



**Administration  
of the *Privacy*  
Act 2020  
Annual Report  
to Parliament  
VIA Rail Canada Inc.**

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## 1. INTRODUCTION

According to the *Federal Accountability Act* effective September 1, 2007, VIA Rail Canada Inc. ("VIA Rail") is subject to the legal requirements of the *Privacy Act* ("PA").

The *PA* gives Canadian citizens and all people living in Canada the right to access their personal information that is held by the Federal Government. The *PA* also protects Canadian citizens against unauthorized disclosure of their personal information and controls how the institution will collect, use, store, disclose and dispose of personal information.

This annual report is tabled in Parliament according to section 72 of the *PA* and covers the period from April 1, 2020 to March 31, 2021.

## 2. INSTITUTION

VIA Rail operates Canada's national passenger rail service on behalf of the Government of Canada. An independent Crown corporation established in 1977, VIA Rail provides a safe, cost-effective and environmentally responsible service from coast to coast in both official languages. In normal, pre-pandemic times, the Corporation operates close to 514 train departures weekly on a 12,500-kilometre network, connecting over 400 Canadian communities. With 3,545 active employees, VIA Rail carried 1.1 million passengers in 2020.

### VIA Rail's Services

#### *Intercity Travel (The Corridor)*

In the densely populated Corridor between Québec City, QC and Windsor, ON, VIA Rail's trains provide downtown-to-downtown travel between major urban centres, suburban centres and communities. These trains carry more than 90% of the Corporation's total ridership.

#### *Long-distance Travel and Tourism*

In Western and Eastern Canada, VIA Rail's trains attract travellers from around the world and support Canada's tourism industry. The *Canadian*, VIA Rail's Western transcontinental train, provides service between Vancouver and Toronto. In Eastern Canada, The *Ocean* runs between Montréal and Halifax.

Of course, VIA Rail’s long-distance routes have been hit hard by the pandemic in 2020. VIA Rail is hopeful that it will be able to resume regular service by the end of 2021.

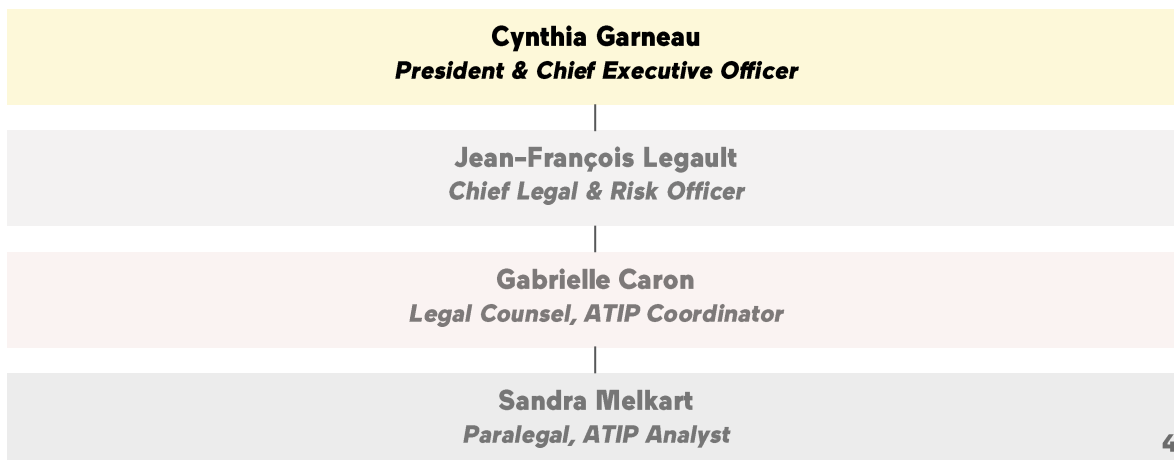
#### ***Mandatory Services***

VIA Rail also provides a passenger service in several rural and remote regions of Canada. Mandated by the Government of Canada to meet essential transportation needs, these trains serve many communities where alternative, year-round transportation is limited or unavailable. Of course, VIA Rail had to reduce some of these services in 2020 in consideration of the pandemic. These services will resume in full once the pandemic situation has been stabilized.

### **3. ORGANIZATIONAL STRUCTURE**

VIA Rail’s ATIP unit was created in 2007. ATIP falls under the responsibility of VIA Rail’s ATIP Coordinator, who currently also acts as Legal Counsel.

The ATIP Coordinator is responsible for interpreting and applying the statutory and policy requirements as they relate to the public’s right of access to VIA Rail’s records under the *Access to Information Act* and to their personal information under the *PA*. In more complex cases, the ATIP Coordinator makes recommendations to the President & Chief Executive Officer on the disclosure of information. The ATIP Coordinator’s responsibilities include administering the process by which access to information and personal information requests are received and responded to, in compliance with the applicable statutory and policy requirements. The organizational structure of VIA Rail’s ATIP unit as of March 31, 2021 is as follows:



#### **4. DELEGATION ORDER**

Pursuant to section 72 of the PA, VIA Rail's President & Chief Executive Officer has delegated the totality of her functions as they relate to the administration of the PA within VIA Rail to the Corporation's ATIP Coordinator.

The Delegation Order is attached as Appendix 1.

VIA Rail was not party to any service agreements under section 73.1 of the PA during the reporting period.

#### **5. PERFORMANCE 2020-2021**

The complete Statistical Report for 2020 is attached as Appendix 2.

The complete Supplemental Statistical Report for 2020-2021 is attached as Appendix 3.

***Requests:***

VIA Rail received seventeen (17) personal information requests between April 1, 2020 and March 31, 2021. No requests were carried over to the next reporting period.

Three (3) requests were carried over from the previous reporting period (April 1, 2019 to March 31, 2020). All three (3) requests were closed during the reporting period.

In total, all twenty (20) requests were closed at the end of the reporting period. The response percentage to these requests is therefore 100%.

No consultation requests were completed for other institutions during the period covered by this report.

***Completion time:***

VIA Rail's average completion time for the closure of requests during the 2020-2021 reporting period was twenty-three (23) days in comparison to the legislative requirement of thirty (30) days. The median completion time was twenty-three (23) days. The percentage of requests responded to within the established deadline is 80%.

|  | 2018-2019              | 2019-2020 | 2020-2021 |
|--|------------------------|-----------|-----------|
| <b>Number of requests by completion time</b> | <b>1 to 15 days</b>    | <b>10</b> | <b>6</b>  |
|  | <b>16 to 30 days</b>   | <b>12</b> | <b>10</b> |
|  | <b>31 to 60 days</b>   | <b>2</b>  | <b>4</b>  |
|  | <b>61 to 120 days</b>  | <b>0</b>  | <b>0</b>  |
|  | <b>121 to 180 days</b> | <b>0</b>  | <b>0</b>  |

### ***Disposition of Requests***

During the reporting period, twelve (12) requests were 'All Disclosed' and three (3) requests were 'Disclosed in part'.

### ***Impact of COVID-19***

Although those responsible for processing access to personal information requests were required to work remotely and some staff had reduced working hours, the COVID-19 pandemic did not significantly reduce VIA Rail's capacity to receive, process or respond to access to personal information requests. To make reasonable efforts to respond to requests in accordance with operational realities, VIA Rail encouraged requestors to submit their requests through its dedicated inbox as opposed to submitting their requests by mail.

### ***Extensions***

During this reporting period, an extension was taken for four (4) requests as they required extensions according to sections 15(a)i), 15(a)ii) or 15(b) of the PA. Two (2) requests required an extension between one (1) and fifteen (15) days and two (2) requests required an extension between sixteen (16) and thirty (30) days.

### ***Exemptions applied***

The main exemptions applied by VIA Rail during this reporting period are the following:

|  | 2018-2019                                    | 2019-2020 | 2020-2021 |
|--|--|-----------|-----------|
| <b>Number of requests based on the applied exemption</b> | <b>s. 26 PA – personal information</b>       | <b>2</b>  | <b>2</b>  |
|  | <b>s. 27 PA – solicitor-client privilege</b> | <b>0</b>  | <b>1</b>  |

**Costs:**

The total costs incurred by the ATIP unit with respect to the protection of personal information for the 2019-2020 reporting period was \$95,000.

**Human resources:**

As for human resources, it has been estimated that 1.00 FTE (Full-Time Equivalent) was dedicated to activities associated with the protection of personal information.

## **6. TRAINING AND AWARENESS**

VIA Rail has developed a training program for business units whose employees have access to personal information in the course of their work.

## **7. POLICIES, GUIDELINES, PROCEDURES AND INITIATIVES**

VIA Rail did not implement or substantially review any policies, guidelines or procedures related to privacy during this reporting period.

## **8. COMPLAINTS**

No complaints were filed between April 1, 2020 and March 31, 2021.

**Ongoing Files**

There are no ongoing complaints at the Office of the Privacy Commissioner of Canada.

## **9. MONITORING COMPLIANCE**

VIA Rail analyzes each request as soon as they are received in order to determine the time required to process such request, which is established based on discussions held with appropriate information holders, the necessity for consultations with third parties, etc.

Since 2017, requests are processed with the additional assistance of a computer software that allows the ATIP analysts to more effectively process these requests. In addition, a file consolidates all relevant information regarding the status of each active request. This file is being monitored on a weekly basis by the ATIP Coordinator.

## **10. MATERIAL PRIVACY BREACHES**

**No material privacy breaches took place during the reporting period.**

## **11. PRIVACY IMPACT ASSESSMENTS**

**No formal PIAs were initiated or completed during this reporting period. However, VIA Rail performs risk assessments for all of its projects, which includes a privacy component when applicable.**

## **12. PUBLIC INTEREST DISCLOSURE**

**No public interest disclosures took place during the reporting period.**



# Appendix 1

Delegation of authority



DÉLÉGATION D'AUTORITÉ  
*LOI SUR L'ACCÈS À L'INFORMATION ET LOI SUR LA  
PROTECTION DES RENSEIGNEMENTS PERSONNELS*

DELEGATION OF AUTHORITY  
*ACCESS TO INFORMATION ACT AND PRIVACY ACT*

Le 31 mars 2021

March 31, 2021

Je, soussignée, Présidente et chef de la direction, conformément à l'article 94 de la *Loi sur l'accès à l'information* et à l'article 72 de la *Loi sur la protection des renseignements personnels*, délègue par la présente les agents et les employés de VIA Rail occupant les postes identifiés dans l'annexe ci-jointe à assumer au nom de la Présidente et chef de la direction les pouvoirs de signature ainsi que les attributions, fonctions et pouvoirs qui y sont spécifiés.

I, the undersigned, President and Chief Executive Officer, pursuant to Section 94 of the *Access to Information Act* and Section 72 of the *Privacy Act*, hereby delegate officers and employees of VIA Rail occupying positions identified within the attached appendix to exercise signing authorities or perform any of the President and Chief Executive Officer's powers, duties or functions specified therein.

Signée à Montréal, ce 31 mars 2021

Signed in Montreal this March 31, 2021



Cynthia Garneau  
Présidente et chef de la direction  
President and Chief Executive Officer

**VIA Rail Canada Inc.**  
**Delegation of Authority**  
**Under the *Privacy Act***

| Subject | Privacy Act Section | Position / Title |                                |              |                 |
|---------|---------------------|------------------|--------------------------------|--------------|-----------------|
|         |                     | ATIP Coordinator | Vice-President, Legal Services | ATIP Analyst | Chief of Police |

|  |          |   |   |   |   |
|--|----------|---|---|---|---|
| Disclosure for any purposes in accordance with any Act of Parliament                         | 8(2)(b)  | ● | ● | ● | ● |
| Disclosure for any purposes in accordance with the <i>Security of Canada Information Act</i> | 8(2)(b)  | ● | ● | ● | ● |
| Disclosure to investigative bodies   | 8(2)(e)  | ● | ● | ● | ● |
| Disclosure for research and statistics   | 8(2)(j)  | ● | ● | ● | ● |
| Disclosure in public interest, benefit of individual   | 8(2)(m)  | ● | ● | ● | ● |
| Copy of requests under paragraph 8(2) e) to be retained                                      | 8(4)     | ● | ● | ● | ● |
| Notice of disclosure under paragraph 8(2)(m)   | 8(5)     | ● | ● | ● | ● |
| Record of disclosures to be retained   | 9(1)     | ● | ● | ● | ● |
| Notify Privacy Commissioner of consistent uses   | 9(4)     | ● | ● | ● | ● |
| Personal information in banks  | 10(1)    | ● | ● | ● | ● |
| Notice where access is requested   | 14       | ● | ● | ● | ● |
| Extension of time limits   | 15       | ● | ● | ● | ● |
| Notice where access is refused   | 16       | ● | ● | ● | ● |
| Decision regarding translation   | 17(2)(b) | ● | ● | ● | ● |
| Conversion to alternate format   | 17(3)(b) | ● | ● | ● | ● |
| Refuse access - exempt bank  | 18(2)    | ● | ● | ● | ● |
| Refuse access - confidential information obtained from another government                    | 19(1)    | ● | ● | ● | ● |
| Disclose confidential information obtained from another government                           | 19(2)    | ● | ● | ● | ● |
| Refuse access - federal-provincial affairs   | 20       | ● | ● | ● | ● |
| Refuse access - international affairs and defense  | 21       | ● | ● | ● | ● |
| Refuse access - law enforcement and investigation  | 22       | ● | ● | ● | ● |
| National Security and Intelligence Committee   | 22.4     | ● | ● | ● | ● |
| Refuse access - security clearance   | 23       | ● | ● | ● | ● |

|  |          |   |   |   |   |
|--|----------|---|---|---|---|
| Refuse access – individual sentenced for an offence                  | 24       | ● | ● | ● | ● |
| Refuse access - safety of individuals                                | 25       | ● | ● | ● | ● |
| Refuse access - another individual's information                     | 26       | ● | ● | ● | ● |
| Refuse access - solicitor-client privilege                           | 27       | ● | ● | ● | ● |
| Patent or Trademark privilege  | 27.1     | ● | ● | ● | ● |
| Refuse access - medical record                                       | 28       | ● | ● | ● | ● |
| Action to take in response to the notice of intention to investigate | 31       | ● | ● | ● | ● |
| Representation to Privacy Commissioner                               | 33(2)    | ● | ● | ● | ● |
| Information previously exempted                                      | 35(1)(b) | ● | ● | ● | ● |
| Access to be given   | 35(4)    | ● | ● | ● | ● |
| Response to review of exempt banks                                   | 36(3)(b) | ● | ● | ● | ● |
| Report of findings and recommendations                               | 37(3)    | ● | ● | ● | ● |
| Request court hearing in the National Capital Region                 | 51(2)(b) | ● | ● | ● | ● |
| Ex-parte representation to court                                     | 51(3)    | ● | ● | ● | ● |

# Appendix 2

## Statistical Report



## Statistical Report on the *Privacy Act*

Name of institution: \_\_\_\_\_

Reporting period: 2020-04-01 to 2021-03-31

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

#### 1.1 Number of requests

|  | Number of Requests |
|--|--------------------|
| Received during reporting period           | 17                 |
| Outstanding from previous reporting period | 3                  |
| <b>Total</b>                               | <b>20</b>          |
| Closed during reporting period             | 20                 |
| 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                | 2               | 6             | 4             | 0              | 0               | 0               | 0                  | 12        |
| Disclosed in part            | 0               | 3             | 0             | 0              | 0               | 0               | 0                  | 3         |
| All exempted                 | 1               | 0             | 0             | 0              | 0               | 0               | 0                  | 1         |
| All excluded                 | 0               | 0             | 0             | 0              | 0               | 0               | 0                  | 0         |
| No records exist             | 0               | 1             | 0             | 0              | 0               | 0               | 0                  | 1         |
| Request abandoned            | 3               | 0             | 0             | 0              | 0               | 0               | 0                  | 3         |
| Neither confirmed nor denied | 0               | 0             | 0             | 0              | 0               | 0               | 0                  | 0         |
| <b>Total</b>                 | <b>6</b>        | <b>10</b>     | <b>4</b>      | <b>0</b>       | <b>0</b>        | <b>0</b>        | <b>0</b>           | <b>20</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 |
|-------|------------|-------|
| 0     | 13         | 2     |

## 2.5 Complexity

### 2.5.1 Relevant pages processed and disclosed

| Number of Pages Processed | Number of Pages Disclosed | Number of Requests |
|---------------------------|---------------------------|--------------------|
| 1102                      | 1102                      | 19                 |

### 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                | 8                             | 163             | 4                       | 917             | 0                        | 0               | 0                         | 0               | 0                              | 0               |
| Disclosed in part            | 3                             | 22              | 0                       | 0               | 0                        | 0               | 0                         | 0               | 0                              | 0               |
| All exempted                 | 1                             | 0               | 0                       | 0               | 0                        | 0               | 0                         | 0               | 0                              | 0               |
| All excluded                 | 0                             | 0               | 0                       | 0               | 0                        | 0               | 0                         | 0               | 0                              | 0               |
| Request abandoned            | 3                             | 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>                 | 15                            | 185             | 4                       | 917             | 0                        | 0               | 0                         | 0               | 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         | 16  |
| Percentage of requests closed within legislated timelines (%) | 80  |

## 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 |
| 4   | 0                                       | 0                     | 4                     | 0     |

### 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 Timelines Where an Extension Was Taken | Total |
|--|--|---|-------|
| 1 to 15 days                             | 1  | 1   | 2     |
| 16 to 30 days                            | 1  | 1   | 2     |
| 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>                             | 2  | 2   | 4     |

## 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                           | 0      |
| Requests for correction accepted             | 0      |
| <b>Total</b>                                 | 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 |  |
| 4   | 0   | 0                     | 0                        | 4                                 | 0                                       | 0        | 0        | 0  |

## 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                        | 4                                 | 0                                       | 0        | 0        | 0  |
| 31 days or greater   |   |                       |                          |                                   |   |          |          | 0  |
| <b>Total</b>         | 0   | 0                     | 0                        | 4                                 | 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                         |



**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 |
|----------------------------|---|

### 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                          | \$95 000        |
| Overtime                          | \$0             |
| Goods and Services                | \$0             |
| • Professional services contracts | \$0             |
| • Other                           | \$0             |
| <b>Total</b>                      | <b>\$95 000</b> |

### 11.2 Human Resources

| Resources                        | Person Years Dedicated to Privacy Activities |
|----------------------------------|--|
| Full-time employees              | 1,000  |
| Part-time and casual employees   | 0,000  |
| Regional staff                   | 0,000  |
| Consultants and agency personnel | 0,000  |
| Students                         | 0,000  |
| <b>Total</b>                     | <b>1,000</b>                                 |

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

# Appendix 3

Supplemental Report

**Supplemental Statistical Report on the *Access to Information Act* and *Privacy Act***

Name of institution: VIA Rail Canada Inc.

Reporting period: 2020-04-01 to 2021-03-31

**Section 1: Capacity to Receive Requests**

Enter the number of weeks your institution was able to receive ATIP requests through the different channels.

|  | Number of Weeks |
|--|-----------------|
| Able to receive requests by mail                             | 52              |
| Able to receive requests by email                            | 52              |
| Able to receive requests through the digital request service | 52              |

**Section 2: Capacity to Process Records**

2.1 Enter the number of weeks your institution was able to process paper records in different classification levels.

|                                     | No Capacity | Partial Capacity | Full Capacity | Total |
|-------------------------------------|-------------|------------------|---------------|-------|
| Unclassified Paper Records          | 0           | 0                | 52            | 52    |
| Protected B Paper Records           | 0           | 0                | 52            | 52    |
| Secret and Top Secret Paper Records | 0           | 0                | 52            | 52    |

2.2 Enter the number of weeks your institution was able to process electronic records in different classification levels.

|  | No Capacity | Partial Capacity | Full Capacity | Total |
|--|-------------|------------------|---------------|-------|
| Unclassified Electronic Records          | 0           | 0                | 52            | 52    |
| Protected B Electronic Records           | 0           | 0                | 52            | 52    |
| Secret and Top Secret Electronic Records | 0           | 0                | 52            | 52    |