



# 2021 Annual Report to Parliament

**VIA Rail Canada inc.**

Administration of the  
*Privacy Act*



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## 1. INTRODUCTION

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

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

This annual report is tabled in Parliament according to section 72 of the PA and covers the period from April 1, 2021 to March 31, 2022.

## 2. INSTITUTION

VIA Rail operates Canada's national passenger rail service on behalf of the Government of Canada. An independent Crown corporation established in 1977, VIA Rail provides a safe, cost-effective and environmentally responsible service from coast to coast in both official languages. The Corporation operates close to 255 train departures weekly on a 12,500-kilometre network, connecting over 400 Canadian communities. With 2,763 active employees, VIA Rail carried 1.5 million passengers in 2021.

### VIA Rail's Services

#### *Inter-city Travel (The Corridor)*

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

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

In Western and Eastern Canada, VIA Rail's trains provide intercity service connecting communities while Supporting Canada's tourism industry by attracting travellers from around the world. The *Canadian*, VIA Rail's Western transcontinental train, provides service between Vancouver and Toronto. In Eastern Canada, The *Ocean* runs between Montréal and Halifax.

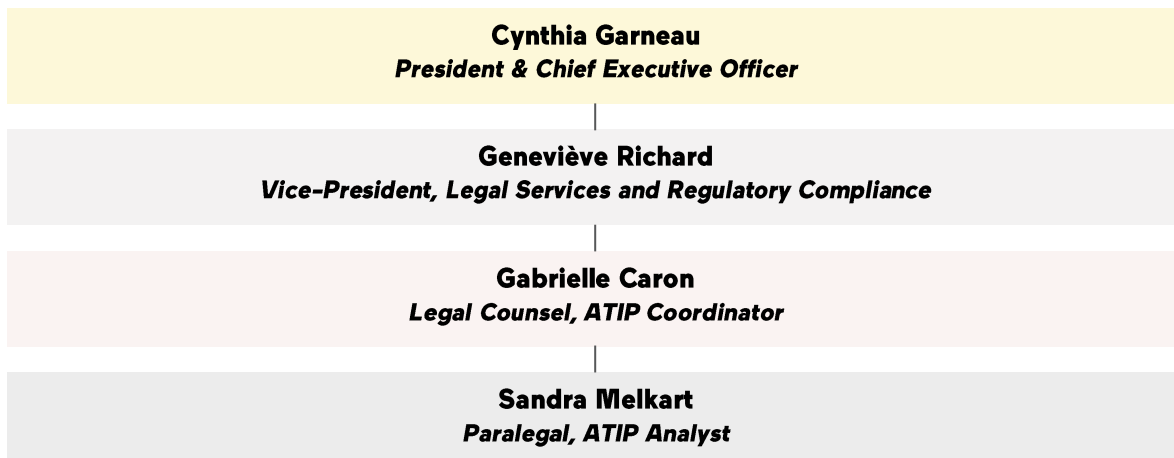
***Mandatory Services***

VIA Rail also provides passenger service in several rural and remote regions of Canada. Mandated by the Government of Canada to meet essential transportation needs, these trains serve many communities where alternative, year-round transportation is limited or unavailable.

**3. ACCESS TO INFORMATION AND PRIVACY ("ATIP") UNIT**

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

The ATIP Coordinator is responsible for interpreting and applying the statutory and policy requirements as they relate to the public's right of access to VIA Rail's records under the *Access to Information Act* and to their personal information under the *PA*. In more complex cases, the ATIP Coordinator makes recommendations to the President & Chief Executive Officer on the disclosure of information. The ATIP Coordinator's responsibilities include administering the process by which access to information and personal information requests are received and responded to, in compliance with the applicable statutory and policy requirements. The organizational structure of VIA Rail's ATIP unit as of March 31, 2022 is as follows:



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

Pursuant to section 73 of the *PA*, VIA Rail's President & Chief Executive Officer has delegated the totality of her functions as they relate to the administration of the *PA* within VIA Rail to the Corporation's ATIP Coordinator.

The Delegation Order is attached as Appendix 1.

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

#### **5. PERFORMANCE 2021 – 2022**

The complete Statistical Report for 2021 is attached as Appendix 2.

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

***Requests:***

VIA Rail received ten (10) personal information requests between April 1, 2021 and March 31, 2022. No requests were carried over to the next reporting period.

All ten (10) requests were closed at the end of the reporting period. The response percentage to these requests is therefore 100%.

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

***Completion time:***

VIA Rail's average completion time for the closure of requests during the 2021-2022 reporting period was twenty-two (22) days in comparison to the legislative requirement of thirty (30) days. The median completion time was eighteen (18) days. The percentage of requests responded to within the established deadline is 100%.

		2019-2020	2020-2021	2021-2022
<b>Number of requests by completion time</b>	<b>1 to 15 days</b>	<b>6</b>	<b>6</b>	<b>3</b>
	<b>16 to 30 days</b>	<b>12</b>	<b>10</b>	<b>6</b>
	<b>31 to 60 days</b>	<b>4</b>	<b>4</b>	<b>1</b>
	<b>61 to 120 days</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>121 to 180 days</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Disposition of Requests**

During the reporting period, seven (7) requests were 'All Disclosed'. In addition, one (1) request each was 'Disclosed in part', 'Exempted' and 'No Records Exist'.

**Extensions**

During this reporting period, an extension was taken for one (1) request.

**Exemptions applied**

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

		2019-2020	2020-2021	2021-2022
<b>Number of requests based on the applied exemption</b>	<b>s. 26 PA – personal information</b>	<b>2</b>	<b>2</b>	<b>1</b>
	<b>s. 27 PA – solicitor-client privilege</b>	<b>1</b>	<b>0</b>	<b>0</b>

**Costs:**

The total costs incurred by the ATIP unit with respect to the protection of personal information for the 2021-2022 reporting period was \$76,744.

**Human resources:**

As for human resources, it has been estimated that 1.30 FTE (Full Time Equivalent) was dedicated to activities associated with the protection of personal information.

**6. TRAINING AND AWARENESS**

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

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

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

## **8. COMPLAINTS**

**One (1) complaint was filed with the Office of the Privacy Commissioner of Canada during this reporting period.**

**The complainants allege that VIA Rail contravened the collection and use provisions of the PA when their vaccination history and travel information were collected and used by VIA Rail to restrict their freedom of movement. The complainants also allege that the information was subsequently disclosed to Transport Canada in order to monitor their travel activity. They allege that Order MO 21-09.1 issued by Transport Canada, which requires rail passengers to provide a proof of vaccination before boarding, cannot serve as a legal basis for the collection and use of their personal information, as such order does not contribute to public safety and therefore falls outside the scope of its enabling legislation. The complainants have not been convinced of the necessity, effectiveness and proportionality of the proof of vaccination requirements, and therefore believe that such order is inconsistent with the advice from the Joint Statement on Vaccine Passports by Canada's Privacy Commissioners.**

**VIA Rail has made its representations and are currently awaiting a response from the Privacy Commissioner.**

## **9. MONITORING COMPLIANCE**

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

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

## **10. MATERIAL PRIVACY BREACHES**

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

## **11. PRIVACY IMPACT ASSESSMENTS ("PIA")**

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

## **12. PUBLIC INTEREST DISCLOSURES**

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



# Appendix 1

Delegation of authority

A large, stylized yellow 'V' logo with white diagonal stripes, positioned on the left side of the page.

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

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

Le 31 mars 2022

March 31, 2022

Je, soussignée, Présidente et chef de la direction, conformément à l'article 95 de la *Loi sur l'accès à l'information* et à l'article 73 de la *Loi sur la protection des renseignements personnels*, délègue par la présente les agents et les employés de VIA Rail occupant les postes identifiés dans l'annexe ci-jointe à assumer au nom de la Présidente et chef de la direction les pouvoirs de signature ainsi que les attributions, fonctions et pouvoirs qui y sont spécifiés.

I, the undersigned, President and Chief Executive Officer, pursuant to Section 95 of the *Access to Information Act* and Section 73 of the *Privacy Act*, hereby delegate officers and employees of VIA Rail occupying positions identified within the attached appendix to exercise signing authorities or perform any of the President and Chief Executive Officer's powers, duties or functions specified therein.

Signée à Montréal, ce 31 mars 2022

Signed in Montreal this March 31, 2022

A handwritten signature in black ink that reads 'Cynthia Garneau'.

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

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

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

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

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

# Appendix 2

Statistical Report



## Statistical Report on the *Privacy Act*

Name of institution: VIA Rail Canada Inc.

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

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

#### 1.1 Number of requests received

		Number of Requests
Received during reporting period		10
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
<b>Total</b>		<b>10</b>
Closed during reporting period		10
Carried over to next reporting period		0
• Carried over within legislated timeline	0	
• Carried over beyond legislated timeline	0	

#### 1.2 Channels of requests

Source	Number of Requests
Online	0
E-mail	7
Mail	3
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>10</b>



**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

**Section 3: Requests Closed During the Reporting Period**

**3.1 Disposition and completion time**

Disposition of Requests	Completion Time							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	2	5	0	0	0	0	0	7
Disclosed in part	0	0	1	0	0	0	0	1
All exempted	1	0	0	0	0	0	0	1
All excluded	0	0	0	0	0	0	0	0
No records exist	0	1	0	0	0	0	0	1
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
<b>Total</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>



### 3.2 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	0
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		

### 3.3 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

### 3.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	10	0	0	0	0

### 3.5 Complexity

#### 3.5.1 Relevant pages processed and disclosed for paper and e-record formats

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
403	402	9

**3.5.2 Relevant pages processed by request disposition for paper and e-record formats by size of requests**

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	6	47	1	208	0	0	0	0	0	0
Disclosed in part	1	66	0	0	0	0	0	0	0	0
All exempted	1	82	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	8	195	1	208	0	0	0	0	0	0

**3.5.3 Relevant minutes processed and disclosed for audio formats**

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

**3.5.4 Relevant minutes processed per request disposition for audio formats by size of requests**

Disposition	Less than 60 Minutes processed		60-120 Minutes processed		More than 120 Minutes processed	
	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
<b>Total</b>	0	0	0	0	0	0

**3.5.5 Relevant minutes processed and disclosed for video formats**

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

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

Disposition	Less than 60 Minutes processed		60-120 Minutes processed		More than 120 Minutes processed	
	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
<b>Total</b>	0	0	0	0	0	0

### 3.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	0	0	0	0	0
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
<b>Total</b>	0	0	0	0	0

### 3.6 Closed requests

#### 3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	10
Percentage of requests closed within legislated timelines (%)	100

### 3.7 Deemed refusals

#### 3.7.1 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

**3.7.2 Request 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 timeline 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
<b>Total</b>	0	0	0

**3.8 Requests for translation**

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	0	0	0

**Section 4: Disclosures Under Subsections 8(2) and 8(5)**

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Subsection 8(5)	Total
0	0	0	0









**8.2 Requests with Privy Council Office**

Number of Days	Fewer 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 Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

**Section 9: Complaints and Investigations Notices Received**

Section 31	Section 33	Section 35	Court action	Total
0	0	0	0	0

**Section 10: Privacy Impact Assessments (PIAs) and Personal Information Banks (PIBs)**

**10.1 Privacy Impact Assessments**

Number of PIAs completed	0
Number of PIAs modified	0

**10.2 Institution-specific and Central Personal Information Banks**

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	0	0	0	0
Central	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Section 11: Privacy Breaches**

**11.1 Material Privacy Breaches reported**

Number of material privacy breaches reported to TBS	0
Number of material privacy breaches reported to OPC	0

**11.2 Non-Material Privacy Breaches**

Number of non-material privacy breaches	0
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**Section 12: Resources Related to the Privacy Act**

**12.1 Allocated Costs**

Expenditures		Amount
Salaries		\$42 500
Overtime		\$0
Goods and Services		\$34 244
• Professional services contracts	\$34 244	
• Other	\$0	
<b>Total</b>		<b>\$76 744</b>

**12.2 Human Resources**

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	1,300
Part-time and casual employees	0,000
Regional staff	0,000
Consultants and agency personnel	0,000
Students	0,000
<b>Total</b>	<b>1,300</b>

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

# Appendix 3

Supplemental Statistical Report



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

Name of institution: VIA Rail Canada Inc.

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

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

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	0	0

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	0	0



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

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

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2022	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	0	0	0
Received in 2020-2021	0	4	4
Received in 2019-2020	0	6	6
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
<b>Total</b>	<b>0</b>	<b>10</b>	<b>10</b>

Row 8, Col. 3 of Section 3.1 must equal Row 7, Col. 1 of S 2021-2022 Statistical Report on the *Access to Information*

**3.2 Enter the number of open complaints with 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	1
Received in 2019-2020	1
Received in 2018-2019	1
Received in 2017-2018	0
Received in 2016-2017	1
Received in 2015-2016 or earlier	0
<b>Total</b>	<b>7</b>

#### **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.**

	Open Requests	Open Requests	
--	---------------	---------------	--

Fiscal Year Open Requests Were Received	that are <i>Within</i> Legislated Timelines as of March 31, 2022	that are <i>Beyond</i> Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	0	0	0
Received in 2020-2021	0	0	0
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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

Row 8, Col. 3 of Section 4.1 must equal Row 7, Col. 1 of S 2021-2022 Statistical Report on the *Privacy Act*

**4.2 Enter the number of open complaints with the Privacy 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	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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