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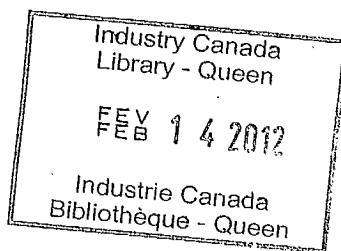
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2001-02 Annual Report
on the
Access to Information Act
and
Privacy Act

Canada

2001-02 Annual Report
on the
Access to Information Act
and the
Privacy Act



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Minister of Industry



Ministre de l'Industrie

Allan Rock

Ottawa, Canada K1A 0H5

Her Excellency the Right Honourable Adrienne Clarkson, C.C., C.M.M., C.D.
Governor General of Canada
Rideau Hall
1 Sussex Drive
Ottawa, Ontario
K1A 0A1

Your Excellency:

I have the honour to submit to Your Excellency the Annual Report on the administration of the *Access to Information Act* and the *Privacy Act* for the period April 1, 2001 to March 31, 2002, in accordance with Section 72 of the legislation. This report concerns the activities of Industry Canada.

Respectfully submitted,

A handwritten signature in cursive script, reading "Allan Rock".

Allan Rock

Canada

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PREFACE

The *Access to Information Act* and the *Privacy Act* (Revised Statutes of Canada, Chapter A-1, 1985) were proclaimed on July 1, 1983.

The *Access to Information Act* gives Canadian citizens and permanent residents a broad right of access to information contained in government records, subject to certain specific and limited exceptions. The *Privacy Act* extends to individuals the right of access to information about themselves held by the government, again subject to specific and limited exceptions. The law also protects the individual's privacy by preventing others from having access to personal information and gives individuals substantial control over its collection and use.

Section 72 of the *Access to Information Act* and section 72 of the *Privacy Act* require that the head of every government institution shall prepare for submission to Parliament an annual report on the administration of the Acts within the institution during each financial year.

This annual report is intended to describe how Industry Canada administered its responsibilities in the 19th year of operation of the *Access to Information Act* and the *Privacy Act*.

ABOUT THE ORGANIZATION

Overview of Industry Canada

Industry Canada's mandate is to help make Canadians more productive and competitive in the knowledge-based economy, thus improving the standard of living and quality of life in Canada. The Department's policies, programs and services help grow a dynamic and innovative economy that:

- provides more and better-paying jobs for Canadians;
- supports stronger business growth through continued improvements in productivity and innovation performance; and
- gives consumers, businesses and investors confidence that the marketplace is fair, efficient and competitive.

Through its five strategic objectives (innovation, connectedness, marketplace, investment and trade), Industry Canada aims to help Canadians contribute to the knowledge economy and improve productivity and innovation performance.

To help deliver on its strategic objectives, Industry Canada is partnering with other government departments to offer businesses and consumers a variety of programs and services.

Industry Canada is making a difference contributing to an innovative society where all Canadians have the opportunity to benefit from economic and social prosperity.

For more information about Industry Canada's initiatives, please visit the Web site (<http://www.ic.gc.ca/cmb/Welcomeic.nsf/ICPages/Menu-e>).

Information and Privacy Rights Administration

The Director of the Information and Privacy Rights Administration (hereinafter referred to as the "ATIP Office") has been delegated authority to exercise full powers under the *Access to Information Act* and the *Privacy Act*. The Director is responsible for the development, coordination and implementation of effective policies, guidelines and procedures to manage the Department's compliance with these Acts. The administration of the legislation within Industry Canada is also facilitated at the branch and regional office levels. Each organizational sector has a Liaison Officer (reporting to an Assistant Deputy Minister, Regional Executive Director, etc.) who coordinates activities and provides guidance on the administrative processes and procedures of the Acts. All formal requests submitted under the Acts are replied to by the ATIP Office in Ottawa. The Director reports to the Assistant Deputy Minister (ADM) of Business Law who in turn reports to the Deputy Minister. In addition to the Director, the ADM Business Law and the Ethics Counsellor are also designated with full powers under both Acts.

The ATIP Office has a complement of eleven full-time employees comprising one director, eight advisors and two support staff, all of whom are dedicated to processing access and privacy requests along with other related functions.

The ATIP Office is responsible for conducting consultations with other governments and other federal departments. The Department also collects, under various legislative authorities or otherwise, an appreciable amount of commercial information in confidence from both national and international companies. In the event of requests for such information, the Department will undertake appropriate notification and consultation procedures with interested parties before disclosing any records. The ATIP Office has, on occasion, conveyed personal information to federal investigative agencies in keeping with the provisions of the *Privacy Act*.

The ATIP Office also adjudicates on the disposition of access requests; promotes awareness of the legislation to ensure departmental responsiveness to the obligations imposed on the government; monitors and advises on departmental compliance with the Acts, regulations, procedures and policies; and acts as spokesperson for the Department in dealings with the Treasury Board Secretariat, the Information and Privacy Commissioners, and other government departments and agencies.

The Director of the ATIP Office is also the point of contact on issues involving the collection of personal information and privacy.

Case Load

In the fiscal year 2001-02, the Department received 408 access requests and 13 privacy requests, for a total of 421 new requests for information. In addition, the ATIP Office received 114 consultations from other government departments.

Most, if not all, informal requests are dealt with directly by the sector branches and, therefore, are not tracked by the ATIP Office. However, the ATIP Office processed seven formal requests, with the consent of the requesters, on an informal basis.

The total number of requests received, although reduced from the previous year, has significantly increased in the scope, complexity and volume of documents captured. The challenge of responding to these more sophisticated and complex requests while maintaining current resource levels and expected service standards resulted in an extreme workload with high stress levels. Faced with these challenges, the ATIP personnel demonstrated high levels of positive attitude, dedication and professionalism which resulted in the completion of a total of 528 requests (400 access, 17 privacy and 111 consultations).

Other Business

In addition to processing requests under the *Access to Information Act* and the *Privacy Act*, the ATIP Office also responds, on average, to 50 requests from the general public every year. Documents requested include obtaining information about urea-formaldehyde foam insulation (UFFI) and its removal from homes. These types of requests are not included in the statistical information contained in the appendices.

In keeping with government guidelines, the Department was also consulted by 29 other government institutions in 114 cases (of which 111 were completed) where the records sought from these institutions related to the activities of Industry Canada. This represents an increase of 27 percent over the 2000-01 period in which a total of 90 consultations were received. Except for the administrative costs, the statistics related to these cases are not reflected in the appendices.

Fees

The *Access to Information Act* authorizes fees for certain activities related to the processing of formal requests under the Act. In addition to a \$5 application fee, search, preparation and reproduction charges may also apply. The current fee structure is specified in the Access to Information Regulations. No fees are imposed for reviewing records, overhead or shipping costs.

Moreover, in accordance with section 11 of the Act, no fees are charged for the first five hours required to search for a record or prepare any part of it for disclosure. No fees are applicable under the *Privacy Act*.

The *Access to Information Act* permits the waiving of fees when deemed to be in the public interest. In accordance with Treasury Board guidelines, the Department has routinely waived fees under \$25.

For fees over \$25, the Department examines fee waiver requests on a case-by-case basis. In considering such requests, the Department has taken into account costs in processing each access application and the degree of public benefit to be derived from the release of the accessible information. As indicated later in this report, the fees collected represent less than 1 percent of the Department's total administration costs.

Information Holdings

The ATIP Office is responsible for providing a full accounting of the Department's information holdings to the Treasury Board Secretariat and ensures that updates are provided on a timely basis for inclusion in the *Info Source* publications.

The *Info Source* publications contain a description of the classes of institutional records held by Industry Canada. Industry Canada does not have any exempt banks. You may find this information in the latest publications:

- 2001–2002 *Info Source* — *Sources of Federal Government Information*
- 2001–2002 *Info Source* — *Sources of Federal Employee Information*

Info Source can be obtained through public and academic libraries or you may view it on-line on the Treasury Board Secretariat Web site (<http://infosource.gc.ca/index-e.html>).

Web Site

The ATIP Office also has its own Internet site (<http://icnet.ic.gc.ca/atip-aiprp/english/index.htm>). At present, the site contains general information and links to other key departments and agencies.

Reading Rooms

A reading room is available in the public access area of the ATIP Office at headquarters and in all regional offices. Current departmental manuals are made available for review on request from the public. During the year, a number of individuals opted to visit the reading room to examine accessible material rather than to pay the related photocopying fees.

PART I — ACCESS TO INFORMATION

Statistical Report — Interpretation and Explanation

Appendix I provides a summarized statistical report on the *Access to Information Act* applications dealt with during the period from April 1, 2001, to March 31, 2002. The following provides explanations and interpretations for information contained in this report.

I. Requests under the *Access to Information Act*

Of the 514 requests dealt with during this reporting period, 408 requests (79 percent) were new, while 106 requests (21 percent) were carried forward from the previous year.

This fiscal year, the largest number of access requests were received by businesses as denoted in Appendix I. A breakdown of Industry Canada clients for the 2001–02 period is as follows:

Media	11%
Academic	1%
Business (includes professional requesters)	39%
Organization (includes political parties)	24%
Public	25%

II. Disposition of Requests Completed

Of the 514 requests dealt with, 400 requests (78 percent) were completed during the 2001–02 reporting period. It follows that 114 requests (22 percent) remained to be processed as of March 31, 2002. The completed requests are categorized as follows:

All Disclosed — Of the 400 requests completed, the requesters were provided with total access to the relevant records in 61 cases.

Disclosed in Part — In another 175 instances, the requesters were granted partial access.

Nothing Disclosed (Excluded) — There were three requests for which information could not be disclosed because all of the information was excluded under the Act.

Nothing Disclosed (Exempted) — There were seven requests for which information could not be disclosed because all of the information was exempted under the Act.

The cases in which no access could be provided were mostly attributable to situations beyond the control of the Department (i.e. transferred, unable to process, abandoned by applicant and treated informally — see details below).

Transferred — Of the 400 requests completed, two concerned records that were not under the control of the Department. After initial processing, these requests were transferred to the appropriate government institution in accordance with the Act.

Unable to Process — After initial review, the Department was unable to process requests in 67 cases.

Abandoned by Applicant — Of the completed requests, 78 were eventually considered abandoned. Such an action may occur at any stage of request processing.

Treated Informally — In seven cases, it was determined that the information could be released informally rather than through the formal procedures of the Act.

III. Exemptions Invoked

As noted in Appendix I, exemptions under sections 13, 14, 15, 16, 18, 19, 20, 21, 22, 23, 24 and 26 of the *Access to Information Act* were invoked by the Department. The appendix is intended to show the types of exemptions invoked to deny access. For example, if in one request five different exemptions were used, one exemption under each relevant section would be reported for a total of five. If the same exemption is used several times for the same request, it is reported only once.

IV. Exclusions Cited

The *Access to Information Act* does not apply to published material, material available for purchase by the public or confidences of the Queen's Privy Council, pursuant to sections 68 and 69 of the Act respectively. As in the case of exemptions, Appendix I is intended to show the types of exclusions invoked to deny access.

V.-VI. Completion Time and Extensions

In 56 percent of completed cases, the Department was able to respond within 30 days or less. Approximately 33 percent of completed cases required extensions under the Act. Response times for cases where the Department was unable to respond within the original 30 days are as follows: 13 percent within 31 to 60 days, 16 percent within 61 to 120 days and 15 percent over 121 days.

VII. Translations

No translations were required in dealing with these requests.

VIII. Method of Access

In 198 cases, the requesters received copies of the material they were seeking. In 19 cases, the requesters examined the records in person. In 19 cases, access was provided by a combination of copies and in-person examination. It should be noted that the data in this section reflect only those requests where information was all disclosed or disclosed in part.

IX. Fees

The fees collected during the reporting period totalled \$4832. In accordance with government policy, it is the Department's practice to waive fees where the total owing per request amounts to less than \$25. Fees waived during 2001-02 represented \$1467. Fees collected in 2001-02 represent less than 1 percent of the Department's total administration costs.

X. Costs

Total salary costs associated with *Access to Information Act* activities are estimated at \$434 803 for 2001-02. Other costs amounted to \$169 667, for a total of \$604 470. The associated full-time employee resources for 2001-02 are estimated at 9.5 Department-wide.

Complaints and Appeals

Complaints and Investigations

The Department received a total of 27 complaints this reporting period, a reduction of 31 percent from the previous year. Fourteen complaints concerned delays, six concerned exemptions claimed, three involved fees, one related to extensions claimed and three others concerned miscellaneous issues.

Following investigation, six complaints were found to be unsubstantiated, 18 were resolved and three are still pending.

Appeals to the Federal Court

One appeal to the Federal Court of Appeal was initiated in the 2000-01 reporting year and a hearing date was set for September 2002. Two appeals (i.e. Telezone and McIntyre) reported last fiscal year were completed and the courts rendered their decision in favour of the Department. The Information Commissioner has sought leave to appeal to the Supreme Court.

Formal/Informal Interface

Consistent with the principle that the Act is intended to complement, rather than replace, existing procedures for access to government information, informal requests may be addressed directly to branches within the Department. Formal requests are processed by the ATIP Office.

PART II — PRIVACY

The ATIP Office regularly provides advice and guidance on important and sensitive policy issues, including the handling and protection of personal information gathered and held in departmental files. Regular intra-departmental briefings along with increased exposure to privacy issues is resulting in improved awareness of the need to meet the requirements of the *Privacy Act*.

Statistical Report — Interpretation and Explanation

Appendix II provides a summarized statistical report on the requests for personal information received under the *Privacy Act* that were dealt with during the period from April 1, 2001, to March 31, 2002. The following provides explanations and interpretations for information contained in this report.

I. Requests under the *Privacy Act*

Of the 20 requests dealt with during this reporting period, 13 requests (65 percent) were new, while seven requests (35 percent) were carried forward from the previous year.

II. Disposition of Requests Completed

Of the 20 requests dealt with, 17 requests (85 percent) were completed during the 2001–02 reporting period. It follows that three requests (15 percent) remained to be processed as of March 31, 2002. The completed requests are categorized as follows:

All Disclosed — In three cases, the requesters were granted full access.

Disclosed in Part — In 11 cases, the requesters were granted partial access.

Unable to Process — After initial review, the Department was unable to process two requests.

Abandoned by Applicant — Of the completed requests, one was deemed abandoned. Such an action may occur at any stage of request processing.

III. Exemptions Invoked

As noted in Appendix II, exemptions pursuant to sections 21, 26 and 27 of the *Privacy Act* were invoked by the Department.

IV. Exclusions Cited

No exclusions were invoked by the Department.

V.-VI. Completion Time and Extensions

In 47 percent of completed cases, the Department was able to respond within 30 days or less. Approximately 23 percent of completed cases required extensions under the Act. Response times for cases where the Department was unable to respond within the original 30 days are as follows: 29 percent were completed within 31 to 60 days, 6 percent within 61 to 120 days and 18 percent over 121 days.

VII. Translations

No translations were undertaken in dealing with these requests.

VIII. Method of Access

Copies of the records were given in response to 14 requests and none sought the right of examination. It should be noted that this category reflects only those requests where the information was all disclosed or disclosed in part.

IX. Corrections and Notation

No requests for corrections or notation were received.

X. Costs

Total salary costs associated with *Privacy Act* activities are estimated at \$12 676 for 2001-02. Other costs were estimated at \$5248, for a total cost of \$17 924. The associated full-time employee resources for 2001-02 are estimated at 0.5 Department-wide.

Complaints and Appeals

Complaints and Investigations

The Department received a total of five complaints this reporting period. One complaint concerned exemptions claimed, two involved delays, one concerned extensions claimed and one related to miscellaneous issues.

Upon investigation, three complaints were found to be unsubstantiated, one was settled in the course of investigation and one (delay) was considered well-founded.

Appeals to the Federal Court

There were no appeals to the Federal Court during this reporting period.

Disclosure under Section 8(2)(e) of the *Privacy Act*

Four requests for disclosure under section 8(2)(e) of the *Privacy Act* were received by the Department from federal investigative bodies for the 2001–02 reporting period.

Use and Disclosure

The intent and requirements of the *Privacy Act* and Treasury Board guidelines regarding the collection, use, disclosure, retention and disposal of personal information are outlined in departmental directives. Departmental employees are made aware of their responsibilities for the proper management of personal information holdings. Responsible sectors are also required to consult with the ATIP Office before collecting any personal information. The Department respects the Use and Disclosure Code.

Furthermore, the ATIP Office must be notified where personal information in a personal information bank is used or disclosed for a use consistent with the purpose for which the information was obtained or compiled, but was not identified in the statement of consistent uses published in *Info Source*.

Formal/Informal Interface

Employees of the Department continue to be able to access their personnel files on an informal basis, usually without recourse to the Director of the ATIP Office. Requests from individuals have been handled as expeditiously as possible both formally and informally.

**APPENDIX I: REPORT ON THE *ACCESS TO
INFORMATION ACT***



REPORT ON THE ACCESS TO INFORMATION ACT
RAPPORT CONCERNANT LA LOI SUR L'ACCÈS À L'INFORMATION

Institution INDUSTRY CANADA INDUSTRIE CANADA			Reporting period Période visée par le rapport 4/1/2001 to/à 3/31/2002		
Source	Media Médias 45	Academia Secteur universitaire 4	Business Secteur commercial 158	Organization Organisme 97	Public 104

I Requests under the Access to Information Act
Demandes en vertu de la Loi sur l'accès à l'information

Received during reporting period Reçues pendant la période visée par le rapport	408
Outstanding from previous period En suspens depuis la période antérieure	106
TOTAL	514
Completed during reporting period Traitées pendant la période visée par le rapport	400
Carried forward Reportées	114

II Disposition of requests completed
Disposition à l'égard des demandes traitées

1. All disclosed Communication totale	61	6. Unable to process Traitement impossible	67
2. Disclosed in part Communication partielle	175	7. Abandoned by applicant Abandon de la demande	78
3. Nothing disclosed (excluded) Aucune communication (exclusion)	3	8. Treated informally Traitement non officiel	7
4. Nothing disclosed (exempt) Aucune communication (exemption)	7	TOTAL	400
5. Transferred Transmission	2		

III Exemptions invoked
Exemptions invoquées

S. Art. 13(1)(a)	3	S. Art. 16(1)(a)	6	S. Art. 18(b)	6	S. Art. 21(1)(a)	69
(b)	1	(b)	0	(c)	0	(b)	63
(c)	3	(c)	1	(d)	1	(c)	16
(d)	0	(d)	0	S. Art. 19(1)	152	(d)	2
S. Art. 14	6	S. Art. 16(2)	0	S. Art. 20(1)(a)	2	S. Art. 22	1
S. 15(1) International rel. Relations intern.	0	S. Art. 16(3)	0	(b)	78	S. Art. 23	18
Defence Défense	10	S. Art. 17	0	(c)	64	S. Art. 24	5
Subversive activities Activités subversives	0	S. Art. 18(a)	12	(d)	16	S. Art. 26	5

IV Exclusions cited
Exclusions citées

S. Art. 68(a)	3	S. Art. 69(1)(c)	5
(b)	0	(d)	9
(c)	0	(e)	13
S. Art. 69(1)(a)	8	(f)	2
(b)	0	(g)	32

V Completion time
Délai de traitement

30 days or under 30 jours ou moins	224
31 to 60 days De 31 à 60 jours	53
61 to 120 days De 61 à 120 jours	63
121 days or over 121 jours et plus	60

VI Extensions
Prorogations des délais

	30 days or under 30 jours ou moins	31 days or over 31 jours ou plus
Searching Recherche	10	2
Consultation	28	34
Third party Tiers	7	52
TOTAL	45	88

VII Translations
Traductions

Translations requested Traductions demandées	0
Translations prepared Traductions préparées	0
English to French De l'anglais au français	0
French to English Du français à l'anglais	0

VIII Method of access
Méthode de communication

Copies given Copies de l'original	198
Examination Examen de l'original	19
Copies and examination Copies et examen	19

IX Fees
Frais

Net fees collected Frais nets perçus			
Application fees Frais de la demande	\$1,910.00	Preparation Préparation	\$248.50
Reproduction	\$880.70	Computer processing Traitement informatique	\$0.00
Searching Recherche	\$1,792.50	TOTAL	\$4,831.70
Fees waived Dispense de frais		No. of times Nombre de fois	\$
\$25.00 or under 25 \$ ou moins		144	\$1,467.00
Over \$25.00 De plus de 25 \$		0	\$0.00

X Costs
Coûts

Financial (all reasons) Financiers (raisons)		(\$000)
Salary Traitement		434,803.0
Administration (O and M) Administration (fonctionnement et maintien)		169,667.0
TOTAL		604,470.0
Person year utilization (all reasons) Années-personnes utilisées (raisons)		
Person year (decimal format) Années-personnes (nombre décimal)		9.50

APPENDIX II: REPORT ON THE *PRIVACY ACT*



Government
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REPORT ON THE PRIVACY ACT

RAPPORT CONCERNANT LA LOI SUR LA PROTECTION DES RENSEIGNEMENTS PERSONNELS

Institution	INDUSTRY CANADA INDUSTRIE CANADA	Reporting period Période visée par le rapport 4/1/2001 to/à 3/31/2002
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I Requests under the Privacy Act Demandes en vertu de la Loi sur la protection des renseignements personnels		
Received during reporting period Reçues pendant la période visée par le rapport	13	
Outstanding from previous period En suspens depuis la période antérieure	7	
TOTAL	20	
Completed during reporting period Traitées pendant la période visée par le rapport	17	
Carried forward Reportées	3	

II Disposition of requests completed Disposition à l'égard des demandes traitées		
1. All disclosed Communication totale	3	
2. Disclosed in part Communication partielle	11	
3. Nothing disclosed (excluded) Aucune communication (exclusion)	0	
4. Nothing disclosed (exempt) Aucune communication (exemption)	0	
5. Unable to process Traitement impossible	2	
6. Abandoned by applicant Abandon de la demande	1	
7. Transferred Transmission	0	
TOTAL	17	

III Exemptions invoked Exceptions invoquées		
S. Art. 18(2)	0	
S. Art. 19(1)(a)	0	
(b)	0	
(c)	0	
(d)	0	
S. Art. 20	0	
S. Art. 21	1	
S. Art. 22(1)(a)	0	
(b)	0	
(c)	0	
S. Art. 22(2)	0	
S. Art. 23(a)	0	
(b)	0	
S. Art. 24	0	
S. Art. 25	0	
S. Art. 26	10	
S. Art. 27	3	
S. Art. 28	0	

IV Exclusions cited Exclusions citées		
S. Art. 69(1)(a)	0	
(b)	0	
S. Art. 70(1)(e)	0	
(b)	0	
(c)	0	
(d)	0	
(e)	0	
(f)	0	

V Completion time Délai de traitement		
30 days or under 30 jours ou moins	8	
31 to 60 days De 31 à 60 jours	5	
61 to 120 days De 61 à 120 jours	1	
121 days or over 121 jours ou plus	3	

VI Extensions Prorogations des délais		
	30 days or under 30 jours ou moins	31 days or over 31 jours ou plus
Interference with operations Interruption des opérations	1	0
Consultation	3	0
Translation Traduction	0	0
TOTAL	4	0

VII Translations Traductions		
Translations requested Traductions demandées	0	
Translations prepared Traductions préparées	English to French De l'anglais au français	0
	French to English Du français à l'anglais	0

VIII Method of access Méthode de consultation		
Copies given Copies de l'original	14	
Examination Examen de l'original	0	
Copies and examination Copies et examen	0	

IX Corrections and notation Corrections et mention		
Corrections requested Corrections demandées	0	
Corrections made Corrections effectuées	0	
Notation attached Mention annexée	0	

X Costs Coûts		
Financial (all reasons) Financiers (raisons)		(\$000)
Salary Traitement	12,676.	
Administration (O and M) Administration (fonctionnement et maintien)	5,248.	
TOTAL	17,924.	
Person year utilization (all reasons) Années-personnes utilisées (raisons)		
Person year (decimal format) Années-personnes (nombre décimal)	0.5	



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4. Nothing disclosed (exempt) Aucune communication (exemption)	7	TOTAL	400
5. Transferred Transmission	2		

III Exemptions invoked
Exemptions invoquées

S. Art. 13(1)(a)	3	S. Art. 16(1)(a)	6	S. Art. 18(b)	6	S. Art. 21(1)(a)	69
(b)	1	(b)	0	(c)	0	(b)	63
(c)	3	(c)	1	(d)	1	(c)	16
(d)	0	(d)	0	S. Art. 19(1)	152	(d)	2
S. Art. 14	6	S. Art. 16(2)	0	S. Art. 20(1)(a)	2	S. Art. 22	1
S. Art. 15(1) International rel. Relations intern.	0	S. Art. 16(3)	0	(b)	78	S. Art. 23	18
Defence Défense	10	S. Art. 17	0	(c)	64	S. Art. 24	5
Subversive activities Activités subversives	0	S. Art. 18(a)	12	(d)	16	S. Art. 26	5

IV Exclusions cited
Exclusions citées

S. Art. 68(a)	3	S. Art. 69(1)(c)	5
(b)	0	(d)	9
(c)	0	(e)	13
S. Art. 69(1)(a)	8	(f)	2
(b)	0	(g)	32

V Completion time
Délai de traitement

30 days or under 30 jours ou moins	224
31 to 60 days De 31 à 60 jours	53
61 to 120 days De 61 à 120 jours	63
121 days or over 121 jours et plus	60

VI Extensions
Prorogations des délais

	30 days or under 30 jours ou moins	31 days or over 31 jours ou plus
Searching Recherche	10	2
Consultation	28	34
Third party Tiers	7	52
TOTAL	45	88

VII Translations
Traductions

Translations requested Traductions demandées	0
Translations prepared Traductions préparées	0
English to French De l'anglais au français	0
French to English Du français à l'anglais	0

VIII Method of access
Méthode de communication

Copies given Copies de l'original	198
Examination Examen de l'original	19
Copies and examination Copies et examen	19

X Fees
Frais

Net fees collected Frais nets perçus			
Application fees Frais de la demande	\$1,910.00	Preparation Préparation	\$248.50
Reproduction	\$880.70	Computer processing Traitement informatique	\$0.00
Searching Recherche	\$1,792.50	TOTAL	\$4,831.70
Fees waived Dispense de frais		No. of times Nombre de fois	\$
Less than \$5.00 or under Moins de \$5.00		144	\$1,467.00
Over \$25.00 or more Plus de \$25.00		0	\$0.00

X Costs
Coûts

Financial (all reasons) Financiers (raisons)		(\$000)
Salary Traitement		434,803.0
Administration (O and M) Administration (fonctionnement et maintien)		169,667.0
TOTAL		604,470.0
Person year utilization (all reasons) Années-personnes utilisées (raisons)		
Person year (decimal format) Années-personnes (nombre décimal)		9.50

REPORT ON THE PRIVACY ACT

RAPPORT CONCERNANT LA LOI SUR LA PROTECTION DES RENSEIGNEMENTS PERSONNELS

Institution INDUSTRY CANADA INDUSTRIE CANADA	Reporting period / Période visée par le rapport 4/1/2001 to/à 3/31/2002
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I Requests under the Privacy Act Demandes en vertu de la Loi sur la protection des renseignements personnels

Received during reporting period Reçues pendant la période visée par le rapport	13
Outstanding from previous period En suspens depuis la période antérieure	7
TOTAL	20
Completed during reporting period Traitées pendant la période visée par le rapport	17
Carried forward Reportées	3

II Disposition of requests completed Disposition à l'égard des demandes traitées

1. All disclosed Communication totale	3
2. Disclosed in part Communication partielle	11
3. Nothing disclosed (excluded) Aucune communication (exclusion)	0
4. Nothing disclosed (exempt) Aucune communication (exemption)	0
5. Unable to process Traitement impossible	2
6. Abandoned by applicant Abandon de la demande	1
7. Transferred Transmission	0
TOTAL	17

III Exemptions invoked Exceptions invoquées

S. Art. 18(2)	0
S. Art. 19(1)(a)	0
(b)	0
(c)	0
(d)	0
S. Art. 20	0
S. Art. 21	1
S. Art. 22(1)(a)	0
(b)	0
(c)	0
S. Art. 22(2)	0
S. Art. 23(a)	0
(b)	0
S. Art. 24	0
S. Art. 25	0
S. Art. 26	10
S. Art. 27	3
S. Art. 28	0

IV Exclusions cited Exclusions citées

S. Art. 69(1)(a)	0
(b)	0
S. Art. 70(1)(a)	0
(b)	0
(c)	0
(d)	0
(e)	0
(f)	0

V Completion time Délai de traitement

30 days or under 30 jours ou moins	8
31 to 60 days De 31 à 60 jours	5
61 to 120 days De 61 à 120 jours	1
121 days or over 121 jours ou plus	3

VI Extensions Prorogations des délais

	30 days or under 30 jours ou moins	31 days or over 31 jours ou plus
Interference with operations Interruption des opérations	1	0
Consultation	3	0
Translation Traduction	0	0
TOTAL	4	0

VII Translations Traductions

Translations requested Traductions demandées	0
Translations prepared Traductions préparées	0
English to French De l'anglais au français	0
French to English Du français à l'anglais	0

VIII Method of access Méthode de consultation

Copies given Copies de l'original	14
Examination Examen de l'original	0
Copies and examination Copies et examen	0

IX Corrections and notation Corrections et mention

Corrections requested Corrections demandées	0
Corrections made Corrections effectuées	0
Notation attached Mention annexée	0

X Costs Coûts

Financial (all reasons) Financiers (raisons)	(\$000)
Salary Traitement	12,676.
Administration (O and M) Administration (fonctionnement et maintien)	5,248.
TOTAL	17,924.
Person year utilization (all reasons) Années-personnes utilisées (raisons)	
Person year (decimal format) Années-personnes (nombre décimal)	0.5