

Public Health Agency of Canada

Annual Report on the
Access to Information Act and the *Privacy Act*

2022-2023

To promote and protect the health of Canadians through leadership, partnership, innovation and action in public health.

—Public Health Agency of Canada's mission statement

Également disponible en français sur le site Web de l'Agence de la santé publique du Canada sous le titre : Rapport annuel 2022-2023 sur la *Loi sur l'accès à l'information* et la *Loi sur la protection des renseignements personnels*

To obtain additional information, please contact:

Public Health Agency of Canada
Access to Information and Privacy Operations Division
1600 Scott Street, Tower B, A.L. 3107A
7th Floor, Suite 700
Ottawa, Ontario K1A 0K9

Tel: 613-954-9165

Email: atip-aiprp@phac-aspc.gc.ca

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Introduction

The Public Health Agency of Canada is pleased to present to Parliament its consolidated annual report on the administration of Access to Information and Privacy (ATIP) services, in accordance with section 94 of the *Access to Information Act* (ATIA) and section 72 of the *Privacy Act* and section 20 of the *Service Fees Act*. The report describes activities that support compliance with these laws for the fiscal year beginning April 1, 2022 and ending March 31, 2023.

About the Public Health Agency of Canada

The Public Health Agency of Canada's mission is to promote and protect the health of Canadians through leadership, partnership, innovation and action in public health.

The role of the Public Health Agency of Canada is to:

- Promote health
- Prevent and control chronic diseases and injuries
- Prevent and control infectious diseases
- Prepare for and respond to public health emergencies
- Serve as a central point for sharing Canada's public health expertise with the rest of the world
- Apply international research and development to Canada's public health programs
- Strengthen intergovernmental collaboration on public health and facilitate national approaches to public health policy and planning

For more information about the Public Health Agency of Canada, please [visit our website](#).

Purpose of the Acts

The ATIA gives Canadian citizens and permanent residents of Canada the right to access information contained in federal government records, subject to certain specific and limited exceptions. The ATIA complements, but does not replace, other means of obtaining government information.

The *Privacy Act* protects an individual's privacy by setting out provisions related to the collection, retention, accuracy, disposal, use and disclosure of personal information. It also gives Canadian citizens and permanent residents of Canada the right of access to information about themselves held by the federal government, with certain specific and limited exceptions.

Organizational Structure

Shared Services Partnership Agreement

ATIP Operations Division and the Privacy Management Division provide services to both the Public Health Agency of Canada and Health Canada and do so as part of the Shared Services Partnership Agreement. These divisions are housed under the Policy, Planning and Management Strategies Directorate of Health Canada's Corporate Services Branch. ATIP Operations Division manages the processing of requests under both the ATIA and the *Privacy Act*, while the Privacy Management Division is responsible for privacy policy and providing guidance to programs. Although ATIP services are provided to both institutions, the statistics and financial data provided in this report are only for the Public Health Agency of Canada.

Access to Information and Privacy Operations Division

The primary function of the ATIP Operations Division is to ensure compliance of the Public Health Agency of Canada's program delivery with the provisions of the ATIA and *Privacy Act*, along the policies and directives of the Treasury Board of Canada Secretariat.

The ATIP Operations Division is responsible for responding to Access to Information and Privacy requests. It reviews information to support various disclosures including the appropriate sharing of investigation reports, proactive publication under Part 2 of the ATIA, as well as supporting Parliamentary Affairs in responding to Parliamentary motions. In addition, ATIP Operations Division promotes awareness of ATIP obligations and provides ATIP training to staff.

The ATIP Operations Division was fully operational throughout 2022-2023. Many of the measures implemented during the COVID-19 pandemic are still in place, including the increased reliance on digital systems, as they have improved the efficiency and effectiveness of the Division.

In 2022-2023, there were 30.95 full-time equivalents within the ATIP Operations Division supporting the Public Health Agency of Canada's administration of both the ATIA and the *Privacy Act*. A breakdown of the different types of full-time equivalents is provided in the table below.

Privacy Management Division

The primary functions of the Privacy Management Division include supporting compliance of the Public Health Agency of Canada's program delivery with the provisions of the *Privacy Act* and the policies and directives of the Treasury Board of Canada Secretariat. Responsibilities include:

- The development of privacy policies, procedures and practices
- The delivery of privacy training and awareness programs to staff
- Assessing and reporting on privacy breaches
- Coordinating the Agency's input of InfoSource
- Providing privacy analysis and advice using a number of tools including Privacy Impact Assessments (PIA) and Privacy Protocols

Throughout 2022-2023, the Privacy Management Division was fully operational and comprised 6.87 full-time equivalents. A breakdown of the different types of full-time equivalents is provided in the table below.

Total FTEs supporting the ATIA and the *Privacy Act*

In 2022-2023, there were a total of 37.82 full-time equivalents supporting the administration of the ATIA and the *Privacy Act*. This comprised 20.89 full-time equivalents supporting the ATIA and 16.93 full-time equivalents supporting the *Privacy Act*.

For clarity and greater accountability, the following table illustrates the total resources from the ATIP Operations Division and the Privacy Management Division supporting the administration of the ATIA and the *Privacy Act*.

Total full-time equivalents supporting the ATIA and the *Privacy Act*

Type of full-time equivalents (FTEs)	ATIA ATIP Operations	<i>Privacy Act</i> ATIP Operations	<i>Privacy Act</i> Privacy Management Division	Total
Full-time employees	17.17	7.32	4.70	29.19
Part-time and casual employees	1.08	1.74	1.58	4.40
Regional staff	0.00	0.00	0.00	0.00
Consultants and agency personnel	2.59	0.83	0.43	3.85
Students	0.05	0.17	0.16	0.38
Total FTEs ATIA and <i>Privacy Act</i>	20.89	10.06	6.87	37.82

Governance

Initiatives related to access to information and privacy are governed through the Public Health Agency of Canada's Policy and Operations Committees. ATIA and privacy matters requiring a higher level of oversight or strategic direction are also brought forward to the Public Health Agency of Canada's Executive Committee.

Delegation of authority

In keeping with Treasury Board of Canada Secretariat recommendations on best practices, the Delegation Order extends authorities to multiple positions including the President, the Corporate Services Branch's Assistant Deputy Minister, the Director General of the Policy, Planning and Management Services Directorate, and the ATIP Coordinator. As appropriate, certain administrative authorities are delegated to various senior levels within the ATIP Operations Division and Privacy Management Division to support the effective and efficient administration of the ATIA and the *Privacy Act*. The delegation order that was in effect at the end of 2022-2023 is included in this report ([Appendix A](#)).

Openness and transparency

The Public Health Agency of Canada is committed to being open and transparent and continues to make more information available to Canadians. The Agency continues to publish information in accordance with Part 2 of the ATIA including briefing note titles, travel and hospitality expenses, reclassification of positions, and contracts over \$10,000.

Part 2 of the Access to Information Act and proactive publication of information

The Public Health Agency of Canada is a government institution that is listed in Schedule I.1 of the *Financial Administration Act* for the purposes of Part 2 of the ATIA.

The ATIP Operations Division worked with the Strategic Policy Branch, Chief Financial Officer Branch, Corporate Services Branch and the Communications and Public Affairs Branch to ensure that records identified under Part 2 of *the Access to Information Act* are proactively published. Existing procedures were leveraged to facilitate the proactive publication of information.

The processing of records for proactive publication involves several steps. Many of these steps are automated and an efficient approval process was implemented. A front-end approach for translation and ATI review has been established. Branches proactively identify information that may be subject to valid exceptions and ensure that briefing materials are prepared such that they can be readily published on the website.

The Strategic Policy Branch is responsible for proactively publishing the records listed in the table below for the Ministers Office and on behalf of the Public Health Agency of Canada. In 2022-2023, the Strategic Policy Branch proactively published all applicable proactive requirements within legislated timelines. Please see the following table for the details.

For the Minister's Office	Number of times the requirement was published	Published within legislated timelines
Briefing packages prepared by the institution for new or incoming Ministers	n/a	n/a
Titles and tracking numbers of briefing notes prepared for the Minister	12	Yes
Question period binders*	n/a	n/a
Binders for the Ministers' Parliamentary Committee appearances*	1	Yes
On behalf of the Public Health Agency of Canada		
Reports tabled in Parliament	9	Yes
Briefing packages for new or changing deputy heads	n/a	n/a

Titles and tracking number of briefing notes to deputy heads	12	Yes
Binders for Parliamentary Committee appearances prepared for the deputy head or equivalent for the purpose of the appearance	11	Yes

*Where Health Canada is the lead for the Portfolio on a given Parliamentary appearance, Health Canada is responsible for publishing the Ministers' appearance binders. There was one Ministerial appearance where the Public Health Agency of Canada was the responsible lead.

The Chief Financial Officer Branch is responsible for proactively publishing the records listed in the table below for the Ministers Office and on behalf of the Public Health Agency of Canada. In 2022-2023, the Chief Financial Officer Branch proactively disclosed all applicable proactive requirements within legislated timelines. Please see the following table for the details.

For the Minister's Office	Number of times the requirement was published	Published within legislated timelines
Travel and hospitality expenses	Published by Health Canada for the Public Health Agency of Canada. Compliance rates can be found in the Health Canada 2022-2023 <i>Access to Information Act</i> and <i>Privacy Act</i> Annual Report	
Contracts over \$10,000, including contract amendments		
Annual reports on all expenses incurred by the Minister's Office *Published by TBS on behalf of all institutions	Compliance rates can be found in the Health Canada 2022-2023 <i>Access to Information Act</i> and <i>Privacy Act</i> Annual Report	
On behalf of the Public Health Agency of Canada		
Travel and hospitality expenses of senior officials	12	Yes
Contracts over \$10,000, including contract amendments	4	Yes
Grants and contributions over \$25,000, including amendments	4	Yes

The Corporate Services Branch is responsible for proactively publishing records related to the reclassification of positions. In 2022-2023, the Corporate Services Branch published all notices for reclassification of position within legislated timelines. Please see the following table for the details.

On behalf of the Public Health Agency of Canada	Number of times the requirement was published	Published within legislated timelines
Reclassification of positions	4	Yes

The Communications and Public Affairs Branch is responsible for publishing records to the Government of Canada's Open Government website. Records that have been proactively published can be found on [Canada.ca](https://www.canada.ca).

Capacity to receive and process records in 2022-2023

The Public Health Agency of Canada was able to receive and process ATIP requests at all classification levels throughout the year. The Agency received requests by mail, email, and through the digital request service.

Detailed information about the Public Health Agency of Canada’s capacity to receive and process records can be found in the Supplemental Statistical Report on the *Access to Information Act* and *Privacy Act* ([Appendix D](#)).

Performance for 2022-2023

In 2022-2023, the Public Health Agency of Canada received 628 requests (Access to Information, Access Informal and Privacy) and closed 884. When compared to the previous fiscal year, the Public Health Agency of Canada received 56% fewer requests and closed 41% more requests.

Type of request	Received	Closed
Access to Information	373	453
Access Informal	185	352
Privacy	70	79
Total	628	884

The following section of the report includes an interpretation and explanation of the data contained in Public Health Agency of Canada’s Statistical Report, which summarizes Access to Information (ATI) and Privacy-related activity for the period between April 1, 2022 and March 31, 2023 ([Appendix B – ATI](#) and [Appendix C – Privacy](#)).

Access to Information Act

Access Informal Requests

Requests can be made for records previously released under the ATIA, which are referred to as ‘Access Informal Requests’. Summaries of previously released ATI requests are posted monthly on the [Open Government](#) website, as part of the Government of Canada’s commitment to openness and transparency.

The Public Health Agency of Canada received 185 Access Informal requests and processed 352 in 2022-2023. The total number of requests closed in 2022-2023 increased by 20% when compared to the previous fiscal year. Only one request was carried over to the next reporting period.

Caseload and carry forward and outstanding active ATI requests

In 2022-2023, the Public Health Agency of Canada managed 1,092 active ATI requests. Of this total, 373 were new requests received in 2022-2023, a decrease from the 757 received in 2021-2022. Of the 1,092 active ATI requests, 719 were outstanding from previous fiscal years with 501 from 2021-2022 and 218 from earlier periods.

The Public Health Agency of Canada closed 453 ATI requests and carried forward 639 to the 2023-2024 fiscal year. Of the 639 files carried forward, 151 were carried over within legislated timelines while 488 were carried over beyond legislated timelines.

The Public Health Agency of Canada received fewer (68%) and closed more (13%) ATI requests in 2022-2023 when compared to the previous fiscal year. Although fewer ATI requests were received than in 2021-2022, the Agency continues to experience a surge in requests when compared to pre-pandemic years. This is mainly due to its central role in responding to the COVID-19 pandemic and Canadian citizens' interest in obtaining the associated information held by the Agency.

Processing times for requests

In 2022-2023, the Public Health Agency of Canada closed a total of 453 requests. Below is the breakdown of the time taken to process these requests.

- 54 were closed 1 to 15 days past legislated timelines
- 56 were closed 16 to 30 days past legislated timelines
- 62 were closed 31 to 60 days past legislated timelines
- 56 were closed 61 to 120 days past legislated timelines
- 36 were closed 121 to 180 days past legislated timelines
- 74 were closed 181 to 365 days past legislated timelines
- 115 were closed more than 365 days past legislated timelines

Of the 453 requests that the Public Health Agency of Canada closed in 2022-2023, 122 requests (27%) were closed within legislated timelines (30 days plus applicable extension) while 331 (73%) were closed past the legislated timelines. Of the 331 requests closed past legislated timelines (including any extensions taken):

- 35 were closed 1 to 15 days past legislated timelines
- 26 were closed 16 to 30 days past legislated timelines
- 24 were closed 31 to 60 days past legislated timelines
- 46 were closed 61 to 120 days past legislated timelines
- 35 were closed 121 to 180 days past legislated timelines
- 59 were closed 181 to 365 days past legislated timelines
- 106 were closed more than 365 days past legislated timelines

Requests are closed past the legislated timelines for a number of reasons:

- 193 were closed past the legislated timelines due to ‘interference with operations/ workload’
- 21 were closed past the legislated timelines due to ‘external consultations’
- 12 were closed past the legislated timelines due to ‘internal consultations’
- 105 were closed past the legislated timelines for reasons ‘other’ than those specified above.

Data quality

Please note that small data variances may exist from year to year, including in the previously reported number of outstanding requests carried forward into the current fiscal year. Several reasons contribute to inevitable shifts in data, including requests by the Office of the Information Commissioner to re-open ATI requests in the context of complaint resolution, and requesters seeking to divide one incoming request into several files while retaining the initial date received.

Access to Information requests received & completed

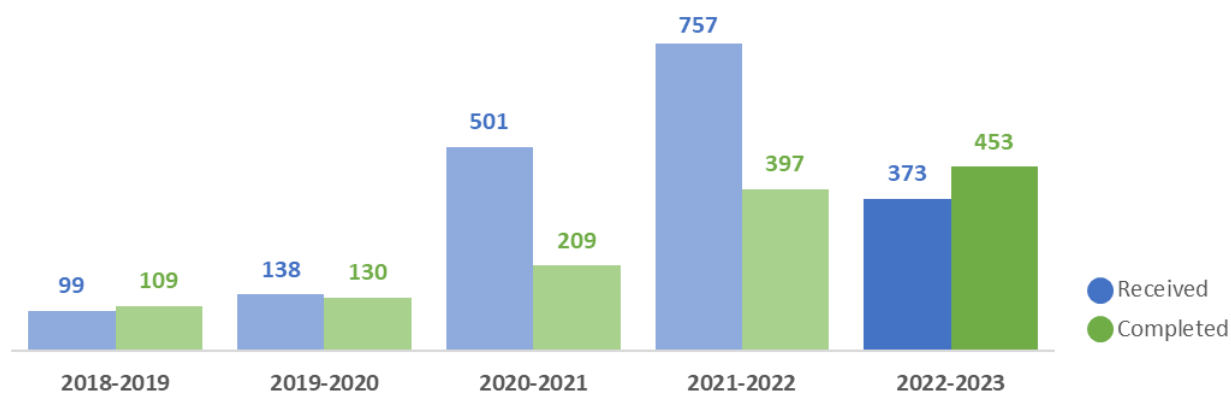


Figure 1: ATI requests received and completed each fiscal year from 2018-2019 to 2022-2023

Key statistics by fiscal year

Fiscal Year	Number of requests received	Number of requests carried over	Total caseload	Number of requests closed	# of pages reviewed for closed files
2018–2019	99	70	169	109	19,784
2019–2020	138	60	198	130	13,177
2020-2021	501	68	569	209	13,595
2021-2022	757	360	1,117	397	41,139
2022-2023	373	639	1092	453	115,137

Source of requests under the *Access to Information Act*

The Public Health Agency of Canada's requests mostly came from the public (35%) and the media (23%) in 2022-2023. Only a small number of requests came from academia (4%), businesses (1.3%) and organizations (0.5%), while 36% declined to identify which category they associate with.

Proportion of requests among sources

Source	Number of requests	Proportion of requests	Change from 2021-2022
Public	132	35%	-17%
Media	86	23%	-3%
Academia	15	4%	+1%
Business (Private Sector)	5	1.3%	-1.7%
Organizations (e.g. political party, association, union)	2	0.5%	-0.5%
Decline to Identify	133	36%	+21%
Total	373	100%	

*Numbers may not add up due to rounding.

Extensions

Most of extensions 24 (47%) invoked under the ATIA were to conduct consultations with institutions other than third parties, 18 (35%) were taken to conduct consultations with third parties, while 9 (18%) were due to interference with operations for requests involving a large volume of records.

Completing third party consultations is a necessary step in the process, enabling the Public Health Agency of Canada to release as much information as possible. Over the last several years, the Public Health Agency of Canada has made more information accessible, continuously reassessing the balance between its commitment to openness and transparency, with the need to safeguard confidential business information.

Consultations completed from other institutions

In addition to processing its own requests, the Public Health Agency of Canada also completes consultations received from other institutions and organizations.

In 2022-2023, the Public Health Agency of Canada managed 241 consultations from other Government of Canada institutions (187 received in the 2022-2023 fiscal year and 54 received in 2021-2022). A total of 58 requests were from other organizations (45 received in the 2022-2023 fiscal year and 13 received in 2021-2022).

The Public Health Agency of Canada closed 275 consultations having reviewed 25,018 pages of records. In most cases, the Public Health Agency of Canada consented to full disclosure of the records.

Disposition of completed requests

Of the ATI requests completed in 2022-2023, 50% were disclosed in part and 19% were all disclosed. No records existed for 13% of requests while 13% of ATI requests were abandoned. Five percent of requests were transferred and 0.4% were all exempted.

*Numbers may not add up due to rounding.

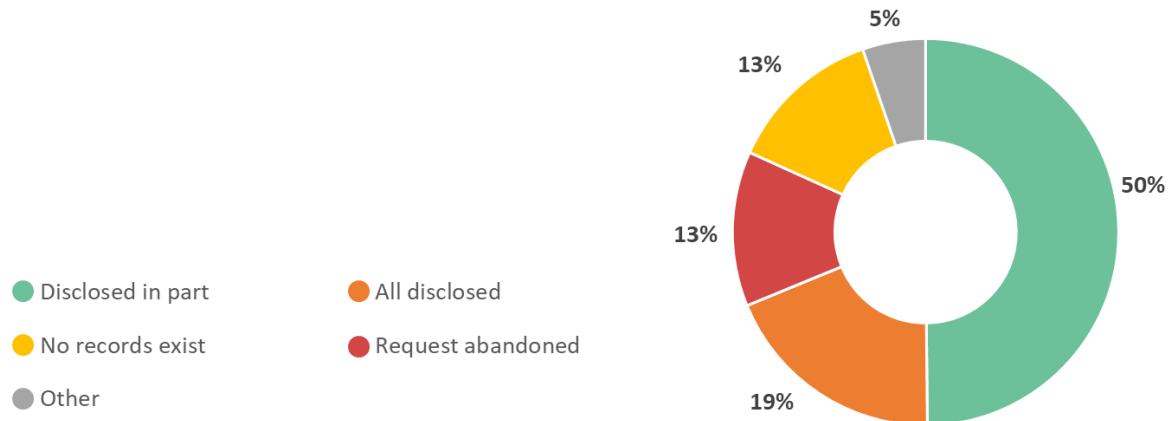


Figure 2: Disposition of completed ATI requests

Exemptions invoked

Sections 13 to 24 of the ATIA provide specific legislated exemptions intended to protect information from disclosure, while section 26 provides a temporary exemption relating to information that will soon be published. In some instances, records may have multiple exemptions applied to them to appropriately safeguard information.

An exemption was applied for section 19(1) 165 times; this is a mandatory exemption that safeguards personal information. The application of section 20 (to protect third party information) in 164 requests required consultations to ensure that only proprietary and commercially sensitive information is protected. Section 21 (the protection of information related to government operations) was applied to 74 requests. For a detailed breakdown of exemptions see table [4.2 Exemptions](#).

Exclusions cited

The *Access to Information Act* does not apply to published material, material available to the public for purchase, or for public reference (section 68), nor does it apply to confidences of the King's Privy Council of Canada (section 69). Requests containing proposed exclusions under section 69 require consultation with the Department of Justice, and in some cases, the Privy Council Office.

In 2022-2023, two requests contained exclusions for publicly available material and 15 requests had records pursuant to confidences of the King's Privy Council of Canada.

Translations

No translations were required to respond to requests in 2022-2023.

Format of Information Released

Of the requests that were fully or partially disclosed, 264 were released as electronic copies, 39 were released in paper format, and eight as a data set. The Public Health Agency of Canada releases records in the preferred format of the requestor while encouraging the use of the Government of Canada’s ATIP Online Request Service platform to receive timely and secure access to the records.

Privacy Act

Informal requests

No informal requests were made in 2022-2023.

Caseload and carry forward

In 2022-2023, the Public Health Agency of Canada managed 91 active privacy requests. Of these, 70 were new privacy requests and 21 were outstanding from previous reporting periods.

A total of 79 privacy requests were closed and 12 were carried forward to the 2023-2024 fiscal year. Of the 12 privacy requests carried forward to 2023-2024, six were carried over within legislated timelines while six were carried over beyond legislated timelines. For detailed information about outstanding requests from previous fiscal years, please see the section 1 of [Appendix C](#).

Requests for personal information under the *Privacy Act* are generally received from current and former Public Health Agency of Canada employees who want to obtain their personal information, and from people who have applied for employment at the Public Health Agency of Canada, seeking management’s consideration of their applications.

Human resource services for the Public Health Agency of Canada are delivered by Health Canada, and associated records therefore are legally held by that institution. As a result, requests for personal information relating to Agency employees and staffing processes may be opened by both the Public Health Agency of Canada and Health Canada in order to identify all records to support an individual’s right of access.

Privacy requests received and completed

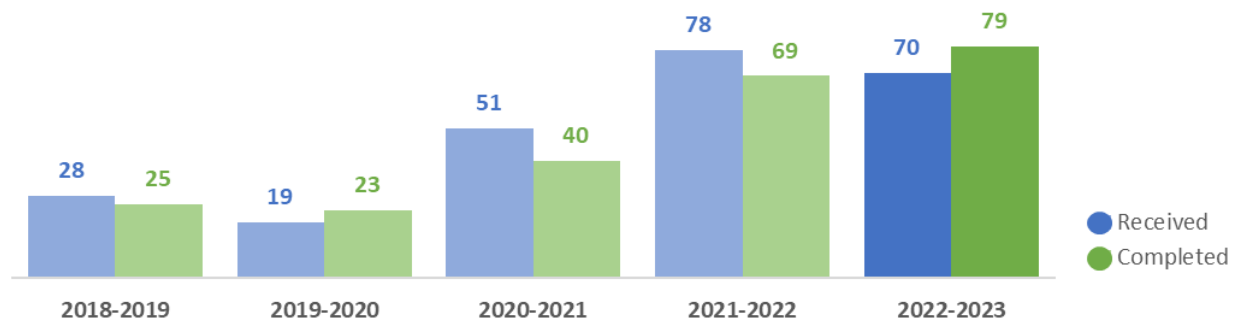


Figure 3: Privacy requests received and completed each fiscal year from 2018-2019 to 2022-2023

Key statistics by fiscal year

Fiscal Year	Number of requests received	Number of requests carried over	Total caseload	Number of requests closed	Number of pages reviewed for closed files
2018–2019	28	2	30	25	838
2019–2020	19	5	24	23	148
2020–2021	51	2	53	40	50
2021–2022	78	13	91	69	3,537
2022–2023	70	12	91	79	2,499

Processing time for requests

In 2022–2023, the Public Health Agency of Canada closed a total of 79 privacy requests. Below is a breakdown of the time taken to process these requests.

- 50 were closed within 1 to 15 days
- 10 were closed within 16 to 30 days
- 7 were closed within 31 to 60 days
- 6 were closed within 61 to 120 days
- 2 were closed within 121 to 180 days
- 2 were closed within 181 to 365 days
- 2 took more than 365 days

Of the 79 requests that the Public Health Agency of Canada responded to 63 (80%) of privacy requests within legislated timelines (30 days plus applicable extension) while 16 (20%) were closed beyond legislated timelines.

Of the 16 requests closed past legislated timelines (including any extensions taken):

- 3 were closed within 1 to 15 days
- 3 were closed within 16 to 30 days
- 2 were closed within 31 to 60 days
- 4 were closed within 61 to 120 days
- 1 were closed within 121 to 180 days
- 3 were closed within 181 to 365 days
- 0 took more than 365 days

Requests are closed past the legislated timelines for a number of reasons:

- 8 were closed past the legislated timelines due to ‘interference with operations/ workload’
- 2 were closed past the legislated timelines due to ‘external consultations’
- 0 were closed past the legislated timelines due to ‘internal consultations’

- 6 were closed past the legislated timelines for reasons ‘other’ than those specified above

In accordance with the Treasury Board of Canada Secretariat’s Directive on Personal Information Requests and Correction of Personal Information, the Public Health Agency of Canada continues to notify requesters in writing of anticipated delays.

Extensions

Of the eight requests where extensions were taken, six were due to interference with operations while two requests required internal consultation. Under the *Privacy Act*, 30 days is the longest extension that can be taken.

Consultations completed from other institutions

The Public Health Agency of Canada did not receive consultations from other Government of Canada institutions or other organizations.

Disposition of completed requests

Of the Privacy requests completed in 2022-2023, 19% were disclosed in part and 19% were all disclosed. The breakdown of the remaining completed files is as follows:

- 39% request abandoned
- 22% no records exist
- 1.3% all excluded
- 0% all exempted
- 0% neither confirmed nor denied

*Numbers may not add due to rounding.

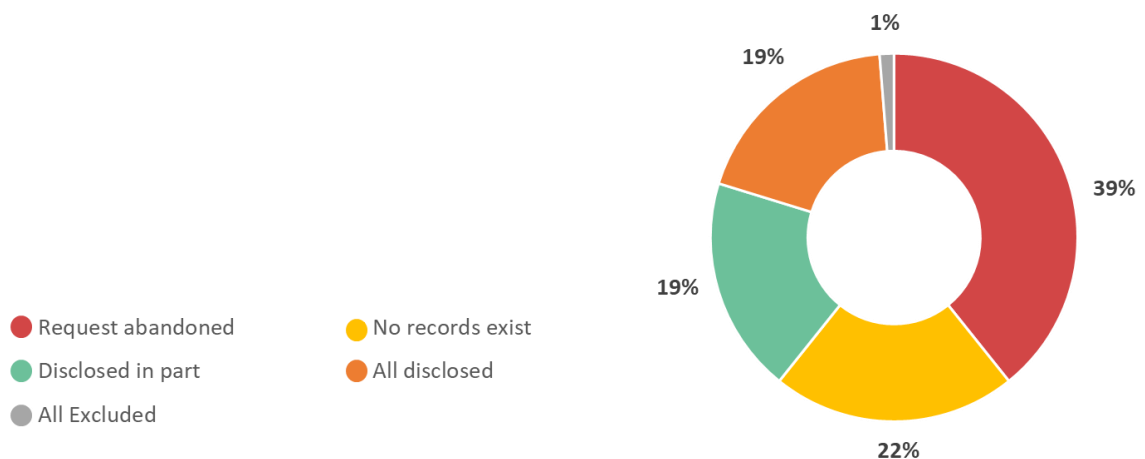


Figure 4: Disposition of completed privacy requests

Exemptions invoked

Of the 19 exemptions applied to privacy requests in 2022-2023, 15 were to protect the personal information of individuals other than the requester, and four were to provide notice to third parties.

Exclusions cited

No exclusions were applied to privacy requests in 2022-2023 for records pursuant to confidences of the King's Privy Council.

Translations

No translations were required to respond to requests in 2022-2023.

Format of information released

Of the requests that were fully or partially disclosed, 26 were released as electronic copies, while the remaining four were released as paper copies.

Privacy Management Division advisory services

During 2022-2023, the Privacy Management Division received 375 requests for privacy advice from the Public Health Agency of Canada clients. This represents a slight decrease in the overall number of requests from the previous year (385), with the number of COVID-19 specific files being significantly lower (226 in 2021-2022 and 87 in 2022-2023). Year after year, the complexity of files continues to increase, requiring in-depth privacy analysis, on an expanding range of topics.

In the 2022-2023, the Privacy Management Division provided advisory services to the Public Health Agency of Canada. This included privacy advice on matters such as contracts, digital solutions, the handling of personal information, use and disclosure of personal information, and privacy risk assessments on programs, activities and research projects.

The Public Health Agency of Canada is committed to properly handling the personal information under its control and ensuring that privacy requirements and risks are considered when new initiatives were developed and deployed.

Reporting on fees for the *Service Fees Act*

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 *Access to Information Act*, the information below is reported in accordance with the requirements of section 20 of the *Service Fees Act*.

Enabling authority: *Access to Information Act*

Fee amount: The \$5.00 application fee is the only fee charged for an ATI request.

Total Revenue: The total fee revenue for 2022-2023 was \$985.00.

Fees waived: In accordance with the changes to the *Access to Information Act* that came into force on June 21, 2019, The Public Health Agency of Canada may only charge an application fee of \$5, as set out in paragraph 7(1)(a) of the Regulations. Pursuant to section 11 of the *Access to Information Act*, institutions can waive this application fee as deemed appropriate.

A total of \$870.00 was waived or refunded by the Public Health Agency of Canada in 2022-2023.

Cost for administering the *Access to Information Act*

The Public Health Agency of Canada spent a total of \$2,020,599 on ATI functions in 2022-2023. Of this total, salaries and overtime costs represent \$1,417,900 and goods and services costs were \$602,699. Most of the goods and services costs (\$570,039) were used to retain temporary resources to address larger and more complex requests.

Costs for administering the *Privacy Act*

The Public Health Agency of Canada spent a total of \$1,049,958 on privacy functions in 2022-2023. Of this total, salaries and overtime costs represent \$852,347. Temporary resources to support the processing of privacy requests accounted for \$188,086 and other goods and services costs were \$9,525.

Awards and recognition

On September 28, 2022, the ATIP Operations Division was honored with the Information Commissioner of Canada's Award. The Information Commissioner's Award recognized the ATIP Operations Division for its leadership and innovation.

Training and awareness

Access to Information training

An online 'Introduction to ATIP' course is available to all staff via the Canada School of Public Service, and was made mandatory as a foundation for all Public Health Agency of Canada employees. A total of 1,334 employees completed this course in 2022-2023 (1,100 more employees when compared to the previous year). In addition, in 2022-2023 the Public Health Agency of Canada conducted virtual Access to Information and Privacy Request training for 586 employees.

Training is available to groups by request and is tailored for each session to include examples that are relevant to the nature of work of the participants. The Public Health Agency of Canada also provides training related to proactive publication as needed. Training is promoted at all Single Window working group meetings and on the Public Health Agency of Canada's intranet site.

Privacy training

During 2022-2023, the Privacy Management Division delivered several in-person and virtual privacy training sessions to support the Agency's privacy management. In November 2022, the Privacy Management Division conducted training sessions for the International Health Regulations Ambassador Group, Research Ethics Board, and the Office of Biosecurity. In total, 170 Public Health Agency Canada employees attended the Privacy Management Division's virtual training sessions.

The Privacy Management Division's online privacy training is available to all Public Health Agency of Canada employees. Approximately, 520 Public Health Agency of Canada employees completed the

online training in 2022-2023. Throughout the year, regular communications are sent to all employees on privacy-related matters with the aim of supporting a culture of strong privacy awareness within the agency.

Right to Know Week

In 2022, Canada celebrated Right to Know Week from September 26th to October 2nd. The Public Health Agency of Canada kicked off the event with a message from the President, highlighting the importance of preserving the “public’s right to access to government information as a fundamental pillar of our democracy”. The Public Health Agency of Canada promoted the online ATIP courses offered by the Canada School of Public Service, shared resources on responding to ATIP requests, and highlighted Duty to Assist.

Policies, guidelines, procedures and initiatives

Treasury Board of Canada Secretariat: Access to Information Review

The Treasury Board of Canada Secretariat finalized the Government of Canada’s report on the review of Access to Information in Canada and presented it to Parliament in 2022. The ATIP Operations Division supported this review by consulting with branches, identifying key issues and proposing potential solutions. In the report, three main goals were identified:

1. Improving Service to Canadians
2. Enhancing trust and transparency
3. Advancing reconciliation with Indigenous peoples

The ATIP Operations Division is committed to supporting these goals.

Privacy compliance evaluations, privacy impact assessments and COVID-19

In 2022-2023, workload related to COVID-19 began to taper off, but the overall workload remains high. While the Public Health Agency of Canada’s exception to the requirements of undertaking Privacy Impact Assessments for urgent COVID-19 related initiatives expired on September 30, 2022, the Privacy Management Division was able to complete four Privacy Compliance Evaluations as well as five Privacy Impact Assessments.

The Public Health Agency of Canada’s access to information and privacy action plan

The COVID-19 pandemic increased public interest in the Public Health Agency of Canada, leading to a surge in ATIP requests. In 2022, an ATIP action plan was developed and implemented. The purpose of this action plan was to identify ATIP challenges and improve performance within the Agency.

A range of challenges were identified and three key areas were targeted for improvement: strengthening accountability, enhancing infrastructure and tools, and optimizing file management. The majority of the action plan activities are either complete or on track for completion.

Betterment Solutions working group

The ATIP Betterment Solutions Working Group was launched in April 2022. At this working group, ATIP Analysts identify and prioritize issues, identify solutions, and prepare tools for employees and Single Windows. This working group fosters a culture of innovation by promoting employee participation.

ATIP Coordinators' working group

The ATIP Coordinator's Working Group was launched in October 2018 and comprised of ATIP Coordinators representing 30 institutions. The ATIP Coordinator continued to co-chair the working group. This working group fosters open communication and knowledge sharing across institutions, meeting monthly to discuss common and emerging issues, and to share best practices and tools.

ATIP Operations Division's professional development program

The ATIP Operations Division's Professional Development Program was launched in January 2017. This program allows employees to progress based on performance, without the need of a competitive hiring process. In 2022-2023, 21 analysts were enrolled in the program and 12 advanced to the next level. The Professional Development Program helps increase ATIP capacity within the Government of Canada.

Post-secondary recruitment campaign

The Public Health Agency of Canada increased its capacity through targeted post-secondary recruitment campaigns. In addition to meeting its own hiring needs, the list of qualified candidates is made available to other institutions, helping to increase capacity across government.

Summary of key issues and actions taken on complaints and audits

Privacy management audit

An internal privacy audit was concluded during fiscal year 2019-2020 on the management of privacy practices at Health Canada the Public Health Agency of Canada. The audit made four recommendations to further strengthen the management of privacy practices.

The recommendation to incorporate Sex and Gender-Based Analysis Plus (SGBA+) considerations into the Privacy Management Division processes is complete. The Privacy Management Division is working to complete the remaining recommendations in 2023-2024.

[Read the full audit report.](#)

Complaints management

Complaints to the Information Commissioner

In 2022–2023, 24 complaints under the ATIA were filed with the Office of the Information Commissioner for the Public Health Agency of Canada's requests, a decrease (-12%) from the 27 received in 2021-2022. The Public Health Agency of Canada received 15 final reports from the Office of the Information Commissioner with one containing an order.

Areas of complaint include deemed refusal (late) and exemptions applied to personal information and third party information. The Agency reviews the outcomes of all investigations conducted by the Office of the Information Commissioner, and where appropriate, incorporates lessons learned into business processes.

Outstanding number of ATI complaints

Individuals and Organizations who believe federal institutions have not respected their rights under the ATIA, may ask the Office of the Information Commissioner to investigate within 60 days of receiving a release package from a federal institution. There are 17 open complaints with the Information Commissioner of Canada. The following table lists the number of open complaints with the Information Commissioner of Canada by year.

Number of open complaints with the Information Commissioner of Canada that are outstanding from previous reporting periods

Fiscal year open complaints were received by the Public Health Agency of Canada	Number of open complaints
Received in 2022-2023	11
Received in 2021-2022	5
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	1
Total	17

The Public Health Agency of Canada actively communicates and collaborates with the Office of the Information Commissioner to ensure the effective handling and resolution of complaints.

Complaints to the Privacy Commissioner

During 2022-2023, eight complaints related to the handling of personal information by the Public Health Agency of Canada were received under Section 31 of the *Privacy Act*. The Public Health Agency of Canada provided representations to the Office of the Privacy Commissioner of Canada under Section 33 of the *Privacy Act* for nine complaints. There were three letters of finding received under Section 35 from the Office of the Privacy Commissioner of Canada relating to complaints.

Outstanding number of privacy complaints

Individuals have the right to make a complaint to the Privacy Commissioner of Canada. There are 12

open complaints with the Privacy Commissioner of Canada. The following table lists the number of open complaints with the Privacy Commissioner of Canada by year.

Number of open complaints with the Privacy Commissioner of Canada that are outstanding from previous reporting periods

Fiscal year open complaints were received by the Public Health Agency of Canada	Number of open complaints
Received in 2022-2023	7
Received in 2021-2022	2
Received in 2020-2021	3
Total	12

The Public Health Agency of Canada communicates and collaborates with the Office of the Privacy Commissioner to ensure the effective handling and resolution of complaints.

Federal court cases

Applications and appeals submitted to the Federal Court

Access to Information Act

No applications or appeals were made to the Federal Court or the Federal Court of Appeal during the 2022–2023 fiscal year.

Privacy Act

One application was made to the Federal Court during the 2022-2023 fiscal year. A summary of the application is below.

Michael Weedon v. His Majesty the King (Public Health Agency of Canada)

On November 7, 2022 Mr. Weedon filed a claim against the Public Health Agency of Canada alleging that they failed to provide a response to a request for access to personal information within 30 days as required under the *Privacy Act*, and that his personal information was provided to the Ontario government. The claim followed an investigation by the Office of the Privacy Commissioner of Canada that determined the Public Health Agency of Canada had not responded within the timeframe required. In addition to requesting an apology, the plaintiff sought damages for the wait time incurred and asked that the Court order fines to be paid by employees, including the President of the Public Health Agency of Canada, to the maximum amount of \$1,000.00 per person who disregarded their obligations under the *Privacy Act*.

On January 3, 2023 the court struck out the claim for failing to raise a reasonable cause of action and because the court does not have the authority to award damages under the *Privacy Act*. While Canada had not sought costs, the decision notes that the judge would have been inclined to grant them in order to discourage frivolous and unnecessary litigation.

Monitoring compliance

ATIP Operations Division produces weekly, monthly and semi-annual reports to senior management in order to monitor performance within the Public Health Agency of Canada. This includes incoming volume of requests, number of closed requests, and timeliness of retrieval of records. In addition, the ATIP Operations Division helps branches conduct a detailed analysis to identify frequent request types and explore alternate methods to disclose such information.

The Privacy Management Division produces quarterly reports to senior management on privacy breaches, training as well as requests for privacy analysis. The Privacy Management Division supports compliance by periodically reviewing its privacy policies, procedures and practices.

In response to the 2019-2020 audit on the management of privacy practices at Health Canada and the Public Health Agency of Canada, the Privacy Management Division will implement a monitoring and follow-up process for Privacy Impact Assessments and protocol recommendations in 2023-2024.

The Privacy Management Division assists programs, ensuring the appropriate privacy protections are included in contracts, agreements and arrangements (e.g. review contracts and information sharing agreements).

Other reporting requirements specific to the *Privacy Act*

Material privacy breaches

During 2022-2023, the Public Health Agency of Canada reported one material privacy breach to the Office of the Privacy Commissioner and the Treasury Board Secretariat. The breach was the result of a misdirected email. Measures were taken to prevent the risk of recurrence.

Privacy impact assessments

During 2022-2023, five Privacy Impact Assessments and four Privacy Compliance Evaluations were completed. Although the interim Directive expired on March 31, 2021, the Secretary granted the Agency an exception from the requirements of section 6.3 of the Directive of Privacy Impact Assessment, which allowed the Agency to continue to identify and mitigate the privacy risks of its pandemic response through the more streamlined Privacy Compliance Evaluation option (the policy exception expired on September 30, 2022).

For each of the five Privacy Impact Assessments summarized below, mitigation actions were identified to address any potential concerns.

1. Onboarding the Canadian Food Inspection Agency to iStop

iStop is a system used by Public Health Agency of Canada to carry out its regulatory activities. Integrating the Canadian Food Inspection Agency into the iStop system enables improved coordination and data sharing. In accordance with the Treasury Board Directive on Privacy Impact Assessments, a Privacy Impact Assessment was completed to ensure compliance with the *Privacy Act* and Treasury Board policies. For more information, please contact [privacy-](#)

vieprivee@phac-aspc.gc.ca.

2. School health grant for youth

The School Health Grant for Youth provides Canadian youth an opportunity to apply for a grant to develop youth-driven and youth-inspired initiatives that encourage and promote healthy living in their school. A summary of this Privacy Impact Assessment has not yet been published. For more information, please contact by email: privacy-vieprivee@phac-aspc.gc.ca.

3. Routine activities under the *Quarantine Act*

To prevent the introduction and spread of communicable diseases that are of significant harm to public health, the Public Health Agency of Canada collaborates with border partners, such as the Canada Border Services Agency, to administer the *Quarantine Act*, at all international points of entry into Canada. A summary of this Privacy Impact Assessment has not yet been published. For more information, please contact by email: privacy-vieprivee@phac-aspc.gc.ca.

4. Pandemic border measures under the *Quarantine Act*

Due to the COVID-19 pandemic, enhanced border measures (enacted under the authority found in section 58 of the *Quarantine Act*) were part of the Government of Canada's efforts to slow the introduction and spread of the virus associated with international travel. A summary of this Privacy Impact Assessment has not yet been published. For more information, please contact by email: privacy-vieprivee@phac-aspc.gc.ca.

5. Investigation of breach of scientific integrity

The Investigation Process for Allegations of Breach of Scientific Integrity is designed to allow for the reporting and subsequent investigation (if required) of potential breaches of scientific integrity. A summary of this Privacy Impact Assessment has not yet been published. For more information, please contact by email: privacy-vieprivee@phac-aspc.gc.ca.

A summary of the four Privacy Compliance Evaluations that were completed in place of Privacy Impact Assessments are below:

1. COVID-19 related tickets to travelers

Due to the COVID-19 pandemic, enhanced border measures were introduced to ensure appropriate measures were taken to reduce the spread of the virus. Public Health Agency of Canada contracted process servers to serve COVID-related tickets to travellers. In accordance with the Treasury Board Interim Directive on Privacy Impact Assessments, a Privacy Compliance Evaluation was completed in place of conducting a Privacy Impact Assessment. A summary of this Privacy Compliance Evaluation has not yet been published. For more information, please contact by email: privacy-vieprivee@phac-aspc.gc.ca.

2. Moving testing offsite

Due to the COVID-19 pandemic, enhanced border measures were introduced to ensure appropriate measures were taken to reduce the spread of the virus. For travellers entering Canada by air, mandatory random testing was required at the four major airports (Toronto-Pearson, Montreal-Trudeau, Calgary, and Vancouver). In accordance with the TB Interim Directive on Privacy Impact Assessment, a Privacy Compliance Evaluation was completed in place of conducting a Privacy Impact Assessment. A summary of this a Privacy Compliance

Evaluation has not yet been published. For more information, please contact by email: privacy-vieprivee@phac-aspc.gc.ca.

3. Personal information collection in quarantine case management system

During the COVID-19 pandemic, enhanced border measures were introduced to ensure appropriate measures are taken to reduce the spread of the virus, including collecting information from travellers entering Canada, and administering and enforcing the Mandatory Isolation Order. In accordance with the TB Interim Directive on Privacy Impact Assessment, a Privacy Compliance Evaluation was completed in place of conducting a Privacy Impact Assessment. For more information, please refer to: [Quarantine Case Management System privacy compliance evaluation](#).

4. Border testing irregular asylum seekers

Roxham Road is an unofficial border crossing in Quebec used by irregular arrival asylum seekers. Due to the number of irregular arrival asylum seekers entering Canada through this location, services including the Public Health Agency of Canada testing were temporarily located at this site. In accordance with the Treasury Board Interim Directive on Privacy Impact Assessments, a Privacy Compliance Evaluation was completed in place of conducting a Privacy Impact Assessment. A summary of this Privacy Compliance Evaluation has not yet been published. For more information, please contact by email: privacy-vieprivee@phac-aspc.gc.ca.

Public interest disclosures

During 2022-2023, there was one disclosure made under section 8(2)(m) of the *Privacy Act* and two section 8(5) written notifications were provided to the Office of the Privacy Commissioner. One 8(5) notification was made after the information was disclosed and the other was made prior to the disclosure of personal information; however, the program decided to not disclose the personal information.

Appendix A: *Access to Information Act* and *Privacy Act* – Delegation Order

Minister of Health



Ministre de la Santé

Ottawa, Canada K1A 0K9

Delegation Order

L'ordonnance de délégation de pouvoirs

Access to Information Act and Privacy Act

Loi sur l'accès à l'information et Loi sur la protection des renseignements personnels

I, the Minister of Health, pursuant to section 95 of the *Access to Information Act* and section 73 of the *Privacy Act*, hereby delegate the persons holding the positions set out in the Delegation of Authority Schedule attached hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister as head of the Public Health Agency of Canada, under the provisions of the Act and related regulations set out in the schedule opposite each position. This delegation supersedes all previous delegation orders.

En ma qualité de ministre de la Santé et en vertu de l'article 95 de la *Loi sur l'accès à l'information* et de l'article 73 de la *Loi sur la protection des renseignements personnels*, je délègue par la présente aux titulaires des postes énoncés à l'annexe de délégation de pouvoirs ci-après, ou aux personnes occupant les dits postes à titre intérimaire, les attributions dont je suis investie, à titre de ministre de l'Agence de la santé publique du Canada, aux termes des dispositions des lois et des règlements connexes mentionnés en regard de chaque poste. Le présent document remplace toute ordonnance de délégation de pouvoirs antérieure.

A handwritten signature in blue ink, reading "Jay Byers".

Minister of Health
Ministre de la Santé

MAR 22 2022

Date

Canada

Delegation of authority schedule

The tables below outline which positions can exercise the powers, duty or functions of the Minister, under the provisions of the Act.

Access to Information Act

Part 1 and 3

Provision	Description	President	ADM CSB	DG PIMSD	Executive Dir, ATIP Ops Dir, ATIP Ops
	All powers, duties and functions under the <i>Access to Information Act</i> , R.S.C. 1985, c. A-1 (prior to and following June 21, 2019) and related regulations (prior to and following June 21, 2019)	Full authority			

Provision	Description	Dir, PMD	Deputy Dir / Manager, ATIP Ops	Team Leader/ Senior Advisor	Senior Analyst	Analyst
4(2.1)	Responsibility of government institutions	No	Yes	Yes	Yes	Yes
6.1(1)	Reasons for declining to act on request	No	Yes	No	No	No
6.1(1.3), (1.4), (2)	Notice – suspension, end of suspension	No	Yes	Yes	Yes	No
7	Notice when access requested	No	Yes	Yes	Yes	Yes
8(1)	Transfer of request	No	Yes	Yes	No	No
9 (1)	Extension of time limits	No	Yes	Yes	No	No
9(2)	Notice of extension to Information Commissioner	No	Yes	Yes	Yes	Yes
10	Where access is refused	No	Yes	Yes	No	No
11(2)	Application Fee Waiver	No	Yes	Yes	No	No
12(2)(b)	Language of access	No	Yes	Yes	No	No
12(3)(b)	Access to record in alternative format	No	Yes	Yes	No	No
Exemption Provisions of the Access to Information Act						
13	Information obtained in confidence	No	Yes	No	No	No
14	Federal-provincial affairs	No	Yes	No	No	No
15	International affairs and defence	No	Yes	No	No	No
16	Law enforcement and investigations	No	Yes	Yes	No	No
16.5	<i>Public Servants Disclosure Protection Act</i>	No	Yes	No	No	No
17	Safety of individuals	No	Yes	No	No	No
18	Economic interests of Canada	No	Yes	No	No	No
18.1	Economic interest of certain government institutions	No	Yes	No	No	No
19	Personal information	No	Yes	Yes	No	No
20	Third party information	No	Yes	Yes	No	No
21	Advice, etc.	No	Yes	No	No	No
22	Testing procedures, tests and audits	No	Yes	No	No	No
22.1	Internal Audits	No	Yes	No	No	No
23	Protected information – solicitors, advocates and notaries	No	Yes	Yes	No	No
23.1	Protected information – patents and trade-marks	No	Yes	Yes	No	No
24	Statutory prohibitions against disclosure	No	Yes	Yes	No	No
Other Provisions of the Access to Information Act						
25	Severability	No	Yes	Yes	No	No
26	Refusal of access if information to be published	No	Yes	No	No	No
27(1), (4)	Notice to third parties	No	Yes	Yes	Yes	No
28(1)(b),	Representations of third party and decision	No	Yes	No	No	No
33	Notice to Information Commissioner of notices to third parties	No	Yes	Yes	Yes	No
35(2)(b)	Right to make representations	No	No	No	No	No
37(1)(c)	Notice of actions to implement recommendations of Commissioner	No	No	No	No	No
37(4)	Access to be given to complainant	No	Yes	No	No	No
41(2)	Review by Federal Court – government institution	No	No	No	No	No
43(2)	Service or notice of application to Federal Court for review	No	Yes	Yes	No	No
44(2)	Notice to person who requested record	No	Yes	Yes	No	No
52(2)(b), 52(3)	Special rules for hearings	No	No	No	No	No
94	Annual report – government institutions	No	No	No	No	No
96(3)	Notice of Provision of services related to access to information	No	No	No	No	No
96(5)	Spending authority	No	No	No	No	No
Access to Information Regulations						
6(1)	Transfer of request	No	Yes	No	No	No
8	Method of access	No	Yes	No	No	No
8.1	Limitations in respect of format	No	Yes	No	No	No

Privacy Act

Description	President	ADM CSB	DG PIMSD
All powers, duties and functions under the Act and Regulations	Full authority		

Description	Executive Dir, ATIP Ops Dir, ATIP Ops	Dir, PMD
All powers, duties and functions under the Act and Regulations, with noted exceptions	Full authority except Sections 8(2)(j), 8(2)(m), 8(5), 9(1), 9(4), 10	Full authority except Sections 14-28 inclusively

Provision	Description	Deputy Dir / Manager ATIP Ops	Team Leader/ Senior Advisor	Senior Analyst	Analyst
8(2)(j)	Disclosure for research or statistical purposes	No	No	No	No
8(2)(m)	Disclosure in the public interest or in the interest of the individual	No	No	No	No
8(4)	Copies of requests under paragraph 8(2)(e)	No	No	No	No
8(5)	Notice of disclosure under paragraph 8(2)(m)	No	No	No	No
9(1)	Record of disclosures to be retained	No	No	No	No
9(4)	Consistent uses	No	No	No	No
10	Personal information to be included in personal information banks	No	No	No	No
14(a)	Notice where access requested	Yes	Yes	Yes	No
14(b)	Giving access to the record	Yes	Yes	No	No
15	Extension of time limits	Yes	Yes	Yes	No
16	Where access is refused	Yes	Yes	No	No
17(2)(b)	Language of access	Yes	Yes	No	No
17(3)(b)	Access in an alternative format	Yes	Yes	No	No
18(2)	Exempt banks	Yes	No	No	No
19	Information obtained in confidence	Yes	No	No	No
20	Federal-provincial affairs	Yes	No	No	No
21	International affairs and defence	Yes	No	No	No
22	Law enforcement and investigations	Yes	No	No	No
22.3	<i>Public Servants Disclosure Protection Act</i>	Yes	No	No	No
23	Security clearances	Yes	No	No	No
24	Individuals sentenced for an offence	Yes	No	No	No
25	Safety of individuals	Yes	No	No	No
26	Information about another individual	Yes	Yes	No	No
27	Protected information – solicitors, advocates and notaries	Yes	Yes	No	No
27.1	Protected information – patents and trade-marks	Yes	Yes	No	No
28	Medical records	Yes	No	No	No
33(2)	Right to make representations	No	No	No	No
35(1)(b)	Notice of actions to implement recommendations of Commissioner	Yes	No	No	No
35(4)	Access to be given to complainant	Yes	No	No	No
36(3)(b)	Notice of actions to implement recommendations of Commissioner	Yes	No	No	No
51(2)(b),(3)	Special rules for hearings	No	No	No	No
72	Annual report to Parliament	No	No	No	No
73.1(3)	Notice of Provision of services related to privacy	No	No	No	No
73.1(5)	Spending authority	No	No	No	No
Privacy Regulations					
7	Retention of personal information requested under paragraph	No	No	No	No
9	Examination of information	Yes	Yes	Yes	Yes
11(2),11(4)	Notification concerning corrections	Yes	Yes	Yes	Yes
13(1)	Disclosure of personal information relating to physical or mental	Yes	Yes	No	No
14	Examination in presence of medical practitioner or psychologist	Yes	Yes	No	No

Legend

Yes	Delegated
No	No Delegation

Appendix B: Statistical Report on the *Access to Information Act*

Reporting period: 2022-04-01 to 2023-03-31. Data extracted on May 29, 2023.

Section 1: Requests under the *Access to Information Act*

1.1 Number of Requests

Category	Number of requests
Received during reporting period	373
Outstanding from previous reporting periods	719
<ul style="list-style-type: none"> Outstanding from previous reporting period 	501
<ul style="list-style-type: none"> Outstanding from more than one reporting period 	218
Total	1,092
Closed during reporting period	453
Carried over to next reporting period	639
<ul style="list-style-type: none"> Carried over within legislated timeline 	151
<ul style="list-style-type: none"> Carried over beyond legislated timeline 	488

1.2 Sources of Requests

Source	Number of requests
Media	86
Academia	15
Business (private sector)	5
Organization	2
Public	132
Decline to Identify	133
Total	373

1.3 Channels of requests

Source	Number of requests
Online	364
E-mail	8
Mail	1
In person	0
Phone	0
Fax	0
Total	373

Section 2: Informal requests

2.1 Number of informal requests

Category	Number of requests
Received during reporting period	185
Outstanding from previous reporting periods	168
<ul style="list-style-type: none"> Outstanding from previous reporting period 	168
<ul style="list-style-type: none"> Outstanding from more than one reporting period 	0
Total	353
Closed during reporting period	352
Carried over to next reporting period	1

2.2 Channels of informal requests

Source	Number of requests
Online	185
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	185

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
54	34	63	95	68	38	0	352

2.4 Pages released informally

Less than 100 pages released		100 to 500 pages released		501 to 1,000 pages released		1,001 to 5,000 pages released		More than 5,000 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
118	2,990	20	3,871	2	1,159	6	13,016	2	34,494

2.5 Pages re-released informally

Less than 100 pages re-released		100 to 500 pages re-released		501 to 1,000 pages re-released		1,001 to 5,000 pages re-released		More than 5,000 pages re-released	
Number of requests	Pages re-released	Number of Requests	Pages re-released	Number of requests	Pages re-released	Number of Requests	Pages re-released	Number of requests	Pages re-released
163	4,641	27	5,760	2	1,138	9	25,689	3	88,624

Section 3: Applications to the Information Commissioner on declining to act on requests

Category	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	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	9	21	12	8	11	23	86
Disclosed in part	3	9	27	29	27	48	82	225
All exempted	0	1	0	0	0	1	0	2
All excluded	0	0	0	0	0	0	0	0
No records exist	12	21	8	11	0	6	1	59
Request transferred	21	0	0	0	0	1	0	22
Request abandoned	16	16	6	4	1	7	9	59
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	54	56	62	56	36	74	115	453

4.2 Exemptions

Section	Number of requests
13(1)(a)	9
13(1)(b)	4
13(1)(c)	11
13(1)(d)	0
13(1)(e)	0
14	9
14(a)	13
14(b)	3
15(1)	9
15(1) - International Affairs	9
15(1) - Defence of Canada	4
15(1) - Subversive Activities	0
16(1)(a)(i)	0
16(1)(a)(ii)	0
16(1)(a)(iii)	0

Section	Number of requests
16(1)(b)	1
16(1)(c)	1
16(1)(d)	0
16(2)	4
16(2)(a)	0
16(2)(b)	0
16(2)(c)	25
16(3)	0
16.1(1)(a)	0
16.1(1)(b)	0
16.1(1)(c)	1
16.1(1)(d)	0
16.2(1)	1
16.3	0
16.4(1)(a)	0
16.4(1)(b)	0
16.5	0
16.6	0
17	9
18(a)	0
18(b)	17
18(c)	0
18(d)	9
18.1(1)(a)	0
18.1(1)(b)	0
18.1(1)(c)	0
18.1(1)(d)	1
19(1)	165
20(1)(a)	2
20(1)(b)	67
20(1)(b.1)	2
20(1)(c)	65
20(1)(d)	28
20.1	0
20.2	0
20.4	0
21(1)(a)	32
21(1)(b)	27
21(1)(c)	14
21(1)(d)	1
22	0
22.1(1)	0
23	19
23.1	0
24(1)	1

Section	Number of requests
26	0

4.3 Exclusions

Section	Number of requests
68(a)	2
68(b)	0
68(c)	0
68.1	0
68.2(a)	0
68.2(b)	0
69(1)	10
69(1)(a)	1
69(1)(b)	0
69(1)(c)	0
69(1)(d)	0
69(1)(e)	0
69(1)(f)	0
69(1)(g) re (a)	2
69(1)(g) re (b)	0
69(1)(g) re (c)	1
69(1)(g) re (d)	1
69(1)(g) re (e)	0
69(1)(g) re (f)	0
69.1(1)	0

4.4 Format of Information Released

Paper	Electronic: e-record	Electronic: data set	Electronic: video	Electronic: audio	Other
39	264	8	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
115,137	104,457	372

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

Disposition	Less than 100 pages processed		100 to 500 pages processed		501 to 1,000 pages processed		1,001 to 5,000 pages processed		More than 5,000 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	77	1,540	5	861	2	1,129	2	3,269	0	0
Disclosed in part	164	3,825	40	8,424	5	3,456	12	30,071	4	62,341
All exempted	2	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	58	9	1	212	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	301	5,374	46	9,497	7	4,585	14	33,340	4	62,341

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 requests

Disposition	Less than 60 minutes processed		60 to 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
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 processed		60 to 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
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.7 Other Complexities

Disposition	Consultation required	Legal advice sought	Other	Total
All disclosed	2	0	22	24
Disclosed in part	56	14	22	92
All exempted	0	0	0	0
All excluded	0	0	0	0
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	58	14	44	116

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Category	Requests closed within legislated timelines
Number of requests closed within legislated timelines	122
Percentage of requests closed within legislated timelines (%)	26.9%

4.7 Deemed refusals

4.7.1 Principal reasons for not meeting legislated timelines

Total number of requests closed past the legislated timelines	Interference with operations / workload	External consultation	Internal consultation	Other
331	193	21	12	105

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

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	35	0	35
16 to 30 days	23	3	26
31 to 60 days	22	2	24
61 to 120 days	38	8	46
121 to 180 days	32	3	35
181 to 365 days	55	4	59
More than 365 days	100	6	106
Total	305	26	331

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: Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of requests where an extension was taken	9(1)(a) Interference with operations / workload	9(1)(b) Consultation: Section 69	9(1)(b) Consultation: Other	9(1)(c) Third party notice
All disclosed	0	0	4	1
Disclosed in part	7	1	18	15
All exempted	1	0	0	1
All excluded	0	0	0	0
Request abandoned	1	0	1	1
No records exist	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0
Total	9	1	23	18

5.2 Length of extensions

Length of extensions	9(1)(a) Interference with operations / workload	9(1)(b) Consultation: Section 69	9(1)(b) Consultation: Other	9(1)(c) Third party notice
30 days or less	4	0	4	1
31 to 60 days	1	1	12	16
61 to 120 days	1	0	2	0
121 to 180 days	1	0	3	0
181 to 365 days	2	0	2	1
365 days or more	0	0	0	0
Total	9	1	23	18

Section 6: Fees

Fee type	Fee collected		Fee waived		Fee refunded	
	Number of requests	Amount	Number of requests	Amount	Number of requests	Amount
Application	197	\$985.00	174	\$870.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	197	\$985.00	174	\$870.00	0	\$0.00

Section 7: Consultations received from other institutions and organizations

7.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada institutions	Number of pages to review	Other organizations	Number of pages to review
Received during the reporting period	187	15,042	45	8,578
Outstanding from the previous reporting period	54	2,183	13	1,850
Total	241	17,225	58	10,428
Closed during the reporting period	222	14,890	53	10,128
Carried over within negotiated timelines	5	1,621	2	115
Carried over beyond negotiated timelines	14	714	3	185

7.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	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	32	59	32	18	8	7	2	158
Disclose in part	1	11	8	12	9	3	1	45
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	1	0	0	0	0	0	0	1
Consult other institution	5	2	2	2	0	0	0	11
Other	3	2	0	0	0	2	0	7
Total	42	74	42	32	17	12	3	222

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

Recommendation	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	12	13	8	4	0	1	0	38
Disclose in part	0	3	4	2	2	0	0	11
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	1	0	1	0	0	0	2
Other	0	1	1	0	0	0	0	2
Total	12	18	13	7	2	1	0	53

Section 8: Completion time of consultations on Cabinet Confidences

8.1 Requests with Legal Services

Number of days	Fewer than 100 pages processed		100 to 500 pages processed		501 to 1,000 pages processed		1,001 to 5,000 pages processed		More than 5,000 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	4	47	0	0	0	0	0	0	0	0
16 to 30	4	19	0	0	0	0	0	0	0	0
31 to 60	4	53	0	0	0	0	0	0	0	0
61 to 120	1	0	0	0	0	0	0	0	0	0
121 to 180	1	15	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	14	134	0	0	0	0	0	0	0	0

8.2 Requests with Privy Council Office

Number of days	Fewer than 100 pages processed		100 to 500 pages processed		501 to 1,000 pages processed		1,001 to 5,000 pages processed		More than 5,000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Section 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
24	22	24

9.2 Investigations and Reports of finding

Section 37(1) Initial Reports: received	Section 37(1) Initial reports: containing recommendations issued by the Information Commissioner	Section 37(1) Initial reports: containing orders issued by the Information Commissioner	Section 37(2) Final Reports: received	Section 37(2) Final reports: containing recommendations issued by the Information Commissioner	Section 37(2) Final reports: containing orders issued by the Information Commissioner
1	0	1	15	0	1

Section 10: Court action

10.1 Court actions on complaints

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

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

Section 44 - under paragraph 28(1)(b)
0

Section 11: Resources related to the *Access to Information Act*

11.1 Allocated costs

Expenditures	Amount
Salaries	\$1,401,461
Overtime	\$16,439
Goods and Services	\$602,699
Professional services contracts	\$570,039
Other	\$32,660
Total	\$2,020,599

11.2 Human resources

Resources	Person years dedicated to Access to Information activities
Full-time employees	17.172
Part-time and casual employees	1.080
Regional staff	0.000
Consultants and agency personnel	2.593
Students	0.054
Total	20.899

Appendix C: Statistical Report on the Privacy Act

Reporting period: 2022-04-01 to 2023-03-31. Data extracted on May 29, 2023.

Section 1: Requests under the *Privacy Act*

1.1 Number of Requests

Category	Number of requests
Received during reporting period	70
Outstanding from previous reporting periods	21
<ul style="list-style-type: none"> Outstanding from previous reporting period 	18
<ul style="list-style-type: none"> Outstanding from more than one reporting period 	3
Total	91
Closed during reporting period	79
Carried over to next reporting period	12
<ul style="list-style-type: none"> Carried over within legislated timeline 	6
<ul style="list-style-type: none"> Carried over beyond legislated timeline 	6

1.2 Channels of requests

Source	Number of requests
Online	69
E-mail	0
Mail	1
In person	0
Phone	0
Fax	0
Total	70

Section 2: Informal requests

2.1 Number of informal requests

Category	Number of requests
Received during reporting period	0
Outstanding from previous reporting periods	0
<ul style="list-style-type: none"> Outstanding from previous reporting period 	0
<ul style="list-style-type: none"> Outstanding from more than one reporting period 	0
Total	0
Closed during reporting period	0
Carried over to next reporting period	0

2.2 Channels of informal requests

Source	Number of requests
Online	0
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	0

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
0	0	0	0	0	0	0	0

2.4 Pages released informally

Less Than 100 pages released		100 to 500 pages released		501 to 1,000 pages released		1,001 to 5,000 pages released		More than 5,000 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	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	4	4	2	4	1	0	0	15
Disclosed in part	1	3	4	2	1	2	2	15
All exempted	0	0	0	0	0	0	0	0
All excluded	1	0	0	0	0	0	0	1
No records exist	15	1	1	0	0	0	0	17
Request abandoned	29	2	0	0	0	0	0	31
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	50	10	7	6	2	2	2	79

3.2 Exemptions

Section	Number of requests
18(2)	0
19(1)(a)	0
19(1)(b)	0
19(1)(c)	0
19(1)(d)	0
19(1)(e)	0
19(1)(f)	0

Section	Number of requests
20	0
21	0
22(1)(a)(i)	0
22(1)(a)(ii)	0
22(1)(a)(iii)	0
22(1)(b)	0
22(1)(c)	0
22(2)	0
22.1	0
22.2	0
22.3	0
22.4	0
23(a)	0
23(b)	0
24(a)	0
24(b)	0
25	0
26	15
27	4
27.1	0
28	0

3.3 Exclusions

Section	Number of requests
69(1)(a)	0
69(1)(b)	0
69.1	0
70(1)	0
70(1)(a)	0
70(1)(b)	0
70(1)(c)	0
70(1)(d)	0
70(1)(e)	0
70(1)(f)	0
70.1	0

3.4 Format of information released

Paper	Electronic: e-record	Electronic: data set	Electronic: video	Electronic: audio	Other
4	26	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
2,499	2,250	62

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 to 500 pages processed		501 to 1,000 pages processed		1,001 to 5,000 pages processed		More than 5,000 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	12	202	3	505	0	0	0	0	0	0
Disclosed in part	9	397	6	1,395	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	1	0	0	0	0	0	0	0	0	0
Request abandoned	31	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	53	599	9	1,900	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 to 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
Total	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 to 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
Total	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	4	2	0	0	6
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
Total	4	2	0	0	6

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

Category	Requests closed within legislated timelines
Number of requests closed within legislated timelines	63
Percentage of requests closed within legislated timelines (%)	79.7%

3.7 Deemed refusals

3.7.1 Reasons for not meeting legislated timelines

Total number of requests closed past the statutory deadline	Interference with operations / workload	External consultation	Internal consultation	Other
16	8	2	0	6

3.7.2 Requests closed beyond legislated timelines (including any extension taken)

Number of days past deadline	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	2	1	3
16 to 30 days	2	1	3
31 to 60 days	2	0	2
61 to 120 days	3	1	4
121 to 180 days	0	1	1
181 to 365 days	2	1	3
More than 365 days	0	0	0
Total	11	5	16

3.8 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 4: Disclosures under subsections 8(2) and 8(5)

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Subsection 8(5)	Total
1	1	2	4

Section 5: Requests for correction of personal information and notations

Disposition for correction requests received	Number
Notations attached	0
Requests for correction accepted	0
Total	0

Section 6: Extensions

6.1 Reasons for extensions and disposition of requests

Reason for extension	Number of requests where an extension was taken
15(a)(i) Interference with Operations: Further Review Required to Determine Exemptions	0
15(a)(i) Interference with Operations: Large Volume of Pages	0
15(a)(i) Interference with Operations: Large Volume of Requests	6
15(a)(i) Interference with Operations: Documents are Difficult to Obtain	0
15(a)(ii) Consultation: Cabinet Confidence (Section 70)	0
15(a)(ii) Consultation: External	0
15(a)(ii) Consultation: Internal	2
15(b) Translation Purposes or Conversion	0
Total	8

6.2 Length of extensions

Reason for extension	1 to 15 days	16 to 30 days	31 days or greater	Total
15(a)(i) Interference with Operations: Further Review Required to Determine Exemptions	0	0	N/A	0
15(a)(i) Interference with Operations: Large Volume of Pages	0	0	N/A	0
15(a)(i) Interference with Operations: Large Volume of Requests	0	6	N/A	6
15(a)(i) Interference with Operations: Documents are Difficult to Obtain	0	0	N/A	0
15(a)(ii) Consultation: Cabinet Confidence (Section 70)	0	0	N/A	0
15(a)(ii) Consultation: External	0	0	N/A	0
15(a)(ii) Consultation: Internal	0	2	N/A	2
15(b) Translation Purposes or Conversion	0	0	0	0

Section 7: Consultations 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 reporting period	0	0	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	0	0	0	0
Closed during the reporting period	0	0	0	0
Carried over within negotiated timelines	0	0	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	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	0	0	0	0	0	0
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	0	0	0	0	0	0

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

Recommendation	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	0	0	0	0	0	0
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	0	0	0	0	0	0

Section 8: Completion time of consultations on Cabinet Confidences

8.1 Requests with Legal Services

Number of days	Fewer than 100 pages processed		100 to 500 pages processed		501 to 1,000 pages processed		1,001 to 5,000 pages processed		More than 5,000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

8.2 Requests with Privy Council Office

Number of days	Fewer than 100 pages processed		100 to 500 pages processed		501 to 1,000 pages processed		1,001 to 5,000 pages processed		More than 5,000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Section 9: Complaints and investigation notices received

Section 31	Section 33	Section 35	Court Action	Total
8	9	3	1	21

Section 10: Privacy Impact Assessments (PIA) and Personal Information Banks (PIB)

10.1 Privacy Impact Assessments

Number of PIA(s) Completed	4
Number of PIA(s) Modified	1

10.2 Institution-specific and central Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	15	2	1	14
Central	0	0	0	0
Total	15	2	1	14

Section 11: Privacy breaches

11.1 Material privacy breaches reported

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

11.2 Non-material privacy breaches reported

Number of non-material privacy breaches	22
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Section 12: Resources related to the *Privacy Act*

12.1 Allocated costs

Expenditures	Amount
Salaries	\$842,550
Overtime	\$9,797
Goods and Services	\$197,611
Professional services contracts	\$188,086
Other	\$9,525
Total	\$1,049,958

12.2 Human Resources

Resources	Person years dedicated to privacy activities
Full-time employees	7.315
Part-time and casual employees	1.744
Regional staff	0.000
Consultants and agency personnel	0.829
Students	0.169
Total	10.057

Appendix D: Supplemental Statistical Report on the ATIA and Privacy Act

In addition to completing the forms for the Statistical Reports on the ATIA and *Privacy Act* for 2022-2023, institutions were asked to complete this Supplemental Report to help identify the institutional capacity during COVID-19. The data requirements are set out in the tables below.

Section 1: Capacity to receive requests under the *Access to Information Act* and *Privacy Act*

1.1 The following table reports the number of weeks the Public Health Agency of Canada was able to receive ATIP requests through different channels.

Time period	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 *Privacy Act*

2.1 The following table reports the number of weeks the Public Health Agency of Canada was able to process paper records in different classification levels.

Type of Paper Record	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 The following table reports the total number weeks the Public Health Agency of Canada was able to process electronic records in different classification levels.

Type of electronic record	No capacity	Partial capacity	Full capacity	Total
Unclassified Electronic Record	0	0	52	52
Protected B Electronic Record	0	0	52	52
Secret and Top Secret Electronic Record	0	0	52	52

Section 3: Open requests and complaints under the *Access to Information Act*

3.1 The following table reports 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, 2023	Open requests that are beyond legislated timelines as of March 31, 2023	Total
Received in 2022-2023	37	111	148
Received in 2021-2022	112	225	337
Received in 2020-2021	1	122	123
Received in 2019-2020	0	14	14
Received in 2018-2019	1	7	8
Received in 2017-2018	0	5	5
Received in 2016-2017	0	3	3
Received in 2015-2016	0	0	0
Received in 2014-2015	0	1	1
Received in 2013-2014 or earlier	0	0	0
Total	151	488	639

3.2 The following table reports 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 2022-2023	11
Received in 2021-2022	5
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	1
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
Total	17

Section 4: Open requests and complaints under the *Privacy Act*

4.1 The following table reports 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, 2023	Open requests that are beyond legislated timelines as of March 31, 2023	Total
Received in 2022-2023	5	2	7
Received in 2021-2022	0	2	2
Received in 2020-2021	1	2	3
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0

Fiscal year open requests were received	Open requests that are within legislated timelines as of March 31, 2023	Open requests that are beyond legislated timelines as of March 31, 2023	Total
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016	0	0	0
Received in 2014-2015	0	0	0
Received in 2013-2014 or earlier	0	0	0
Total	6	6	12

4.2 The following table reports 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 2022-2023	4
Received in 2021-2022	2
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	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
Total	6

Section 5: Social Insurance Number (SIN)

The Public Health Agency of Canada did not receive authority for a new collection or new consistent use of the SIN in 2022-2023.

Section 6: Universal access under the *Privacy Act*

The Public Health Agency of Canada received two requests confirmed from foreign nationals outside of Canada in 2022-2023.