



Canadian
human rights
commission

Commission
canadienne des
droits de la personne

CANADIAN HUMAN RIGHTS COMMISSION

ANNUAL REPORT

PRIVACY ACT

April 1, 2020 to March 31, 2021

© Her Majesty the Queen in Right of Canada, represented by the Canadian Human Rights Commission, 2021.

Cat. No. HR2-10E/PDF
ISSN 2562-5918

TABLE OF CONTENTS

1. INTRODUCTION	4
About the Commission	4
Mandate and Role	4
2. ORGANIZATIONAL STRUCTURE	5
3. SIGNED DELEGATION ORDER	5
4. STATISTICAL REPORT	6
5. EDUCATION AND TRAINING ACTIVITIES.....	13
6. INSTITUTIONAL POLICIES AND PROCEDURES.....	13
7. PRIVACY ACT COMPLAINTS	14
8. TIME TO PROCESS A REQUEST	15
9. MATERIAL PRIVACY BREACHES	16
10. PRIVACY IMPACT ASSESSMENT.....	16
11. DISCLOSURE OF PERSONAL INFORMATION UNDER SUBSECTION 8(2)(m)	16

1. INTRODUCTION

This is the 37th Annual Report to Parliament submitted by the Canadian Human Rights Commission (the Commission) pursuant to section 72 of the *Privacy Act* (PA).

The purpose of the PA is to protect the privacy of individuals with respect to personal information about themselves held by a government institution and to provide individuals with a right of access to that information.

Section 72 of the PA requires that the head of every government institution shall prepare, for submission to Parliament, an annual report on the administration of the Act within the institution during each fiscal year.

This report describes the work of the Commission's Access to Information and Privacy Office for the fiscal year (FY) 2020-21.

About the Commission

The Canadian Human Rights Commission was established in 1977 under Schedule 1.1 of the *Financial Administration Act* in accordance with the *Canadian Human Rights Act* (CHRA). The Commission leads the administration of the CHRA. The Commission is responsible for administering the law, which protects people in Canada from discrimination when based on any of the 13 grounds such as race, sex and disability.

Mandate and Role

The Commission promotes the core principle of equal opportunity and works to prevent discrimination. Its mandate also includes protecting human rights through effective case and complaint management. This role involves representing the public interest to advance human rights for all Canadians.

The Commission also works with federally regulated employers to ensure compliance with the *Accessible Canada Act*, the *Employment Equity Act*, the *National Housing Strategy Act*, and the *Pay Equity Act*. This contributes to the elimination of barriers for women, Indigenous peoples, persons with disabilities and racialized groups¹.

¹ The *Employment Equity Act* uses the term "visible minorities." The Commission is of the view that this is an antiquated term. The Commission is using the term "racialized groups" in the interim.

2. ORGANIZATIONAL STRUCTURE

During this reporting year, the ATIP Office was organizationally housed within the Legal Services Division, which is within the Legal Services Branch, reporting to the Director & General Counsel. We note that since April 2021, the ATIP Unit is part of the IM/IT Services Division, which is a part of the Corporate Management Branch.

In fiscal year 2020-21, the ATIP unit was composed of an ATIP Coordinator, a Senior ATIP Analyst, and an ATIP Analyst. Also, the ATIP unit received assistance during the reporting period on an as needed basis from two ATIP Consultants and an FSWEF student.

The ATIP unit processes formal and informal requests, consultations and complaints the Commission receives pursuant to the *Access to Information Act* and the *Privacy Act*, and produces Annual Reports and the *Info Source* in accordance with these Acts.

Furthermore, the ATIP unit provides subject matter expert advice and training to all staff, compiles statistics as required, and prepares weekly reports to provide updates with respect to the active *Privacy Act* requests, consultations and complaints submitted to the Office of the Privacy Commissioner (OPC) for senior management.

3. SIGNED DELEGATION ORDER

The Delegation Order sets out the powers, duties and functions for the administration of the PA that has been delegated by the head of the institution, the Chief Commissioner.

The Chief Commissioner has delegated her decision-making authority under the *Privacy Act* to the Director General of the Corporate Management Branch during this reporting year. The power to process requests is delegated to the ATIP Office. As the functional delegate, the Director General oversees the processing of requests and the handling of complaints.

Please refer to Appendix A for the Signed Delegation Order.

4. STATISTICAL REPORT

During the period under review, April 1, 2020 to March 31, 2021, the Commission received **27 new requests**, 7 were outstanding from last year making **a total of 34**. Of these, **23 requests were completed** during this reporting period and **11 were carried over**. During this 2020-21 reporting period, the Commission received 7 Privacy requests more than last reporting year representing a 29% increase.

We note that most requests were submitted from individuals who have filed complaints at the Commission alleging discrimination on the basis of one or more of the prohibited grounds of the CHRA:

- + race;
- + national or ethnic origin;
- + colour;
- + religion;
- + age;
- + sex;
- + sexual orientation;
- + gender identity or expression;
- + marital status;
- + family status;
- + disability;
- + genetic characteristics; and
- + a conviction for which a pardon has been granted or a record suspended.

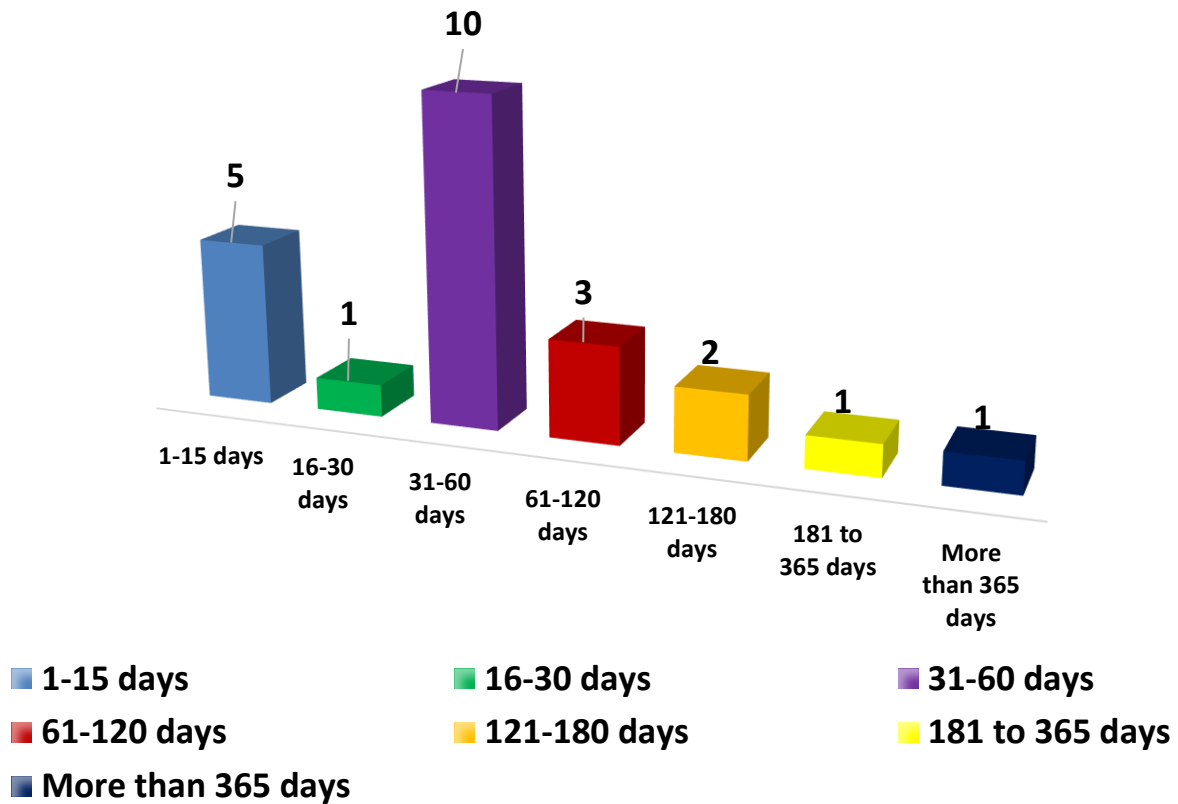
Of the **23 requests completed** during this period, 15,994 pages were processed, and the disposition of each request was as follows:

- 4, or 17.4%, were All disclosed;
- 15, or 65.2%, were Disclosed in part;
- 1, or 4.4%, was No records exist;
- 3, or 13%, were Request abandoned.

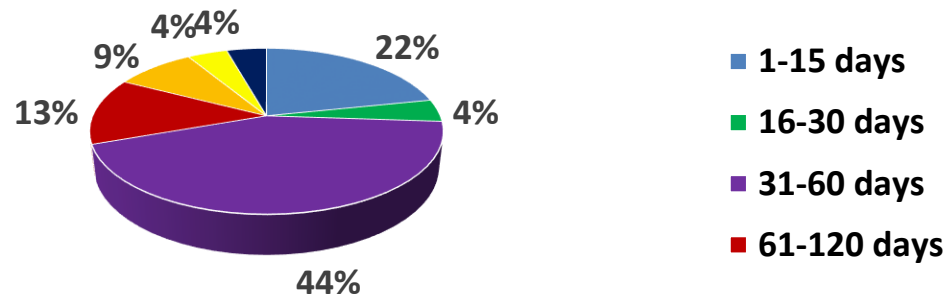
The completion times of the **23 Privacy requests closed during this reporting period** were as follows:

- 5 requests took between 1 to 15 days;
- 1 requests took between 16 to 30 days;
- 10 requests took between 31 to 60 days;
- 3 requests took between 61 to 120 days;
- 2 requests took between 121 to 180 days;
- 1 request took between 181 to 365 days; and
- 1 request took more than 365 days.

Completion times
Requests Closed During FY 2020-21



Completion rates
Requests Closed During FY 2020-21



Consultations:

A consultation is when the record(s) responding to a particular request are transmitted from another organization (federal, provincial, territorial, municipal) to the Commission for review, and to advise recommendations if any exemptions are needed.

The Commission received **2 consultation requests** during this reporting period and reviewed 52 pages in total of records originating from the Commission. All consultations were closed during the reporting period and there were none carried over from the last reporting period.

The recommendation was to disclose all records on each consultation request.

Informal requests:

An informal request is a request for information that is not processed under the Act. There are no deadlines for responding. Also, the requester has no statutory right to complain to the Office of the Privacy Commissioner of Canada.

The Commission did not receive any **informal requests** during this reporting period.

Multi-year trends

Figure 1 demonstrates the number of requests received, processed and closed during each fiscal year over the past five years. We observe that the number of requests received, processed and completed during the last three fiscal years has increased.

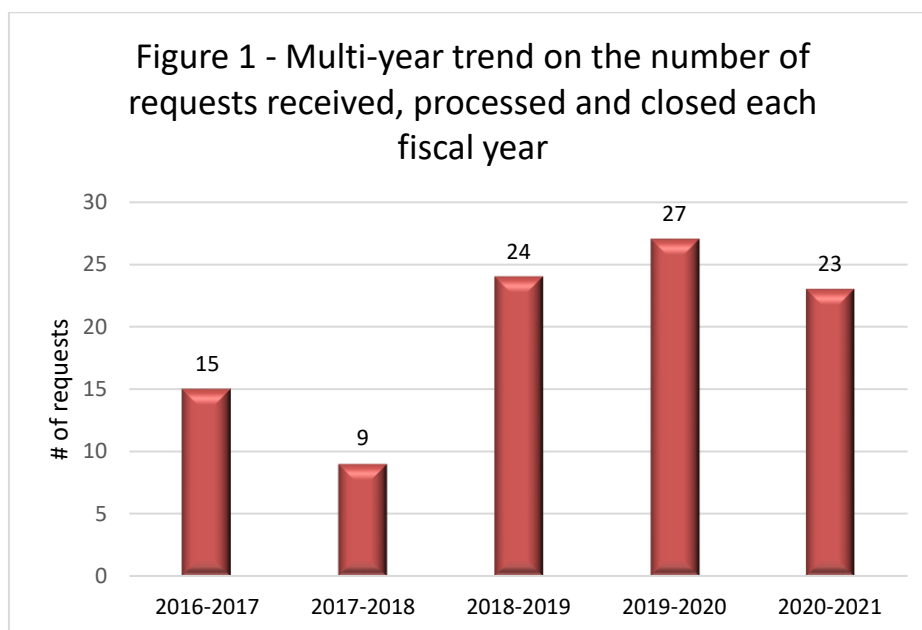
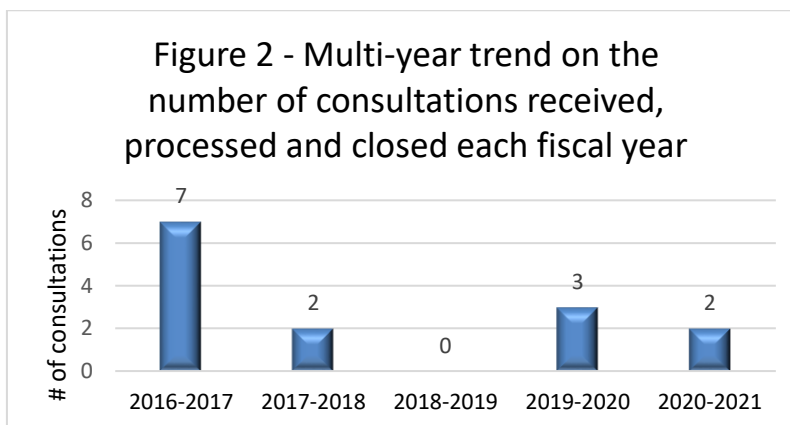
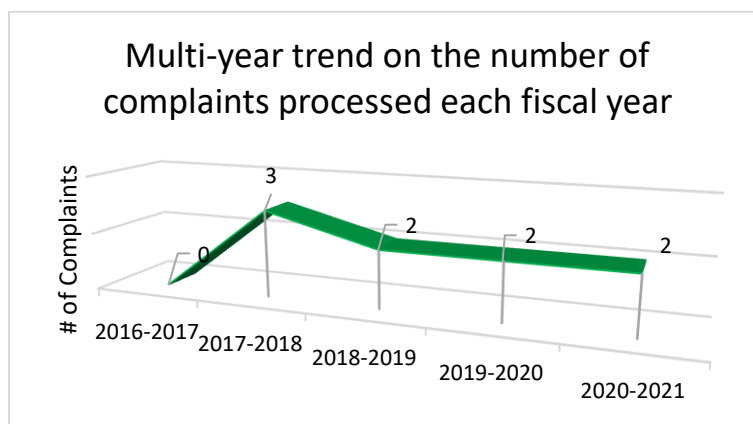


Figure 2 shows the number of consultations received, processed and closed during each reporting period. Although there is no consistent pattern in these numbers to set a specific trend, it is clear that the number of consultations received, processed and closed has decreased in the past four fiscal years.



With respect to figure 3, the graph shows the number of complaints processed during each reporting period, which includes those received during the fiscal and carried over from previous fiscal years. The Commission received 1 new complaint during the reporting period and the other one was carried forward from the previous fiscal year. It is clear that the ATIP unit has consistently worked on 2 complaint files each and during the past three fiscal years. This is further explained on page 14.



Requests Closed Past the Statutory Deadline

The Commission is committed to completing requests in a timely fashion. During this reporting period, 16 requests, or 69.9%, were responded to within the legislated timelines; however, 30.1% of requests, or 7, were Closed Past the Statutory Deadline. The details are explained in the following table and further expanded below.

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Interference with Operations / Workload	External Consultation	Internal Consultation	Other
7	5	2	0	0

Out of the 7, the Commission took an extension on 5 requests due to volume pursuant to s. 15(a)(i) because meeting the original time limit would unreasonably interfere with the operations; and, given the size of the Commission's ATIP Office, this would create a significant challenge. An extension was taken on the 2 last requests in order to consult with another government institution.

Impact experienced in relation to the processing of ATIP requests due to COVID-19

With respect to the exceptional and unprecedented situation experienced worldwide due to COVID-19, the Commission followed the recommendation of public health officials to physically distance and operated under alternative work arrangements in order to keep its staff and the public safe. As a result, we were unable to access our offices and physical records after March 16, 2020 – and had limited access to electronic records for the remainder of this reporting period.

The requesters were informed of the likelihood of additional delays due to the pandemic, and that the

responsive records may only represent those in electronic format, should they exist, in the interim. They were also informed that additional physical records may be provided in future once Commission staff would be physically back at the office, if any exist, and as applicable. The ATIP unit plans to follow up with OPIs in future, as staff return back to the office to conduct a search for physical records should those exist and as applicable.

Lastly, the Commission took extensions as allowed and in accordance with the Act.

Application of Exemptions

Partial exemptions claimed under the PA were invoked in 15 requests. For some requests, more than one exemption was invoked.

Sections of the PA	Number of requests
<p><u>Section 19(1)</u> – Personal information obtained in confidence – where the head of a government institution shall refuse to disclose any personal information requested under subsection 12(1) that was obtained in confidence from</p> <ul style="list-style-type: none"> (a) the government of a foreign state or an institution thereof; (b) an international organization of states or an institution thereof; (c) the government of a province or an institution thereof; (d) a municipal or regional government established by or pursuant to an Act of the legislature of a province or an institution of such a government; (e) the council, as defined in the Westbank First Nation Self-Government Agreement given effect by the Westbank First Nation Self-Government Act; or (f) the council of a participating First Nation as defined in subsection 2(1) of the First Nations Jurisdiction over Education in British Columbia Act. 	1
<p><u>Section 22(1)(a)</u> - Law enforcement and investigation – where the head of a government institution may refuse to disclose any personal information requested under subsection 12(1), if the information came into existence less than twenty years prior to the request;</p> <ul style="list-style-type: none"> (a) that was obtained or prepared by any government institution, or part of any government institution, that is an investigative body specified in the regulations in the course of lawful investigations pertaining to <ul style="list-style-type: none"> (i) the detection, prevention or suppression of crime, (ii) the enforcement of any law of Canada or a province, or (iii) activities suspected of constituting threats to the security of Canada within the meaning of the Canadian Security Intelligence Service Act, 	2
<p><u>Section 25</u> – Safety of individuals - where the head of a government institution may refuse to disclose any personal information requested under subsection 12(1) that the disclosure of which could reasonably be expected to threaten the safety of individuals.</p>	1
<p><u>Section 26</u> - Information about another individual - where the head of a government institution may refuse to disclose any personal information requested under subsection 12(1) about an individual other than the individual who made the request, and shall refuse to disclose such information where the disclosure is prohibited under section 8.</p>	10
<p><u>Section 27</u> - Protected information — solicitors, advocates and notaries - where the head of a government institution may refuse to disclose any personal information requested under subsection 12(1) that is subject to solicitor-client privilege or the professional secrecy of advocates and notaries or to litigation privilege.</p>	14

Please refer to Appendix B for the statistical report on the *Privacy Act*.

NOTE: Legal Advice Sought

Legal advice was requested **29** times during the reporting period for issues including access to information requests, privacy requests, and both access and privacy complaints. We note that the Commission is developing a legal case management system, and so this information was gathered informally.

5. EDUCATION AND TRAINING ACTIVITIES

The ATIP Office continues to provide policy and processing advice to Commission staff on the PA as needed. ATIP training was provided to various teams as needed, which included a general overview of ATIP, discussing the 8 steps of the processing of ATIP requests, drawing on the information available in the Canada School of Public Service online ATIP module. The training also touched on the various responsibilities of the Commission staff members that need to be completed in response to an ATIP request, and when faced with a privacy breach. We note there is no official tracking system for these activities. Lastly, the ATIP Unit has been training staff on best practices on the retrieval of responsive records for ATIP requests since April 2021.

Employees wanting more training for their personal and professional development are also referred to the Treasury Board Secretariat (TBS) training calendar and the Canada School of Public Service.

6. INSTITUTIONAL POLICIES AND PROCEDURES

The functioning of the ATIP Office is governed by the TBS's policies and the Commission's internal policies.

With respect to COVID-19, OPIs were advised to conduct a search for electronic records in the interim in order to continue to process requests. The ATIP unit developed a procedure for the OPIs to send responsive electronic records. In the past, the process was to print responsive electronic records and submit them to ATIP in printed format. In addition, the ATIP unit added a Search as recommended by TBS to flag those files affected by the pandemic in the Commission's ATIP case management system.

As indicated earlier, the requesters were informed that the responsive records may only represent those in electronic format, should they exist, in the interim and that additional physical records may be provided in future once Commission staff would be physically back at the office, if any exist, and as applicable.

Ongoing review and business re-engineering of the CHRC's practices concerning the processing of requests is always a top consideration. This review serves to improve our policies and practices. For example, the organization has been in the process of moving towards electronic files for some time and the pandemic has provided an opportunity to implement these measures in a timely way. Moving to electronic records may eliminate the scanning of records to process responsive records in some cases.

To make the ATIP functions operate more smoothly, the CHRC continues to develop its procedures to take into account the complexity of the requests to achieve our goal of fulfilling our mandate under the ATIA within the prescribed deadlines.

In line with our commitment to finding efficiencies, since 2021, the ATIP unit has developed tools for OPIs and the Commission as a whole to offer best practices, including on how to respond to an ATIP request and the retrieval of responsive records.

7. PRIVACY ACT COMPLAINTS

The Commission received 1 new complaint during this reporting period. Furthermore, the Commission worked on 1 complaint that was carried forward from the previous fiscal year and it was closed in fiscal year 2020-21.

COMPLAINTS RECEIVED DURING FISCAL 2019-20	REASON FOR COMPLAINT	STATUS
Received March 4, 2020	Refusal-Delay	<ul style="list-style-type: none">▪ Closed – September 22, 2020▪ Well founded▪ Resolved
COMPLAINTS CARRIED FORWARD FROM PREVIOUS FISCAL 2019-20	REASON FOR COMPLAINT	STATUS
Received February 18, 2021	Refusal-General	<ul style="list-style-type: none">▪ Ongoing

8. TIME TO PROCESS A REQUEST

Requests are monitored daily and information about the different processing stages is entered into the Commission's case management program.

Delays in processing requests primarily occur when consultations are needed or when handling voluminous records. When it appears that a delay in processing a request is inevitable, the ATIP staff will contact the requester. If the requester cannot be reached, the ATIP team leader will be notified of any concerns; and if necessary, the ATIP delegate will be notified to ensure that the request is being processed in a reasonable time frame.

The ATIP Delegate will bring any issues to the Executive Director's attention and the Executive Director will discuss with the Chief Commissioner, as required.

9. MATERIAL PRIVACY BREACHES

There were no material privacy breaches during the reporting period.

10. PRIVACY IMPACT ASSESSMENT

Preliminary Privacy Impact Assessments initiated:	0
Preliminary Privacy Impact Assessments completed:	0
Privacy Impact Assessments initiated:	0
Privacy Impact Assessments completed:	0
Privacy Impact Assessments forwarded to the Office of the Privacy Commissioner:	0

There were no PIA activities during the reporting period.

11. DISCLOSURE OF PERSONAL INFORMATION UNDER SUBSECTION 8(2)(m)

There was no disclosure under subsection 8(2)(m) during the reporting period.

APPENDIX A

Access to Information Act and Privacy Act Delegation Order

Arrêté sur la délégation en vertu de la *Loi sur l'accès à l'information* et de la *Loi sur la protection des renseignements personnels*

The Chief Commissioner, Canadian Human Rights Commission, pursuant to section 73 of the *Access to Information Act* and the *Privacy Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying the positions on an acting basis, to exercise the powers and functions of the Chief Commissioner as the head of a government institution, under the section of the Act set out in the schedule opposite each position. This delegation replaces any and all previous designations/delegations.

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 président, Commission canadienne des droits de la personne délègue aux titulaire des postes mentionnés aux annexes ci-après, ainsi qu'aux personnes occupant a titre intérimaire lesdits postes, les attributions dont il est, en qualité de responsable d'une institution fédérale, investi par les articles de la Loi mentionnés en regard de chaque poste. Le présent document remplace et annule toute désignation/délégation précédentes.

Schedule/Annexe

Position/Poste	<i>Privacy Act and Regulations / Loi sur la protection des renseignements personnels et règlements</i>	<i>Access to Information Act and Regulations / Loi sur l'accès à l'information et règlements</i>
Executive Director / Directeur exécutif	Full Authority to waive solicitor-client privilege under 27 / Autorité absolue pour renonciation au secret professionnel des avocats de moins de 27	Full Authority to waive solicitor-client privilege under 23 / Autorité absolue pour renonciation au secret professionnel des avocats de moins de 23
Director General, Corporate Management Branch / Directeur(trice) générale, Direction de la general intégrée	Full Authority except to waive solicitor-client privilege under 27 / Autorité absolue sauf pour renonciation de secret professionnel des avocats de moins de 27	Full Authority except to waive solicitor-client privilege under 23 / Autorité absolue sauf pour renonciation de secret professionnel des avocats de moins de 23
Coordinator, Access to Information and Privacy / Coordinateur(trice), l'accès à l'information et de la protection des renseignements personnels	8(4), 9(1), 9(4), 10, 14(b), 15, 17(1), 17(2)*, 17(3)*, 31, 33(2), 77	4(2.1), 7(b), 8(1), 9, 11, 12(1), 12(2)*, 12(3)*, 26, 27(1), 27(4), 28(4), 33, 35(2), 43(1), 44(2), 71(1), 77

* Delegation conditional on consultation with Director General, Corporate Management Branch / Délégation conditionnelle sur la consultation au Directeur(trice) général, Direction de la general intégrée.

Dated, at the City of Ottawa,
this 22 day of July, 2019

Daté à la ville d'Ottawa,
ce 22 jour de juillet 2019

LA PRÉSIDENT
MARIE-CLAUDE LANDRY


MARIE-CLAUDE LANDRY
CHIEF COMMISSIONER

APPENDIX B

Statistical Report on the *Privacy Act*

Name of institution: Canadian Human Rights Commission

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	27
Outstanding from previous reporting period	7
Total	34
Closed during reporting period	23
Carried over to next reporting period	11

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	1	1	2	0	0	0	0	4
Disclosed in part	0	0	8	3	2	1	1	15
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	3	0	0	0	0	0	0	3
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	5	1	10	3	2	1	1	23

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)	2	23(b)	0
19(1)(b)	0	22(1)(a)(iii)	0	24(a)	0
19(1)(c)	1	22(1)(b)	0	24(b)	0
19(1)(d)	0	22(1)(c)	0	25	1
19(1)(e)	0	22(2)	0	26	10
19(1)(f)	0	22.1	0	27	14
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
2	17	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
15994	8418	22

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	3	88	1	312	0	0	0	0	0	0
Disclosed in part	2	56	7	1242	3	1032	2	3058	1	2630
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	3	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	8	144	8	1554	3	1032	2	3058	1	2630

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	1	3	7	0	11
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
Total	1	3	7	0	11

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 (%)	69.6

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
7	5	2	0	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	0	0	0
16 to 30 days	0	1	1
31 to 60 days	0	2	2
61 to 120 days	0	2	2
121 to 180 days	0	0	0
181 to 365 days	0	2	2
More than 365 days	0	0	0
Total	0	7	7

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
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
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	
8	0	4	2	0	0	1	1	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	4	2	0	0	1	1	0
31 days or greater								0
Total	0	4	2	0	0	1	1	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	2	52	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	2	52	0	0
Closed during the reporting period	2	0	0	0
Carried over to the next reporting period	0	52	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	1	1	0	0	0	0	0	2
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
Total	1	1	0	0	0	0	0	2

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
Total	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
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		501-1000 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
Total	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
1	1	1	0	3

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
	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		\$87,646
Overtime		\$0
Goods and Services		\$17,750
• Professional services contracts	\$3,268	
• Other	\$14,482	
Total		\$105,396

11.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	0.970
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.048
Students	0.003
Total	1.021

Note: Enter values to three decimal places.



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

Name of institution: Canadian Human Rights Commission

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	52	0	0	52
Protected B Paper Records	52	0	0	52
Secret and Top Secret Paper Records	52	0	0	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	52	0	52