



Report on the administration of the Privacy Act 2020-2021

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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 provides a regional strategic perspective that supports national priorities and works with other departments to ensure coordination of government policies and programs. Its action has a significant impact on Quebec communities and businesses, not only through its direct investments, but also because it contributes to understanding the economic development needs of the regions.

CED's Grants and Contributions Programs and Initiatives, in effect in 2020-2021

MAIN PROGRAMS	Quebec Economic Development Program (QEDP)
	Targeted and/or temporary initiatives:
	<ul style="list-style-type: none">• Regional Air Transportation Initiative• Canadian Experiences Fund• Economic Recovery Initiative for Lac-Mégantic• Linguistic Duality Economic Development Initiative (EDI) (Canada-wide initiative)• Initiative for infrastructure development
	Regional Economic Growth through Innovation (REGI)¹
	Targeted and/or temporary initiatives:
	<ul style="list-style-type: none">• Black Entrepreneurship Program• Regional Relief and Recovery Fund (RRRF)• Canadian Seafood Stabilization Fund• Women Entrepreneurship Strategy
CANADA-WIDE PROGRAM IMPLEMENTED IN QUEBEC BY CED	Community Futures Program (CFP)

The main recipients of CED's programs are SMEs, business groups or associations and NPOs whose principal mission is to support businesses or economic development. These programs include repayable and non-repayable contributions.

To learn more about the CED's mandate, programming and operations, go to its Web site: ced.canada.ca.

¹ Program delivered by all regional development agencies across Canada.

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. The AIPO reports to the Manager of the Corporate Secretariat, who in turn reports to the Chief of Staff of 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.

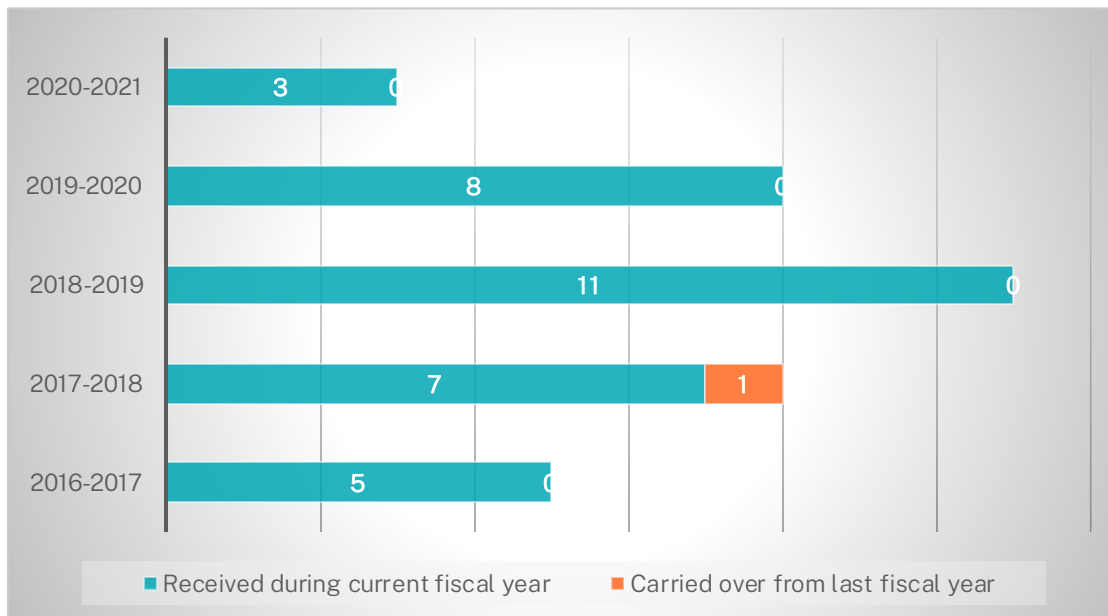
Highlights of the statistical report 2020-2021

Requests received and processed

During the 2020-2021 fiscal year, 3 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 when 8 requests were received. Unlike the previous year when 5 requests were abandoned, this year only one request was 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 requester. Of the 2 remaining requests, documents were partially disclosed for one (50%) and documents were fully disclosed for the other (50%).

The following graph shows the number of requests for access to personal information received since 2016-2017. Excluding abandoned requests, CED processed only 10 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	1	0	0	0	0	0	0	1
Disclosed in part	0	1	0	0	0	0	0	1
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	0	0	0	0	0	0	0
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	1	0	0	0	0	0	0	1
Neither confirmed nor denied	0	0	0	0	0	0	0	0
TOTAL	2	1	0	0	0	0	0	3

Exemptions and exclusions invoked

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

Pages processed and pages disclosed

In 2020-2021, requests for access to personal information resulted in the ATIP Office processing 319 pages and releasing 318 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 \$11,364 in 2020-2021. This amount includes \$11,156 in salaries for the equivalent of 0.143 full-time employees. An amount of \$208 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 2020-2021 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 2020-2021, one training session was offered to employees in Operations and one training session was delivered to employees in Policy and Communications, totaling approximately 40 people. In addition, privacy was discussed at the orientation session for students and new employees, which was attended by about thirty 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 Coordinator) has become an associate member of the Canada School of Public Service's faculty. In this capacity, he normally delivers some training entitled "Access to Information in the Government of Canada" and "Privacy in the Government of Canada". However, no such training was delivered by the Manager during the reporting period due to the context of the pandemic.

Policies, guidelines, procedures and initiatives

CED did not implement any new policies, guidelines, procedures or initiatives during the reporting period. However, the organization has updated its internal procedure for privacy breaches.

Summary of key issues and actions taken on complaints or audits

Complaints

During the 2020-2021 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

A privacy breach occurred during 2020-2021 for which the Office of the Privacy Commissioner was notified. An employee inadvertently shared with data migration officers the responses to the self-reporting questionnaire on equity groups of 290 employees of the organization, as well as some language results. After analyzing the incident, the organization determined that this breach of privacy should be considered "substantial" as described in the Treasury Board Secretariat (TBS) Directive on Privacy Breaches.

Indeed, personal information related to employment equity groups is considered sensitive. In addition, nearly 75% of CED employees had been affected in some way by the breach. The risk of harm to affected employees was considered low, but still present.

The personal information revealed concerned public servants and was in no way linked to external government programs or services. In addition, steps were taken quickly to identify the individuals who received the e-mail and to destroy it in their inboxes. Finally, the recipients of the information were public servants who already had access to certain personal information and the information that was inadvertently shared was not likely to lead to identity theft or any kind of fraud.

Privacy Impact Assessments

No privacy impact assessment was conducted over the reporting period.

Public interest disclosures

During fiscal year 2020-2021, 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: 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	3
Outstanding from previous reporting period	0
Total	3
Closed during reporting period	3
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	1	0	0	0	0	0	0	1
Disclosed in part	0	1	0	0	0	0	0	1
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	0	0	0	0	0	0	0
Request abandoned	1	0	0	0	0	0	0	1
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	2	1	0	0	0	0	0	3

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	1
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	2	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
318	318	3

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	1	4	0	0	0	0	0	0	0	0
Disclosed in part	0	0	1	314	0	0	0	0	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	1	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	2	4	1	314	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
Total	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	3
Percentage of requests closed within legislated timelines (%)	100

2.7 Deemed refusals

2.7.1 Reasons for not meeting legislated timelines

Number of Requests Closed Past the Legislated Timelines	Principal Reason			
	Interference with Operations / Workload	External Consultation	Internal Consultation	Other
0	0	0	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	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	0	0

5.2 Length of extensions

Length of Extensions	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Transation 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 79)	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
Total	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
Total	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 31	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 121	0	0	0	0	0	0	0	0	0	0
121 to 181	0	0	0	0	0	0	0	0	0	0
181 to 361	0	0	0	0	0	0	0	0	0	0
More than 361	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 31	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 121	0	0	0	0	0	0	0	0	0	0
121 to 181	0	0	0	0	0	0	0	0	0	0
181 to 361	0	0	0	0	0	0	0	0	0	0
More than 361	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
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
	0	0	0	0

Section 10: Material Privacy Breaches

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

Section 11: Resources Related to the Privacy Act

11.1 Costs

Expenditures	Amount
Salaries	\$11,156
Overtime	\$0
Goods and Services	\$208
• Professional services contracts	\$0
• Other	\$208
Total	\$11,364

11.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	0.143
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	0.143

Note: Enter values to three decimal places.



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

Name of institution: Canada Economic Development for Quebec Regions

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



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

