



FINTRAC

2021-2022 Annual Report Administration of the *Privacy Act*

September 1, 2022



Safe Canadians,
Secure Economy

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ISSN 2563-7339
Cat. No. FD2-6/2E-PDF

1. Introduction

This report to Parliament, which is prepared and tabled in accordance with Section 72 of the *Privacy Act* (hereafter the “Act”), describes the activities of the Financial Transactions and Reports Analysis Centre of Canada (FINTRAC) in administering the Act during fiscal year 2021–22. This report should be considered along with FINTRAC’s 2021–22 *Annual Report on the Administration of the Access to Information Act*, which is tabled separately.

The purpose of the Act is to protect the privacy of individuals with respect to personal information about themselves held by government institutions and to provide individuals with a right of access to that information.

2. About FINTRAC

FINTRAC is Canada’s financial intelligence unit and anti-money laundering and anti-terrorist financing regulator and plays a critical role in combatting money laundering, terrorist activity financing, and threats to the security of Canada. The Centre has two core responsibilities framed around a duty to protect the personal information with which it is entrusted.

First, FINTRAC is responsible for ensuring compliance with Part 1 and 1.1 of the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act* and its associated regulations. This legal framework establishes obligations for specified businesses to develop a compliance regime in order to identify clients, monitor business relationships, keep records and report certain types of financial transactions. These compliance obligations allow for certain economic activities to be more transparent, which helps prevent and deter nefarious individuals and organizations from using Canada’s legitimate economy to launder the proceeds of their crimes or finance terrorist activities. FINTRAC is committed to working with businesses to help them understand and comply with their obligations. The Centre also maintains a registry of money services businesses in Canada and foreign money services businesses that direct and provide services to persons and entities in Canada.

Second, FINTRAC is mandated by the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act* to generate actionable financial intelligence that assists Canada’s law enforcement and national security agencies and international partners in combatting money laundering, terrorist activity financing and threats to the security of Canada. In addition, the Centre produces strategic financial intelligence for federal policy and decision-makers, the security and intelligence community, businesses across the country, international partners and other stakeholders. FINTRAC’s strategic intelligence provides a wide analytic perspective on the nature, scope and threat posed by money laundering and terrorism financing.

3. The Access to Information and Privacy Office

FINTRAC's Access to Information and Privacy (ATIP) Office is responsible for leading, coordinating and undertaking the Centre's access to information and privacy responsibilities. The ATIP Office is part of FINTRAC's Communications Group and led by the Centre's Head of Communications, who reports directly to FINTRAC's Director and Chief Executive Officer. The Head of Communications, who is also the Centre's Chief Privacy Officer, is responsible for the overall management of all access to information and privacy matters within FINTRAC.

FINTRAC's ATIP Office consists of an ATIP Coordinator, and two Senior ATIP Advisors. Key responsibilities of the ATIP Office include:

- developing and implementing policies, procedures, and guidelines to ensure FINTRAC's compliance with the Act and the *Access to Information Act*;
- ensuring the timely processing of privacy and access to information requests, and meeting proactive disclosure obligations;
- providing advice, guidance, and awareness activities to FINTRAC employees, contractors, and students on ATIP-related matters;
- representing FINTRAC in its discussions and negotiations with external stakeholders, including other government departments, third parties, the Treasury Board Secretariat of Canada, the Office of the Privacy Commissioner, the Office of the Information Commissioner and the general public;
- maintaining Personal Information Banks and conducting privacy impact assessments; and
- preparing annual reports to Parliament and publishing FINTRAC's Info Source Chapter.

To support the ATIP Office in meeting its legislative obligations, FINTRAC has established a collaborative network comprised of representatives from all sectors and relevant units within the Centre. These representatives are responsible for coordinating requests, providing guidance on the Act within their work units, and liaising with the ATIP Office on all ATIP-related matters.

4. Delegation of Authority

Order in Council P.C. 2000-1066 designates the Director and Chief Executive Officer of the Centre as head of FINTRAC for the purposes of administering the Act and FINTRAC's privacy program. Pursuant to Section 73 of the Act, FINTRAC's Director and Chief Executive Officer delegated the authority to exercise the powers, functions, and duties under the Act to the Deputy Director, the Manager of Communications and the ATIP Coordinator within the Enterprise Policy, Research and Programs Sector. These functions have full-delegated authority under the Act and the *Access Information Act*, in accordance with the delegation of authority instrument approved by the Director and Chief Executive Officer in July 2021.

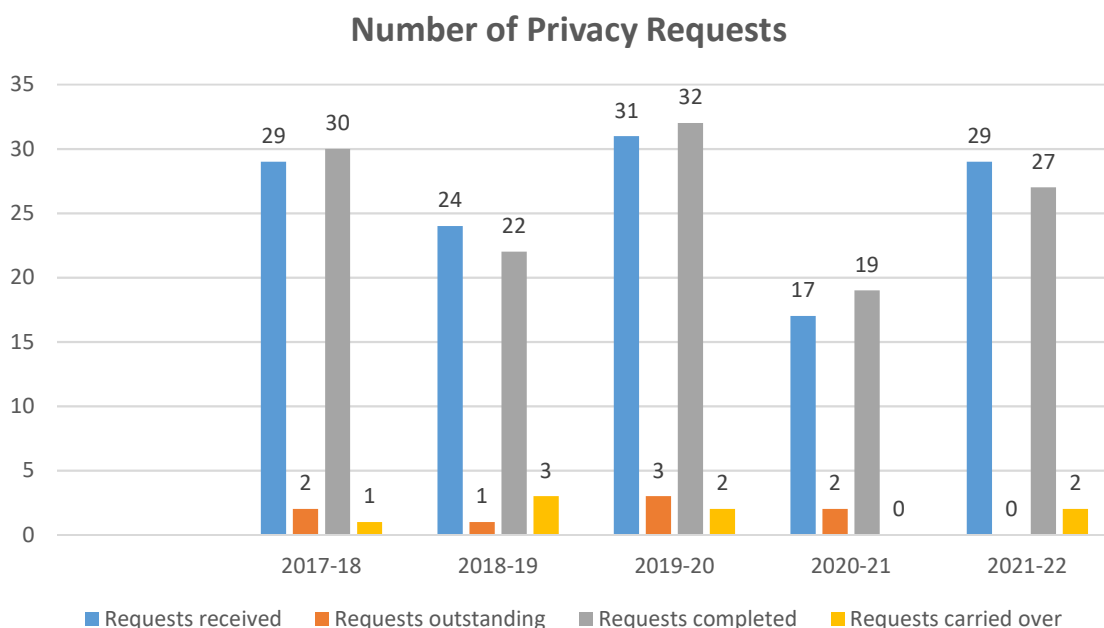
A copy of the Director and Chief Executive Officer’s Delegation Order that was in place during 2021–22 is available in Annex A.

5. Statistical Overview and Accomplishments

Annex B contains FINTRAC’s detailed Statistical Report on the *Privacy Act* for April 1, 2021 to March 31, 2022.

Performance of Privacy Request Case Activity

During the reporting period of April 1, 2021 to March 31, 2022, there was a 42% increase in the number of requests received by FINTRAC (29) under the Act compared to the previous reporting year (17). Twenty-seven requests were completed in 2021–22, while 2 requests were carried over to the next year.



FINTRAC maintained an on-time response rate of 100% for all privacy requests in 2021–22, well above the federal government's overall average response rate of 87% in 2020–21.

Responses to Completed Privacy Requests

FINTRAC responded to 27 requests in 2021–22:

- In 2 cases, representing 7% of the overall cases, the applicant received full disclosure of the information.

- In 4 cases, representing 15% of the overall cases, the applicant received partial disclosure of the information.
- In 6 cases, representing 22% of the overall cases, FINTRAC responded that it was unable to acknowledge the existence of information.
- In 14 cases, representing 52% of the overall cases, it was determined that no records existed within FINTRAC's information holdings.
- In 1 case, representing 4% of the overall cases, the applicant abandoned their request.

Completion Times and Extensions of Privacy Requests

The Act allows an additional 30-day extension beyond the 30-day statutory period for specific reasons. During the reporting period, FINTRAC completed all requests but 1 within the 30-day statutory deadline. In the 1 case, the ATIP Office took an additional 30-day extension beyond the original statutory period as the requested records required further review to determine exemptions, and the Office was also managing other priority files and operational pressures.

Consultations under the Act

Consultations undertaken between institutions are an essential part of processing requests under the Act. They provide institutions that have an interest in the records proposed for disclosure with an opportunity to make recommendations to the processing institution. For this reporting period, FINTRAC did not receive any consultation requests from other government institutions.

Corrections and Notations

For this reporting period, FINTRAC did not receive any requests for corrections of personal information.

Impact of COVID-19

Despite the public health measures and restrictions associated with the COVID-19 global pandemic, FINTRAC's Access to Information and Privacy Office was fully operational, working both remotely and on-site, and able to receive, process, and respond to requests under the Acts. There were only slight delays experienced due to some subject matter experts having limited on-site and network access. The most significant consequence of the COVID-19 restrictions that the office has observed was an increase in time required by other institutions to respond to consultations, particularly larger government institutions.

Complaints and Investigations

Subsection 29(1) of the Act describes how the Office of the Privacy Commissioner receives and investigates complaints from individuals regarding the processing of requests under the Act.

FINTRAC did not receive any new complaints under the Act in the reporting period.

Material Privacy Breaches

A privacy breach involves improper or unauthorized collection, use, disclosure, retention, or disposal of personal information. As required by the Treasury Board Secretariat of Canada's *Directive on Privacy Practices*, institutions and their delegated authorities are required to establish plans and procedures for addressing privacy breaches. During the reporting period, no material privacy breaches occurred and, therefore, none were reported by FINTRAC to the Office of the Privacy Commissioner, or to the Information and Privacy Policy Division of the Treasury Board of Canada Secretariat.

Privacy Impact Assessments (PIA)

The Government's *Directive on Privacy Impact Assessments* (PIAs) requires that FINTRAC ensure privacy principles are taken into account when there are proposals for, and during the design, implementation, and evolution of, programs and services that raise privacy issues. FINTRAC currently has core PIA reports in place for its main programs and services.

In 2021–22, FINTRAC completed no new core PIAs. However, in accordance with its *Privacy Policy*, FINTRAC routinely conducts privacy impact checklists that must be completed during the design phase of projects involving an addition or a change to a program using personal data. Throughout 2021–22, FINTRAC completed two privacy impact checklists. Along with these checklists, FINTRAC's Security, Information Management, and ATIP experts are engaged in projects involving personal information. The ATIP Office provides regular advice and guidance to FINTRAC employees to further ensure that the Centre manages its personal information holdings effectively and in accordance with the Act.

Disclosures of Personal Information under Subsection 8(2)(m) of the Act

In accordance with subsection 8(2)(m) of the Act, a government institution may disclose personal information under its control without the consent of the individual to whom the information relates if the disclosure is in the public interest or would clearly benefit the individual. In 2020–21, FINTRAC did not make any disclosures under subsection 8(2)(m) of the Act.

6. Training and Education

Information protection is integral to FINTRAC's mandate. As such, the Centre requires its employees (including students and contractors) to have a heightened awareness of security, privacy, information management and access to information. The FINTRAC *Code of Conduct, Values and Ethics* specifically describes employees' legal obligations to protect information under the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act* and makes reference to the *Privacy Act*, the *Canadian Charter of Rights and Freedoms*, the *Access to Information Act*, and the Centre's privacy, security and information management policies. Adherence to the *Code of Conduct, Values and Ethics* is a condition of employment for every FINTRAC employee.

The following training and awareness activities took place during the reporting period:

- The ATIP Office published monthly information notices regarding access to information and privacy protection on FINTRAC's intranet site.
- The ATIP Office also raises awareness by providing day-to-day coaching as well as targeted information sessions to ATIP representatives. In 2021–22, 2 one-on-one training sessions were delivered. This focused training fosters a spirit of collaboration and has been essential to the success of FINTRAC's broader ATIP program.
- Work is currently underway to modify FINTRAC's existing ATIP awareness training to a self-directed, online learning format. While working on a modified training format, during the 2021–22 period, the ATIP Office delivered virtual ATIP awareness sessions to 10 employees.
- Access to information and privacy protection messaging is incorporated in mandatory Information Management awareness sessions and in New Employee Orientation Training. In 2021–22:
 - Information Management awareness training was provided to 162 employees. The sessions raised employee awareness about their information management responsibilities, including in relation to ATIP, and covered the obligations and best practices for managing personal information in accordance with the *Privacy Act*, the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act*, and FINTRAC's privacy, security and information management policies.
 - The New Employee Orientation Training moved to a virtual/hybrid format and is currently being redesigned into a self-directed online learning format. The training provides information about the Centre's mandate and reinforces to employees the importance of information management and safeguarding information and privacy particularly as fundamental components of the work undertaken by the Centre. A total of 115 employees and students completed this virtual training in 2021–22.
- FINTRAC employees completed the following online learning courses at the Canada School of Public Service:
 - *Access to Information and Privacy Fundamentals – I702* (3 employees)
 - *Access to Information in the Government of Canada – I701* (1 employee)
 - *Privacy in the Government of Canada – I015* (1 employee)
- FINTRAC's Legal Services provides privacy awareness in its training of new employees, *Legal Framework of FINTRAC*, which outlines the various provisions of the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act* that promote the privacy of Canadians. The sessions reinforce employees' obligations with respect to receiving, collecting, using, disclosing and safeguarding personal information under the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act*. In 2021–22, 4 sessions were provided to 17 employees.

- Given the sensitive information and the environment in which FINTRAC operates, a heightened understanding of information security is required of all employees. In addition to the requirement to complete the Canada School of Public Service Security Awareness Course (A230), new and returning employees must also undertake an in-house mandatory security awareness session. In 2021–22, a total of 130 new employees received the FINTRAC security awareness presentation in digital format and were required to acknowledge and confirm that they understood their responsibilities. These sessions covered the importance of security at FINTRAC; provided an understanding of the potential security risks (e.g. cyber, personal, operational, and insider threats) in relation to FINTRAC’s environment; highlighted the roles and responsibilities of all employees; discussed classification, transmission, and storage of information; covered the need to know/need to share principle; and emphasized the consequences of unauthorized disclosure and inappropriate use of information.
- As well as mandatory security training, all FINTRAC employees are made aware of the consequences of unauthorized disclosure and inappropriate use of personal information, which is covered in FINTRAC’s Policy on Security. All new employees are required to acknowledge that they have read and understood this policy.
- In 2022, FINTRAC partnered with a specialized vendor to provide additional optional security awareness training for all employees. Employees have access to videos, simulations and best practices to reinforce their security knowledge.

7. New Privacy-related Policies, Guidelines, Procedures, or Initiatives

None to report.

8. Privacy Request Program Performance and Monitoring

FINTRAC’s automated case management system facilitates timely responses to requests, documents important actions and decisions, and monitors performance. The system also includes an audit log, has extensive search capabilities to enable analysis of previously processed information, and generates progress and statistical reports.

The ATIP Office provides updates to senior management within FINTRAC’s corporate governance, as well as providing status updates of ATIP files to FINTRAC’s Executive Office on a regular basis.

9. Closing

Through its robust privacy management framework, FINTRAC continues to safeguard the personal information under its control as it focuses on protecting Canadians and the integrity of

Canada's financial system through the detection and deterrence of money laundering and terrorist activity financing.



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DELEGATION ORDER ARRÊTÉ DE DÉLÉGATION DE POUVOIRS

Privacy Act and Regulations *Loi sur la protection des renseignements personnels et règlements*

Pursuant to Section 73 of the *Privacy Act*, the Financial Transactions and Reports Analysis Centre of Canada's Director and Chief Executive Officer delegates the full authority to exercise the powers, functions, and duties under the *Privacy Act* to the Deputy Director, the Manager of Communications, and the Access to Information and Privacy Coordinator within the Enterprise Policy, Research & Programs Sector. This delegation order also applies to persons occupying any of these positions on an acting basis.

En vertu de l'article 73 de la *Loi sur la protection des renseignements personnels*, la directrice et présidente-directrice générale du Centre d'analyse des opérations et déclarations financières du Canada délègue à la sous-directrice de Politiques organisationnelles, recherche et programmes, au gestionnaire des Communications et au coordonnateur de l'Accès à l'information et de la protection des renseignements personnels les pouvoirs et fonctions qui lui sont attribués par cette même loi. Le présent arrêté s'applique également aux personnes occupant les postes susmentionnés par intérim.

This designation takes effect as of July 28, 2021
La présente désignation entre en vigueur le 28 juillet 2021

Paquet, Sarah

Digitally signed by: Paquet, Sarah
DN: CN = Paquet, Sarah C = CA O
= GC OU = FINTRAC-CANAFE
Date: 2021.07.20 18:30:33 -04'00'

Director and Chief Executive Officer
Financial Transactions and Reports Analysis Centre of Canada
Directrice et présidente-directrice générale
Centre d'analyse des opérations et déclarations financières du Canada

Statistical Report on the *Privacy Act*

Name of institution: FINTRAC

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

Section 1: Requests Under the *Privacy Act*

1.1 Number of requests received

		Number of Requests
Received during reporting period		29
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		29
Closed during reporting period		27
Carried over to next reporting period		2
• Carried over within legislated timeline	2	
• Carried over beyond legislated timeline	0	

1.2 Channels of requests

Source	Number of Requests
Online	29
E-mail	
Mail	
In person	
Phone	
Fax	
Total	29

Section 2: Informal requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	

• Outstanding from more than one reporting period	0
Total	0
Closed during reporting period	
Carried over to next reporting period	0

2.2 Channels of informal requests

Source	Number of Requests
Online	
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		100-500 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

Section 3: Requests Closed During the Reporting Period

3.1 Disposition and completion time

Disposition of Requests	Completion Time							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
All disclosed	0	2	0	0	0	0	0	2
Disclosed in part	0	2	2	0	0	0	0	4

All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	4	10	0	0	0	0	0	14
Request abandoned	1	0	0	0	0	0	0	1
Neither confirmed nor denied	2	4	0	0	0	0	0	6
Total	7	18	2	0	0	0	0	27

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)	1	24(b)	0
19(1)(d)	0	22(1)(c)	0	25	3
19(1)(e)	0	22(2)	0	26	4
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	
5	1	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
575	244	13

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	2	3	0	0	0	0	0	0	0	0
Disclosed in part	2	156	2	416	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	1	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	6	0	0	0	0	0	0	0	0	0
Total	11	159	2	416	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
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		60-120 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	3	3	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	3	3	0	0	6

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	27
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
Total	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
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
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
Total	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
Total	0	0	0	0

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		\$83,759
Overtime		\$1,435
Goods and Services		\$4,670
• Professional services contracts	\$0	
• Other	\$4,670	
Total		\$89,864

12.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	0.720
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	0.720

Note: Enter values to three decimal places.



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

Name of institution: FINTRAC

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	4	48	52

2.2 Enter the number of weeks your institution was able to process electronic records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Electronic Records	0	0	52	52
Protected B Electronic Records	0	0	52	52
Secret and Top Secret Electronic Records	0	4	48	52

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	21	2	23
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
Total	21	2	23

Row 8, Col. 3 of Section 3.1 must equal Row 7, Col. 1 of Section 1.1 of the 2021-2022 Statistical Report on the *Access to Information Act*

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	0
Received in 2020-2021	2
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	2

Section 4: Open Requests and Complaints Under the Privacy Act

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

Fiscal Year Open Requests Were Received	Open Requests that are <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	2	0	2
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
Total	2	0	2

Row 8, Col. 3 of Section 4.1 must equal Row 7, Col. 1 of Section 1.1 of the 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	0
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	0

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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