



Parks Canada

2022-2023

ANNUAL REPORT TO PARLIAMENT

Privacy Act



Parks Canada
Parcs Canada

Canada

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Privacy Act

Annual Report (April 1, 2022 to March 31, 2023)

Introduction

Parks Canada Agency is pleased to submit to Parliament its annual report on the administration of the *Privacy Act* for the reporting period commencing on April 1, 2022, and ending on March 31, 2023.

This report is prepared and tabled in accordance with section 72 of the *Privacy Act* which requires that the head of every federal institution prepare and submit an annual report to Parliament on the administration of the *Act* in the institution during the fiscal year.

Purpose of the *Privacy Act*

The purpose of the *Privacy Act* is to provide:

- individuals with the right to access and correct personal information about themselves that is under the control of a government institution
- the legal framework for the collection, retention, use, disclosure, disposition and accuracy of personal information in the administration of programs and activities by government institutions subject to the *Act*.

Mandate of Parks Canada Agency

The Parks Canada Agency's mandate is to protect and present nationally significant examples of Canada's natural and cultural heritage and to foster public understanding, appreciation and enjoyment in ways that ensure their ecological and commemorative integrity for present and future generations. The Agency is responsible for operations under multiple pieces of federal legislation and protects approximately 450 000 km² of Canada's terrestrial, marine and freshwater ecosystems. It is the steward of 47 national parks, one national urban park, four national marine conservation areas and 171 national historic sites, including nine heritage canals. The Agency is highly decentralized with team members located across the country and often in remote areas.

Organizational Structure


Parks Canada's Access to Information and Privacy Office is part of the Corporate Communications Branch. The Access to Information and Privacy Office is comprised of seven (7) full-time employees responsible of implementing and managing services related to the administration of the *Access to Information Act* and the *Privacy Act*. The team is also responsible of providing advice to Parks Canada employees as they fulfill their obligations under both *Acts* including requirements for the proactive publication of information.

Internal tools and procedures have been developed to support the Agency in meeting its obligations under the *Privacy Act*, regulations and Treasury Board policies and are regularly reviewed and improved.

Parks Canada met its statutory deadlines for all requests during the reporting period and ensured proactive publication requirements were met. Parks Canada is committed to transparency, service to Canadians and the expeditious processing of access to information requests and has put in place the systems and processes necessary to meet this commitment.

Parks Canada did not enter in any service agreements under section 73.1 of the *Privacy Act* during the reporting period.

Delegation order

Arrêté sur la délégation en vertu de la Loi sur l'accès à l'information et de la Loi sur la protection des renseignements personnels	Access to Information Act and Privacy Act Delegation Order
<p>En vertu de l'article 95 de la <i>Loi sur l'accès à l'information</i> et de l'article 73 de la <i>Loi sur la protection des renseignements personnels</i>, le directeur général et président de l'Agence Parcs Canada délègue aux titulaires de postes mentionnés à l'annexe ci-après, ainsi qu'aux personnes occupant à titre intérimaire lesdits postes, les attributions dont il est, en qualité de responsable de l'Agence Parcs Canada désigné par le Décret sur la désignation des responsables d'institutions fédérales (<i>Loi sur l'accès à l'information</i>) et le Décret sur la désignation des responsables d'institutions fédérales (<i>Loi sur la protection des renseignements personnels</i>), investi par les articles de ces lois mentionnés en regard de chaque poste. Le présent arrêté sur la délégation remplace et annule tout arrêté sur la délégation pris précédemment.</p>	<p>The Chief Executive Officer and President of the Parks Canada Agency, pursuant to Section 95 of the <i>Access to Information Act</i> and Section 73 of the <i>Privacy Act</i> and in his capacity as the head of the Parks Canada Agency designated by the <i>Access to Information Act</i> Heads of Government Institutions Designation Order and the <i>Privacy Act</i> Heads of Government Institutions Designation Order, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers and functions pursuant to the provisions of the aforementioned Acts set out in the schedule below opposite each position. This Delegation Order replaces any delegation order made previously.</p>
Datée, à la Ville de Gatineau, ce Dated, at the City of Gatineau, this	jour de day of MAR 26 2020
<p style="text-align: center;"> Ron Hallman Président et Directeur général, Agence Parcs Canada President & Chief Executive Officer, Parks Canada Agency</p>	

ANNEXE / SCHEDULE		
Poste / Position	<i>Loi sur l'accès à l'information et règlements / Access to Information Act and Regulations</i>	<i>Loi sur la protection des renseignements personnels et règlements / Privacy Act and Regulations</i>
Vice-Président, Direction générale des relations externes et de l'expérience du visiteur / Vice-President, External Relations and Visitor Experience Directorate	Autorité absolue / Full authority	Autorité absolue / Full authority
Gestionnaire, Bureau de l'Accès à l'information et de la protection des renseignements personnels (AIPRP) / Manager, Access to Information and Privacy Office (ATIP)	Autorité absolue / Full authority	Autorité absolue / Full authority
Analyste principal (PM-05) / Senior analyst (PM-05)	Sections 7 and 9 of the <i>Access to Information Act</i>	Sections 14 and 15 of the <i>Privacy Act</i>

Performance 2022-2023

The following report presents an overview of activities carried out within the Agency during the reporting period of April 1, 2022 to March 31, 2023. The Statistical Report (Appendix A) contains detailed statistics on the information requests processed under the *Privacy Act*.

Parks Canada responded to all requests for personal information within legislated timelines.

Thirty (30) personal information requests were received under the *Privacy Act*. Four (4) requests were carried over to next reporting period.

The following is a breakdown of the number of completed requests broken down by completion times:

Number of Days	Number of Completed Requests
1 to 15 days	9
16-30 days	19
31 to 60 days	0
61-120 days	0
121-180 days	0
181- 365 days	0
More than 365 days	0

Seven (7) requests were fully disclosed, and fifteen (15) requests resulted in the partial disclosure of the records. Three (3) requests had no records and three (3) were abandoned by the applicants.

One active complaint was outstanding from the previous reporting period.

The following is a percentage breakdown by disclosure types for privacy requests processed in 2022-2023

Disclosure	Percentage
All disclosed	25%
Disclosed in part	53%
No records located	11%
Requests abandoned	11%

Section 15 of the *Privacy Act* permits the statutory time limits to be extended if consultations are necessary, if translation is required or if the request is for a large volume of records and processing it within the original time limit would unreasonably interfere with the operations of the institution.

No extensions were claimed by Parks Canada on the Privacy requests.

In the last three (3) years since fiscal year 2019-2020, there has been a 53% increase in the number of privacy requests received.

The Agency did not receive any consultation requests under the *Privacy Act*. No consultations were carried forward from the previous reporting period and no consultations were carried forward to the next reporting period.

There was no impact on the processing of requests due to COVID-19 during this reporting period. Parks Canada responded to all requests received within legislated timelines. Due to mitigation measures put in place during the previous fiscal years, all documents were received electronically and then imported into ATIP processing software. The ATIP Office continued delivering responses electronically via Canada Post Connect and ATIP Online.

The Agency provides the public with information on an informal basis. Information is provided only when the Agency is satisfied that the information requested concerns the individual making the request or where at least one of the conditions outlined in subsection 8(2) of the *Act* is met.

In addition to the above, Parks Canada's ATIP Office also reviews human resources investigation reports and provides strategic advice on human resource issues.

Training and Awareness

Facilitating efficient and transparent access to information and to personal information for Canadians is a priority for Parks Canada.

To ensure that all Agency employees understand their responsibilities and obligations regarding the legislation, including the proactive publication of Part 2, awareness sessions are offered periodically to provide information on the provisions of the Access to Information Act.

The participation of ATIP Office team members in several meetings on new initiatives, programs and services offered by the agency created opportunities to meet with many employees from different sectors. ATIP focused on customized, program-specific training for the different responsibilities of each Parks Canada program and service.

As a result of the relationships built through these meetings, Parks Canada employees have a better understanding of the impact of access to information and privacy on the programs and activities they deliver. They have the knowledge to provide relevant documents with appropriate recommendations for processing requests.

The development of these relationships has been beneficial to the Agency, with employees in Offices of Primary Interest sending ninety-three (93) questions related to the ATIP request.

The Agency put a focus on training its employees as to their responsibilities pertaining to access to information and privacy during the last reporting period. This year, twenty-one (21) training sessions were given to Agency employees in 2022-2023. In total, two hundred and ninety-two (292) employees attended these sessions.

Policies, Guidelines, Procedures and Initiatives

During the reporting period, the ATIP Office was continuously ensuring that its policies and procedures for processing requests made pursuant to the *Privacy Act* were up to date and that adjustments were made to areas where the need for improvement was identified.

The Agency created an internal privacy breach protocol following the Treasury Board of Canada Secretariat update of the Privacy Policy instruments.

The ATIP Office is currently training two employees to ensure continuity of the privacy expertise within the Agency. This allows the ATIP office to provide recommendations to programs responsible for Parks Canada's programs, services and activities. This will provide greater consistency and efficiency in the administration of privacy matters within the Agency.

The Agency did not receive authority for any new collection or new consistent use of Social Insurance Numbers during the reporting period.

Summary of Key Issues and Actions Taken on Complaints

No complaints were filed with the Office of the Privacy Commissioner of Canada during the reporting period under review. There have been no audits or investigations.

Monitoring Compliance

The Agency monitors the time required to process personal information requests. When the need for improvements are identified, internal processes are adjusted. No requests for correction of personal information were received during the reporting period.

Material Privacy Breaches

There were no material privacy breaches reported to the Office of the Privacy Commissioner and to the Information and Privacy Policy Division, Treasury Board of Canada Secretariat during this period.

Privacy Impact Assessments

Between April 1, 2022 and March 31, 2023 the Agency had 14 active privacy impact assessments (PIA). Four (4) new PIA were created awaiting for Treasury Board Secretariat approval: Youth employment and skills strategy program, Learn-to camp, National point of sales solution and Online sale of passes and permits program. One (1) PIA regarding Parks Canada Reservation Service was modified.

Public Interest Disclosures

There were no disclosures of personal information made pursuant to 8(2)(m) of the *Privacy Act* during the reporting period.



Statistical Report on the *Privacy Act*

Name of institution: Parks Canada Agency

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		30
Outstanding from previous reporting periods		2
• Outstanding from previous reporting period	2	
• Outstanding from more than one reporting period	0	
Total		32
Closed during reporting period		28
Carried over to next reporting period		4
• Carried over within legislated timeline	4	
• Carried over beyond legislated timeline	0	

1.2 Channels of requests

Source	Number of Requests
Online	25
E-mail	5
Mail	0
In person	0
Phone	0
Fax	0
Total	30

Section 2: Informal requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		1
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		1
Closed during reporting period		1
Carried over to next reporting period		0

2.2 Channels of informal requests

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

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
1	0	0	0	0	0	0	1

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	1	170	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	3	4	0	0	0	0	0	7
Disclosed in part	3	12	0	0	0	0	0	15
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	3	0	0	0	0	0	3
Request abandoned	3	0	0	0	0	0	0	3
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	9	19	0	0	0	0	0	28

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	12
19(1)(f)	0	22.1	0	27	3
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	22	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
3110	2498	25

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

Disposition	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	6	177	1	164	0	0	0	0	0	0
Disclosed in part	7	418	7	1823	1	528	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	3	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	16	595	8	1987	1	528	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	0	0	0
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
Total	0	0	0	0	0

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	28
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
1	0	0	0	1

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	14	4	0	1
Central	0	0	0	0
Total	14	4	0	1

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	4
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Section 12: Resources Related to the Privacy Act

12.1 Allocated Costs

Expenditures		Amount
Salaries		\$92,737
Overtime		\$0
Goods and Services		\$0
• Professional services contracts	\$0	
• Other	\$0	
Total		\$92,737

12.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	1.000
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	1.000

Note: Enter values to three decimal places.



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

Name of institution: Parks Canada Agency

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	0	52	52
Protected B Paper Records	0	0	52	52
Secret and Top Secret Paper Records	0	0	52	52

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

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Electronic Records	0	0	52	52
Protected B Electronic Records	0	0	52	52
Secret and Top Secret Electronic Records	52	0	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 <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	29	0	29
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	29	0	29

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	2
Received in 2021-2022	0
Received in 2020-2021	0
Received in 2019-2020	1
Received in 2018-2019	0
Received in 2017-2018	2
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
Total	5

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	4	0	4
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	4	0	4

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	1
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
Total	1

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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Canada