



Immigration and
Refugee Board of Canada

Commission de l'immigration
et du statut de réfugié du Canada

2019-2020 Annual report on the Privacy Act

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1. Introduction

The *Privacy Act* (the Act) provides Canadian citizens, permanent residents or any person present in Canada with a right of access to their personal information being held by federal government institutions, subject to specific and limited exceptions.

Section 72(1) of the Act requires deputy heads of all government institutions to table an annual report on the administration of the Act within their respective institutions during each financial year.

This annual report provides a summary of the management and administration of the Act within the Immigration and Refugee Board of Canada (IRB) during the 2019–20 reporting period. It is intended for use by the general public, members of Parliament, and IRB personnel.

2. Immigration and Refugee Board of Canada

The IRB is Canada's largest independent administrative tribunal. It is responsible for resolving immigration and refugee cases efficiently, fairly and in accordance with the law.

The IRB is currently composed of four divisions:

- The Refugee Protection Division (RPD), which decides:
 - claims for refugee protection made within Canada;
 - applications for vacation of refugee protection; and
- applications for cessation of refugee protection.
 - The Immigration Division (ID), which conducts:
 - admissibility hearings for foreign nationals or permanent residents who seek entry into Canada, or who are already in Canada and are alleged to be inadmissible; and
 - detention reviews for foreign nationals or permanent residents who are detained for immigration reasons.
- The Immigration Appeal Division (IAD), which hears:
 - appeals of family sponsorship applications refused by Immigration, Refugees and Citizenship Canada (IRCC); appeals from certain removal orders made against permanent residents, Convention refugees and
 - other protected persons, and holders of permanent resident visas; appeals by permanent residents against whom an IRCC officer outside of Canada has decided that they have not fulfilled their residency obligation;
 - and appeals by the Minister of Public Safety of ID decisions at admissibility hearings.

The fourth division, the Refugee Appeal Division (RAD), was established in December 2012 with the coming into force of the *Balanced Refugee Reform Act* and the *Protecting Canada's Immigration System Act*.

- The RAD hears:
 - appeals from decisions of the RPD allowing or rejecting claims for refugee protection; appeals from
 - decisions of the RPD rejecting applications by the Minister for a determination that refugee protection has
 - ceased; and
- appeals from decisions of the RPD rejecting applications by the Minister to vacate a decision to allow a claim for refugee protection.

The Chairperson of the IRB reports to Parliament through the Minister of Immigration, Refugees and Citizenship Canada.

3. Access to Information and Privacy and Special Projects Directorate

The Access to Information and Privacy (ATIP) and Special Projects Directorate ensures that the IRB meets its statutory obligations under the *Access to Information Act* and the *Privacy Act* by:

- processing access and privacy requests for the IRB;
- responding to consultation requests submitted by other federal institutions;
- providing advice and guidance to IRB personnel regarding the interpretation of both acts as well as related
- Treasury Board of Canada Secretariat (TBS) policies and guidelines; liaising on behalf of the IRB with the TBS, the offices of the Information Commissioner and the Privacy Commissioner as well as other government departments and agencies on a wide variety of ATIP-related issues ranging from legislative interpretation to details of process and procedures; providing input into the development of IRB policies and procedures to ensure that they are in compliance with the provisions of both acts; coordinating the preparation of the IRB's Info Source chapter;
- preparing the annual reports to Parliament on the administration of each act; and participating in ATIP forums such as the TBS's ATIP Community meetings and working groups.

The ATIP and Special Projects Directorate is part of the Tribunal Services Branch and is staffed by a director/coordinator, a deputy director, six ATIP officers and two clerks.

During the reporting period, the IRB did not provide service to another federal institution, in accordance with section 73.1 of the *Privacy Act*.

This is mainly because of the size of the ATIP and Special Projects Directorate, which is already very small.

4. Delegation of Authority

Pursuant to section 73(1) of the Act, the deputy head of a government institution may by order designate one or more officers or employees of the institution to exercise or perform any of the powers, duties or functions of the deputy head of the institution.

Authority to exercise the powers and perform the duties and functions of the Chairperson (deputy head) of the IRB for the purposes of the Act has been delegated to the Executive Director, the Director General, Tribunal Services Branch, the ATIP Director/Coordinator and the ATIP Deputy Director.

The Chairperson, the Executive Director, the Departmental Security Officer, the Deputy Departmental Security Officer and the Regional Security

Officer are responsible for approving disclosures of personal information deemed to be in the public interest in accordance with paragraph 8(2) (m) of the Act.

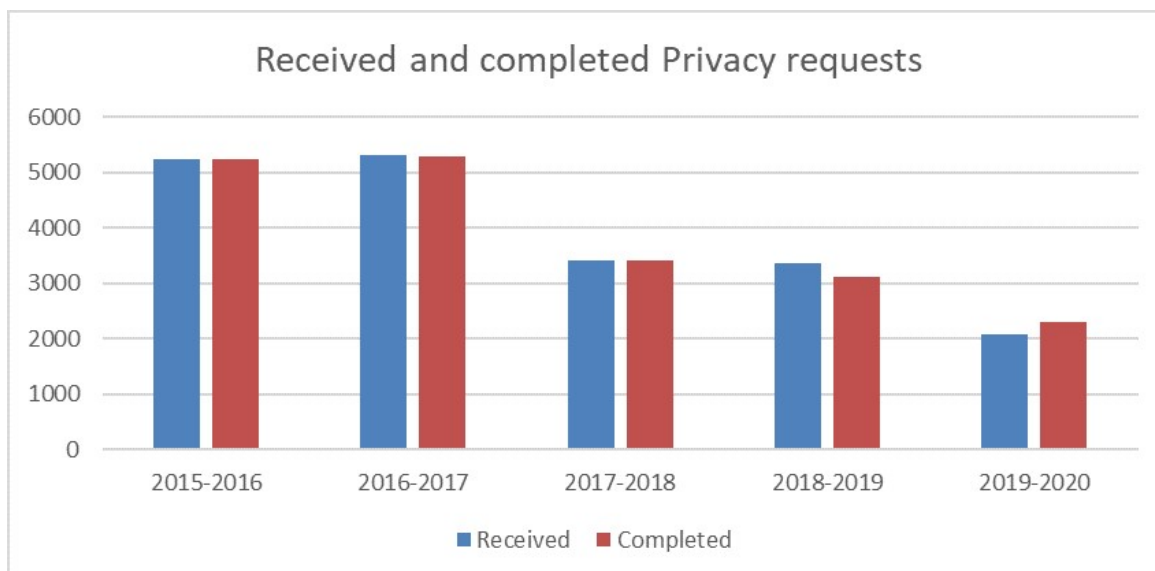
A copy of the delegation order is enclosed at [Appendix A](#).

5. Statistical Report on the *Privacy Act* – Interpretation

The following provides an overview of the statistical information contained in [Appendix B](#) of this report.

I. Requests received:

The IRB received 2,094 formal privacy requests in 2019–20, representing a 37.9 percent decrease in volume from fiscal year 2018–19, during which 3,372 formal requests were submitted. An additional 320 requests were also carried forward from the previous reporting period.



Over the last five years, the number of requests received and completed by the IRB has diminished from year to year. However, the ATIP Directorate is pleased to report that, on average, 3,868 requests were received and 3,873 requests were completed annually.

II. Disposition of requests completed:

A total of 2,300 formal requests were completed during the 2019–20 reporting period. The completed requests were finalized in the following manner:

	Number of requests	Percentage
All disclosed	294	12.8%
Disclosed in part	489	21.2%
Nothing disclosed (excluded)	1	0.1%
Nothing disclosed (exempt)	0	N/A
No records exist	1,505	65.4%
Abandoned by applicant	10	0.4%
Neither confirmed or denied	1	0.1%

Of the 188,759 pages reviewed in response to these requests, 177,601 were released. To compare, 35,000 more pages were reviewed and 33,000 more pages were released in 2019–20 than in the previous fiscal year.

In the 2019–20 fiscal year, a total of 294 requests were completely disclosed, 489 requests were disclosed in part and 10 requests were abandoned. In regards to these 10 abandoned cases, the applicants either failed to provide sufficient information to allow the IRB to find the requested documentation, or failed to obtain written consent from another individual to authorize the IRB to release the personal information.

In addition, a total of 1,505 requests could not be processed as no relevant records existed. Starting in February 2013, each year the IRB's ATIP Directorate has received a large volume of privacy requests from individuals in Canada who wish to obtain a letter stating that they have never applied for refugee status in order to travel to India. The Consulate General of India requires that an official letter from the IRB be attached to each application. The letter must indicate whether or not the person made a claim for refugee protection and, if they did, whether this claim was allowed, rejected, withdrawn or abandoned.

III. Exemptions invoked:

Section 2.2 of the statistical report outlines the exemptions that were applied in accordance with the Act. In 2019–20, the IRB relied primarily on the exemptions provided for in the following provision of the Act:

- Section 26 dealing with personal information;
- Subsection 22(1) dealing with law enforcement and investigation;
- and Section 27 dealing with the solicitor-client privilege.

It should be noted that if an exemption was applied several times within the same request, it is reported only once in the enclosed statistical report.

IV. Exclusions cited:

Pursuant to sections 69 and 70, this Act does not apply to:

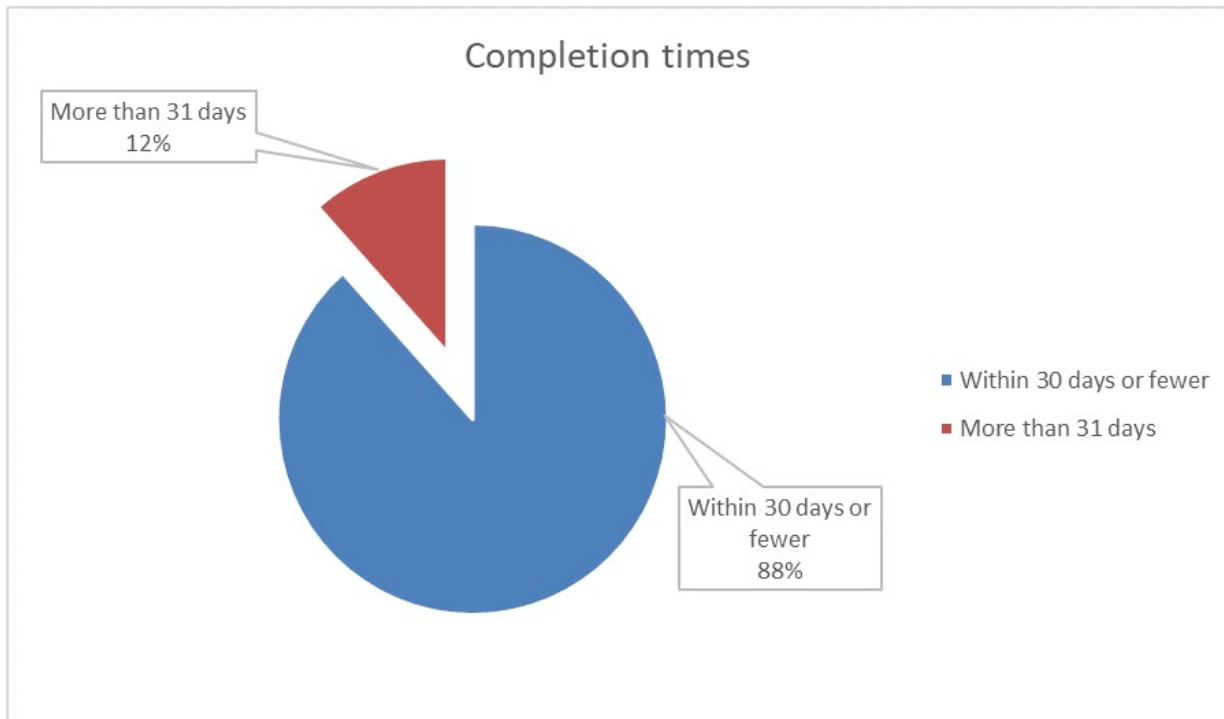
- library or museum material preserved solely for public reference or exhibition purposes; materials placed
- in libraries and museums by or on behalf of persons or organizations other than government institutions;
- and confidences of the Queen's Privy Council for Canada.

Section 2.3 of the statistical report is reserved for reporting on the number of exclusions applied in accordance with these sections of the Act.

During the 2019–20 reporting period, no exclusions pursuant to sections 69 and 70 of the Act were applied by the IRB.

V. Completion time:

The chart below summarizes the length of time required to process the 2,300 requests completed in 2019–20. Of those requests, 2,289 or 99.5 percent were completed on time.



This means that the IRB responded to a total of:

- 2,034 requests in 30 days or less (88%); and
- 266 requests in 31 days or more (12%)

VI. Extensions:

Section 15 of the Act allows government institutions to extend the statutory 30-day time limit for processing a request.

During the 2019–20 reporting period, a total of 262 extensions were taken by the IRB. In 259 cases, the statutory deadline was extended as meeting the original time limit would have unreasonably interfered with the operations of the IRB. In 2 other cases, consultation with another government institution was necessary and could not reasonably be completed within the original time limit. In one case, a translation of records was requested.

VII. Translation:

There was only one request for the translation of records from one official language to the other during the reporting period.

VIII. Method of access:

In 2019–20, access to the records was given in whole or in part in 783 cases. Copies of the requested material were provided in 121 of those cases, while in the other 662 cases, the records were provided on an electronic support.

It should be noted that these figures are based solely on those requests for which information was disclosed.

IX. Corrections and notation:

No requests for correction to personal information were completed during the reporting period.

X. Costs:

In 2019–20, the total costs incurred by the ATIP and Special Projects Directorate for the administration of the Act is estimated to be \$539,753 all in salaries. The employee resources for this reporting period are estimated at 8 FTEs.

XI. COVID-19:

The exceptional measures to curb COVID-19 implemented by the Government of Canada have had a significant impact on the IRB's ability to fulfill its responsibilities set out in the Privacy Act. Even if teleworking was a common practice at the ATIP and Special Projects Directorate, our main challenge was to get records from the various regional offices, which had no access to the requested records.

6. Informal Privacy Requests

The IRB processed 27 informal privacy requests during the reporting period. A total of 840 pages were reviewed and 825 pages were released to the applicants.

7. Consultation Requests

The IRB responded to four consultation requests made by other government institutions in 2019–20. A total of 53 pages were reviewed in response to this consultation, and all pages were recommended for release to the applicant.

8. Complaints and Investigations

In fiscal year 2019–20, a new complaint was filed with the Office of the Privacy Commissioner of Canada against the IRB. This represents 0.4% of all requests received and completed during this same period. This complaint was ongoing at year end and is related to the sharing of personal information without the required consent.

No audits were conducted during 2019–20.

9. Monitoring Activities

The director, in cooperation with the analysts, monitors the processing times for privacy requests, on a weekly basis. In addition, ATIP staff periodically perform diagnostic activities related to the processing of the various requests received.

10. Material Privacy Breaches

During the reporting period, the IRB identified eight cases of privacy breaches, for which four evaluations have been completed. The Board did not inform the Office of the Privacy Commissioner of Canada because, in all four cases, the risk was deemed low and the information was quickly contained. The other four possible privacy breaches are currently being assessed.

11. Education and Training Activities

No formal session was delivered to IRB employees.

12. Policies, Guidelines and Procedures

The IRB did not implement any new and/or revised privacy-related policies, guidelines or procedures during the 2019–20 reporting period.

13. Privacy Impact Assessments

The IRB did not complete any Privacy Impact Assessments in 2019–20.

14. Disclosures Pursuant to Subsection 8(2) of the Act

In 2019-20, personal information was disclosed in accordance with the following paragraphs of the Act in the number of cases set out in the table below:

Number of disclosures	
8(2)(a)	0
8(2)(b)	11
8(2)(d)	0
8(2)(e)	362
8(2)(f)	20
8(2)(m)	0

15. Reading Rooms

Individuals who wish to examine records released under the Act can contact the ATIP and Special Projects Directorate to make arrangements to view release packages at the IRB Headquarters in Ottawa or at one of its regional offices.

Appendix A

Delegation Orders (Privacy Act)

The Chairperson of the Immigration and Refugee Board of Canada, pursuant to section 73 of the Privacy Act*, hereby designates the persons holding the positions set out in the schedule below, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Chairperson as the head of the Immigration and Refugee Board of Canada, under the provisions of the Act and related regulations set out in the Schedule opposite each position. This designation replaces all previous delegation orders.

Dated, at the City of Ottawa, this day of June, 2019.

Richard Wex, Chairperson

Schedule	
Position	<i>Privacy Act and Regulations</i>
Chairperson	Full Authority
Executive Director	Full Authority except: subsection 72(1) Regulations: Full Authority
Director General, Tribunal Services Branch Director, Access to Information and Privacy Deputy Director, Access to Information and Privacy	Full Authority except: subsection 72(1) Regulations: Full Authority
Departmental Security Officer Deputy Departmental Security Officer Regional Security Officer	Only for situations where there is a safety or security threat : paragraph 8(2)(m)
Assistant Deputy Chairperson or Registrar	Only for disclosures under section 13.1 of the <i>Immigration and Refugee Protection Regulations</i> : paragraph 8(2)(b)

Footnote

*R.S.C., 1985, c P-21

Appendix B

Statistical Report on the *Privacy Act*

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

Section 1: Requests Under the *Privacy Act*

1.1 Number of requests.

	Number of Requests
Received during reporting period	2,094
Outstanding from previous reporting period	320
Total	2,414
Closed during reporting period	2,300
Carried over to next reporting period	114

Section 2: Decline to act on vexatious, made in bad faith or abuse of right requests

2.1 Disposition and completion time

Disposition of Requests	Completion Time							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
All disclosed	57	172	65	0	0	0	0	294
Disclosed in part	49	243	188	9	0	0	0	489
All exempted	0	0	0	0	0	0	0	0

Disposition of Requests	Completion Time							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
All excluded	0	1	0	0	0	0	0	1
No records exist	1,426	75	4	0	0	0	0	1,505
Request abandoned	6	4	0	0	0	0	0	10
Neither confirmed nor denied	0	1	0	0	0	0	0	1
Total	1,538	496	257	9	0	0	0	2,300

2.2 Exemptions

Section	Number of Requests
18(2)	0
19(1)(a)	0
19(1)(b)	0
19(1)(c)	0
19(1)(d)	0
19(1)(e)	0
19(1)(f)	0
20	0
21	1
22(1)(a)(i)	8
22(1)(a)(ii)	0
22(1)(a)(iii)	0
22(1)(b)	43
22(1)(c)	0
22(2)	0
22.1	0
22.2	0
22.3	0
22.4	0
23(a)	0
23(b)	0
24(a)	0

Section	Number of Requests
24(b)	0
25	1
26	335
27	6
27.1	0
28	0

2.3 Exclusions

Section	Number of Requests
69(1)(a)	0
69(1)(b)	0
69.1	0
70(1)	0
70(1)(a)	0
70(1)(b)	0
70(1)(c)	0
70(1)(d)	0
70(1)(e)	0
70(1)(f)	0
70.1	0

2.4 Format of information released

Paper	Electronic	Other
121	659	3

2.5 Complexity

2.5.1 Relevant pages process and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
188,759	177,601	795

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1,000 Pages Processed		1,001-5,000 Pages Processed		More Than 5,000 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	169	3,271	93	23,823	24	16,010	8	10,756	0	0
Disclosed in part	270	4,860	137	37,020	63	41,454	18	20,047	1	20,360
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	1	0	0	0	0	0	0	0	0	0
Request abandoned	10	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	1	0	0	0	0	0	0	0	0	0
Total	451	8,131	230	60,843	87	57,464	26	30,803	1	20,360

2.5.3 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	0	0	23	59	82
Disclosed in part	2	1	58	5	66
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	1	0	0	1
Total	2	2	81	64	149

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	2,289
Percentage of requests closed within legislated timelines (%)	99.5

2.7 Deemed refusals

2.7.1 Reasons for not meeting legislated timelines

Number of Requests Closed Past the Legislated Timelines	Principal Reason			
	Interference with Operations / Workload	External Consultation	Internal Consultation	Other
11	8	1	0	2

2.7.2 Requests closed beyond legislated timelines (including any extension taken)

Number of Days Past Legislated Timelines	Number of Requests Past Legislated Timeline Where No Extension Was Taken	Number of Requests Past Legislated Timeline Where an Extension Was Taken	Total
1 to 15 days	1	0	1
16 to 30 days	1	1	2
31 to 60 days	1	6	7
61 to 120 days	1	0	1
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	4	7	11

2.8 Requests for translation

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

Section 4: Requests for Correction of Personal Information and Notations

Disposition for Correction Requests Received	Number
Notations attached	0
Requests for correction accepted	0
Total	0

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 or 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	
262	0	259	0	0	0	2	0	1

5.2 Length of extensions

Length of Extensions	15(a)(i) Interference with operations Interference With Operations				15 (a)(ii) Consultation			15(b) Translation purposes or 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	0	0	0	0	0	0	0	0
16 to 30 days	0	259	0	0	0	2	0	1
31 days or greater	-	-	-	-	-	-	-	0
Total	0	259	0	0	0	2	0	1

Section 6: Consultations Received From Other Institutions and Organizations

6.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	4	53	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	4	53	0	0
Closed during the reporting period	4	53	0	0
Carried over to next reporting period	0	0	0	0

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

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
All disclosed	2	0	0	0	0	0	0	2
Disclose in part	1	0	0	0	0	0	0	1
All exempted	0	0	0	0	0	0	0	0

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
All excluded	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	1	0	0	0	0	0	1
Total	3	1	0	0	0	0	0	4

6.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
All disclosed	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	1	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		501-1,000 Pages Processed		1,001-5,000 Pages Processed		More Than 5,000 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

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1,000 Pages Processed		1,001-5,000 Pages Processed		More Than 5,000 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
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
365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

7.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1,000 Pages Processed		1001-5,000 Pages Processed		More Than 5,000 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

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1,000 Pages Processed		1001-5,000 Pages Processed		More Than 5,000 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
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
365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Section 8: Complaints and investigations

Section 31	Section 33	Section 35	Court action	Total
2	3	0	0	5

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

9.1 Privacy Impact Assessments

Number of PIA(s) completed	0
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9.2 Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
	0	0	0	0

Section 10: Material Privacy Breaches

Number of material privacy breaches reported to TBS	0
Number of material privacy breaches reported to OPC	0

Section 11: Resources Related to the Privacy Act

11.1 Costs

Expenditures	Amount
Salaries	\$539,753
Overtime	\$0
Goods and Services	\$0
• Professional services contracts	\$0
• Other	\$0
Total	\$539,753

11.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	8.00
Part-time and casual employees	0.00
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.00
Total	8.00

Appendix C

Supplemental Statistical Report on the Impact of COVID-19 Measures

In addition to completing the forms for the Statistical Reports on the ATIA and Privacy Act for 2019-20, institutions are asked to complete this Supplemental Report to help identify the impact of COVID-19 measures on institutional performance for 2019-20 and going forward. The data requirements are set out in the tables below.

Supplemental Statistical Report on the Privacy Act

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 1 – Requests Received

		Column (Col.) 1
		Number of requests
Row 1	Received from 2019-04-01 to 2020-03-13	2,055
Row 2	Received from 2020-03-14 to 2020-03-31	39
Row 3	Total ¹	2,094

¹ – Total for Row 3 should equal the total in the Privacy Statistical Report Section 1.1 Row 1

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 2 – Requests Closed

		Col. 1	Col. 2
		Number of requests closed within the legislated timelines	Number of requests closed past the legislated timelines
Row 1	Received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting periods	2,286	10

		Col. 1	Col. 2
		Number of requests closed within the legislated timelines	Number of requests closed past the legislated timelines
Row 2	Received from 2020-03-14 to 2020-03-31	3	1
Row 3	Total²	2,289	11

² – Total for Row 3 Col. 1 should equal the total in the Privacy Statistical Report Section 2.6.1 Row 1 -- Total for Row 3 Col. 2 should equal the total in the Privacy Statistical Report Section 2.7.1. Col. 1 Row 1

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 3 – Requests Carried Over

		Col. 1
		Number of requests
Row 1	Requests received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting period that were carried over to the 2020-2021 reporting period	79
Row 2	Requests received from 2020-03-14 to 2020-03-31 that were carried over to the 2020-2021 reporting period	35
Row 3	Total³	114

³ – Total for Row 3 should equal the total in the Privacy Statistical Report Section 1.1 Row 5