



Canadian Radio-television and
Telecommunications Commission

Conseil de la radiodiffusion et des
télécommunications canadiennes

Canada

Privacy Act

CRTC Annual Report

2022-2023

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Canada

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Introduction

The Canadian Radio-television and Telecommunications Commission (CRTC) is pleased to present its Annual Report to Parliament, in accordance with section 72¹ of the *Privacy Act* (the Act). The report describes the activities that support compliance with the Act for the fiscal year commencing April 1, 2022 and ending March 31, 2023.

The Purpose of the *Privacy Act*

Section 2 of the Act sets out its purpose, which is to protect the privacy of individuals with respect to personal information about themselves held by a government institution, and to provide individuals with a right of access to that information.

It also protects against unauthorized disclosure of that personal information. In addition, it strictly controls how the government will collect, use, store, disclose, and dispose of any personal information.

CRTC Mandate and Responsibilities

The CRTC is an administrative tribunal within the Government of Canada that is responsible for regulating and supervising Canada's communication system in the public interest.

The CRTC operates under a number of legislative authorities and Acts of Parliament. These include the following: the *CRTC Act*, the *Bell Canada Act*, the *Broadcasting Act*, the *Telecommunications Act*, Canada's Anti-Spam Legislation and the *Canada Elections Act*, which includes provisions that established the Voter Contact Registry.

At the heart of our mandate is the duty to serve the public interest by putting Canadians at the centre of the communication system. To this end, our role encompasses consulting Canadians on communication issues of importance to them, dealing with the many applications we receive by making decisions and rules, responding to enquiries and complaints, as well as reporting to Canadians on the progress and outcomes of our work. The CRTC promotes and enforces compliance with its regulatory policies and decisions. It encourages and facilitates industry co-regulation and self-regulation through consultations, committees and working groups with various industry stakeholders. The CRTC also plays a key role in resolving industry disputes. Finally, in the current dynamic and evolving communication environment, the CRTC collaborates with various domestic and international stakeholders to leverage capacity and intelligence on a host of interrelated policy issues and questions.

The CRTC delivers its mandate from offices in the National Capital Region and regional offices throughout Canada.

Organizational Structure

The CRTC's Access to Information and Privacy (ATIP) Office is located within the Information Management section of the Information Management and Information Technologies Directorate. When fully staffed, the CRTC ATIP Office has six indeterminate employees.

¹ As stated in subsection 72(1) of the *Privacy Act*, "The head of every government institution shall prepare for submission to Parliament an annual report on the administration of this Act within the institution during the period beginning on April 1 of the preceding year and ending on March 31 of the current year." *Privacy Act* R.S., 1985, Chapter P-21.

The activities of the ATIP Office include:

- publishing all proactive disclosure;
- receiving and processing requests in accordance with the Act;
- promoting awareness of the Act within the Commission;
- preparing the annual reports to Parliament, the annual statistical report and maintaining the Department's *Info Source* chapter;
- monitoring Commission compliance with the Act; and
- providing professional advice and guidance to senior management and all Commission staff on the Act.

The ATIP Office uses the AccessPro Case Management system and an imaging and electronic redaction software solution, AccessPro Redaction. The Office works closely with 14 departmental ATIP liaison officers who are appointed by the sectors. The liaison officers are responsible for ensuring that requests tasked to their groups are handled promptly and that relevant records are forwarded to the ATIP Office on time.

In 2022-2023, the CRTC has not entered into any service agreements pursuant to section 73.1 of the *Privacy Act*.

Delegation Order

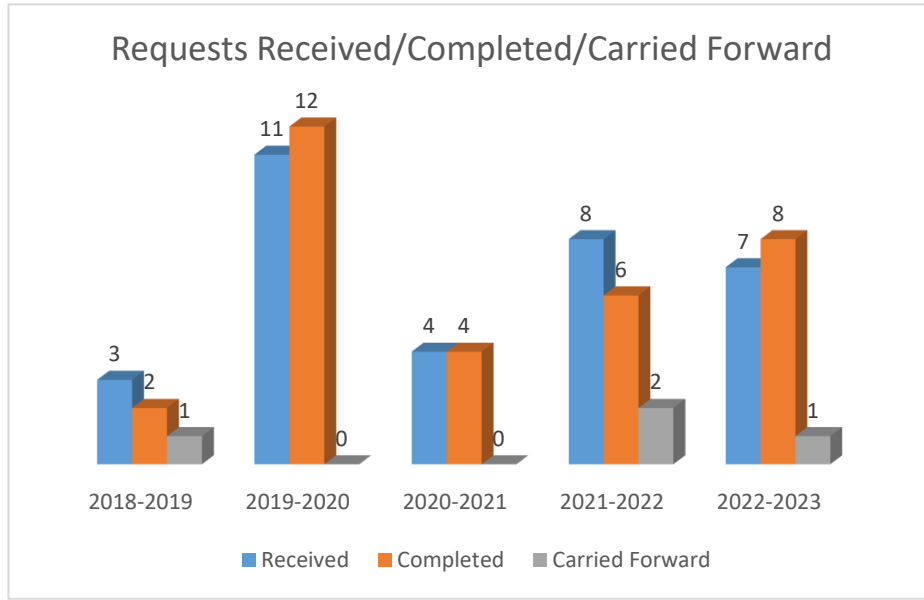
Decision-making responsibility for the application of the various provisions of the Act has been formally established and is outlined in the Delegation Order approved by the Chairperson and CEO of the CRTC on July 25, 2023. A copy of the Delegation Order is in [Appendix A](#) of this Report.

Performance 2022-2023

Section 1: Requests under the *Privacy Act*

1.1 Number of requests

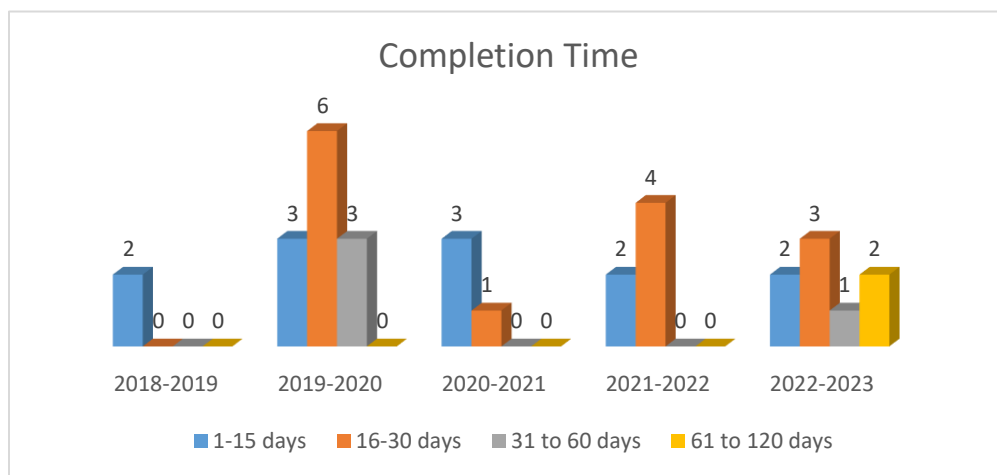
The CRTC received seven new requests in the reporting period, which represents a 12.5% decrease compared to the previous year where eight requests were received. Two requests were carried forward from the previous reporting period.



Section 2: Requests Closed During the Reporting Period

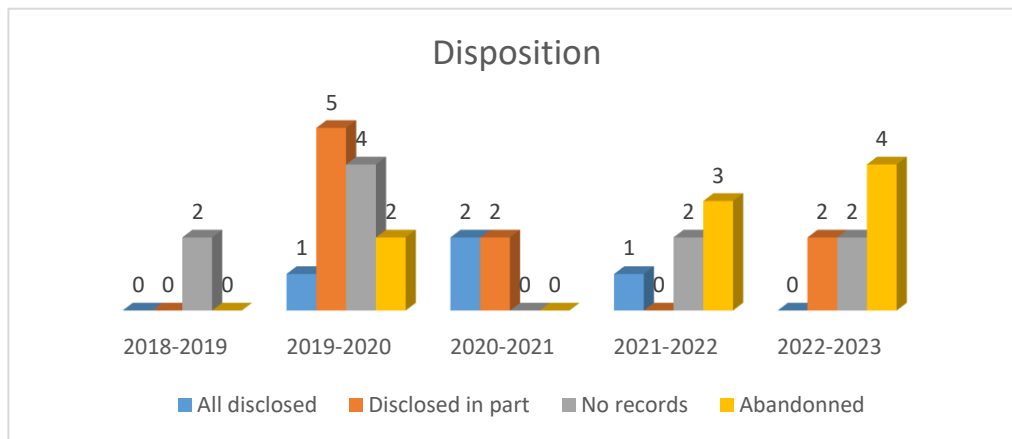
2.1 Disposition and completion time

In 2022-2023, of the seven requests received and two carried forward, two were closed within 15 days, three were closed within between 16 and 30 days, one was closed within 60 days, and two were closed within 120 days. In 2021-2022, of the six requests closed, two were closed within 15 days and four were closed between 16 and 30 days.



In 2022-2023, of the eight requests closed, two were disclosed in part, two had no records, and four were abandoned by the applicant. In 2021-2022 of the six requests closed, one was

fully disclosed, which represents 12.5% of total requests received, and none were disclosed in part.



2.2 Exemptions

Sections 18 through 28 of the Act set out the exemptions that can be applied to protect information pertaining to a particular public or private interest. The CRTC used one exemption within two files; section 26, which protects information about another individual.

2.3 Exclusions

As in the previous year, no exclusions were used by the CRTC in response to the requests.

2.4 Format of information released

In 2022-2023, two files were released in electronic format. In 2021-2022, one file was released in electronic format.

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

In 2022-2023, 400 pages were processed and 379 pages were released. In 2021-2022, 147 pages were processed and 118 pages were released.

2.5.2 Relevant pages processed and disclosed by size of requests

In 2022-2023, of the eight files closed, six files had records with an average page count of 66.66 pages. In 2021-2022, six files had records with an average page count of 36.75 pages.

2.5.3 Other complexities

In 2022-2023, one of the requests contained interwoven information, meaning that the records contained the personal information of more than one individual. Legal advice was not sought.

In 2021-2022, none of the requests contained interwoven information, meaning that no records contained the personal information of more than one individual.

2.6 Closed requests

In 2022-2023, seven requests were closed within their legislative timelines, and one was closed past legislated timelines.

2.7 Deemed refusals

2.7.1 Reasons for not meeting legislative timelines

In 2022-2023, of the eight closed requests, one was closed past legislated timelines due to interference with operations. In 2021-2022, all requests were completed within the legislative timelines.

2.8 Requests for translation

There were no requests for translation in the reporting period.

Section 3: Disclosures under Subsections 8(2) and 8(5)

Subsection 8(2) of the Act states that subject to any other Act of Parliament, personal information under the control of a government institution may be disclosed if it meets the conditions listed in paragraphs (a) to (m).

In addition, as written in subsection 8(5), the head of the government institution shall notify the Privacy Commissioner in writing of any disclosure of personal information under paragraph (2)(m) prior to the disclosure. There were no disclosures under section 8(2)(m) during the reporting period.

In the course of this reporting period, the CRTC received no request where the records were released pursuant to subsections 8(2) and 8(5) of the Act.

Section 4: Requests for Correction of Personal Information and Notations

In 2022-2023, like the previous year, no requests for correction of personal information were received or processed within the reporting period.

Section 5: Extensions

5.1 Reasons for extensions and disposition of requests

The Act allows departments to extend the legislated deadline of a request if it cannot be completed within the legislated 30-day time limit. Section 15 of the Act permits extensions if:

- meeting the original time limit would unreasonably interfere with the operations of the government institution;

- consultations, including for Cabinet Confidences, are necessary to comply with the request and cannot reasonably be completed within the original time limit; or
- additional time is necessary for translation purposes or for the purpose of converting the personal information into an alternative format.

5.2 Length of extensions

In 2022-2023, among the seven requests received, three extensions were taken for interference with operations.

Section 6: Consultations Received from Other Institutions and Organizations

No consultations from another Government of Canada institution or from other organizations were received during the reporting period.

Section 7: Completion Time of Consultations on Cabinet Confidences

7.1 Requests with Legal Services

No requests related to Cabinet Confidences were sent to Legal Services during the reporting period.

7.2 Requests with Privy Council Office

No requests related to Cabinet Confidences were sent to the Privy Council Office during this reporting period.

Section 8: Complaints and Investigations

In 2022-2023, there were no complaints received (section 31), and there were no outstanding privacy complaints from the previous year.

Section 9: Privacy Impact Assessments (PIA)

One Privacy Impact Assessment (PIA) was carried over from a previous reporting period. The PIA relates to the National Do Not Call List².

No PIAs were fully completed during the reporting year 2022-2023.

Section 10: Resources Related to the *Privacy Act*

When fully staffed, the CRTC ATIP Office has six indeterminate employees, one of whom is devoted part-time to activities related to the Act.

During 2022-2023, the ATIP Office incurred an estimated \$20,000 in salary costs to administer the Act. These costs do not include the resources expended by the program areas of the CRTC to meet the requirements of the Act.

² <https://www.lnnte-dncl.gc.ca/>

Training

Over the course of the 2022-2023 fiscal year, the ATIP Office offered training sessions to CRTC employees and management. The ATIP Office held two sessions, one in French and one in English, attended by 148 of the 550 CRTC employees which represents 27% of staff. The ATIP Office continues to promote the roles and responsibilities of all CRTC staff with respect to the Act and is continuously meeting with individuals to provide one-on-one support.

The CRTC intranet, which is accessible to all employees, includes a section that describes the ATIP Office's roles and responsibilities and provides information on the Act and related Commission policies and procedures. The ATIP Office is constantly looking for new methods to increase awareness throughout the Commission and is working on an initiative to include items in the CRTC Weekly News distributed to all employees.

Institution Specific Policies, Guidelines and Procedures

The statistical report on the Act was provided to the Treasury Board Secretariat.

Complaints

In 2022-2023, no complaints were received. There were also no outstanding complaints from the previous year.

Monitoring of Processing Time

The CRTC is committed to responding to every Privacy request completely and in a timely matter. Therefore, the ATIP Office meets as a group weekly to review priorities and any potential issues. In addition, the ATIP Coordinator meets weekly with each analyst to review on-time performance and with the Office of the Secretary General to provide a briefing on the status of the open files. In turn, the Office of the Secretary General raises any concerns at the Senior Management meetings. This committee includes the Deputy Head and all of the sector heads that report directly to her.

Privacy Breaches

The CRTC did not incur any material privacy breaches over the reporting period.

Privacy Impact Assessments (PIA)

There were no PIA's completed in the 2022-2023 reporting period.

Public Interest Disclosures

Paragraph 8(2)(m) of the Act allows the head of the institution to disclose personal information without the consent of the affected individual in cases where, in the opinion of the head, the public interest

outweighs any invasion of privacy that could result from the disclosure or when it is clearly in the best interest of the individual to disclose.

During the reporting period, CRTC made no disclosure of personal information under this provision.

Appendix A: Delegation Order

Privacy Act Delegation Order

I, the undersigned, Chairperson and Chief Executive Officer of the Canadian Radio-Television and Telecommunications Commission (CRTC), pursuant to section 73 (1) of the **Privacy Act***, hereby delegate the person or persons holding the position or positions set out in the schedule hereto to exercise and perform the powers, duties and functions of the Chairperson and Chief Executive Officer, as the head of the government institution, under the sections of the Act set out in the attached schedule for each position.

This Delegation Order supersedes all previous Delegation Orders with respect to the CRTC, or any portion thereof.

signed

Ms. Vicky Eatrdes Chairperson and Chief Executive Officer
--

07 / 25 / 23

Date

*R.S.C. 1985, Ch. P-21



SCHEDULE

Privacy Act Designation Order

Position	Sections of <i>Privacy Act</i>
1. Secretary General	8, 9, 10(1), 14, 15, 16, 17, 18(2), 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 33(2), 35, 36(3), 37(3), 51, 69, 70, 72(1).
2. Chief Information Officer	8(1), 8(2)(a)(b)(e)(i), 8(4), 9, 10(1), 14, 15, 16, 17, 18(2), 19, 26, 27, 28, 33(2), 35, 36(3), 37(3), 69, 70, 72(1).
3. Assistant Director Information Management	8(1), 8(2)(a)(b)(e)(i), 8(4), 9, 10(1), 14, 15, 16, 17, 18(2), 19, 26, 27, 28, 33(2), 35, 36(3), 37(3), 69, 70, 72(1).
4. ATIP Coordinator	8(1), 8(2)(a)(b)(e)(i), 8(4), 9, 10(1), 14, 15, 16, 17, 18(2), 19, 26, 27, 28, 33(2), 35, 36(3), 37(3), 69, 70, 72(1).

Appendix B: Statistical Report



Statistical Report on the *Privacy Act*

Name of Institution: Canadian Radio-Television and Telecommunications C

Reporting period: 2022-04-01 to 2023-03-31

Section 1: Requests Under the *Privacy Act*

1.1 Number of requests received

		Number of Requests
Received during reporting period		7
Outstanding from previous reporting periods		2
• Outstanding from previous reporting period	2	
• Outstanding from more than one reporting period	0	
Total		9
Closed during reporting period		8
Carried over to next reporting period		1
• Carried over within legislated timeline	0	
• Carried over beyond legislated timeline	1	

1.2 Channels of requests

Source	Number of Requests
Online	6
E-mail	1
Mail	0
In person	0
Phone	0
Fax	0
Total	7

Section 2: Informal requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		0
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		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		100-500 Pages Released		501-1000 Pages Released		1001-5000 Pages Released		More Than 5000 Pages Released	
Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released
0	0	0	0	0	0	0	0	0	0

Section 3: Requests Closed During the Reporting Period

3.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	0	0	0	0	0	0	0	0
Disclosed in part	0	0	1	1	0	0	0	2
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	1	0	1	0	0	0	2
Request abandoned	2	2	0	0	0	0	0	4
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	2	3	1	2	0	0	0	8

3.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
18(2)	0	22(1)(a)(i)	0	23(a)	0
19(1)(a)	0	22(1)(a)(ii)	0	23(b)	0
19(1)(b)	0	22(1)(a)(iii)	0	24(a)	0
19(1)(c)	0	22(1)(b)	0	24(b)	0
19(1)(d)	0	22(1)(c)	0	25	0
19(1)(e)	0	22(2)	0	26	2
19(1)(f)	0	22.1	0	27	0
20	0	22.2	0	27.1	0
21	0	22.3	0	28	0
		22.4	0		

3.3 Exclusions

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

3.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	2	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
400	379	6

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	0	0	0	0	0	0	0	0	0	0
Disclosed in part	1	26	1	374	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	4	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	5	26	1	374	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	0	0	1	0	1
All exempted	1	0	0	0	1
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
Total	1	0	1	0	2

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	7
Percentage of requests closed within legislated timelines (%)	87.5

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
1	1	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	1	1
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	1	1

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

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

Number of extensions taken	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Translation purposes or conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet ConfidenceSection (Section 70)	External	Internal	
3	3	0	0	0	0	0	0	0

6.2 Length of extensions

Length of Extensions	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Translation purposes or conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet ConfidenceSection (Section 70)	External	Internal	
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	3	0	0	0	0	0	0	0
31 days or greater								0
Total	3	0	0	0	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 the 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	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	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	Number of days required to complete consultation requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	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		100-500 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

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	
	Requests	Disclosed	Requests	Disclosed	Requests	Disclosed	Requests	Disclosed	Requests	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	26	0	0	0
Central	59	0	0	0
Total	85	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	\$20,000
Overtime	\$0
Goods and Services	\$0
• Professional services contracts	\$0
• Other	\$0
Total	\$20,000

12.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	0.200
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	0.200

Note: Enter values to three decimal places.

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



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

Name of institution: Canadian Radio-Television and Telecommunications Commis

Reporting period: 2022-04-01 to 2023-03-31

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	52	0	52
Protected B Paper Records	0	52	0	52
Secret and Top Secret Paper Records	0	52	0	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	52	0	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 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	20	14	34
Received in 2021-2022	0	11	11
Received in 2020-2021	0	5	5
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	0	0	0
Received in 2014-2015	0	0	0
Received in 2013-2014 or earlier	0	0	0
Total	20	30	50

Row 11, Col. 3 of Section 3.1 must equal Row 7, Col. 1 of Section 1.1 of the 2022-2023 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 2022-2023	3
Received in 2021-2022	4
Received in 2020-2021	0
Received in 2019-2020	0

Received in 2018-2019	0
Received in 2017-2018	1
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
Total	8

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, 2023	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2023	Total
Received in 2022-2023	0	1	1
Received in 2021-2022	0	0	0
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016	0	0	0
Received in 2014-2015	0	0	0
Received in 2013-2014 or earlier	0	0	0
Total	0	1	1

Row 11, Col. 3 of Section 4.1 must equal Row 7, Col. 1 of Section 1.1 of the 2022-2023 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 2022-2023	0
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	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
Total	0

Section 5: Social Insurance Number

Has your institution begun a new collection or a new consistent use of the SIN in 2022-2023?	No
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Section 6: Universal Access under the Privacy Act

How many requests were received from confirmed foreign nationals outside of Canada in 2022-2023?	0
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Row 1, Col. 1 of Section 6 must be equal to or less than Row 1, Col. 1 of Section 1.1 of the 2022-2023 Statistical Report on the *Privacy Act*



Appendix D: New Exemptions Table

New Exemptions Table

<i>Privacy Act</i>	
Section	Number of requests
-	0