and improve partnerships with other levels of government and key regional stakeholders.

### The Public Safety Portfolio: Partner Agencies and Review Bodies

The [Canada Border Services Agency \(CBSA\)](#) manages the nation's borders by enforcing Canadian laws governing trade and travel, as well as international agreements and conventions. CBSA facilitates legitimate cross-border traffic and supports economic development while stopping people and goods that pose a potential threat to Canada.

The [Canadian Security Intelligence Service \(CSIS\)](#) investigates and reports on activities that may pose a threat to the security of Canada. CSIS also provides security assessments, on request, to all federal departments and agencies.

The [Correctional Service of Canada \(CSC\)](#) helps protect society by encouraging offenders to become law-abiding citizens while exercising reasonable, safe, secure and humane control. CSC is responsible for managing offenders sentenced to two years or more in federal correctional institutions and under community supervision.

The [Parole Board of Canada \(PBC\)](#) is an independent body that grants, denies or revokes parole for inmates in federal prisons and provincial inmates in province without their own parole board. The PBC helps protect society by facilitating the timely reintegration of offenders into society as law-abiding citizens.

The [Royal Canadian Mounted Police \(RCMP\)](#) enforces Canadian laws, prevents crime and maintains peace, order and security.

The [Civilian Review and Complaints Commission for the Royal Canadian Mounted Police \(CRCC\)](#) investigates complaints from the public about the conduct of members of the RCMP in an open, independent and objective manner. The Commission also holds public hearings and conducts research and policy development to improve the public complaints process.

The [Office of the Correctional Investigator \(OCI\)](#) conducts independent, thorough and timely investigations about issues related to Correctional Service Canada. The OCI may initiate an investigation based on a complaint from (or on behalf of) an offender, as the result of a ministerial request, or on its own initiative.

The [RCMP External Review Committee \(ERC\)](#) is an independent agency that promotes fair and equitable labour relations within the RCMP. The Committee conducts an independent review of appeals in disciplinary, discharge and demotion matters, as well as certain kinds of grievances.

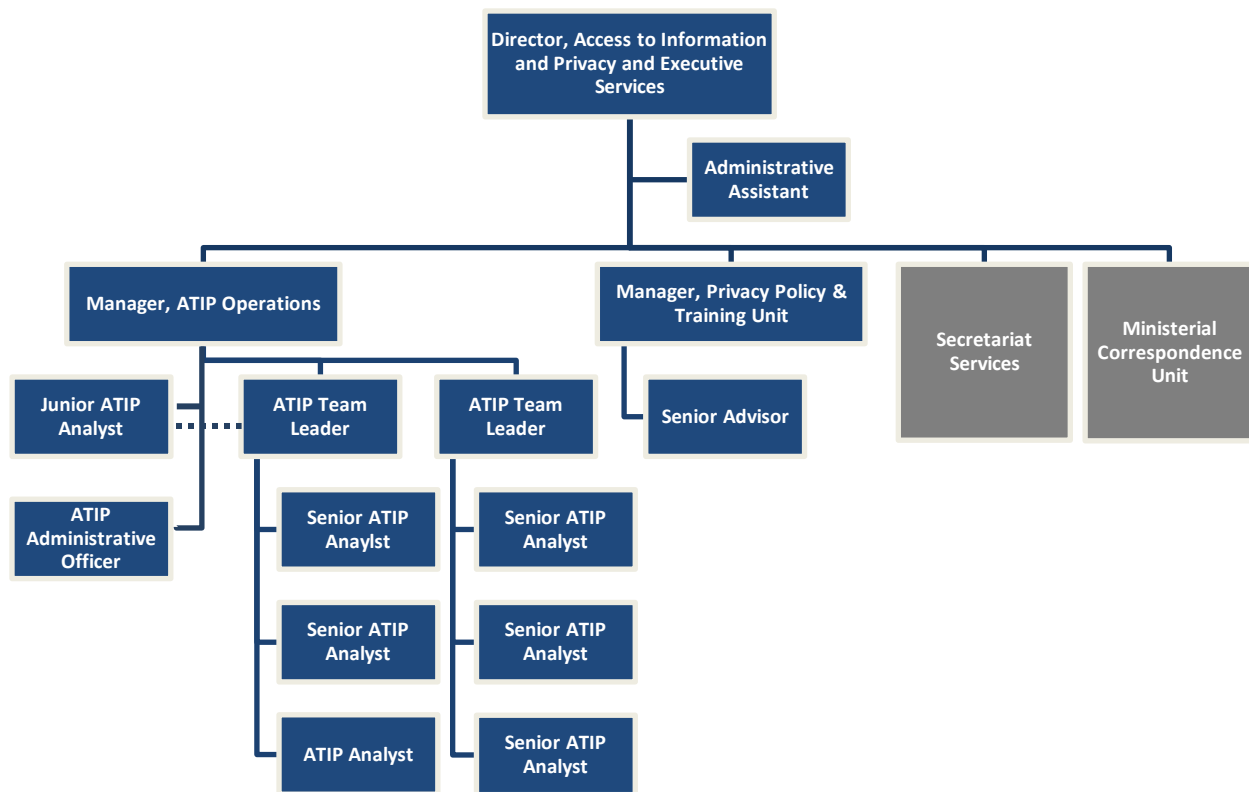
### **The Access to Information and Privacy (ATIP) Office**

The ATIP Office is part of Public Safety Canada's ATIP and Executive Services Division within the Department's Portfolio Affairs and Communications Branch. The Director of ATIP and Executive Services, supported by one Administrative Assistant, is responsible for ATIP as well as Ministerial Correspondence and Secretariat Services. The ATIP Office consists of 13 full-time employees and consists of two streams of ATIP-related work: the ATIP Operations Unit and the Privacy Policy and Training Unit (PPTU).

The ATIP Office is responsible for the coordination and implementation of policies, guidelines and procedures to ensure departmental compliance with the *Access to Information Act* and the *Privacy Act*. The team is also responsible for responding to requests made under the Acts, as well as providing the following services to the Department:

- Processing consultations received from other institutions;
- Providing advice and guidance to employees and senior officials on ATIP related matters such as privacy impact assessments (PIA) and privacy breaches;
- Producing the Annual Reports to Parliament;
- Delivering ATIP awareness sessions to departmental employees;
- Coordinating regular updates to Public Safety's Info Source publication;
- Reviewing departmental documents, such as audits and evaluations, prior to proactively disclosing these on the departmental website;
- Developing departmental procedures for processing ATIP requests; and
- Participating in forums for the ATIP community, such as the Treasury Board Secretariat's ATIP Community meetings and working groups.

*Figure 1: ATIP and Executive Services Division Organization Chart*



### *Long Description*

The figure illustrates the organizational structure of the ATIP and Executive Services Division. The Director of the ATIP and Executive Services Division is supported by one Administrative Assistant. The Director also has the Manager of ATIP Operations, the Manager of the Privacy Policy and Training Unit (PPTU) as well as the Manager of Secretariat Services and the Manager of the Ministerial Correspondence Unit as direct reports. The ATIP Office consists of 13 full-time positions including the Manager of ATIP Operations and the Manager of the PPTU. The Manager of ATIP Operations and the Manager of the PPTU manage two separate streams of the ATIP Office. These streams are:

1. The ATIP Operations Unit which includes the Manager of ATIP Operations, two ATIP Team Leaders, five Seniors ATIP Analysts, one ATIP Analyst, one Junior ATIP Analyst, and one ATIP Administrative Officer. The ATIP Team Leaders and the ATIP Administrative Officer report to the Manager. The Junior ATIP Analyst reports to the Manager for administrative tasks and to the first ATIP Team Leader for operational tasks. Two Senior ATIP Analysts and the ATIP Analyst also report to the first ATIP Team Leader. The other three Senior ATIP Analysts report to the second ATIP Team Leader.
2. The PPTU which includes the Manager of the PPTU and one Senior Advisor who reports to the Manager of the PPTU.



## **Service Agreements Under Section 73.1 of the Privacy Act**

Public Safety was not a party to any service agreements under section 73.1 of the *Privacy Act* during the fiscal year.

## **Delegation of Authority**

The Minister of Public Safety and Emergency Preparedness is responsible for how the department administers and complies with the *Privacy Act*, the *Privacy Regulations* and Treasury Board of Canada Secretariat policy instruments. Section 73 of the *Privacy Act* gives the minister the authority to designate one or more officers or employees of Public Safety to exercise or perform all, or part, of the minister's powers, duties, and functions under the Act.

Public Safety's current delegation order for the *Privacy Act* was signed by the Minister of Public Safety and Emergency Preparedness on January 8, 2016. The signed Delegation Order is attached in Annex A. This designation replaces all previous delegation orders.

The Public Safety positions that are authorized to perform the powers, duties, and functions given to the Minister of Public Safety and Emergency Preparedness as head of a government institution under the provisions of the *Privacy Act* and its regulations are the following:

### **Deputy Minister**

- Full Authority

### **Associate Deputy Minister**

- Full Authority

### **Assistant Deputy Minister, Portfolio Affairs and Communications**

- Authority to apply subsection 9(4), section 10, subsection 19(1) to section 31 and section 70 of the *Privacy Act*

### **Assistant Deputy Ministers and Chief Audit Executive**

- Authority to apply subsection 9(4) and section 10 of the *Privacy Act*

### **Director General, Cabinet and Parliamentary Affairs, and Executive Services**

- Authority to apply subsection 9(4), section 10, subsection 19(1) to section 31 and section 70 of the *Privacy Act*

### **Director, ATIP and Executive Services**

- Full Authority with the exception of paragraph 8(2)(m) of the *Privacy Act*

### **Manager, ATIP Operations**

- Full Authority with the exception of paragraph 8(2)(m) of the *Privacy Act*

### **Team Leaders, ATIP Operations**

- Authority to apply section 15 of the *Privacy Act*

### **Analysts, ATIP Operations**

- Authority to apply section 15 of the *Privacy Act*

## Highlights of the Statistical Report and Multi-Year Trends

Annex B provides a statistical report on *Privacy Act* requests processed by Public Safety Canada between April 1, 2019 and March 31, 2020. The following explains and interprets the statistical information, and identifies multi-year trends.

### Overview of the Statistical Report

In 2019-2020, Public Safety Canada received 59 requests under the *Privacy Act*, a decrease of approximately 4.8 per cent over the previous year. Public Safety Canada completed 100 per cent of privacy requests on time. It took the department an average of 22.5 days to process a request made under the *Privacy Act*. For the past five consecutive years, Public Safety has completed 100 per cent of privacy requests on time.

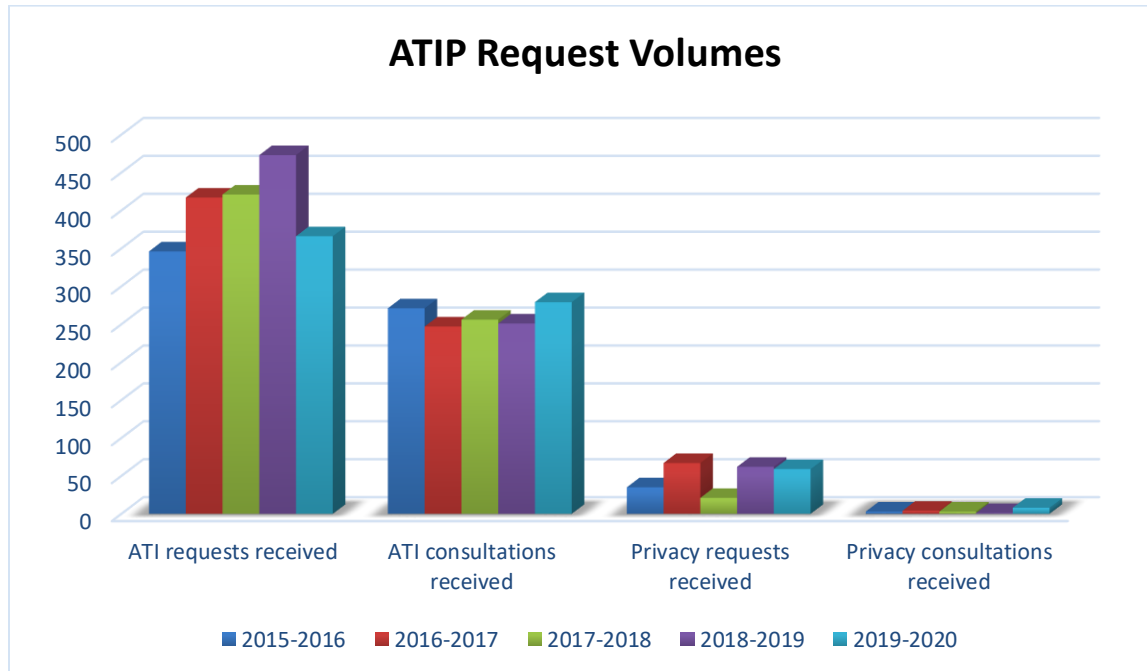
### ATIP Request Volume and Workload

In 2019-2020, the total number of requests received under the *Access to Information Act* and the *Privacy Act* decreased by 9.5 per cent and the total number of pages processed decreased by 19.9 per cent. The following table and chart demonstrate the ATIP workload over the past five years.

**Table 1: ATIP Request Volume and Workload**

	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020
<b>ATI requests received by Public Safety Canada</b>	346	417	421	473	366
<b>ATI consultations received from other institutions</b>	271	247	256	251	279
<b>Privacy requests received by Public Safety Canada</b>	35	67	21	62	59
<b>Privacy consultations received from other institutions</b>	3	4	3	1	8
<b>Total volume (requests and consultations)</b>	655	735	701	787	712
<b>Total pages processed</b>	109,208	70,109	85,442	167,184	133,967

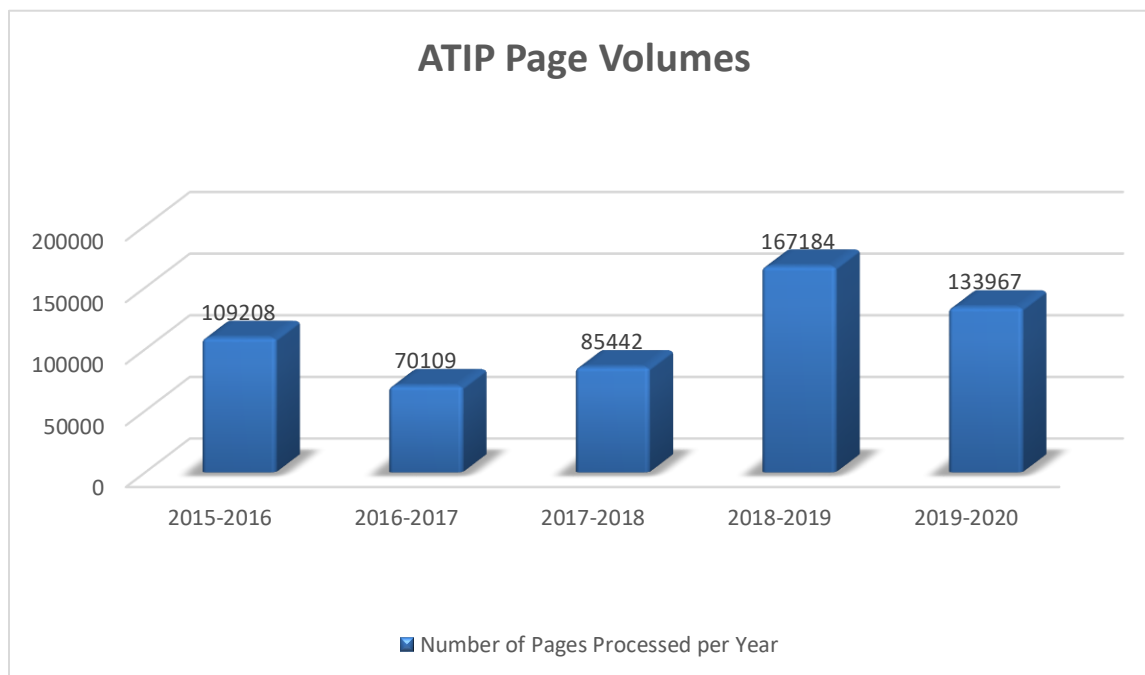
*Figure 2: ATIP Request Volume*



*Image description*

The figure shows a bar graph illustrating the data found in Table 1: ATIP Volume and Workload, regarding the volume of Access to Information (ATI) and Privacy requests and consultations received by Public Safety Canada. The graph shows four groups of five columns each. The first group of columns shows the number of ATI requests received by Public Safety Canada over the five fiscal years from 2015-2016 to 2019-2020. The second group shows the number of ATI consultations received from other institutions during the same period. The third group shows the number of Privacy requests received by Public Safety Canada during the same period. The fourth group shows the number of Privacy consultations received from other institutions during the same period.

**Figure 3: ATIP Page Volumes**



**Image description**

The figure shows a bar graph illustrating the data found in Table 3: ATIP Page Volumes, regarding the volume of pages processed by Public Safety Canada. The graph shows five bars. The bars illustrate the volume of pages processed over the five fiscal years from 2015-2016 to 2019-2020.

**Requests Received under the *Privacy Act***

The number of privacy requests remains small compared to the volume of access to information requests. Public Safety Canada collects little information directly from Canadians in comparison to portfolio agencies whose mandates are more operational in nature, such as the Royal Canadian Mounted Police (RCMP) and Correctional Service of Canada (CSC) who receive thousands of privacy requests annually.

Public Safety Canada received 59 *Privacy Act* requests this fiscal year, representing a decrease of approximately 4.8 per cent over the number of requests received during the previous year (62). Over the past five years, the average growth of *Privacy Act* requests received is 17.3 per cent.

Of 59 requests received and five carried over from the previous fiscal year, 36 requests were completed and 28 requests were carried over into the next fiscal year.

## **Extensions**

During this fiscal year, the department invoked ten extensions under section 15 of the *Privacy Act*:

- Three extensions were invoked to conduct required consultations; and,
- Seven extensions were invoked due to interference with operations.

## **Completion Times**

All 36 requests were completed within the statutory deadline. Of the 36 completed requests:

- 14 were completed within 15 days;
- 16 were completed between 16 to 30 days; and
- Six between 31 to 60 days.

## **Disposition of Requests**

Of the 36 completed requests:

- Seven requests were disclosed without exemptions applied;
- 14 requests disclosed in part;
- Five requests were abandoned;
- Zero requests were exempted in their entirety;
- Ten requests where no records existed; and,
- Zero requests where the existence of records was neither confirmed nor denied.

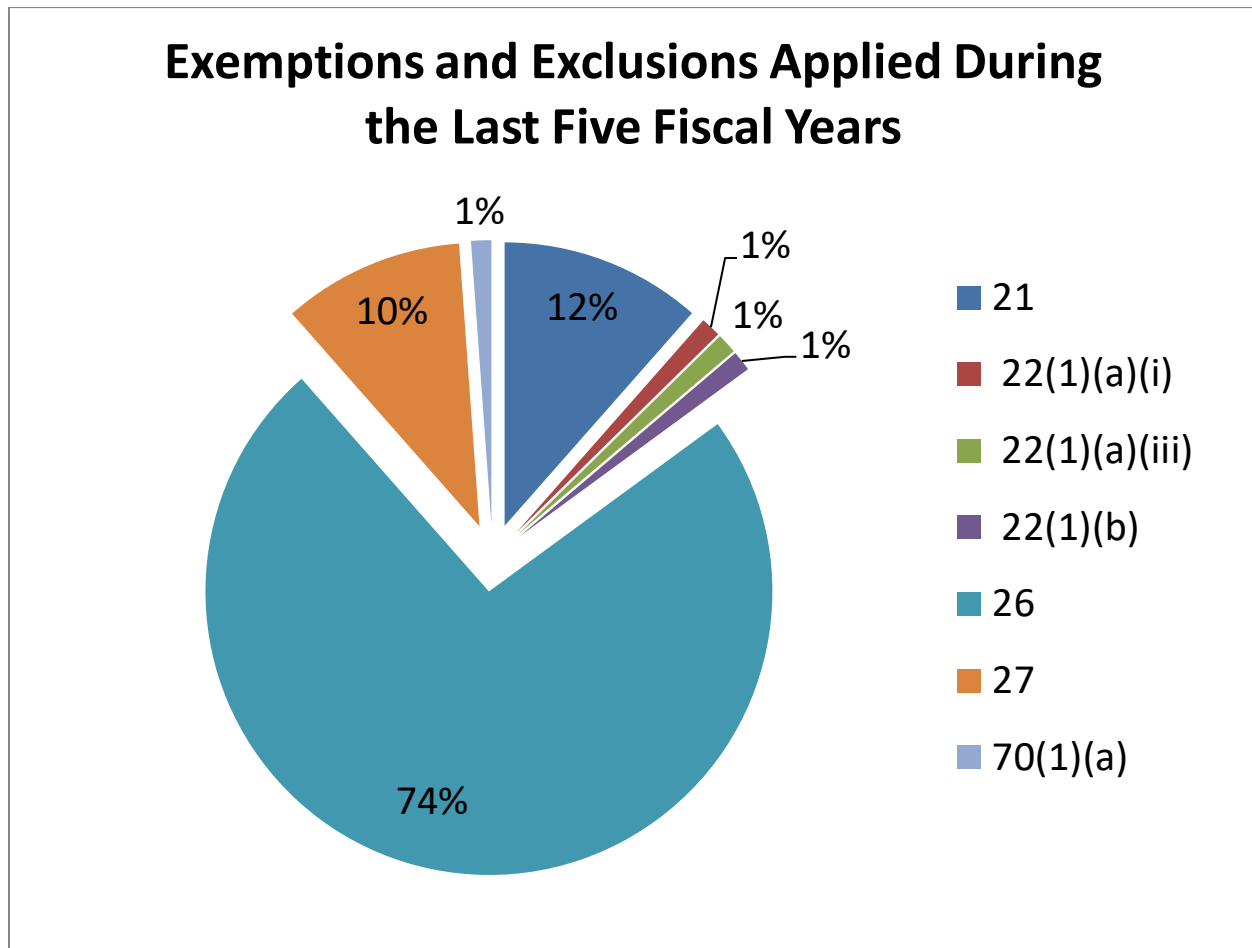
In total 21 exemptions and no exclusions were applied under the *Privacy Act*:

- Section 21 was applied four times;
- Subparagraph 22(1)(a)(ii) was applied twice;
- Subparagraph 22(1)(a)(iii) was applied twice;
- Section 26 was applied 11 times; and,
- Section 27 was applied twice.

Over the past five fiscal years, sections 21, 26 and 27 make up 96 per cent of the exemptions applied to records requested under the *Privacy Act*:

- Section 26 is used in 74 per cent of instances;
- Section 21 is used in 12 per cent of instances;
- Section 27 is used in ten per cent of instances; and,
- The remaining four per cent make up other sections that have occasionally been used to apply exemptions and exclusions.

*Figure 3: Privacy Act Sections Applied for Exemptions and Exclusions During the Last Five Fiscal Years*



**Image description**

The figure is a pie chart that illustrates the sections of the *Privacy Act* that were applied to exempt or exclude information from requests during the last five fiscal years. The percentage of each section applied in the last five years is as follows: 12 per cent under section 21, one per cent under subparagraph 22(1)(a)(i), one per cent under subparagraph 22(1)(a)(iii), one per cent under paragraph 22(1)(b), 74 per cent under section 26, ten per cent under section 27 and one per cent under paragraph 70(1)(a).

**Consultations from other Institutions**

During this fiscal year, eight consultations were received from other institutions.

## **The Impacts of the COVID-19 Pandemic**

On March 16, 2020, Public Safety Canada's ATIP Office shifted to working remotely in response to the COVID-19 pandemic. Some of the challenges encountered during the period from March 16, 2020 to March 31, 2020 include:

- Initial challenges in setting up new business processes to accommodate remote working.
- Inability to review records that could not be processed remotely.
- Delays in receiving consultation responses from other federal organizations whose operations were similarly restricted due to the COVID-19 situation.
- In some cases, program areas being tasked to retrieve records were already fully engaged in leading Canada's response to the COVID-19 situation, and therefore faced challenges responding to requests.
- Some staff faced challenges balancing telework with other responsibilities, including care of children following closure of schools and daycares.

## **Challenges/Complexities**

The ATIP Operations Unit did not experience any significant challenges with regards to Privacy Requests.

## **Training and Awareness**

### **Training**

This fiscal year, the ATIP Office provided 15 training or information sessions on the *Access to Information Act* and *Privacy Act*. A variety of subject matters were presented from retrieving and reviewing records in response to an Access to Information (ATI) request, to privacy Breaches and proactive publication. A grand total of 397 people attended these sessions.

An additional 148 Public Safety employees complete the online course Access to Information and Privacy Fundamentals (I015) this fiscal year. This course is offered by the Canada School of Public Service and is mandatory for all new employees joining Public Safety Canada.

### **Awareness**

This fiscal year, the ATIP Office has also raised ATIP awareness through the department's internal communications vehicles, publishing three internal InfoBulletin articles, one intranet InfoCentral page and one Frequently Asked Questions intranet page.

## **Policies, Guidelines or Procedures and Initiatives**

During the year, Public Safety's Privacy Impact Assessment guidelines were updated. The departmental ATIP Statement of Completeness form was also updated.

## **Summary of Key Issues and Actions Taken on Complaints, Audits or Investigations**

Public Safety Canada responded to 2 complaints this fiscal year. One complaint, a denial complaint, remains open and ongoing and the second complaint, an exemption complaint, was not well-founded. There were no audits or key issues during the year.

## **Monitoring Compliance**

Reports on ATIP compliance and retrieval statistics are reported to the Executive Committee in the Weekly ATIP Report. Additionally, on a quarterly basis, the number of *Privacy Act* requests, training sessions and attendees, privacy breaches and completed Privacy Impact Assessments are included in the Weekly ATIP Report.

## **Material Privacy Breaches**

There was one material privacy breach reported this fiscal year. The breach was the result of a human error. One individual was affected. The individual was notified of the breach. The department has taken necessary steps to protect the individual from potential harm.

## **Privacy Impact Assessments**

One Privacy Impact Assessment was completed during the fiscal year.

## **Public Interest Disclosures Pursuant to paragraph 8(2)(m) of the *Privacy Act***

Paragraph 8(2)(m) of the *Privacy Act* provides the head of the institution with the authority to disclose personal information where the public interest in disclosure clearly outweighs any invasion of privacy that could result from the disclosure, or where the disclosure would clearly benefit the individual to whom the information relates. No disclosures pursuant to paragraph 8(2)(m) of the *Privacy Act* were made by Public Safety Canada this fiscal year.



## Annex A: Delegation Orders

**Delegation Order – Privacy Act and Regulations**  
**Arrêté de délégation des attributions – Loi sur la protection des renseignements personnels et les règlements sur la protection des renseignements personnels**  
**Department of Public Safety and Emergency Preparedness – Ministère de la Sécurité publique et de la Protection civile**

The Minister of Public Safety and Emergency Preparedness, pursuant to section 73 of the *Privacy Act*\*, hereby designates the persons holding the positions set out below, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister as the head of the Department of Public Safety and Emergency Preparedness, under the section of the Act and related regulations set out opposite each position. This designation replaces all previous delegation orders.

En vertu de l'article 73 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 sous mentionnés, ainsi qu'aux personnes occupant à titre intérimaire lesdits postes, les attributions dont il est, en qualité de responsable du Ministère de la Sécurité publique et de la Protection civile, investi par les dispositions de la Loi ou de son règlement mentionnées en regard de chaque poste. Le présent document remplace et annule tout arrêté antérieur.

Section/ Article	Action	Deputy Minister/Sous-ministre; Associate Deputy Minister/Sous-ministre délégué	Assistant Deputy Minister, Portfolio Affairs and Communications; Directeur Général, Cabinet and Parliamentary Affairs, and Executive Services Sous-ministre adjoint, Affaires du portefeuille et des communications; Directeur général, Affaires du cabinet et parlementaires, et services exécutifs	Assistant Deputy Ministers, Chief Audit Executive, Sous-ministres adjoints, Dirigeant principal de la vérification	ATIP Manager/Coordonnateur AIPRP Director, ATIP and Executive Services/Directeur AIPRP et services exécutifs	Team Leaders, ATIP Operations and ATIP Analysts Chefs d'équipe, Opérations et analystes d'AIPRP
8(2)(j)	Disclosure for research purposes Communication à des fins de recherche	•			•	
8(2)(m)	Disclosure in the public interest or in the interest of the individual Communication dans l'intérêt public ou d'une personne	•				
8(4)	Copies of requests under 8(2)(e) to be retained Conservation des copies des demandes en vertu de 8(2)(e)	•			•	
8(5)	Notice of disclosure under 8(2)(m) Avis de communication en vertu de 8(2)(m)	•			•	
9(1)	Record of disclosures to be retained Conservation d'un relevé des cas d'usage	•			•	
9(4)	Consistent uses Usages compatibles	•	•	•	•	
10	Personal information to be included in personal information banks Versement des renseignements personnels dans des fichiers de renseignements personnels	•	•	•	•	
14	Notice when access requested Notification lors de demande de communication	•			•	

**Delegation Order – Privacy Act and Regulations**  
**Arrêté de délégation des attributions Loi sur la protection des renseignements personnels et des règlements**  
**sur la protection des renseignements personnels**  
**Department of Public Safety and Emergency Preparedness – Ministère de la Sécurité publique et de la**  
**Protection civile**

Section/ Article	Action					
		Deputy Minister/Sous-ministre; Associate Deputy Minister/Sous-ministre délégué	Assistant Deputy Minister, Portfolio Affairs and Communications; Director General, Cabinet and Parliamentary Affairs, and Executive Services Sous-ministre adjoint, Affaires du portefeuille et des communications; Directeur général, Affaires du cabinet et parlementaires, et services exécutifs	Assistant Deputy Ministers, Chief Audit Executive, Sous-ministres adjoints, Dirigeant principal de la vérification	ATIP Manager/Gestionnaire AIPRP Director, ATIP and Executive Services/Directeur AIPRP et services exécutifs	Team Leader, ATIP Operations and ATIP Analysts Chef d'équipe, Opérations et analystes d'AIPRP
15	Extension of time limits Prorogation du délai	•			•	•
17(2)(b)	Language of access Version de la communication	•			•	
17(3)(b)	Access to personal information in alternative format Communication sur support de substitution	•			•	
18(2)	Exemption (exempt bank) – Disclosure may be refused Exception (fichiers consultables) – autorisation de refuser	•			•	
19(1)	Exemption – Personal information obtained in confidence Exception – renseignements obtenus à titre confidentiel	•	•		•	
19(2)	Exemption – Where authorized to disclose Exception – cas où la divulgation est autorisée	•	•		•	
20	Exemption – Federal-provincial affairs Exception – affaires fédéro-provinciales	•	•		•	
21	Exemption – International affairs and defence Exception – affaires internationales et défense	•	•		•	
22	Exemption – Law enforcement and investigations Exception – application de la loi et enquêtes	•	•		•	
22.3	Exemption – <i>Public Servants Disclosure Protection Act</i> Exception – <i>Loi sur la protection des fonctionnaires divulgateurs</i> <i>d'actes répréhensibles</i>	•	•		•	
23	Exemption – Security clearances Exception – enquêtes de sécurité	•	•		•	
24	Exemption – Individuals sentenced for an offence Exception – individus condamnés pour une infraction	•	•		•	
25	Exemption – Safety of individuals Exception – sécurité des individus	•	•		•	
26	Exemption – Information about another individual Exception – renseignements concernant un autre individu	•	•		•	
27	Exemption – Solicitor-client privilege Exception – secret professionnel des avocats	•	•		•	
28	Exemption – Medical record Exception – dossiers médicaux	•	•		•	
31	Notice of intention to investigate Avis d'enquête	•			•	


**Delegation Order – Privacy Act and Regulations**  
**Arrêté de délégation des attributions – Loi sur la protection des renseignements personnels et des règlements**  
**sur la protection des renseignements personnels**  
**Department of Public Safety and Emergency Preparedness – Ministère de la Sécurité publique et de la**  
**Protection civile**

Section/ Article	Action	Deputy Minister/Sous-ministre: Associate Deputy Minister/Sous-ministre délégué Assistant Deputy Minister, Portfolio Affairs and Communications; Director General, Cabinet and Parliamentary Affairs, and Executive Services Sous-ministre adjoint, Affaires du portefeuille et des communications; Directeur général, Affaires du cabinet et parlementaires, et services exécutifs Assistant Deputy Ministers, Chief Audit Executive, Sous-ministres adjoints, Dirigeant principal de la vérification ATP Manager/Casadoinaire AIPRP Directeur, ATP and Executive Services/Directeur AIPRP et services exécutifs Team Leaders, ATP Operations and ATP Analysts Chefs d'équipe, Opérations et analystes d'AIPRP				
35(1)	Findings and recommendations of Privacy Commissioner (complaints) Conclusions et recommandations du Commissaire à la protection de la vie privée	•	•		•	
35(4)	Access to be given Communication accordée	•			•	
36(3)	Report of findings and recommendations (exempt banks) Rapport des conclusions et recommandations (fichier inconsultable)	•			•	
37(3)	Report of findings and recommendations (compliance review) Rapport des conclusions et recommandations du Commissaire (contrôle d'application)	•			•	
51(2)(b)	Special rules for hearings Règles spéciales (auditions)	•			•	
51(3)	Ex parte representations Présentations d'arguments en l'absence d'une partie	•			•	
70	Confidences of the Queen's Privy Council for Canada Documents confidentiels du Conseil privé de la Reine pour le Canada	•	•		•	
72(1)	Annual report to Parliament Rapport annuel au Parlement	•			•	
<b>Privacy Regulations/Règlement sur la protection des renseignements personnels</b>						
9	Reasonable facilities and time provided to examine personal information Fournir des installations convenables et fixer un moment pour examiner les renseignements personnels	•			•	
11(2)	Notification that correction to personal information has been made Avis que les corrections demandées ont été effectuées	•			•	
11(4)	Notification that correction to personal information has been refused Avis que les corrections demandées ont été refusées	•			•	

**Delegation Order – Privacy Act and Regulations**  
**Arrêté de délégation des attributions – Loi sur la protection des renseignements personnels et des règlements sur la protection des renseignements personnels**  
**Department of Public Safety and Emergency Preparedness – Ministère de la Sécurité publique et de la Protection civile**

Section/ Article	Action	Deputy Minister/Sous-ministre; Associate Deputy Minister/Sous-ministre délégué Assistant Deputy Minister, Portfolio Affairs and Communications; Director General, Cabinet and Parliamentary Affairs, and Executive Services Sous-ministre adjoint, Affaires du portefeuille et des communications; Directeur général, Affaires du cabinet et parlementaires, et services exécutifs Assistant Deputy Minister, Chief Audit Executive, Sous-ministres adjoints, Dirigeant principal de la vérification ATIP Manager/Cordonnaire AIPRP Director, ATIP and Executive Services/Directeur AIPRP et services exécutifs Team Leaders, ATIP Operations and ATIP Analysts Chefs d'équipe, Opérations et analystes d'AIPRP				
13(1)	Disclosure of personal information relating to physical or mental health may be made to a qualified medical practitioner or psychologist for an opinion on whether to release information to the requester Le cas échéant, autoriser la communication des renseignements personnels concernant son état physique ou mental à un médecin ou à un psychologue en situation légale d'exercice, afin que celui-ci puisse donner son avis quant à savoir si la prise de connaissance de ces renseignements par l'individu lui porterait préjudice	•			•	
14	Disclosure of personal information relating to physical or mental health may be made to a requester in the presence of a qualified medical practitioner or psychologist Le cas échéant, communiquer les renseignements personnels concernant son état physique ou mental à l'individu en la présence d'un médecin ou à un psychologue en situation légale d'exercice	•			•	

Dated, at the City of Ottawa, this 8 th day of Jan, 2016      Dated, in the city of Ottawa, on 8 e jour de Jan, 2016

  
 Hon. Ralph Goodale, P.C., M.P./L'hon. Ralph Goodale, C.P., député

\*R.S.C. 1985, c. P-21      \*L.R.C. (1985), ch. P-21



## Statistical Report on *Privacy Act*

Name of institution: Public Safety Canada

Reporting period: 2019-04-01 to 2020-03-31

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

	Number of Requests
Received during reporting period	59
Outstanding from previous reporting period	5
<b>Total</b>	<b>64</b>
Closed during reporting period	36
Carried over to next reporting period	28

### Section 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	2	5	0	0	0	0	0	7
Disclosed in part	2	6	6	0	0	0	0	14
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	6	4	0	0	0	0	0	10
Request abandoned	4	1	0	0	0	0	0	5
Neither confirmed nor denied	0	0	0	0	0	0	0	0
<b>Total</b>	<b>14</b>	<b>16</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>36</b>

#### 2.2 Exemptions

Section	Requests	Section	Requests	Section	Requests
18(2)	0	22(1)(a)(i)	2	23(a)	0
19(1)(a)	0	22(1)(a)(ii)	0	23(b)	0
19(1)(b)	0	22(1)(a)(iii)	0	24(a)	0
19(1)(c)	0	22(1)(b)	2	24(b)	0
19(1)(d)	0	22(1)(c)	0	25	0
19(1)(e)	0	22(2)	0	26	11
19(1)(f)	0	22.1	0	27	2
20	0	22.2	0	27.1	0
21	4	22.3	0	28	0
		22.4	0		

## 2.3 Exclusions

Section	Requests	Section	Requests	Section	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

Paper	Electronic	Other
4	17	0

## 2.5 Complexity

### 2.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Disclosed	Number of Requests
6,210	3,273	26

### 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	4	172	3	850	0	0	0	0	0	0
Disclosed in part	5	110	6	590	1	672	2	879	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	5	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	14	282	9	1,440	1	672	2	879	0	0

## 2.5.3 Other complexities

Disposition	Required	Sought	Information	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	2	0	11	0	13
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
<b>Total</b>	2	0	11	0	13

## 2.6 Closed requests

### 2.6.1 Number of requests closed within legislated timelines

	Requests closed within legislated timelines
Number of requests closed within legislated timelines	36
Percentage of requests closed within legislated timelines (%)	100

## 2.7 Deemed refusals

### 2.7.1 Reasons for not meeting legislated timelines

Number of Requests Closed Past the Legislated Timelines	Principal Reason			
	Operations /	Consultation	Consultation	Other
0	0	0	0	0

Legislated Timelines	Legislated Timeline	Past Legislated	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
<b>Total</b>	0	0	0

## 2.8 Requests for translation

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

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

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Subsection 8(5)	Total
0	0	0	0

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

Disposition for Correction Requests Received	Number
Notations attached	8
Requests for correction accepted	0
<b>Total</b>	<b>8</b>

### Section 5: Extensions

#### 5.1 Reasons for extensions and disposition of requests

Number of requests where an extension was taken	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Translation purposes of conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet Confidence Section (Section 70)	External	Internal	
10	2	3	0	2	0	2	1	0

#### 5.2 Length of extensions

Length of Extensions	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Translation purposes of conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet Confidence Section (Section 70)	External	Internal	
1 to 15 days	1	1	0	2	0	2	1	0
16 to 30 days	1	2	0	2	0	2	0	0
31 days or greater								0
<b>Total</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>



## Section 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	8	87	0	0
Outstanding from the previous reporting period	0	0	0	0
<b>Total</b>	8	87	0	0
Closed during the reporting period	7	79	0	0
Carry over to the next reporting period	1	8	0	0

### 6.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	4	0	0	0	0	0	0	4
Disclosed in part	1	1	0	0	0	0	0	2
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	0	0	0	0	0	0	0	0
<b>Total</b>	6	1	0	0	0	0	0	7

### 6.3 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	
All disclosed	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0	0

## Section 7: Completion Time of Consultations on Cabinet Confidences

### 7.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

### 7.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

## Section 8: Complaints and Investigations Notices Received

Section 31	Section 33	Section 35	Court action	Total
2	0	0	0	2

## Section 9: Privacy Impact Assessments (PIA) and Personal Information Banks (PIB)

### 9.1 Privacy Impact Assessments

Number of PIA(s) completed	1
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### 9.2 Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
	11	0	0	0

## Section 10: Material Privacy Breaches

Number of material privacy breaches reported to TBS	1
Number of material privacy breaches reported to OPC	1

## Section 11: Resources Related to the *Privacy Act*

### 11.1 Costs

Expenditures		Amount
Salaries		\$292,709.00
Overtime		\$0.00
Goods and Services		\$5,297.00
• Professional services contracts	\$0.00	
• Other	\$5,297.00	
<b>Total</b>		<b>\$298,006.00</b>

### 11.2 Human Resources

Resources	Dedicated to Privacy
Full-time employees	3.59
Part-time and casual employees	0.20
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.18
<b>Total</b>	<b>3.97</b>

**Annex C: 2019-2020 Supplemental Statistical Report – Requests affected by COVID-19 measures**

The following table reports the total number of formal requests received during two periods; 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

**Table 4 – Requests Received**

		<b>Column (Col.) 1</b>
		<b>Number of requests</b>
<b>Row 1</b>	Received from 2019-04-01 to 2020-03-13	56
<b>Row 2</b>	Received from 2020-03-14 to 2020-03-31	3
<b>Row 3</b>	<b>Total</b>	59

The following table reports the total number of requests closed within the legislated timelines and the number of closed requests that were deemed refusals during two periods 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

**Table 5 – Requests Closed**

		<b>Col. 1</b>	<b>Col. 2</b>
		<b>Number of requests closed within the legislated timelines</b>	<b>Number of requests closed past the legislated timelines</b>
<b>Row 1</b>	Received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting periods	36	0
<b>Row 2</b>	Received from 2020-03-14 to 2020-03-31	0	0
<b>Row 3</b>	<b>Total</b>	36	0

The following table reports the total number of requests carried over during two periods; 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

**Table 6– Requests Carried Over**

		Col. 1
		Number of requests
Row 1	Requests from 2019-04-01 to 2020-03-13 and outstanding from previous reporting period that were carried over to the 2020-2021 reporting period	25
Row 2	Requests from 2020-03-14 to 2020-03-31 that were carried over to the 2020-2021 reporting period	3
Row 3	<b>Total</b>	28