



# Report on the administration of the Privacy Act 2019-2020

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## Introduction

### Summary of the purpose of the *Privacy Act*

The Privacy Act (the Act), promulgated on July 1, 1983, aims to extend the present laws of Canada that protect the privacy of individuals with respect to personal information about themselves held by a government institution.

The purpose of the Act is to protect personal information by allowing individuals to consult information about them. It also imposes strict controls on how such information is gathered, used and shared.

The *Privacy Act* gives individuals general access to personal information about themselves held by federal institutions, subject to certain specific and limited exceptions.

### Annual report prepared in accordance with section 72

This document was prepared in response to section 72 of the Act, which requires federal institutions to submit an annual report to Parliament on administration of the Act. This report provides details on activities related to administration of the Act at Canada Economic Development for Quebec Regions (CED). This report is also prepared in accordance with section 20 of the *Service Fees Act*.

### Mandate of the institution

CED is one of the regional development agencies (RDA) that make up the Innovation, Science and Economic Development Portfolio. Quebec communities and businesses — especially small and medium-sized enterprises (SMEs) — are at the heart of its action. Through the projects it funds and its networking and integration role, CED is the key federal actor in the Quebec entrepreneurial ecosystem.

CED maintains client relations with businesses and supports them in their projects. It makes strategic investments that promote competitive regional advantages and support the transition and modernization of communities. Aiming to position Quebec businesses at the leading edge of tomorrow's economy, CED focuses on business growth, innovation, clean technologies, inclusive economy and the participation of groups that are generally underrepresented in the labor market.

Well rooted in the regions thanks to its 12 business offices, CED builds on collaboration and creating synergies with businesses, communities, supporting organizations and other levels of government to increase the quality and impact of its programs. For example, it forms partnerships to foster a concerted action by regional economic development actors and ensures a better exchange of information between federal organizations.

CED's Grants and Contributions Programs and Initiatives,  
in effect in 2019-2020

To learn more about the CED's mandate, programming and operations, go to its Web site: [ced.canada.ca](http://ced.canada.ca).

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## Organizational structure

### Access to Information and Privacy Office

CED fulfills its *Access to Information Act* (ATI) and *Privacy Act* (PA) responsibilities with an Access to Information and Privacy Office (AIPO) to process requests. Led by a new manager, to whom the AIPO reports, a Departmental Secretariat was created in 2019-2020. The manager of the Departmental Secretariat reports to the Chief of Staff to the Deputy Minister/President.

AIPO has an access to information and privacy coordinator, as well as an advisor. The coordinator, with the help of the advisor, oversees compliance with legislation, regulations, procedures and broad government trends.

Through its delegated authority, AIPO represents the Agency on matters relating to the Act in dealings with the public, Treasury Board Secretariat, the Commissioners of Information and Privacy and other federal departments and institutions.

**The AIPO is primarily responsible for the following functions:**

- processing requests and coordinating all attendant administrative and legal operations.
- assisting applicants.
- developing opinions, general guidelines and procedures relating to the application of the ATI and PA.
- reporting on CED's application of the ATI and PA.
- meeting the training and information needs of CED employees.

## Delegation order

CED's enabling legislation identifies its head as being the Deputy Minister / President. In addition to managing the institution and overseeing management of its personnel, the Deputy Minister / President is responsible for application of the *Access to Information Act* (ATI).

To this end, the authority for application of the Act was delegated to the Coordinator, Access to Information and Privacy, while most administrative authority was delegated to the Advisor, Access to Information and Parliamentary Affairs.

A copy of the signed and dated delegation order is attached to this report.

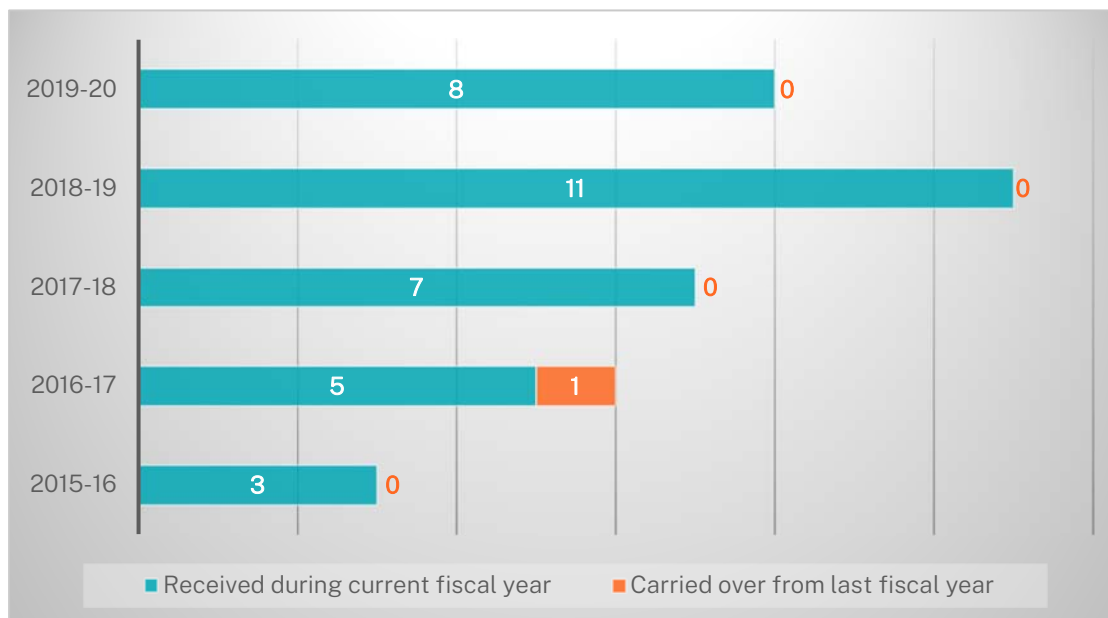
## Highlights of the statistical report 2019-2020

### Requests received and processed

During the 2019-2020 fiscal year, 8 requests for access to personal information were received. No requests were carried over from the previous year. This represents a decrease in the number of requests from the previous year. Unlike the previous year when all requests were abandoned, this year 5 requests were abandoned. Since CED has been accepting on-line filing of requests for access to personal information, more requests are being abandoned because they are submitted to CED in error. The AIPO redirected and advised requesters to submit new requests to the appropriate department and to abandon those submitted to CED following an error in identifying the department by the requesters. The abandon rate represents a decrease from the eleven requests abandoned last year and continues the trend of the last three years. Of the 3 remaining requests, documents were partially disclosed in 2 of them. No records existed for the third request.

The following graph shows the number of requests for access to personal information received since 2015-2016. Excluding abandoned requests, CED processed only 8 requests for access to personal information during this period.

TABLE 1: REQUESTS RECEIVED





## Disposition, completion times and extensions

The Act stipulates that requests for access to personal information must be answered within 30 calendar days. Extensions are granted only in exceptional cases. The five requests that were abandoned were abandoned before the 15th day following receipt of the request. Of the three requests completed, all were completed within the time limit set out in the Act.

TABLE 2: DISPOSITION AND 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	0	0	0	0	0	0	0	0
Disclosed in part	1	1	0	0	0	0	0	2
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	1	0	0	0	0	0	0	1
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	5	0	0	0	0	0	0	5
Neither confirmed nor denied	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>

## Exemptions and exclusions invoked

An exemption under section 26 of the Privacy Act was invoked in both requests where records were disclosed.

## Pages processed and pages disclosed

In 2019-2020, requests for access to personal information resulted in the ATIP Office processing 1928 pages and releasing 1774 pages. Given the low rate of requests for access to personal information processed by CED, no significant trend can be identified.

## Consultations

CED did not use any consultations in connection with the requests for access to personal information received. In addition, CED did not receive any consultations from another institution.

## Cost

Expenses related to the administration of the Act amounted to \$12,036 in 2019-2020. This amount includes \$11,752 in salaries for the equivalent of 0.14 full-time employees. An amount of \$284 was also spent on travel, software rental, supplies and translation.

## Impacts of COVID-19 pandemic measures on the institution's ability to fulfill its responsibilities under the *Privacy Act*

The measures taken by CED in connection with the COVID-19 pandemic, such as telework, did not have an impact on the organization's ability to fulfill its responsibilities under the *Privacy Act*.

## Statistical Report

A copy of the 2019-2020 statistical report on the administration of the *Privacy Act* as well as the supplementary statistical report on applications affected by COVID-19 are appended to this report.

## Training and awareness

In 2019-2020, a training session was delivered to 16 CED employees. In addition, privacy was discussed at the orientation session for students and new employees, which was attended by 42 people. The AIPO is always available to provide employees whose duties require some knowledge of access to information with specific training.

As of 2017-2018, the Manager of the Corporate Secretariat (formerly CED's Access to Information and Privacy Co-ordinator) became an associate faculty member of the Canada School of Public Service. In this capacity, he delivered training entitled "Access to Information in the Government of Canada" and "Privacy in the Government of Canada" during the reporting period.

## **Policies, guidelines, procedures and initiatives**

CED did not implement any new policies, guidelines, procedures or initiatives during the reporting period.

## **Summary of key issues and actions taken on complaints or audits**

### Complaints

During the 2019-2020 fiscal year, CED did not receive any complaints related to a request for access to personal information.

### Audits

CED was not the subject of any audit over the reporting period.

## Monitoring compliance

### Monitoring of the processing time

Since 2011, the AIPO has equipped itself with software to manage and track access to information requests and privacy requests. This program makes it easier to follow every activity and task related to any request and serves as a tool to monitor processing time to comply with the provisions on timeframes as set out in the Act.

### Requests for corrections

Requests to correct personal information are processed by the AIPO and recorded in an internal tracking system. No requests to correct personal information were received during the reporting period.

## **Material Privacy Breaches**

There was no material privacy breach that occurred over the reporting period.

## **Privacy Impact Assessments**

No privacy impact assessment was conducted over the reporting period.



## **Public interest disclosures**

During fiscal year 2019-20, no information was disclosed pursuant to subsection 8(2)(m) of the Privacy Act.

## Appendices

## Statistical Report on the *Privacy Act*

Name of institution: Canada Economic Development for Quebec Regions

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	8
Outstanding from previous reporting period	0
<b>Total</b>	<b>8</b>
Closed during reporting period	8
Carried over to next reporting period	0

### 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	0	0	0	0	0	0	0	0
Disclosed in part	1	1	0	0	0	0	0	2
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	1	0	0	0	0	0	0	1
Request abandoned	5	0	0	0	0	0	0	5
Neither confirmed nor denied	0	0	0	0	0	0	0	0
<b>Total</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>

#### 2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
18(2)	0	22(1)(a)(i)	0	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)	0	24(b)	0
19(1)(d)	0	22(1)(c)	0	25	0
19(1)(e)	0	22(2)	0	26	2
19(1)(f)	0	22,1	0	27	0
20	0	22,2	0	27,1	0
21	0	22,3	0	28	0
		22,4	0		

#### 2.3 Exclusions

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

## 2.4 Format of information released

Paper	Electronic	Other
1	1	0

## 2.5 Complexity

### 2.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
1928	1774	7

### 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	0	0	0	0	0	0	0	0	0	0
Disclosed in part	1	36	0	0	0	0	1	1738	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>	6	36	0	0	0	0	1	1738	0	0

### 2.5.3 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	0	0	0	0	0
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>	0	0	0	0	0

## 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	8
Percentage of requests closed within legislated timelines (%)	100



## 5.2 Length of extensions

Length of Extensions	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	
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	0	0	0	0	0	0	0	0
31 days or greater								0
<b>Total</b>	0	0	0	0	0	0	0	0

## 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	0	0	0	0
Outstanding from the previous reporting period	0	0	0	0
<b>Total</b>	0	0	0	0
Closed during the reporting period	0	0	0	0
Carried over to the 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							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

### 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
0	0	0	0	0

## 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
	2	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		\$11 065
Overtime		\$0
Goods and Services		\$271
• Professional services contracts	\$0	
• Other	\$271	
<b>Total</b>		<b>\$11 336</b>

## 11.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	0,14
Part-time and casual employees	0,00
Regional staff	0,00
Consultants and agency personnel	0,00
Students	0,00
<b>Total</b>	0,14

**Note:** Enter values to two decimal places.



## 2019-2020 Supplemental Statistical Report – Requests affected by 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 *Access to Information 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**

	Number of requests
Received from 2019-04-01 to 2020-03-13	20
Received from 2020-03-14 to 2020-03-31	1
<b>Total<sup>1</sup></b>	21

<sup>1</sup> – Total should equal the total in the ATI 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**

	Number of requests closed within the legislated timelines	Number of requests closed past the legislated timelines
Received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting periods	19	0
Received from 2020-03-14 to 2020-03-31	0	0
<b>Total<sup>2</sup></b>	19	0

<sup>2</sup> – Total for Col. 1 should equal the total in the ATI Statistical Report section 3.6.1 Row 1 -- Total for Col. 2 should equal the total in the ATI Statistical Report section 3.7.1. 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**

	Number of requests
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	1
Requests received from 2020-03-14 to 2020-03-31 that were carried over to the 2020-2021 reporting period	1
<b>Total<sup>3</sup></b>	2

<sup>3</sup> – Total should equal the total in the ATI Statistical Report section 1.1 Row 5

### 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 4 – Requests Received**

	Number of requests
Received from 2019-04-01 to 2020-03-13	8
Received from 2020-03-14 to 2020-03-31	0
<b>Total<sup>1</sup></b>	8

<sup>1</sup> – Total 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 5 – Requests Closed**

	<b>Number of requests closed within the legislated timelines</b>	<b>Number of requests closed past the legislated timelines</b>
Received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting periods	8	0
Received from 2020-03-14 to 2020-03-31	0	0
<b>Total<sup>2</sup></b>	8	0

<sup>2</sup> – Total for Col. 1 should equal the total in the Privacy Statistical Report Section 2.6.1 Row 1 -- Total for 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 6– Requests Carried Over**

	<b>Number of requests</b>
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	0
Requests from 2020-03-14 to 2020-03-31 that were carried over to the 2020-2021 reporting period	0
<b>Total<sup>3</sup></b>	0

<sup>3</sup> – Total should equal the total in the Privacy Statistical Report Section 1.1 Row 5



## ACCESS TO INFORMATION AND PRIVACY ACT DELEGATION ORDER

### ARRÊTÉ DE DÉLÉGATION EN VERTU DE LA LOI SUR L'ACCÈS À L'INFORMATION ET DE LA LOI SUR LA PROTECTION DES RENSEIGNEMENTS PERSONNELS

The President, pursuant to section 73 of the *Access to Information Act* and *Privacy Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the President as the head of the Economic Development Agency for the Regions of Quebec, under the provisions of the Acts and related regulations set out in the schedule opposite each position. This delegation order replaces all previous delegation orders.

En vertu de l'article 73 de la *Loi sur l'accès à l'information* et de la *Loi sur la protection des renseignements personnels*, la présidente délègue aux titulaires des postes mentionnés à l'annexe ci-après, ainsi qu'aux personnes occupant à titre intérimaire lesdits postes, les attributions dont elle est, en qualité de responsable de l'Agence de développement économique du Canada pour les régions du Québec, investie par les dispositions des Lois mentionnées et de leurs règlements en regard de chaque poste. Le présent document remplace et annule tout arrêté antérieur.

#### Schedule / Annexe

Position / Poste	Access to Information Act and Regulations / Loi sur l'accès à l'information et règlements	Privacy Act and Regulations / Loi sur la protection des renseignements personnels et règlements
Manager, Corporate Secretariat / Gestionnaire, Secrétariat ministériel	Full authority / Autorité absolue	Full authority / Autorité absolue
Coordinator, Access to Information and Privacy / Coordonnateur, Accès à l'information et protection des renseignements personnels	Full authority / Autorité absolue	Full authority / Autorité absolue
Advisor, Parliamentary Affairs and Access to Information / Conseiller, Affaires parlementaires et accès à l'information	Section / Disposition: 7, 8(1), 9, 12(2)(b), 12(3)(b), 27(1)(4), 29(1), 44(2); Regulation / Règlement: 6(1)	Section / Disposition: 14(1)

Signed in \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_, 2019

Signé à Montréal, le 26 jour de juin 2019

Manon Brassard, Deputy Minister/President of  
Canada Economic Development for Quebec Regions

Manon Brassard, sous-ministre/présidente de  
Développement économique Canada pour les régions du Québec

