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LIST OF ACRONYMS AND ABBREVIATIONS

ATIP	Access to information and privacy
ATIP/D	Director, Access to Information and Privacy Secretariat
ATIP/DD	Deputy Director, Access to Information and Privacy Secretariat
CS	Corporate Secretary
DM	Deputy Minister
TBS	Treasury Board Secretariat
AORS	ATIP Online Request Service

1. INTRODUCTION

The Department of Canadian Heritage is pleased to table in Parliament its annual report on the administration of the [Access to Information Act](#) (the Act) for the fiscal year from April 1, 2021, to March 31, 2022.

Section 94 of the Act requires that the head of every federal government institution submit an annual report to Parliament on the administration of the Act during the fiscal year.

1.1. The Access to Information Act

The purpose of the Act is to provide a right of access to information in records under the control of a government institution. It stipulates that government information should be available to the public; that necessary exceptions to the right of access should be limited and specific; and that decisions on the disclosure of government information should be reviewed independently of government.

The Department of Canadian Heritage is fully committed to both the spirit and the intent of the Act to ensure transparency within the Department. The information contained in this report provides an overview of the activities of the Department in implementing the Act.

1.2. Mandate of Canadian Heritage

The Department's mandate is set out in the [Department of Canadian Heritage Act](#) and centres on fostering and promoting "Canadian identity and values, cultural development, and heritage."

To achieve its objectives, Canadian Heritage collaborates with a wide range of partners from the private sector, creative enterprises, public institutions and non-governmental organizations to enrich cultural experiences, strengthen identity, and promote participation in sport and communities. The Department also engages with Canadians through programs that support a wide range of activities from youth exchanges, through commemorations and celebrations, to high-performance sports and multiculturalism. These programs are delivered through headquarters and five regional offices across the country.

The Department of Canadian Heritage is responsible for programs and policies that help all Canadians participate in their shared cultural and civic life. The Department's legislative mandate, set out in the [Department of Canadian Heritage Act](#) and other statutes for which the Minister of Canadian Heritage is responsible, lists the Minister's many responsibilities under the heading of powers and duties related to "Canadian identity, values, cultural development and heritage".

The Department oversees numerous statutes, including the [Broadcasting Act](#), the [Copyright Act](#) and the [Investment Canada Act](#) (the latter two acts shared with Innovation, Science and Economic Development Canada), the [Official Languages Act](#) (Part VII), the [Museums Act](#), the [Canada Traveling Exhibitions Indemnification Act](#), the [Cultural Property Export and Import Act](#), the [Status of the Artist Act](#), the [Canadian Multiculturalism Act](#) and the [Physical Activity and Sport Act](#) (shared with Health Canada).

The Department of Canadian Heritage is specifically responsible for formulating and implementing cultural policies related to copyright, foreign investment and broadcasting, as well as policies related to arts, culture, heritage, official languages, sport, state ceremonial and protocol, and Canadian symbols. In addition, in the coming years, one of the main objectives of the Department will be to strengthen the cultural and creative sectors. The Department's programs, delivered through headquarters and multiple points of service including five regional offices across the country, fund community and third-party organizations to promote the benefits of culture, identity and sport for Canadians.

In 2021-2022, the Minister of Canadian Heritage was accountable to Parliament for the Department, three departmental agencies, eleven Crown corporations and two administrative tribunals, and was assisted by the Minister of Housing, Diversity and Inclusion, the Minister of Official Languages and responsible for the Atlantic Canada Opportunities Agency, the Minister for Women and Gender Equality and Youth and the Minister of Sport and responsible for the Economic Development Agency of Canada for the Regions of Quebec.

2. STRUCTURE OF THE ACCESS TO INFORMATION AND PRIVACY SECRETARIAT

The Access to Information and Privacy (ATIP) Secretariat is responsible for administering the Act within the Department of Canadian Heritage. Its mandate is to act on behalf of the Minister of Canadian Heritage in ensuring compliance with the Act, regulations, and government policy and to create departmental directives, including standards, in all matters relating to the Act.

During the reporting period, the ATIP Secretariat consisted of a director, two employees in the Policy and Governance Unit, as well as five analysts and two administrative resources in the Operations Unit.

The Operations Unit is responsible for processing requests under the Act. This includes receiving requests from the public, liaising with program areas within the department to retrieve records and recommendations for their disclosure, performing a line-by-line review of records and conducting external consultations as required to balance the public's right of access with the government's need to safeguard certain information in limited and specific cases. The Operations Unit represents the Department in dealings with the Office of the Information Commissioner with respect to the resolution of complaints made against the Department.

The ATIP Secretariat's Policy and Governance Unit provides policy advice and guidance to the Department on access to information and the protection of personal information. It develops policy instruments and processing products and tools. The unit liaises with employees, prepares, and delivers training and awareness sessions throughout the Department. In addition, the unit coordinates the preparation of the Department's annual report and publishes its [Information about programs and information holdings](#), formerly known as Info Source.

In the departmental organizational structure, the ATIP Secretariat reports to the Corporate Secretariat at Canadian Heritage.

3. DELEGATION ORDER

The powers, duties, and functions of the administration of the Act have been delegated by the Minister to the Director of the ATIP Secretariat. A copy of Canadian Heritage's delegation order is appended to this report as Appendix A.

4. ADMINISTRATION OF REQUESTS

The statistical report on the Act is included as Appendix B of this report. During the 2021–2022 fiscal year, Canadian Heritage experienced a decrease in the number of requests received and significantly reduced the inventory of requests in process. Canadian Heritage has thus reduced the number of requests carried over to the next fiscal year.

4.1. Access requests

The ATIP Secretariat received a total of 346 requests between April 1, 2021, and March 31, 2022. This represents a decrease of 15.09% compared to the previous year. With the 118 requests carried over from the previous reporting period, there were a total of 464 active requests in 2021–2022.

As shown in Chart 1, the number of requests received by Canadian Heritage in fiscal year 2021-2022 is at its lowest level in the last five years.

Chart 1: Number of requests received, 2017-2018 to 2021-2022

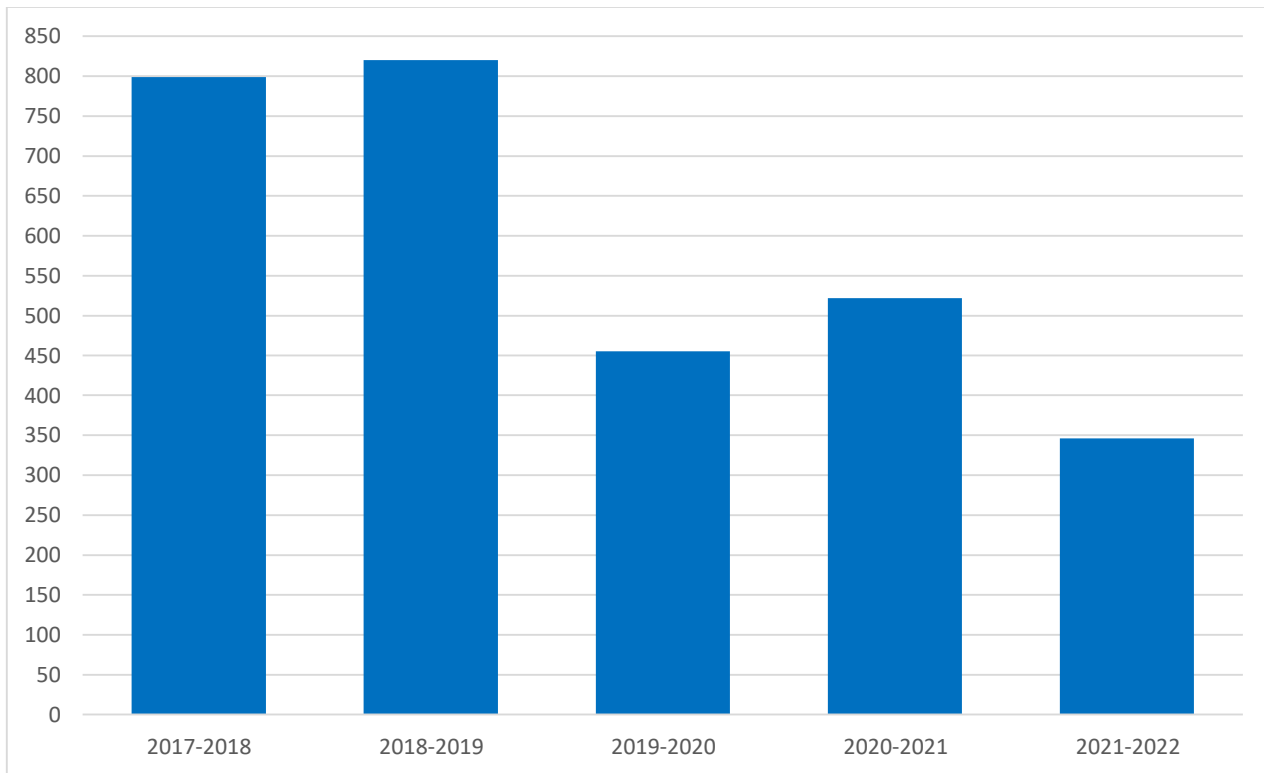


Chart 1: Number of requests received, 2017-2018 to 2021-2022 – text version

This bar graph shows the number of requests Canadian Heritage received each fiscal year from 2017-2018 to 2021-2022. The data illustrated in the graph is as follows:

- 2017-2018: 799 requests
- 2018-2019: 820 requests
- 2019-2020: 455 requests
- 2020-2021: 522 requests
- 2021-2022: 346 requests

Despite the decrease in the number of requests received, and incidentally in the number of requests processed, it must be noted that Canadian Heritage

processed on average substantially more pages per request than in 2020-2021, as will be shown in section 4.4 of this report.

Topics

The requests for information received by Canadian Heritage cover a wide range of topics. For this reporting period, the most frequently requested type of document was briefing notes to the Minister or Deputy Minister.

The requests included topics such as harmful content online, revisions of the *Broadcasting Act* and funding to organizations by Canadian Heritage.

Informal requests

Since 2011, government institutions have been posting lists of completed access to information requests on the Open Government Web Portal. This Open Government initiative is designed to enable the public to make informal requests for records that were previously released. Canadian Heritage processed 369 informal requests in 2021–2022 for information about previously released requests, a 15.2% increase from the previous fiscal year. The number of informal requests received in 2021-2022 is on average equivalent to the number of informal requests that Canadian Heritage received prior to 2019-2020.

Chart 2: Number of requests treated informally, 2017-2018 to 2021-2022

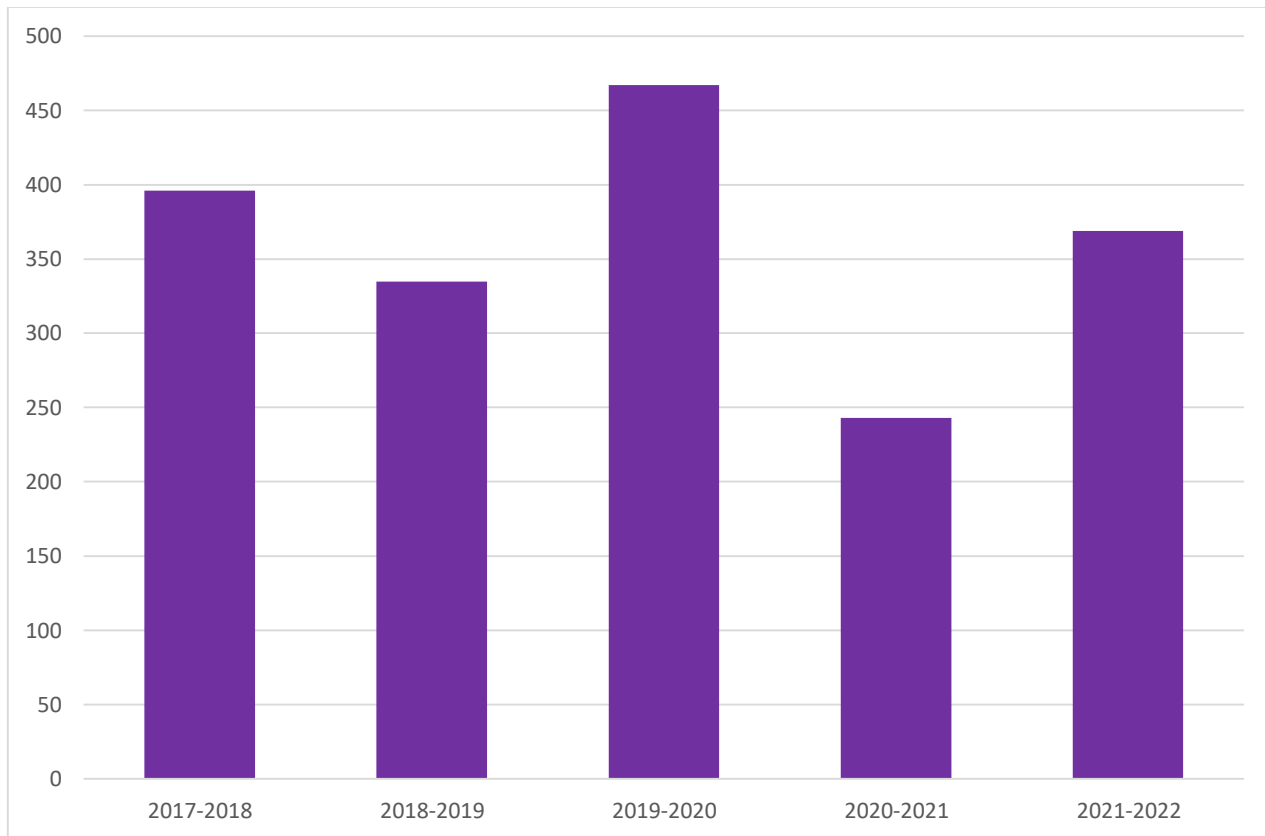


Chart 2: Number of requests treated informally, 2017-2018 to 2021-2022 – text version

This bar graph shows the number of requests Canadian Heritage treated informally each fiscal year from 2017-2018 to 2021-2022. The data illustrated in the graph is as follows:

- 2017-2018: 396 requests
- 2018-2019: 335 requests
- 2019-2020: 467 requests
- 2020-2021: 243 requests
- 2021-2022: 369 requests

4.2. Request sources

Of the requests that were received in this reporting period, 24% were made by the media, while 27% were made by the public. A total of 29% of requesters declined to identify themselves and 13% of requesters were from academia.

As indicated in Chart 3, the media have consistently been the largest source of requests for Canadian Heritage in the past fiscal years. However, in 2021-2022, the number of requests from the public and from requesters refusing to identify themselves exceeded those from the media.

Chart 3: Request sources, 2017-2018 to 2021-2022

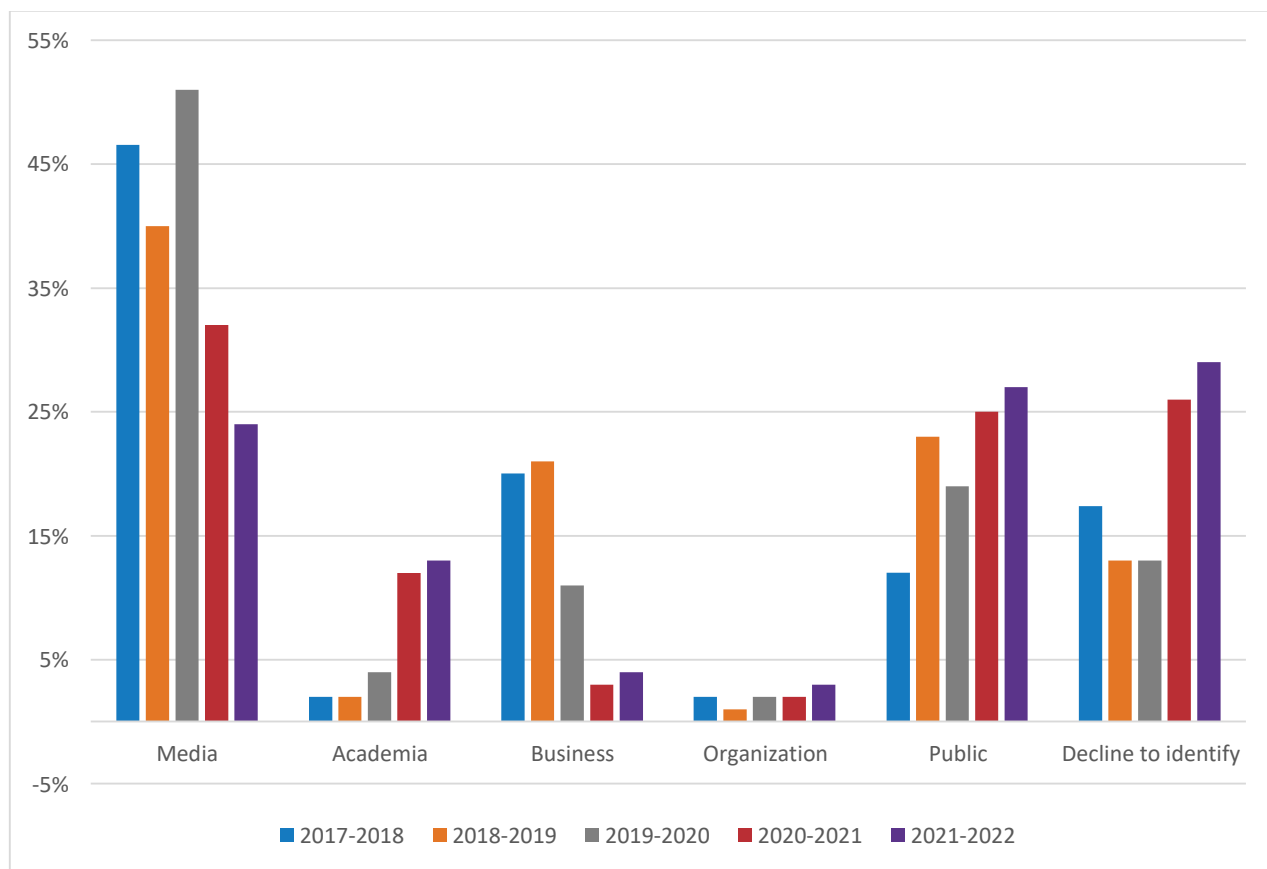


Chart 3: Request sources, 2017-2018 to 2021-2022 – text version

This bar graph shows the sources of requests from fiscal years 2017-2018 to 2021-2022 and indicates the percentage of requests from each source. The data illustrated in the graph is as follows:

Applicant sources	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
Media	47%	40%	51%	32%	24%
Academia	2%	2%	4%	12%	13%
Business	20%	21%	11%	3%	4%
Organization	2%	1%	2%	2%	3%
Public	12%	23%	19%	25%	27%
Decline to identify	17%	13%	13%	26%	29%

4.3. Extensions

Requests can be extended beyond the 30-day statutory time frame in three circumstances; when the request is for a large number of records or necessitates a search through a large number of records, when consultations are necessary, or to give notice to a third party. This reporting period, extensions were required in 109 cases. In 2 cases, the Department required a time extension of 30 days or less. In 107 cases, an extension of over 30 days was required.

Chart 4 illustrates the circumstances for which extensions were taken during the last five years. As in previous years, consultations with other federal institutions or other levels of government was the most common reason for extension.

Chart 4: Reasons for time extensions, 2017-2018 to 2021-2022

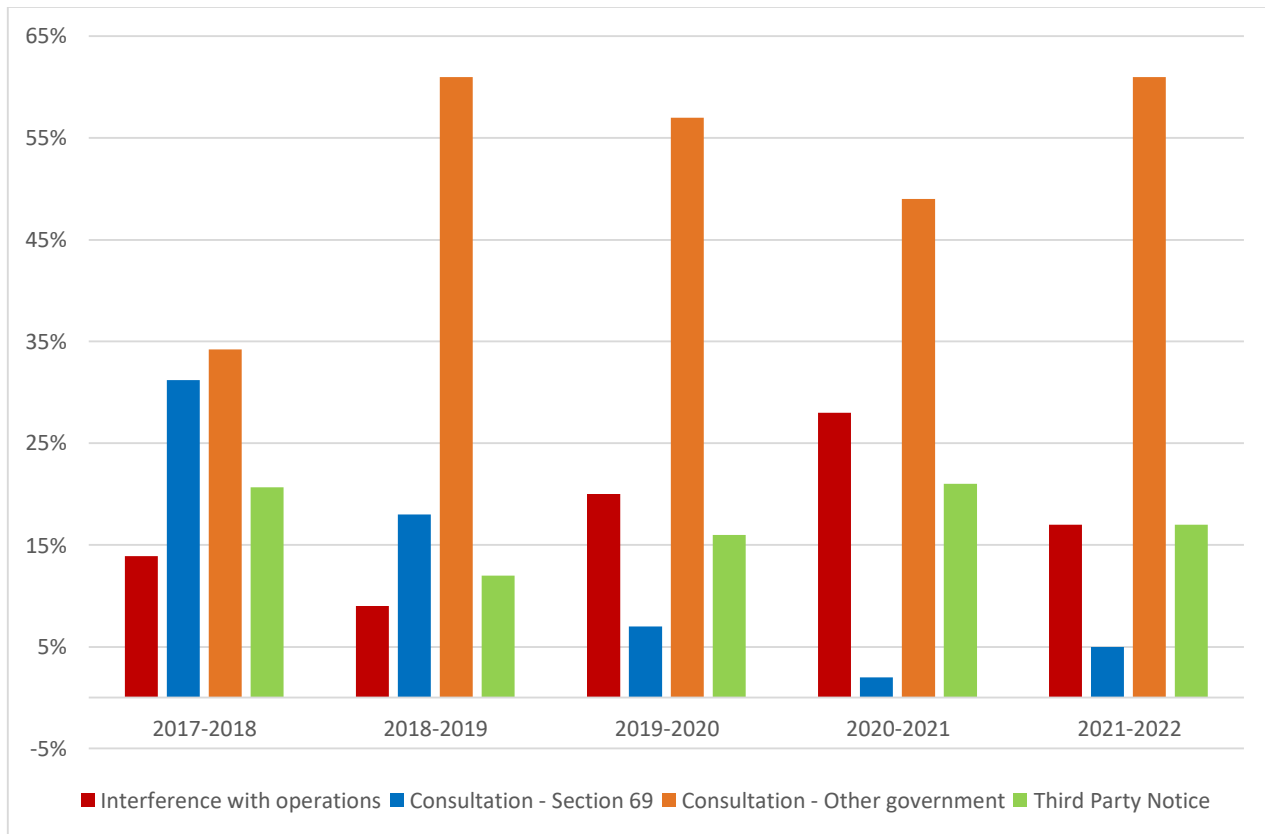


Chart 4: Reasons for time extensions, 2017-2018 to 2021-2022 – text version

This bar graph shows the reasons for time extensions in each fiscal year from 2017-2018 to 2021-2022, and the percentages for each reason in each year. The data illustrated in the graph is as follows:

Reason	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
Interference with operations	17%	16%	34%	28%	17%
Consultation - Section 69	16%	34%	21%	2%	5%

Consultation - Other	34%	21%	12%	49%	61%
Third Party Notice	21%	12%	16%	21%	17%

4.4. Completed requests

A total of 354 requests were completed by the end of the year 2021–2022. This is 8 more requests than were received and is the result of Canadian Heritage making efforts to reduce the backlog of late requests.

Of the 354 completed requests, 197 requests (56%) were disclosed in part. Seventy-two requests (20%) were disclosed in full. There were no existing records for 55 requests (16%). Information was fully excluded in 10 requests (3%) and exempted entirely in 4 requests (1%). Four requests (1%) were forwarded to other federal institutions and 12 requests (3%) were abandoned by requesters.

Chart 5: Breakdown of requests, 2021-2022

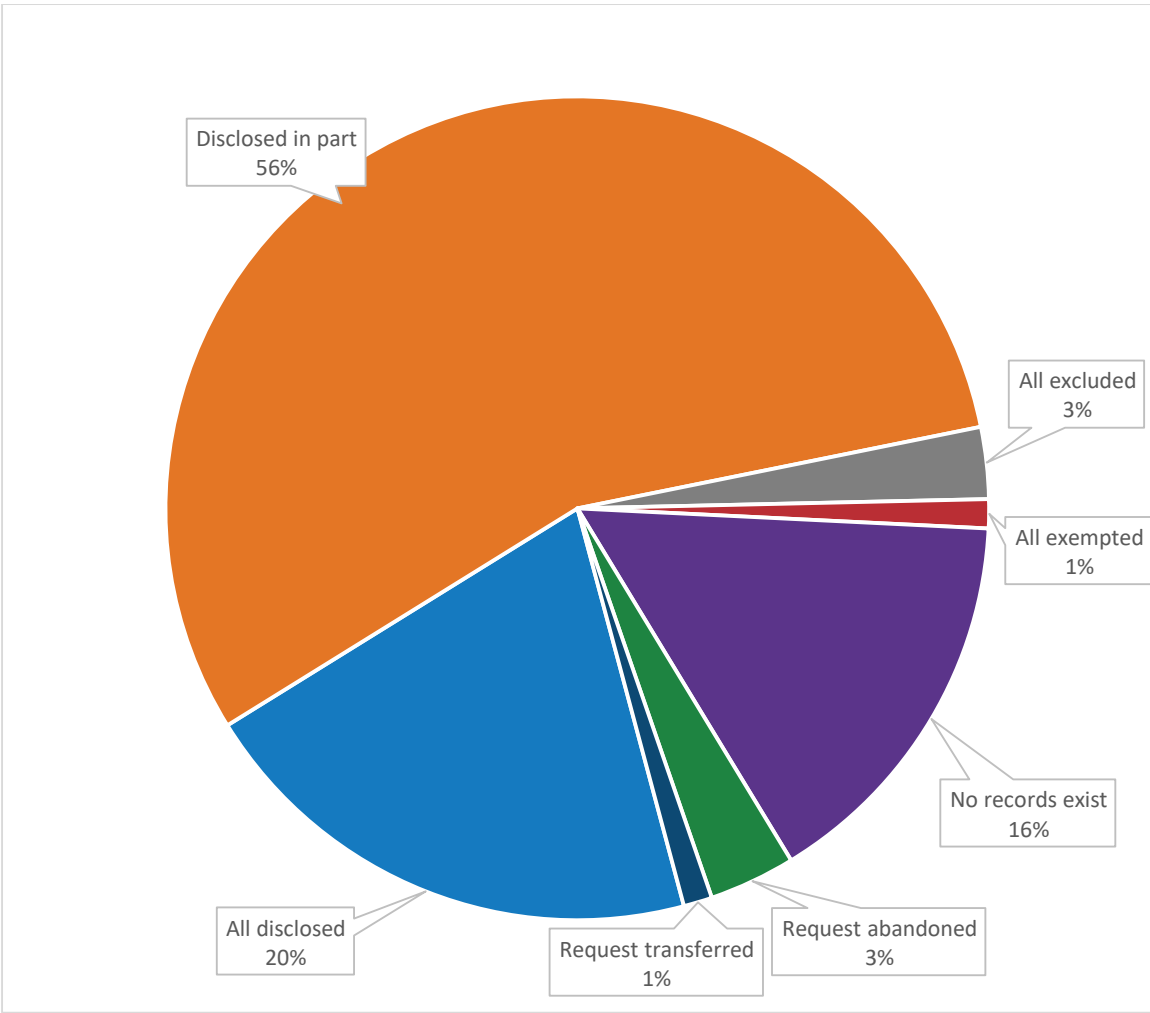


Chart 5: Breakdown of requests, 2021-2022 – text version

This pie chart shows the disposition of requests for the year 2021-2022. The data illustrated in the graph is as follows:

- All disclosed: 20%
- Disclosed in part: 56%
- All excluded: 3%
- All exempted: 1%
- No records exist: 16%
- Request abandoned: 3%

-
- Requests transferred: 1%

The 354 completed requests were processed within the following time frames:

- 165 requests (47%) completed within 30 days;
- 58 requests (16%) completed within 31 to 60 days;
- 29 requests (8%) completed within 61 to 120 days;
- 102 requests (29%) completed within 121 or more days.

The relatively high number (compared to previous years) of cases closed within 121 or more days stems from the Department's efforts to process the backlog of late requests. At the end of this reporting period, only 15 requests received from previous fiscal years were still in process:

- Received in 2020-2021: 3
- Received in 2019-2020: 6
- Received in 2018-2019: 3
- Received in 2017-2018: 3

Fifty-three percent of these 15 requests received in the previous fiscal years complied with the time limits set out in the Act.

Canadian Heritage processed 65,869 pages of documents in 2021-2022. This represents a slight decrease from the previous year and is approximately equivalent to the number of pages processed in 2019-2020. In this regard, Chart 6 illustrates the number of pages that were processed by the Department over the past five fiscal years.

Chart 6: Number of relevant pages processed, 2017-2018 to 2021-2022

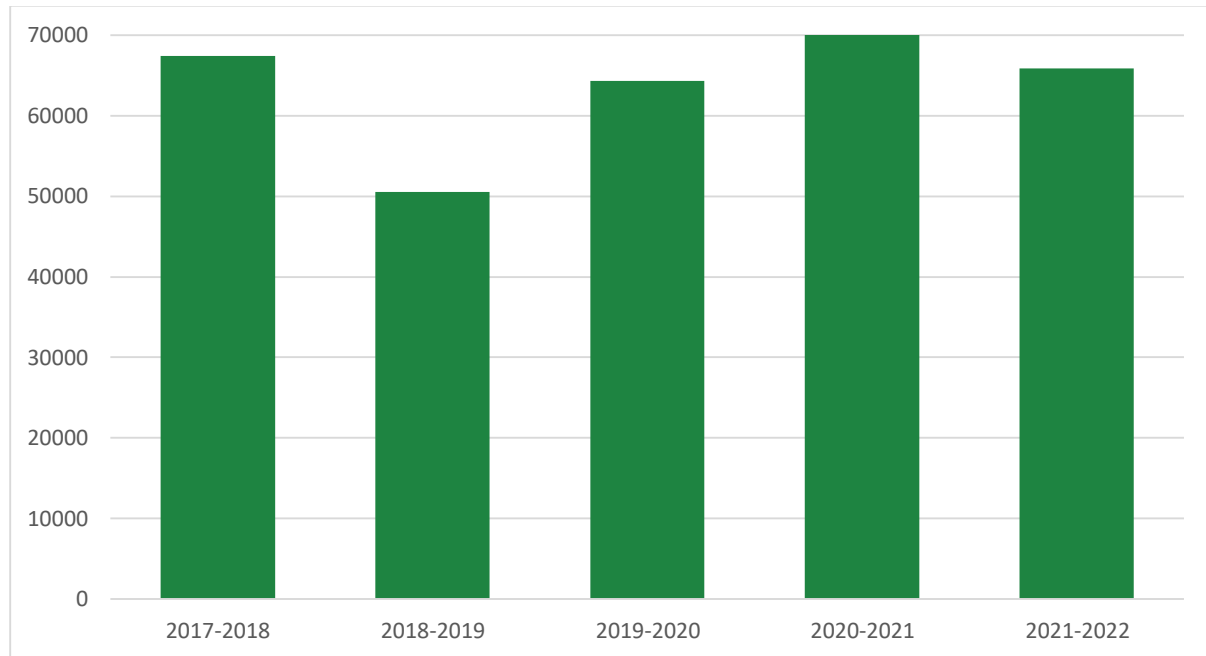


Chart 6: Number of relevant pages processed, 2017-2018 to 2021-2022 – text version

This bar graph shows the number of relevant pages processed each year from fiscal years 2017-2018 to 2021-2022. The data illustrated in the graph is as follows:

- 2017-2018: 67,386 pages
- 2018-2019: 50,541 pages
- 2019-2020: 64,309 pages
- 2020-2021: 72,780 pages
- 2021-2022: 65,869 pages

However, it should be noted that despite the decrease in the number of pages processed compared to the previous reporting period, the requests contained more voluminous records than in 2020-2021. On average, Canadian Heritage processed 186 pages per request in 2021-2022 compared to 139 pages per request in the previous fiscal year, this represents an increase of 7%.

4.5. Exemptions/exclusions

The Act does not apply to certain types of records. The legislation allows information to be excluded from requests. In this reporting period, 90 exclusions were applied. Among these, 84 exclusions are based on subsection 69(1) (confidences of the Queen's Privy Council for Canada). Subsection 68(a) (published documents) was applied 4 times this fiscal year and section 68.1 (information under the control of the Canadian Broadcasting Corporation) was applied twice.

The Act sets out specific exceptions to the right of access known as exemptions. Each exemption is intended to protect information relating to a particular public or private interest, and together they form the only basis for refusing access to information under the Act.

Of the 354 requests completed, 490 exemptions to withhold information were invoked. The exceptions most commonly applied by the Department were:

- Paragraph 21(1)(b) (account of consultations and deliberations) applied in 94 requests;
- Paragraph 20(1)(b) (confidential information supplied by a third party) which was applied in 98 requests;
- Paragraph 21(1)(a) (information relating to the internal decision-making processes of government), which was applied in 74 requests;
- Subsection 19(1) (records containing personal information), which was applied in 91 requests.

4.6. Consultations

The ATIP Secretariat reviewed and provided recommendations on the disclosure of records of other government institutions that were related to Canadian Heritage. During the reporting period, the ATIP Secretariat received a total of 82 consultation requests from other federal institutions and other levels of governments. This represents a 11% decrease from the previous fiscal year, as shown in Chart 7. As for the processing time to respond to these consultation requests, Canadian Heritage responded within 30 days for 55% of them.

In 2021-2022, Canadian Heritage received consultation requests from 28 federal institutions. The top consulting institutions were the Privy Council Office, the

Treasury Board Secretariat, Public Services and Procurement Canada, Employment and Social Development Canada and the National Capital Commission.

Chart 7: Number of consultations received, 2017-2018 to 2021-2022

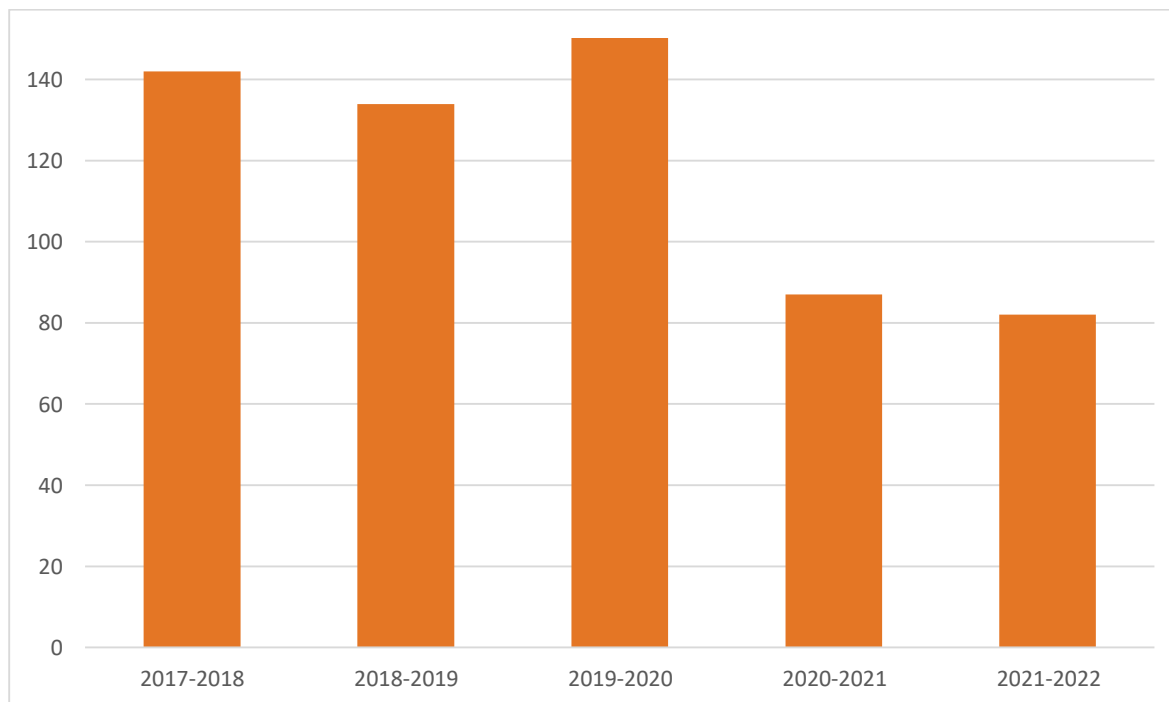


Chart 7: Number of consultations received, 2017-2018 to 2021-2022 – text version

This bar graph shows the total number of consultations received for each fiscal year from 2017-2018 to 2021-2022. The data illustrated in the graph is as follows:

- 2017-2018: 142 consultations received
- 2018-2019: 134 consultations received
- 2019-2020: 157 consultations received
- 2020-2021: 87 consultations received
- 2021-2022: 82 consultations received

4.8. Grounds for declining to handle requests

In the 2021-2022 fiscal year, Canadian Heritage did not submit any grounds for declining to handle requests to the Information Commissioner. There are no pending requests.

4.9. Impact of the COVID-19 pandemic on the ATIP Secretariat

The COVID-19 pandemic had no impact on the ATIP Secretariat's operations during the reporting period. The ATIP Secretariat developed and implemented an action plan that was completed during the 2020-2021 fiscal year, which put in place various tools to improve its practices and avoid any disruption in service. In carrying out the action plan, the ATIP Secretariat has, among other things, made available a Protected B server that is remotely accessible to its analysts and has transformed its operations to be fully electronic.

5. EDUCATION AND TRAINING ACTIVITIES

To increase awareness and understanding of the Act among departmental employees, awareness and training sessions were provided by the ATIP Secretariat. During the reporting period, a training schedule was posted monthly on the Department's intranet site and all employees were invited to register. The training was conducted remotely via Teams. These sessions provided information on the purpose and provisions of the Act, as well as the roles and responsibilities of the Department's employees and the ATIP Secretariat. The ATIP Secretariat also provided specific training to certain branches that requested it and tailored the information to their specific needs.

During this period, the ATIP Secretariat conducted 9 access to information training and awareness sessions for employees in the National Capital Region and regional offices. A total of 228 people participated in these sessions.

The ATIP Secretariat intranet site provides departmental employees with information on the Act and the related departmental policies and procedures. It

also provides training tools on access to information. The ATIP Secretariat continues to update its intranet page in order to provide branches with all the necessary tools to understand basic access to information issues.

6. POLICIES, GUIDELINES AND PROCEDURES

During the reporting period, the ATIP Secretariat conducted a complete revamp of the documents and letters used to communicate with requesters, other institutions, third parties and the Office of the Information Commissioner of Canada to ensure compliance with the Act.

In 2021-2022, the ATIP Secretariat developed an ATIP Analyst's Guide to facilitate the arrival of new team members and to standardize its procedures. This guide includes all the internal procedures of the ATIP Secretariat as well as most of the guidance provided by the Treasury Board Secretariat, the Office of the Information Commissioner of Canada, and the dominant jurisprudence on access to information. Over the next fiscal year, this guide will be published on the departmental intranet site to familiarize all employees with ATIP Secretariat practices.

The ATIP Secretariat continues to be actively involved in the ATIP community. During the reporting period, the ATIP Secretariat worked with the Treasury Board Secretariat on the implementation of the new ATIP Online Request Service (AORS). Canadian Heritage is participating in a pilot project to test and improve the AORS before it is used by all federal institutions.

7. COMPLAINTS, INVESTIGATIONS AND AUDITS

In 2021-2022, twelve (12) complaints regarding the processing of access to information requests were filed with the Office of the Information Commissioner of Canada against Canadian Heritage. The reasons for the complaints included: administrative delay (6); refusal of communication (exemption/exclusion)(4); and refusal of communication (incomplete response)(2).

The Information Commissioner completed the investigation of eight (8) complaints against Canadian Heritage. The Information Commissioner determined that two (2) complaints were well founded. In addition, two (2) complaints were abandoned, and four (4) complaints were settled.

At the end of the fiscal year, 17 complaints were still ongoing. Among these, 15 complaints were received in previous fiscal years:

- Received in 2020-2021: 3
- Received in 2019-2020: 7
- Received in 2018-2019: 3
- Received in 2017-2018: 2

Canadian Heritage was not involved in any audits, but was involved in one legal dispute before the Federal Court during this reporting period.

8. MONITORING COMPLIANCE

To provide requesters with an accurate and timely response, the ATIP Secretariat monitored request processing times daily using the ATIP case management system (Access Pro Case Management/Redaction). Reports that provide details on the status of requests are sent to the program liaison officers, departmental executives and senior management each week.

9. FEES AND COSTS

The [Service Fees Act](#) requires a responsible authority to report annually to Parliament on the fees collected by the institution.

With respect to fees collected under the Act, the information below is reported in accordance with the requirements of section 20 of the [Service Fees Act](#).

The enabling authority to collect fees is the *Access to Information Act*. The \$5 application fee is the only fee charged for an Access to Information request. In 2021–2022, the amount of fees collected (and the total revenue from those fees)

was \$1,465. In accordance with the [Interim Directive on the Administration of the Access to Information Act](#), issued on May 5, 2016, Canadian Heritage waives all fees prescribed by the Act and Regulations, other than the \$5 application fee set out in paragraph 7(1)(a) of the Regulations. The application fee was waived for 50 requests and was refunded for 3 requests.

The departmental costs of the administration of the Act is \$757,409. Of which, \$733,962 in salary costs and \$23,447 in goods and services.

APPENDIX A – DELEGATION ORDER

Access to Information Act and Privacy Act

Pursuant to Section 95 of the *Access to Information Act* and Section 73 the *Privacy Act*, I, as head of the Department of Canadian Heritage, hereby designate the persons holding the positions set out in the schedule hereto, or persons occupying on an acting basis those positions, to exercise my powers and functions under these Acts specified opposite each position.

This Delegation Order supersedes all previous *Access to Information Act* and *Privacy Act* Delegation Orders.

The Honourable Pablo Rodriguez
Minister of Canadian Heritage

Date: February 22, 2022

Powers and functions delegated pursuant to Section 95 of the Access to Information Act and the Access to Information Regulations

Legend

DM	Deputy Minister
CS	Corporate Secretary
ATIP/D	Director, Access to Information and Privacy Secretariat
ATIP/DD	Deputy Director, Access to Information and Privacy Secretariat

Note: The Xs indicate which position has delegated authority for each section of the Act.

Access to Information Act

Section	Description	DM	CS	ATIP/D	ATIP/DD
4(2.1)	Responsibility of government institutions	x	x	x	-
6.1(1)	Declining to act on request	x	x	x	-
7a)	Notice where access requested	x	x	x	-
7b)	Giving access to record	x	x	x	-
8(1)	Transfer of request to another government institution	x	x	x	x
9	Extension of time limits	x	x	x	x
9(2)	Notice of extension to Information Commissioner	x	x	x	x
10	Where access is refused	x	x	x	-
11(2)	Waiver - Additional fee	x	x	x	x
12(2)b)	Language of access	x	x	x	-

12(3)b)	Access in an alternative format	x	x	x	-
13	Exemption - Information obtained in confidence	x	x	x	-
14	Exemption - Federal-provincial affairs	x	x	x	-
15	Exemption - International affairs and defence	x	x	x	-
16	Exemption - Law enforcement and investigation	x	x	x	-
16.5	Exemption - <i>Public Servants Disclosure Protection Act</i>	x	x	x	-
17	Exemption - Safety of individuals	x	x	x	-
18	Exemption - Economic interests of Canada	x	x	x	-
18.1	Exemption - Economic interests of the Canada Post Corporation, Export Development Canada, the Public Sector Pension Investment Board and VIA Rail Canada Inc.	x	x	x	-
19	Exemption - Personal information	x	x	x	-
20	Exemption - Third party information	x	x	x	-
21	Exemption - Operations of Government	x	x	x	-
22	Exemption - Testing procedures, tests and audits	x	x	x	-
22.1	Exemption - Audit working papers and draft audit reports	x	x	x	-
23	Exemption - Solicitor-client privilege	x	x	x	-
24	Exemption - Statutory prohibitions	x	x	x	-
25	Severability	x	x	x	-

26	Exemption - Information to be published	x	x	x	-
27(1), (4)	Third-party notification	x	x	x	x
28(1)b), (2), (4)	Third-party notification	x	x	x	x
29(1)	Where the Information Commissioner recommends disclosure	x	x	x	-
33	Advising Information Commissioner of third-party involvement	x	x	x	-
35(2)b)	Right to make representations	x	x	x	-
37(1)c)	Notice to the Commissioner of action taken	x	x	x	-
37(4)	Access to be given to complainant	x	x	x	-
41(2)	Review by Federal Court of a report from the Information Commissioner	x	-	-	-
43(2)	Notice to third-party (application to Federal Court for review)	x	x	x	-
44(2)	Notice to applicant (application to Federal Court by third-party)	x	x	x	-
52(2)b), (3)	Special rules for hearings	x	x	x	-
94	Annual report to Parliament	x	x	x	-

Access to Information Regulations

Section	Description	DM	CS	ATIP/D	ATIP/DD
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6(1)	Transfer of request	x	x	x	x
8	Providing access to record(s)	x	x	x	-
8.1	Limitations in respect of format	x	x	x	-

APPENDIX B – STATISTICAL REPORT ON THE ACCESS TO INFORMATION ACT

Statistical Report on the Access to Information Act

Name of institution:	Canadian Heritage
Reporting period:	2021-04-01 to 2022-03-21

Section 1: Requests Under the Access to Information Act

1.1 Number of requests

	Number of requests
-	
Received during reporting period	346
Outstanding from previous reporting period	118
<ul style="list-style-type: none"> • Outstanding from previous reporting period • Outstanding from more than one reporting period 	<ul style="list-style-type: none"> • 89 • 29
Total	464
Closed during reporting period	354
Carried over to next reporting period	110
<ul style="list-style-type: none"> • Carried over within legislated timeline provided by The Act • Carried over beyond legislated timeline provided by The Act 	<ul style="list-style-type: none"> • 97 • 13

1.2 Sources of Requests

Source	Number of Requests
--------	--------------------

Media	83
Academia	46
Business (private sector)	14
Organization	10
Public	93
Decline to Identify	100
Total	346

1.3 Channel of Requests

Source	Number of Requests
Online	346
Email	0
Mail	0
In person	0
Phone	0
Fax	0
Total	346

Section 2: Informal Requests

2.1 Number of informal requests

-	Number of requests
Received during reporting period	374
Outstanding from previous reporting period	9
• Outstanding from previous reporting	• 9

<ul style="list-style-type: none"> period Outstanding from more than one reporting period 	0
Total	383
Closed during reporting period	369
Carried over to next reporting period	14

2.2 Channel of informal requests

Source	Number of Requests
Online	374
Email	0
Mail	0
In person	0
Phone	0
Fax	0
Total	374

2.3 Completion time of informal requests

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
331	27	11	0	0	0	0	369

2.4 Pages released informally

Less Than 100 Pages Released		100-500 Pages Released		501-1000 Pages Released		1001-5000 Pages Released		More Than 5000 Pages Released	
Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released
0	0	0	0	0	0	0	0	0	0

2.5 Pages re-released informally

Less Than 100 Pages Released		100-500 Pages Released		501-1000 Pages Released		1001-5000 Pages Released		More Than 5000 Pages Released	
Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released
265	6748	80	19783	15	9147	9	13070	0	0

Section 3: Application to the Information Commissioner on Declining to Act on Request

-	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	0
Total	0
Approved by the Information Commissioner during reporting period	0

Declined by the Information Commissioner during reporting period	0
Withdrawn during reporting period	0
Carried over to next reporting period	0

Section 4: Requests Closed During the Reporting Period

4.1 Disposition and completion time

Disposition of Requests	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	2	37	14	14	2	1	2	72
Disclosed in part	3	32	27	40	24	47	24	197
All exempted	1	1	2	0	0	0	0	4
All excluded	0	1	1	6	0	1	1	10
No records exist	5	28	15	6	0	1	0	55
Request transferred	4	0	0	0	0	0	0	4
Request abandoned	9	0	2	0	0	0	1	12
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Declined to act with the approval of the	0	0	0	0	0	0	0	0

Information Commissioner								
Total	24	99	61	66	26	50	28	354

4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	5	16(2)	10	18(a)	3	20.1	0
13(1)(b)	4	16(2)(a)	0	18(b)	7	20.2	0
13(1)(c)	7	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	21	18(d)	1	21(1)(a)	74
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	94
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	1
14(a)	11	16.1(1)(b)	1	18.1(1)(c)	0	21(1)(d)	4
14(b)	1	16.1(1)(c)	1	18.1(1)(d)	0	22	2
15(1)	1	16.1(1)(d)	0	19(1)	91	22.1(1)	0
15(1) – I.A.*	6	16.2(1)	0	20(1)(a)	0	23	24
15(1) – Def.*	0	16.3	0	20(1)(b)	98	23.1	0

15(1) – S.A.*	1	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	4
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	10	26	2
16(1)(a)(ii)	0	16.5	0	20(1)(d)	3	-	-
16(1)(a)(iii)	0	17	1	-	-	-	-
16(1)(b)	1	-	-	-	-	-	-
16(1)(c)	1	-	-	-	-	-	-
16(1)(d)	0	-	-	-	-	-	-

* I.A.: International Affairs
Def.: Defence of Canada
S.A.: Subversive Activities

4.3 Exclusions

Section	Number of requests	Section	Number of requests	Section	Number of requests
68(a)	4	69(1)	0	69(1)(g) re (a)	24
68(b)	0	69(1)(a)	12	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	6
68.1	2	69(1)(c)	3	69(1)(g) re (d)	4
68.2(a)	0	69(1)(d)	6	69(1)(g) re (e)	20

68.2(b)	0	69(1)(e)	4	69(1)(g) re (f)	4
-	-	69(1)(f)	1	69.1(1)	0

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	269	0	0	0	0

4.5 Complexity

4.5.1 Relevant pages processed and disclosed for paper and e-record formats

Number of Pages processed	Number of Pages Disclosed	Number of Requests
65869	44528	295

4.5.2 Relevant pages processed by request disposition for paper and e-record formats by size of request

Disposition	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed

All disclosed	66	3974	5	1852	1	709	0	0	0	0
Disclosed in part	110	6875	51	21107	20	14697	16	16655	0	0
All exempted	3	0	1	0	0	0	0	0	0	0
All excluded	8	0	2	0	0	0	0	0	0	0
Request abandoned	12	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
Total	199	10849	59	22959	21	15406	16	16655	0	0

4.5.3 Relevant minutes processed and disclosed for audio formats

Number of minutes processed	Number of minutes disclosed	Number of requests
0	0	0

4.5.4 Relevant minutes processed per request disposition for audio formats by size of request

Disposition	Less than 60 minutes		60-120 minutes		More than 120 minutes	
	Number of requests	Minutes processed	Number of requests	Minutes processed	Number of requests	Minutes processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.5 Relevant minutes processed and disclosed for video formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

4.5.6 Relevant minutes processed per request disposition for video formats by size of requests

Disposition	Less than 60 minutes		60-120 minutes		More than 120 minutes	
	Number of requests	Minutes processed	Number of requests	Minutes processed	Number of requests	Minutes processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0

Total	0	0	0	0	0	0
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4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	23	0	3	26
Disclosed in part	113	0	23	136
All exempted	0	0	2	2
All excluded	6	0	0	6
Request abandoned	0	0	0	0
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	142	0	28	170

4.6 Closed requests

4.6.1 Number of requests closed within legislated timelines provided by The Act

Number of requests closed within legislated timelines provided by The Act	165
Percentage of requests closed within legislated timelines provided by The Act (%)	46.61016949

4.7 Deemed Refusals

4.7.1 Reasons for not meeting legislated timelines provided by The Act

Number of requests closed past the legislated deadline provided by The Act	Principal Reasons			
	Interference with operations/workload	External Consultation	Internal Consultation	Other
189	91	9	4	85

4.7.2 Requests closed beyond legislated timeline (including any extension taken)

Number of days past legislated timeline provided by The Act	Number of requests past legislated timeline provided by The Act where no extension was taken	Number of requests past legislated timeline provided by The Act where an extension was taken	Total
1 to 15 days	30	5	35
16 to 30 days	19	4	23
31 to 60 days	27	2	29

61 to 120 days	17	19	36
121 to 180 days	19	1	20
181 to 365 days	19	12	31
More than 365 days	15	0	15
Total	146	43	189

4.8 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 5: Extension

5.1 Reasons for extensions and disposition of requests

Disposition of Request Where an Extension Was Taken	9(1)(a) Interference with Operations/Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	0	0	5	0
Disclosed in part	16	27	52	17

All exempted	0	5	0	0
All excluded	1	0	7	0
Request abandoned	2	0	2	0
Neither confirmed nor denied	0	0	0	2
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	19	32	66	19

5.2 Length of extensions

Length of Extensions	9(1)(a) Interference with Operations/Workload	9(1)(b) Consultation		9(1)(c) Third Party Notice
		Section 69	Other	
30 days or less	1	2	1	0
31 to 60 days	3	30	49	19
61 to 120 days	9	0	12	0

121 to 180 days	3	0	4	0
181 to 365 days	3	0	0	0
365 days or more	0	0	0	0
Total	19	32	66	19

Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of requests	Amount	Number of requests	Amount	Number of requests	Amount
Application	293	\$1,465.00	50	\$250.00	3	\$15.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	293	\$1,465.00	50	\$250.00	3	\$15.00

Section 7 Consultation Received From Other Institutions and Organizations

7.1 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	75	12609	7	137
Outstanding during the reporting period	9	326	0	0
Total	84	12935	7	137
Closed during the reporting period	80	12886	7	137
Carried over within the reporting period	4	49	0	0
Carried over beyond negotiated timelines	0	0	0	0

7.2 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	
Disclose entirely	33	16	17	0	1	1	0	68
Disclose in part	3	2	2	0	1	2	0	10
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	1	1	0	0	0	0	0	2

Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	37	19	19	0	2	3	0	80

7.3 Recommendations and completion time for consultations received from other organizations outside of the Government of Canada

Recommendation	Number of Days Required to Complete Consultation Requests							
	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
Disclose entirely	0	0	6	1	0	0	0	7
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	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	6	1	0	0	0	7

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

Number of Days	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1000-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
1 to 15	31	827	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	1	212	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 356	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	31	827	1	212	0	0	0	0	0	0

8.2 Requests with Privy Council Office

Number of Days	Less Than 100 Pages Processed	100-500 Pages Processed	501-1000 Pages Processed	1001-5000 Pages Processed	More Than 5000 Pages Processed

	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
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 356	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 9: Investigations and Reports of finding

9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
12	0	0

9.2 Investigations and Reports of finding

Section 37(1) Initial Reports			Sections 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
0	0	0	8	8	0

Section 10: Court Action

10.1 Court Actions on complaints

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	1	0	1

10.2 Court actions on third party notifications under paragraph 28(1)(b)

Section 44 – under paragraph 28(1)(b)	0
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Section 11: Resources Related to the Access to Information Act

11.1 Allocated Costs

Expenditures	Amount
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Salaries	\$733,962
Overtime	\$0
Goods and Services	\$23,447
<ul style="list-style-type: none"> • Professional services contracts • Other 	<ul style="list-style-type: none"> • \$0 • \$23,447
Total	\$757,409

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	8.150
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	8.150

Supplementary statistical report on the Access to Information Act and Privacy Act

Name of institution: Canadian Heritage

Reporting Period: 2021-04-01 to 2022-03-31

Section 1: Capacity to Receive Requests under the Access to Information Act and Privacy Act

1.1 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 under the Access to Information Act and the Privacy Act

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
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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

Section 3: Open Requests and Complaints Under the Access to Information Act

3.1 Enter the number open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are Within Legislated Timelines Provided by The Act as of March 31, 2022	Open Requests that are Beyond Legislated Timelines Provided by The Act as of March 31, 2022	Total
Received in 2021-2022	97	3	100
Received in 2020-2021	0	6	6
Received in 2019-2020	0	2	2
Received in 2018-2019	0	0	0
Received in 2017-2018	0	2	2
Received in 2016-2017	0	0	0

Received in 2015-2016 or earlier	0	0	0
Total	97	13	110

3.2 Enter the number of open complaints within the Information Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2021-2022	3
Received in 2020-2021	7
Received in 2019-2020	3
Received in 2018-2019	2
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016 or earlier	0
Total	15

Section 4: Open Requests and Complaints Under the Privacy Act

4.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are Within Legislated Timelines as of March 31, 2022	Open Requests that are Beyond Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	4	0	4
Received in 2020-2021	0	1	1
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016 or earlier	0	0	0
Total	4	1	5

4.2 Enter the number of open complaints with the Privacy Commissioner of Canada that outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2021-2022	1
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016 or earlier	0
Total	1

Section 5: Social Insurance Number (SIN)

Did your institution receive authority for a new collection or new consistent use of the SIN in 2021-2022?	No
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