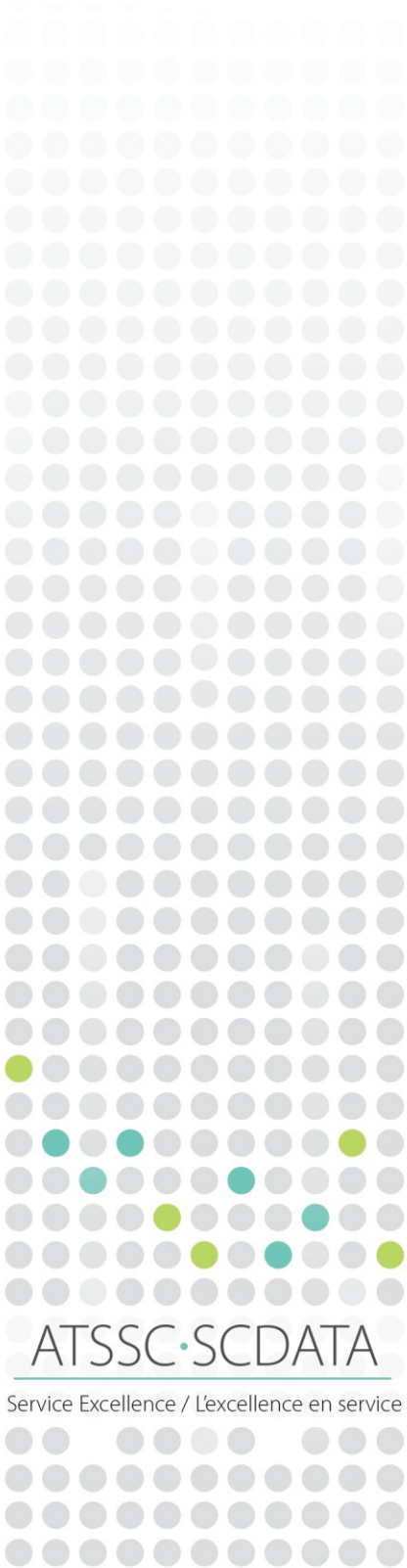




**Annual Report to Parliament on the
Administration of
the *Privacy Act***
April 1, 2022 to March 31, 2023



ATSSC·SCDATA

Service Excellence / L'excellence en service

© His Majesty the King in Right of Canada represented by the Chief Administrator of the Administrative Tribunals Support Service of Canada, 2023

Cat. No. J85-3/1E-PDF
ISSN 2371-2430

Table of Contents

Introduction 4

Organizational Structure..... 8

Performance for 2022-2023 9

Training and Awareness..... 12

Policies, Guidelines, Procedures and Initiatives 12

Initiatives and Projects to Improve Privacy 12

Summary of Key Issues and Actions Taken on Complaints 13

Material Privacy Breaches 13

Privacy Impact Assessments 14

Public Interest Disclosures 14

Monitoring Compliance 15

Introduction

The Administrative Tribunals Support Service of Canada (ATSSC) is pleased to present to Parliament its *Annual Report on the Administration of the Privacy Act* (the *Act*) for fiscal year April 1, 2022, to March 31, 2023.

Section 72 of the *Act* requires the head of every federal government institution to prepare and table an annual report to Parliament on the administration of the *Act* during the fiscal year. This Report provides an overview of the activities of the ATSSC in implementing the *Act* during the organization's fiscal cycle.

The purpose of the *Privacy Act* 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 their information. It also protects the privacy of individuals by exercising strict control over the collection, disclosure and use of such information.

The ATSSC is fully committed to both the spirit and the intent of the *Act* to foster a culture of openness and transparency while ensuring the privacy of individuals with respect to their personal information held by the organization.

ATSSC Mandate

The Administrative Tribunals Support Service of Canada (ATSSC) was established with the coming into force on November 1, 2014, of the *Administrative Tribunals Support Service of Canada Act*. The ATSSC is responsible for providing support services and facilities to 11 federal administrative tribunals by way of a single, integrated organization. Additionally, the ATSSC provides facilities and administrative support to the National Joint Council and supports the Environmental Protection Tribunal of Canada through a memorandum of understanding (MOU) with Environment and Climate Change Canada.

These services include the specialized services required to support the mandate of each tribunal (e.g., registry, research and analysis, legal and other mandate or case activities), as well as internal services (e.g., human resources, financial services, information management and technology, accommodation, security, planning and communications). Through these specialized services, the ATSSC supports improving access to justice for Canadians.

The Minister of Justice and Attorney General of Canada is responsible for the ATSSC.

The administrative tribunals supported by the ATSSC include:

Canada Agricultural Review Tribunal (CART)

The CART is an independent, quasi-judicial tribunal that reviews agricultural, and agri-food administrative monetary penalties issued to persons who have allegedly contravened federal rules pertaining to the import of animal and plant products; the humane transport of livestock; the use of pesticides; or the inspection of plants, animals and meats.

Canada Industrial Relations Board (CIRB)

The CIRB promotes constructive labour-management relations in the federally regulated private sector by overseeing the acquisition and termination of bargaining rights; resolving unfair labour practice complaints through mediation or adjudication; and assuring the continuity of services necessary to protect public health and safety in the event of a labour dispute. Also administers the *Status of the Artist Act*.

Canadian Cultural Property Export Review Board (CCPERB)

The CCPERB is an independent decision-making body that reports to the Minister of Canadian Heritage and Official Languages. The Board determines whether cultural property is of outstanding significance and national importance with a view to protecting and preserving our artistic, historic, and scientific heritage in Canada and making it accessible to the public.

Canadian Human Rights Tribunal (CHRT)

The CHRT is an independent, quasi-judicial tribunal that inquiries into allegations of prohibited discrimination under the *Canadian Human Rights Act*. The CHRT determines whether a discriminatory practice has occurred in respect of employment, or the provision of goods, services, facilities and / or accommodation. The CHRT dismisses the matter if without merit, or if the complaint is substantiated, it may provide remedial relief to the victim.

Canadian International Trade Tribunal (CITT)

The CITT is a quasi-judicial body that provides Canadian and international businesses with access to fair, transparent and timely trade remedy inquiries, federal government

procurement inquiries, and customs and excise tax appeals. At the request of the Government, the Tribunal provides advice in economic and tariff matters.

Competition Tribunal (CT)

The CT is an independent specialized tribunal that combines expertise in economics and business with expertise in law. The cases it hears deal with matters such as business mergers; abuse of dominant position; agreements between competitors; refusal to comply; price maintenance; other restrictive trade practices; deceptive marketing practices; specialization agreements; delivered pricing; foreign judgments, law and directives that adversely affect economic activity in Canada; and refusals to supply by foreign suppliers.

Federal Public Sector Labour Relations and Employment Board (FPSLREB)

The FPSLREB is an independent quasi-judicial statutory tribunal established by the *Federal Public Sector Labour Relations and Employment Board Act*.

The FPSLREB is responsible for administering the collective bargaining and grievance adjudication systems in the federal public service and in Parliament. It is also responsible for the resolution of staffing complaints related to internal appointments and layoffs in the federal public service. It can also receive complaints about appointments that were made to comply with an order in a previous FPSLREB decision, as well as revocations of internal appointments.

Public Servants Disclosure Protection Tribunal (PSDPT)

The PSDPT was established to enhance public confidence in the integrity of public servants. Its mandate is to hear reprisal complaints referred by the Public Sector Integrity Commissioner. The Tribunal can grant remedies in favor of complainants and order disciplinary action against persons who take reprisals.

The Tribunal's mission is to contribute to the enhancement of an ethical culture in the public service through the impartial and timely disposition of cases.

Social Security Tribunal of Canada (SST)

The SST is an independent administrative tribunal that makes quasi-judicial decisions on appeals related to the *Employment Insurance Act*, the Canada Pension Plan, and the *Old Age Security Act*.

Specific Claims Tribunal Canada (SCT)

The SCT is an independent tribunal established under the *Specific Claims Tribunal Act (SCTA)* to adjudicate First Nations' grievances against the Crown. The Tribunal has the express mandate of deciding specific claims including claims related to the non-fulfilment of treaties, fraud, illegal leases and dispositions, and inadequate compensation for reserve lands or other assets. The purpose of the *SCTA* is to resolve outstanding grievances and to encourage reconciliation between First Nations and the Crown.

Transportation Appeal Tribunal of Canada (TATC)

The TATC provides a recourse mechanism to the national transportation sector regarding administrative actions taken by the Minister of Transport and the Canadian Transportation Agency under various pieces of Federal transportation legislation. The Tribunal holds review and appeal hearings at the request of those affected by these administrative decisions.

Environmental Protection Tribunal of Canada (EPTC)

The EPTC is an independent, quasi-judicial tribunal that carries out review hearings of Administrative Monetary Penalties and Compliance Orders issued by Environment and Climate Change Canada (ECCC) enforcement officers. The EPTC is independent from ECCC and was formerly known as Environmental Protection Review Canada.

National Joint Council (NJC)

The ATSSC also supports the NJC, the forum for co-development, consultation and information sharing between the government as employer and public service bargaining agents.

Organizational Structure

The Access to Information and Privacy (ATIP) Office is responsible for administering the *Act* on behalf of the ATSSC. Its mandate is to ensure compliance with the legislation, regulations and government policy and to create organizational standards and directives relating to the *Act*. Responsibility for the powers, duties and functions for the administration of the *Act* has been formally established and is outlined in the Delegation Order for the purpose of the *Privacy Act and the Privacy Regulations* signed by the ATSSC Chief Administrator. At the ATSSC, the Chief Administrator delegates their powers, authorities and responsibilities to:

- the Director General, Corporate Services Branch
- the Director, Security and Administrative Services Directorate and
- the ATIP Manager, Access to Information and Privacy Office

Within the ATSSC's organizational structure, the ATIP Office reports to the Security and Administrative Services Directorate which is under the direction of the Director General's Office of the Corporate Services Branch. Oversight of the ATIP Office is administered by the Director, Security and Administrative Services Directorate. The ATIP Office consists of one manager and three analysts, as well as support services of an ATIP consultant dedicated to privacy activities.

The ATIP Office receives, coordinates and processes requests in accordance with the *Act*, promotes awareness of the *Act* within the organization and fulfills reporting responsibilities relating to the *Act*. The ATIP Office also provides expert advice and guidance to senior management and ATSSC staff on matters relating to the *Act*.

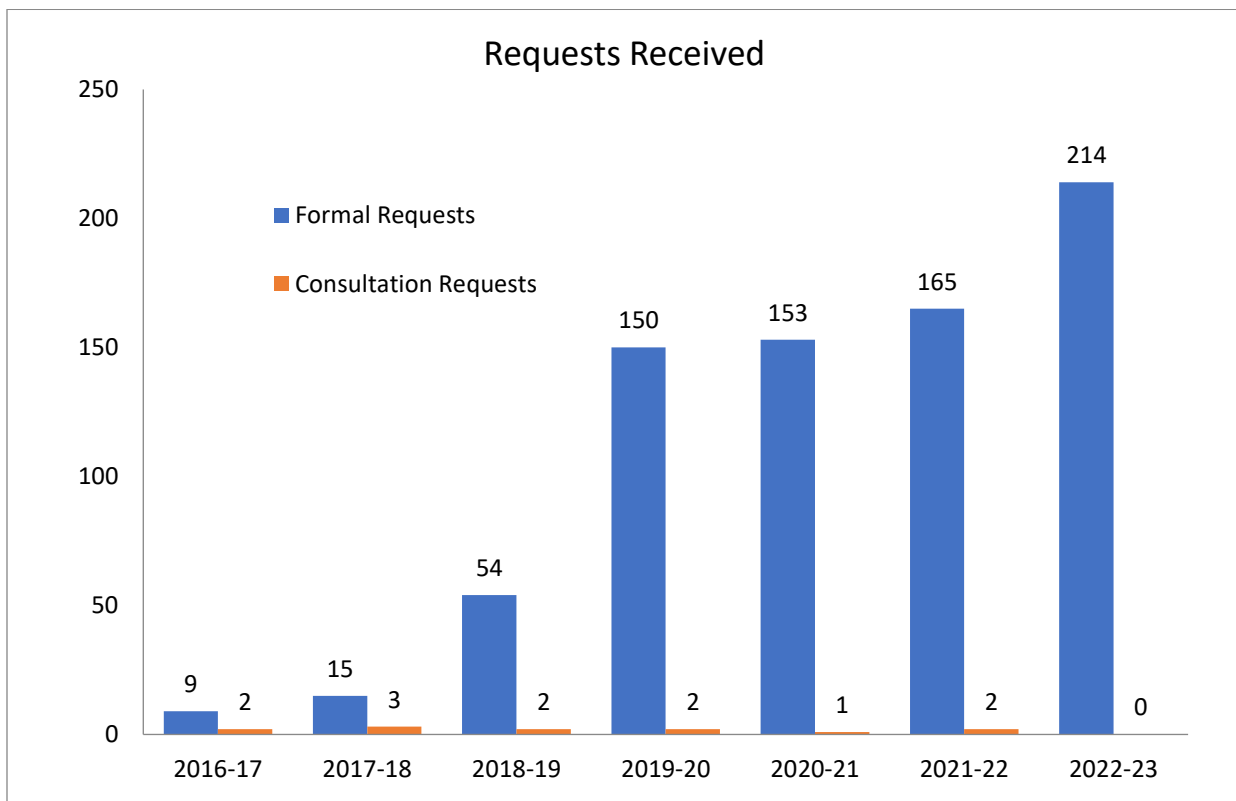
The ATSSC has not entered into any service agreements under section 73.1 of the *Privacy Act* during this reporting period.

Performance for 2022-2023

The ATSSC received a total of 214 formal requests under the *Act*. With two (2) requests carried over from the previous fiscal year, 210 of the 216 active requests were completed. As of the last day of the reporting period, there were six (6) requests carried forward into the new fiscal year, all of which were received in fiscal year 2022-2023. As of the last day of the reporting period, all of the requests carried forward were within legislative timelines. The ATSSC responded to 207 requests (99%) of the received requests, within legislative deadlines. A copy of the *Statistical Report on the Privacy Act* is included in Appendix B.

The number of requests received over the last few years has grown exponentially (Figure 1). This is likely due to the increasing awareness of the ATSSC as an institution as well as the implementation of the Access to Information and Privacy (ATIP) Online Request Service (AORS) in 2018-2019.

Figure 1: Requests Received



Consultations

Along with processing requests received under the *Act*, the ATIP Office provides recommendations to other institutions regarding the release of records that concern the ATSSC. During this reporting period, the ATSSC did not receive consultation requests from other federal institutions.

Consultation requests received from other government institutions have remained consistent throughout the years as depicted in Figure 1.

Active consultation requests

The ATSSC has no active consultation requests outstanding from the previous reporting periods.

Exemptions Invoked

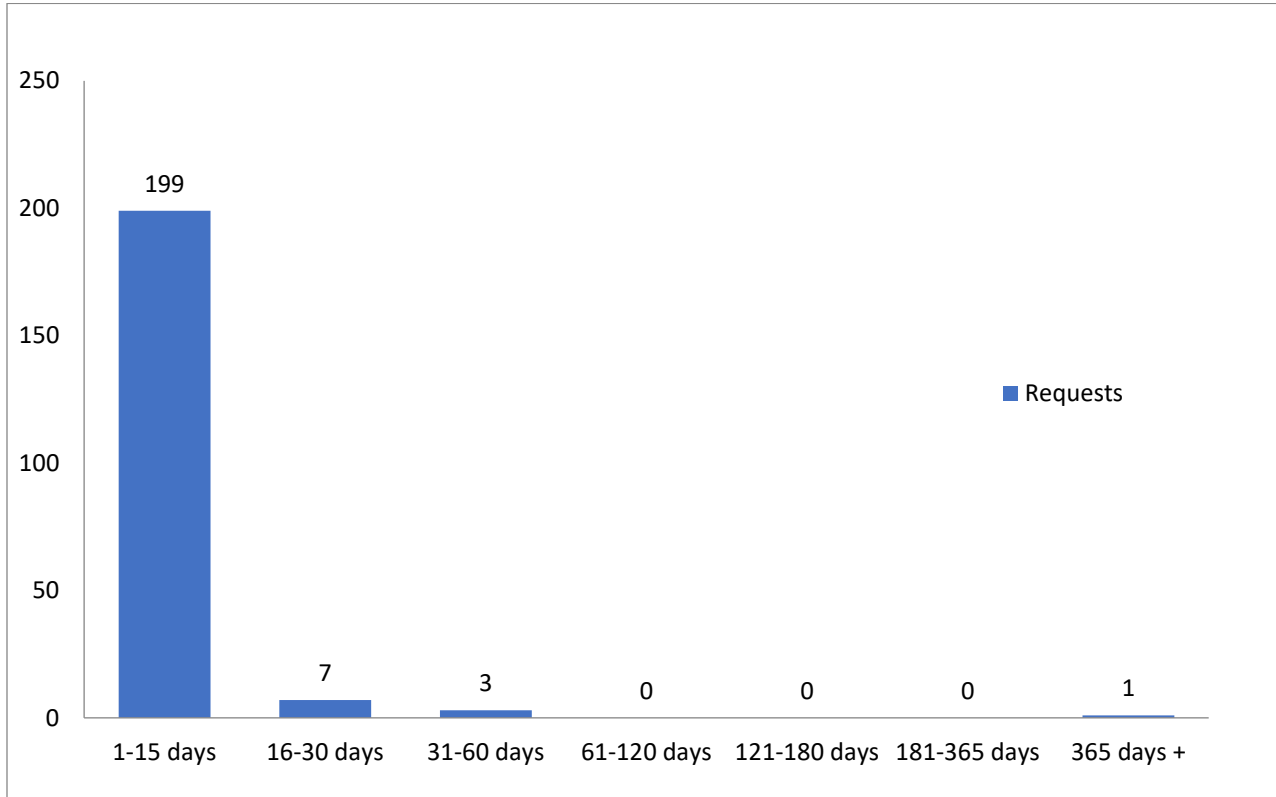
The *Privacy Act* sets out specific exceptions, in sections 18 through 28, to an individual's right of access to their personal information known as exemptions. Each exemption is intended to protect information relating to a particular public or private interest and when combined with the exclusions under section 69 and 70, form the only basis for refusing an individual access to their personal information.

Out of the 210 requests completed, exemptions to withhold information were invoked in two (2) cases. The most frequently applied exemptions were section 26 (information about another individual) and section 27 (solicitor-client privilege).

Extensions and Completion Times for Closed Requests

As indicated in Figure 2 below, the ATSSC responded to 199 requests within 1-15 days, seven (7) requests within 16-30 days and three (3) requests within 31-60 days. A response was provided in more than 365 days for the remaining one (1) request. Of the 210 completed requests, six (approximately 3%) resulted in a full disclosure of the records, and one (approximately 0.5%) resulted in a partial disclosure. Two-hundred and seven of the 210 requests were completed within the statutory timeline while three (3) requests did not meet the legislated timeline due to internal consultations (1) and workload (2).

Figure 2: Disposition and Completion Time



Pursuant to the *Privacy Act*, requests can be extended beyond the 30-day statutory time frame in three circumstances:

- the request is for a large number of records or necessitates a search through a large number of records [paragraph 15(a)(i) of the *Act*]
- consultations are necessary [paragraph 15(a)(ii) of the *Act*]
- additional time is necessary for translation or conversion into another format

During this reporting period, three (3) extensions were required. All three extensions were granted under section 15(a)(i) (interference with operations).

Active Complaints

This reporting period, the ATSSC did not receive any notices from the Office of the Privacy Commissioner (OPC) pursuant to section 31 of the *Act*, regarding new complaints.

The ATSSC received findings from the OPC relating to four (4) complaints that were received in 2022-2023. The complaints were well-founded/resolved in three (3) cases and not well-founded in one (1) case.

As of the last day of this reporting period, the ATSSC had one (1) active complaint before the OPC. The complaint in question was received in the 2021-2022 reporting period.

Impact of COVID-19 on ATIP Operations

The ATSSC's ATIP Office has been equipped for virtual operations since 2019, with analysts able to work remotely. The ATSSC is equipped with an electronic records repository, accordingly, we have had no operational impact due to COVID-19.

Training and Awareness

To increase the knowledge and understanding of the *Act* across the ATSSC, training and awareness sessions were delivered by the ATIP Office.

Ongoing training occurred on an ad-hoc basis with liaison officers. The liaison officers assist the ATIP Office in producing the requested records and providing insight into the subject matter of the requests.

Mandatory privacy training was not completed by any ATSSC employees.

Policies, Guidelines, Procedures and Initiatives

The ATSSC is guided by the Treasury Board of Canada Secretariat (TBS) suite of privacy policy and guidance instruments. During this reporting period, the ATSSC did not implement any new or revised institution-specific policies, guidelines or procedures.

Initiatives and Projects to Improve Privacy

To maintain a high standard of excellence and to continually improve customer services under the *Act*, the ATIP Office undertook the following initiatives:

- provided responses to nine (9) requests for privacy advice to various directorates and tribunal secretariats. These included privacy advice on the review of reports for disclosure, privacy notice in statement of work (SOW) and the general strengthening of our privacy posture.
- the ATIP Office was an early adopter of the TBS led next-generation ATIP Request Processing Software Solution. The ATIP Office acquired the new software solution (ATIPXpress) and initiated its implementation during the reporting period. Once it is fully operational, this software will further enable the ATIP Office to manage information more effectively, process requests more efficiently, and propel the ATIP Office forward to better address current and future ATIP challenges. The ATIP Office anticipates the new solution be fully operational in the following reporting period.
- the ATIP office onboarded the ATIP Online Management Tool (AOMT) during this reporting period. The AOMT is a case management tool that allows the ATIP office to handle and access ATIP requests and send response packages. The AOMT replaces the previous tool, the ATIP Online Request Service (AORS).

Summary of Key Issues and Actions Taken on Complaints

During this reporting period, the ATSSC did not receive any new complaints pursuant to the *Act*.

In order to resolve the active complaints that had been received in the previous reporting period, the ATSSC disclosed additional records in (3) complaints where the information had been previously withheld under section 27 of the *Act*. Once the additional information was disclosed, the complaints were resolved and completed.

Material Privacy Breaches

A privacy breach refers to the improper or unauthorized access, collection, use, disclosure, retention or disposal of personal information. A material breach involves personal information that could reasonably be expected to cause serious injury or harm to the individual or involves a large number of affected individuals. During this reporting period, no material privacy breaches occurred at the ATSSC. As such, no material privacy breaches were reported to the OPC and the Treasury Board of Canada Secretariat (TBS).

Privacy Impact Assessments

Privacy Impact Assessments (PIAs) are used to identify the potential privacy risks of new or redesigned federal government activities or services. They also help eliminate or reduce those risks to an acceptable level.

During this reporting period, the ATSSC did not complete any PIAs.

Public Interest Disclosures

In accordance with subsection 8(2) of the *Act*, under certain circumstances a government institution may disclose personal information under its control without the consent of the individual to whom the information relates.

Paragraph 8(2)(m) of the *Act* states that disclosure of personal information is permitted for any purpose where, in the opinion of the head of the institution, (i) the public interest in disclosure clearly outweighs any invasion of privacy that could result from the disclosure, or (ii) the disclosure would clearly benefit the individual to whom the information relates.

During this reporting period, the ATSSC disclosed personal information in 3 instances under paragraph 8(2)(m) of the *Act*.

Reason for disclosure	Requests processed where at least one individual's personal information was disclosed	Number of individuals affected	OPC notification pursuant to subsection 8(5)
Disclosure of contact information to law enforcement for a wellness check	1	1	The OPC was notified after due to the urgent nature of the disclosure.
Disclosure of contact information to law enforcement for threats made to government employees	2	N/A	The OPC was notified after due to the urgent nature of the disclosure.

Monitoring Compliance

Personal Information Requests

The monitoring of personal information requests was conducted through the case management system, which captures all relevant and necessary information to assess compliance with the legislated requirements and reporting obligations. The system was updated as new requests were received or the status of a file was changed. Weekly meetings between the ATIP Coordinator and the ATIP Analysts as well as meetings between the ATIP Coordinator and the Director, Security and Administrative Services to discuss workload and priorities also assisted the ATSSC in meeting its statutory obligations.

Inter-institutional consultations

The ATIP Office only engages in inter-institutional consultations when they are necessary for the proper exercise of discretion or when there is an intention to disclose information. This is achieved by ensuring that any inter-institutional consultations are approved by the ATIP manager. During this reporting period, no consultations with other government departments were conducted by the ATSSC regarding record disclosure.

Frequently requested types of information

Given that the ATSSC receives few requests, it does not have a formal monitoring process to identify frequently requested information types. The ATSSC has not identified any types of information that are frequently requested.

APPENDIX A
Privacy Act
Delegation Order



Administrative Tribunals
Support Service of Canada

Chief Administrator

Service canadien d'appui
aux tribunaux administratifs

Administrateur en chef

**Delegation Order for the purpose of
the *Privacy Act* and *Privacy Regulations***

The Chief Administrator, pursuant to subsection 73(1) of the *Privacy Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the person occupying the position on an acting basis, to exercise the powers, duties and functions of the Chief Administrator as the head of the Administrative Tribunals Support Service of Canada, under the provisions of the Act and related regulations as specified in the schedule opposite each position.

This Delegation Order supersedes all previous Delegation Orders.

Dated, at the City of Ottawa,
this day of , 2023.

**Arrêté de délégation en vertu de
la *Loi sur la protection des renseignements
personnels* et du *Règlement sur la protection
des renseignements personnels***

En vertu du paragraphe 73(1) de la *Loi sur la protection des renseignements personnels*, l'Administrateur en chef délègue aux titulaires des postes mentionnés à l'annexe ci-après, ainsi qu'aux personnes occupant à titre intérimaire lesdits postes, les attributions dont l'Administrateur en chef est, en qualité de responsable du Service canadien d'appui aux tribunaux administratifs, investi par les dispositions de la Loi ou des règlements mentionnés en regard de chaque poste.

Le présent document remplace et annule tout arrêté antérieur.

Daté, en la ville d'Ottawa,
ce jour de 2023.

Orlando Da Silva, LSM
Chief Administrator
Administrateur en chef

SCHEDULE

Powers, duties and functions delegated pursuant to Subsection 73(1) of the *Privacy Act* and *Privacy Regulations*

Legend:

CA	Chief Administrator
DG	Director General, Corporate Services
D	Director, Security and Administrative Services
M	Manager, Access to Information and Privacy

Provision	Description	CA	DG	D	M
<i>Privacy Act</i>					
<i>DISCLOSURE AND ACCESS</i>					
8(2)(a) – (l)	Permissible Disclosures	X	X	X	X
8(2)(m)	Disclosure in the public interest or in the interest of the individual	X	X		
8(4)	Copies of requests under paragraph 8(2)(e)	X	X	X	X
8(5)	Notice of disclosure under paragraph 8(2)(m)	X	X	X	X
9(1)	Record of disclosures	X	X	X	X
9(4)	Consistent uses	X	X	X	X
10	Personal information banks	X	X	X	X
14	Notice where access requested	X	X	X	X
15	Extension of time limits	X	X	X	X
17(2)(b)	Language of access	X	X	X	X
17(3)(b)	Access in an alternative format	X	X	X	X
<i>EXEMPTIONS</i>					
18(2)	Exempt banks	X	X	X	X
19(1)	Information obtained in confidence	X	X	X	X
19(2)	Where authorized to disclose	X	X	X	X
20	Federal-provincial affairs	X	X	X	X
21	International affairs and defence	X	X	X	X
22	Law enforcement and investigations	X	X	X	X
22.3	<i>Public Servants Disclosure Protection Act</i>	X	X	X	X
23	Security clearances	X	X	X	X
24	Individuals sentenced for an offence	X	X	X	X
25	Safety of individuals	X	X	X	X
26	Information about another individual	X	X	X	X
27	Solicitor-client privilege	X	X	X	X
28	Medical records	X	X	X	X

Provision	Description	CA	DG	D	M
Privacy Act					
	<i>OTHER PROVISIONS</i>				
33(2)	Right to make representations	X	X	X	X
35(1)(b)	Notice of actions to implement recommendations of Commissioner	X	X	X	X
35(4)	Access to be given to complainant	X	X	X	X
36(3)(b)	Notice of actions to implement recommendations of Commissioner concerning exempt banks	X	X	X	X
51(2)(b), 51(3)	Special rules for hearings	X	X	X	X
72	Annual report to Parliament	X	X	X	X
Privacy Regulations					
7	Retention of personal information requested under paragraph 8(2)(e)	X	X	X	X
9	Examination of information	X	X	X	X
11(2), 11(4)	Notification concerning corrections	X	X	X	X
13(1)	Disclosure of personal information relating to physical or mental health	X	X	X	X
14	Examination in presence of medical practitioner or psychologist	X	X	X	X

APPENDIX B
Privacy Act
Statistical Report



Statistical Report on the Privacy Act

Name of institution: Administrative Tribunals Support Service of Canada

Reporting period: 4/1/2022 to 3/31/2023

Section 1: Requests Under the Privacy Act

1.1 Number of requests received		Number of Requests
Received during reporting period		214
Outstanding from previous reporting periods		2
• Outstanding from previous reporting period	1	
• Outstanding from more than one reporting period	1	
Total		216
Closed during reporting period		210
Carried over to next reporting period		6
• Carried over within legislated timeline	6	
• Carried over beyond legislated timeline	0	

1.2 Channels of requests

Source	Number of Requests
Online	200
E-mail	13
Mail	1
In person	0
Phone	0
Fax	0
Total	214

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	5	1	0	0	0	0	6
Disclosed in part	0	0	0	0	0	0	1	1
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	171	1	2	0	0	0	0	174
Request abandoned	28	1	0	0	0	0	0	29
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	199	7	3	0	0	0	1	210

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	1
19(1)(f)	0	22.1	0	27	1
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	
1	6	0	0	2	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
6919	6116	36

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	65	2	528	2	1523	0	0	0	0
Disclosed in part	0	0	0	0	0	0	1	4803	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	29	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	31	65	2	528	2	1523	1	4803	0	0

3.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
117	0	2

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	1	47	1	70	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	1	47	1	70	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	1	0	0	0	1
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	1	0	0	0	1

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	207
Percentage of requests closed within legislated timelines (%)	98.57142857

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
3	0	0	1	2

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	2	0	2
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	1	1
Total	2	1	3

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	3	0	3

Section 5: Requests for Correction of Personal Information and Notations

Disposition for Correction Requests Received	Number
Notations attached	1
Requests for correction accepted	0
Total	1

Section 6: Extensions

6.1 Reasons for 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	
Number of extensions taken	0	1	1	1	0	0	0	0

6.2 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	0	1	1	1	0	0	0	0
31 days or greater								0
Total	0	1	1	1	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	3	0	3

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	45	0	0	0
Total	45	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	10
---	----

Section 12: Resources Related to the Privacy Act**12.1 Allocated Costs**

Expenditures		Amount
Salaries		\$104,128
Overtime		\$0
Goods and Services		\$70,820
• Professional services contracts	\$35,472	
• Other	\$35,348	
Total		\$174,948

12.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	1.140
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	1.140



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

Name of institution: Administrative Tribunals Support Service of Canada

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	1	0	1
Received in 2021-2022	1	0	1
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	2	0	2

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	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 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	Open Requests that are <i>Beyond</i> Legislated	Total
Received in 2022-2023	6	0	6
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	6	0	6

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
--	----

Section 6: Universal Access under the Privacy Act

How many requests were received from confirmed foreign nationals outside of Canada in 2022-2023?	29
--	----