



Canada Border
Services Agency

Agence des services
frontaliers du Canada



Annual Report to Parliament on the *Privacy Act*

Canada Border Services Agency

2023-2024

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Democratic Institutions and Intergovernmental Affairs, 2024

Catalogue No. PS35-13E-PDF

ISSN 2562-5039

This document is available on the Canada Border Services Agency website at
<https://www.cbsa-asfc.gc.ca>

This document is available in alternative formats upon request.

Aussi offert en français sous le titre : Rapport annuel au Parlement sur la Loi sur la protection
des renseignements personnels : 2023 à 2024

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Chapter One: *Privacy Act* Report

Introduction

The Canada Border Services Agency (CBSA) is pleased to present to Parliament, in accordance with section 72 of the *Privacy Act* (PA), its annual report on the management of this Act. The report describes the activities that support compliance with the PA for the fiscal year commencing April 1, 2023, and ending March 31, 2024.

The purpose of the PA is to extend the present laws of Canada that protect the privacy of individuals with respect to personal information about themselves held by a government institution and that provide individuals with a right of access to that information.¹

As stated in subsections 72(1) and 72(2) of the PA, “Every year the head of every government institution shall prepare a 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... Every report prepared under subsection (1) shall be laid before each House of Parliament on any of the first 15 days on which that House is sitting after September 1 of the year in which the report is prepared.”²

Organization

I. About the Canada Border Services Agency

The CBSA has been an integral part of the Public Safety Canada portfolio since December 2003. It is responsible for protecting Canadians and maintaining a peaceful and safe society by providing integrated border services that support national security and public safety priorities and facilitate the free flow of persons and goods, including animals and plants, that meet all requirements under the program legislation.³

The CBSA carries out its responsibilities with a workforce of approximately 16,000 employees, including over 7,900 frontline CBSA officers who provide services at approximately 1,200 points across Canada and at 39 international locations.

II. Information Sharing, Access to Information and Chief Privacy Office

In accordance with section 73 of the PA, the head of a government institution may, by order, delegate any of their powers, duties or functions under this Act to one or more officers or employees of that institution. This includes specific powers and functions to employees within the CBSA’s Information Sharing, Access to Information, and Chief Privacy Office.

¹ *Privacy Act*, R.S.C., 1985, Chapter P-21. Retrieved from the Department of Justice Canada webpage, <http://laws-lois.justice.gc.ca/eng/acts/P-21/page-1.html>.

² Ibid.

³ CBSA webpage, CBSA mandate, <https://www.cbsa-asfc.gc.ca/agency-agence/who-qui-eng.html>.

A copy of the Delegation Order is provided in Annex A.

Positioned within two levels of the President and with direct report to the Vice-President of the Strategic Policy Branch, the Director General of the Information Sharing, Access to Information, and Chief Privacy Office acts as the departmental Chief Privacy Officer with full delegated authority to administer and coordinate the *Access to Information Act* (ATIA) and the *Privacy Act* (PA).

The Information Sharing, Access to Information, and Chief Privacy Office's primary role is to ensure that the CBSA is compliant with the requirements of the *Privacy Act*, ATIA, *Customs Act*, *Security of Canada Information Disclosure Act* (SCIDA), and the *Avoiding Complicity in Mistreatment by the Foreign Entities Act* (ACMFEA). This includes, but is not limited to, providing functional guidance and internal services pertaining to access rights, personal information handling practices, privacy impact assessments, disclosure, and privacy breaches.

The Information Sharing, Access to Information, and Chief Privacy Office builds upon relevant government policies, regulations, and guidelines to bring agency-wide awareness on privacy principles and is the CBSA's main point of contact for the Office of the Privacy Commissioner and the Office of the Information Commissioner.

Managed by the Director General with the support of two directors, the workforce is divided into three main groups comprised of seven units: one Intake team, four Case Management units, and two Policy units:

- The Intake team receives all incoming requests and consultations, ensures quality control of all outgoing correspondence, and supports the Case Management units in their day-to-day business.
- The Case Management units assign branches and regions with retrieval requests, process requests for information under the PA, and provide daily operational guidance and support to CBSA employees.
- The Access to Information and Privacy (ATIP) Policy and Governance Unit develops policies, tools, and procedures to support ATIP requirements within the CBSA and provides training to employees.
- The Information Sharing and Collaborative Arrangements Policy Unit supports program-specific information sharing initiatives, and develops and maintains the CBSA's policy framework for information sharing and written collaborative arrangements.

During FY 2023-2024, the Information Sharing, Access to Information, and Chief Privacy Office employed approximately 101 full time equivalents and 36 part time, casual, and student employees.

To support the overall departmental compliance with the ATIA and the PA, the Information Sharing, Access to Information, and Chief Privacy Office seeks advice on legal, public affairs, policy, and operational security matters from other organizations and specialists as required, and consults internally with other CBSA branches and program areas.

Having access to corporate databases and information management systems is key to maintaining compliance with the statutory time requirements of the ATIA. The Information Sharing, Access to

Information, and Chief Privacy Office's ability to efficiently obtain records directly from the Global Case Management System, Field Operations Support System, Cognos, Integrated Customs Enforcement System, and the National Case Management System has allowed the CBSA to process more than 40,000 requests in-house.

Furthermore, supported by a network of ATIP liaison officers embedded within 16 offices of primary interest across the regions and branches, the Information Sharing, Access to Information, and Chief Privacy Office is optimally positioned to receive, coordinate, and process requests for information under the PA.

Lastly, to share best practices and develop streamlined processes for the retrieval of jointly held records within the 30-day legislated timeframe, the office works closely with the other agencies of the Public Safety portfolio, which include the Canadian Security Intelligence Service, the Correctional Service of Canada, the Parole Board of Canada, and the Royal Canadian Mounted Police.

Activities and Accomplishments

I. Performance

On February 8, 2024, during infrastructure maintenance performed by Shared Services Canada, 40 CBSA servers were impacted. Although most servers were restored, the information contained in the ATIP servers remained inaccessible. Accordingly, Shared Services Canada and the CBSA, in collaboration with experts across the government and private sector vendors, worked together to understand the issue, its impact, and to find solutions.

At the time of the outage, there was a combined total of 16,000 on-time and late unanswered Access and Privacy requests.

Using the Treasury Board of Canada Secretariat ATIP Online Request Service, 4,000 unanswered requests were recovered, and within 10 days, the CBSA's ATIP Office returned to a full pre-outage capacity. The CBSA immediately notified the offices of the Information Commissioner and the Privacy Commissioner, and on February 21, issued the first of two media releases to inform the public about the outage, delays in processing ATIP requests electronically, and the agency's ongoing efforts to restore the affected systems. The news release also indicated that the inaccessible information has not been deleted and no security breach was identified, and encouraged requesters to continue submitting new ATIP requests through the online portal.

The CBSA continued to bolster its capacity to process requests impacted by the situation while working closely with Shared Services Canada, the Information Commissioner, and the Privacy Commissioner to ensure that the access rights of all requesters were respected.

Following an internal review of the incident, no security or privacy breaches were identified.

No requester information or records collected to respond to requests was lost; however, all the data or information was recovered in a large single package without context or framework, making it impossible

to decipher which requests it corresponds to. Shared Services Canada attempted, through the use of robotics, data analytics, and artificial intelligence, to create new linkages between the requester information and the associated files; however neither department was able to connect the information to specific requests.

As a consequence, the accuracy of statistical data has been impacted. Nonetheless, the CBSA completed the statistical reports to the best of its ability using multiple data sources such as pre and post-outage records, manually documented processing data, and internal statistics recorded prior to the outage.

During FY 2023-2024, the CBSA continued to experience record high volumes of access to information requests. The volume is largely attributable to individuals seeking copies of their immigration file.

In November 2023, the CBSA migrated from the Immigration, Refugees and Citizenship Canada legacy platform and on-boarded to the government-wide portal for Access to Information and Privacy requests hosted by Treasury Board of Canada Secretariat, joining 260+ other federal institutions on the portal to provide increasingly single-window service to requesters.

By fiscal year end, the CBSA procured a new and modernized Access to Information and Privacy software processing tool to enable Access to Information and Privacy experts to spend more time on quality of service and less time on manipulation of documents in antiquated formats and systems.

In pursuing the modernization of its ATIP program, the CBSA continued to develop the use of Robotic Process Automation tools to enable the registration of new incoming access to information and privacy requests without the requirement for human intervention. Work on expanding the use of Robotic Process Automation tools to perform other routine processes that will create further efficiencies to enhance responsiveness to increasing volume is underway.

Lastly, pursuant to section 73.1 of the PA, the CBSA has not provided, nor received, services related to any power, duty or function conferred or imposed on the CBSA under the PA to or from another government institution that is under the responsibility of the Minister of Public Safety and Emergency Preparedness.

II. Education and Training

In FY 2023-2024, the Information Sharing, Access to Information, and Chief Privacy Office continued to provide support and guidance to CBSA employees, adapted to numerous changes, and explore alternative measures to delivery. Specifically, the Office delivered 11 privacy sessions to 295 participants. These training sessions are designed to ensure that the participants fully understood their responsibilities under the ATIA and the PA, with a focus on requests made pursuant to the Acts and the duty to assist principles.

The Canada School of Public Service's *Access to Information and Privacy Fundamentals* (COR502) course also remained on the CBSA list of mandatory training. The course must be successfully completed, within six months of joining the CBSA, by all persons employed by the CBSA on a full-time, part-time, or seasonal basis and who occupy an indeterminate, term, casual, or student position .

Moreover, 28 in-person and virtual information sharing training sessions on the disclosure of personal information pursuant to section 107 of the *Customs Act*, section 8 of the *Privacy Act*, and other relevant legislation were delivered to a total of 1337 CBSA officials located in headquarters and regional offices. As a prerequisite, the CBSA also developed an information sharing introductory online course.

To raise employees' awareness of their obligations under the PA and promote ATIP tools and resources, the CBSA continued to leverage the daily newsletter to communicate important information with employees.

The CBSA, as represented by the Chief Privacy Office, holds a membership to the ATIP Community Development Office (APCDO) and is an active participant in the Treasury Board of Canada Secretariat-led ATIP coordinators, ATIP practitioners, ADM Access to information and openness committee (ATIO), and ATIP Community meetings. These meetings provide opportunities for employees of the Office to liaise with colleagues from other institutions to discuss various issues and challenges that have been identified by the ATIP community.

III. New and Revised Privacy-related Policies and Procedures

The CBSA continues to balance the right of access and program delivery with identity verification to provide an ATIP process to Canadian citizens, permanent residents, and foreign nationals. Mitigating the risk of privacy breaches while delivering government services is vital. As such, per Treasury Board of Canada Secretariat Privacy Implementation Notice 2022-02, the CBSA developed an ATIP ID Verification Policy to formalize and enhance its practices in response to the extension order, and to ensure that identity documentation is adequately verified. Additionally, the CBSA continued to revise its existing policy suite and related procedures and guidelines.

As required by the Directive on the Administration of the PA and as part of the open government initiative, the CBSA continued to post monthly summaries of completed privacy requests on the Government of Canada's mandated website⁴. These requests do not include personal information or any other information that would be exempted or excluded under the Act or that could reveal a requester's identity.

The CBSA also participated in the interdepartmental working group meetings led by Department of Justice in relation to the modernization of the *Privacy Act*. The goal of these meetings is to engage in discussions with other government departments on the evolving framework for a modernized Act, identify deficiencies or gaps in existing laws that may require legislative or regulatory reforms, and recommend updates that are in line with modern privacy practices.

IV. Reading Room

The CBSA, in accordance with the PA, maintains a reading room for applicants who wish to review material in person. Access the reading room can be requested by contacting the CBSA's Information

⁴ [Completed Access to Information Requests | Open Government, Government of Canada.](#)

Sharing, Access to Information, and Chief Privacy Office by telephone at 343-291-7021 or email at ATIP-AIPRP@cbsa-asfc.gc.ca. The reading room is located at:

Place Vanier Complex, 14th Floor, Tower A
333 North River Road
Ottawa, Ontario K1A 0L8

V. Audits of, and Investigations into the Privacy Practices of the Canada Border Services Agency

In FY 2023-2024, there were no key issues raised as a result of privacy investigations, and no audits related to the CBSA's privacy practices were conducted.

VI. Privacy Impact Assessments

In FY 2023-2024, the Information Sharing, Access to Information, and Chief Privacy Office did not complete any Privacy Impact Assessments. The CBSA continued to work closely with program areas on many initiatives that are in the process of completion in 2024, such as:

The Canada Border Services Agency (CBSA) Assessment and Revenue Management (CARM)

This project is a multi-year initiative that will transform the collection of duties and taxes for goods imported into Canada. Through CARM, the CBSA will modernize and streamline the process of importing commercial goods. Once fully implemented, CARM will:

- simplify the overall importing process
- provide a modern interface for importing into Canada
- give importers self-service access to their information
- reduce the cost of importing into Canada
- improve consistency of compliance with trade rules

Preclearance

Preclearance is a border management program designed to enhance border security, improve cross-border flow of legitimate travellers and goods and allow for border infrastructure to be used more efficiently. Preclearance allows border officers of the inspecting country to determine the admissibility of travellers and goods before they enter into the territory of the inspecting country. In Canada, United States air preclearance has been in place and operating successfully since the 1950s.

Update to the Alternatives to Detention Privacy Impact Assessments

Significant funds were allocated pre-pandemic to create the Alternative to Detention program, aiming to modernize how the CBSA interacts with supervised immigrants and refugees entering Canada. The program provides the CBSA with more monitoring options, offering flexibility to agents and a humane experience for those under supervision. The Alternative to Detention Program initially included

Community Case Management Supervision (CCMS), the Voice Reporting System, and Electronic Monitoring ankle bracelets. The Voice Reporting System was a pilot program to assess technology options and operational viability. It is set to expire in February 2024. The Information Sharing, Access to Information, and Chief Privacy Office continues to work with the program on a system to replace Voice Reporting System.

The full executive summaries for previous Privacy Impact Assessments completed can be found on the CBSA's website at www.cbsa-asfc.gc.ca/agency-agence/reports-rapports/pia-efvp/atip-aiprp/pias-sefp-eng.html.

Finally, the CBSA continued playing a critical role in ensuring that all privacy implications were considered during the development of programs and has remained committed to ongoing collaboration with the Office of the Privacy Commissioner for the development of its Privacy Impact Assessments.

Disclosures Made Pursuant to Paragraph 8(2)(e) of the Privacy Act

During the 2023–2024 fiscal year, the CBSA made 164 disclosures pursuant to paragraph 8(2)(e) of the *Privacy Act*.

Disclosures Made Pursuant to Paragraph 8(2)(m) of the Privacy Act

During the 2023–2024 fiscal year, the CBSA made one public interest disclosure pursuant to paragraph 8(2)(m) of the *Privacy Act*. The disclosure was to the Standing Committee on Government Operations and Estimates (the Committee) in relation to their study of the ArriveCAN and Botler AI contracts. The Office of the Privacy Commissioner was notified in advance of the CBSA's disclosure.

Delegation order

See Annex A for a signed copy of the delegation order.

Chapter Two: Statistical Report

Statistical Report on the *Privacy Act*

See Annex B for the CBSA's statistical report on the *Privacy Act*.

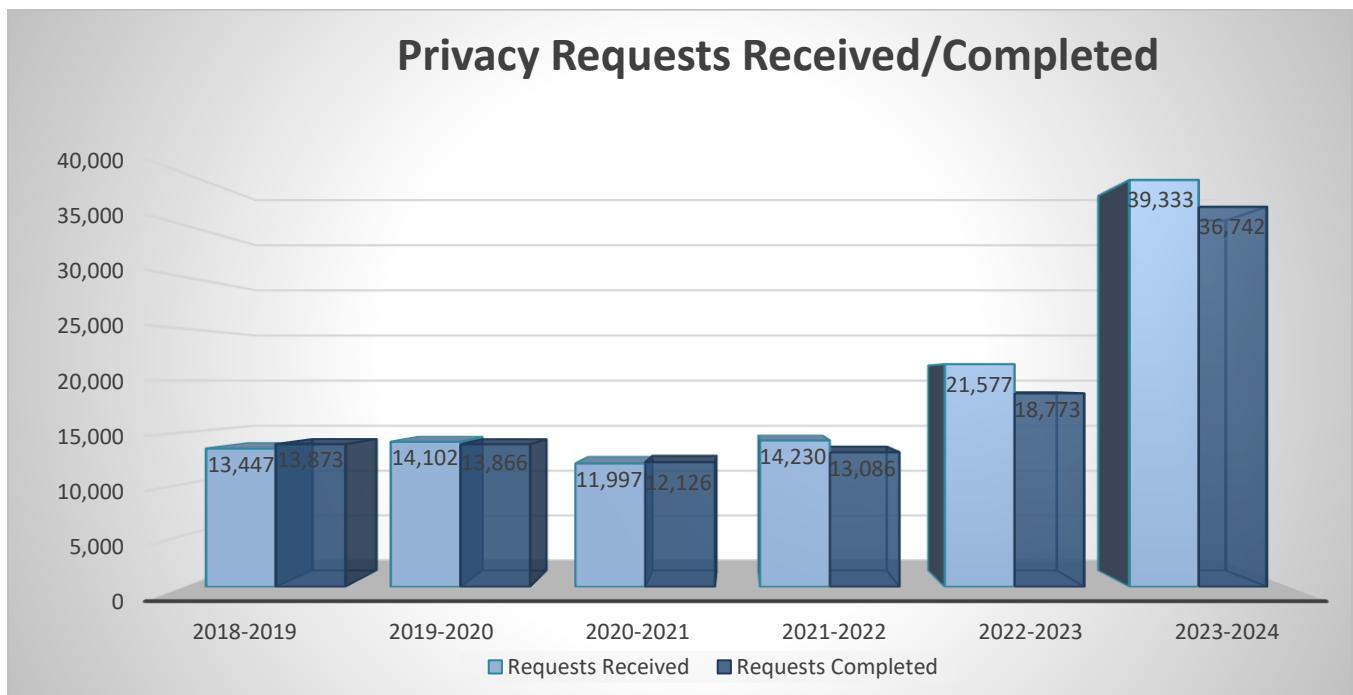
Interpretation of the Statistical Report

I. Requests Processed Under the *Privacy Act*

In FY 2023-2024, the CBSA received 39,333 new PA requests, a 82.29% increase from the previous reporting year. This increase in numbers compared to previous fiscal year is largely due to more requests being submitted via the AORS portal as privacy requests rather than ATIA requests.

A total of 36,742 requests were completed during the 2023-2024 reporting period, representing a 93.41% completion rate of the total requests received during the same period .

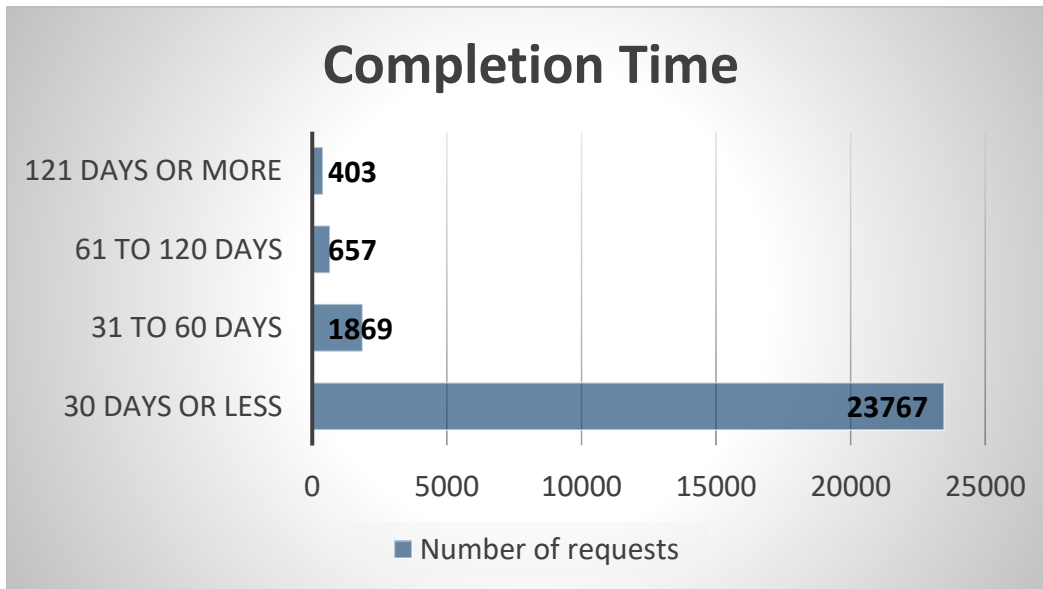
For the past five years, the CBSA has consistently been among the top government departments and agencies in terms of the number of PA requests received. Despite the substantial number of requests received annually, the CBSA has consistently succeeded in maintaining its position as one of the top performing institutions, as evidenced by the five year trend depicted in the chart below.



II. Completion Time

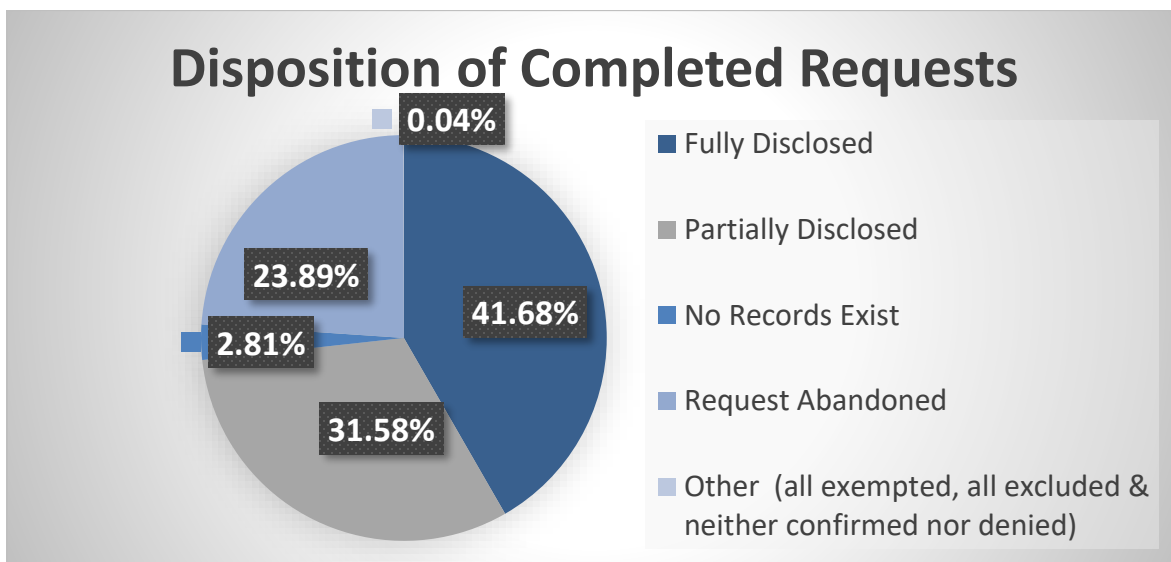
As previously stated, a total of 36,742 requests were completed during FY 2023-2024; however due to the temporary outage in February that impacted agency data, a breakdown of completion time is only available for 26,696 of these completed requests.

The chart below presents the response times for the 26,696 requests that the CBSA completed during this fiscal year.



Of the 26,696 completed requests, 11,128 records, representing 41.68% of requests, were fully disclosed and 8,430, representing 31.58% of requests, were partially disclosed.

The following chart provides an overview of the disposition of these completed requests. Please consult Annex B for the full details.



As for the 2,985 requests carried over to FY 2023-2024, 2,516 were on time and 469 were late.

III. Extensions

As a result of the temporary system outage in February, the CBSA was unable to retrieve the necessary data for FY 2023-2024. Accordingly, the number of extensions applied between April 1, 2023 and March 31, 2024 is unavailable for this reporting period.

IV. Consultations received from other institutions and organizations

Per the preceding section, due to the temporary system outage in February, the CBSA was unable to retrieve the necessary data for FY 2023-2024. Accordingly, the number of consultations received from other institutions and organizations between April 1, 2023 and March 31, 2024 is unavailable for this reporting period.

V. Completion time of consultations on Cabinet confidences

Although Cabinet confidences are excluded from the application of the PA (section 70), Treasury Board of Canada Secretariat policies require agencies and departments to consult their legal services to determine if requested information should be excluded. In case of any doubt, or if the records contain discussion papers, legal counsel must consult the Office of the Counsel to the Clerk of the Privy Council Office (PCO).

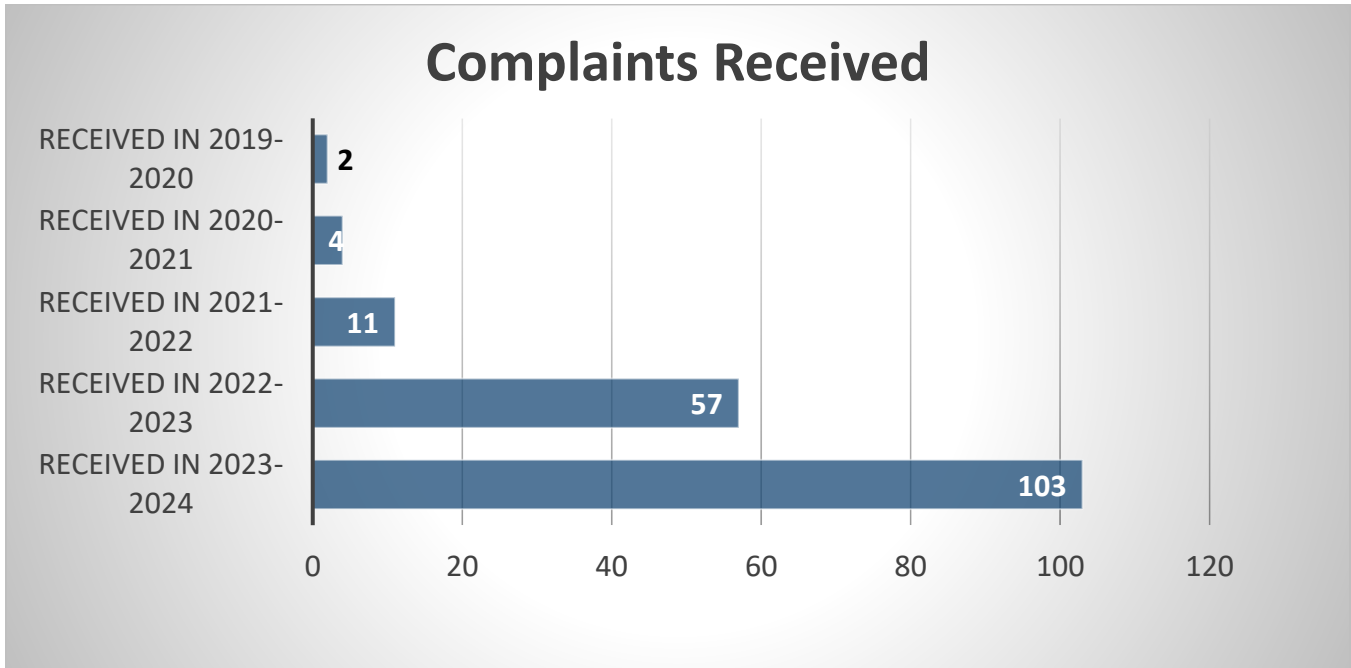
As a result of the loss of case management data, the CBSA was unable to report the completion time of consultations on Cabinet confidences for this reporting period.

VI. Complaints and Investigations

Subsection 29(1) of the PA describes how the Office of the Privacy Commissioner receives and investigates complaints from individuals regarding the information held by a government institution. Examples of complaints the Office of the Privacy Commissioner may choose to investigate include refusal to disclose records, missing information, or failure to provide information in the official language requested by the individual.

Although the CBSA observed a noticeable rise in the number of privacy complaints for FY 2023-2024 compared to previous years, the number of complaints received constitutes only 0.26% of the total of privacy requests received.

By March 31, 2024, 87.38% of the overall total of received complaints was addressed.



See Annex C for details related to the number of complaints.

VII. Privacy Breaches

There were no material privacy breaches reported during fiscal year 2023-2024.

VIII. Conclusion

The achievements portrayed in this report reflect the CBSA’s commitment to ensuring that every reasonable effort was made to meet its obligations under the PA. The CBSA strives to provide Canadians with the information to which they have a right to in a timely and helpful manner by balancing the right of access with the need to protect the integrity of the border services that support national security and public safety priorities.

Annex A – Delegation Order

Delegation Order Access to Information Act & Privacy Act

Pursuant to section 95 of the *Access to Information Act* and section 73 of the *Privacy Act*, I hereby delegate to the persons holding the positions set out in the schedule hereto, or a person authorized to exercise the powers or perform the duties and functions of that position, the authority to exercise or perform the powers, duties and functions of the Minister of Public Safety as the head of the Canada Border Services Agency under the provisions of these Acts and related regulations.

This Order replaces previous delegation orders and comes into force on the date on which it is signed.

Dated at Ottawa, Province of Ontario, this 6th day of November, 2023.



The Honourable Dominic Leblanc, P.C., MP
Minister of Public Safety

Schedule
Delegation Order under the Access to Information Act & the Privacy Act

Positions	<i>Access to Information Act and Regulations</i>	<i>Privacy Act and Regulations</i>
President	Full authority	Full authority
Executive Vice-President	Full authority	Full authority
Vice-President, Strategic Policy Branch	Full authority	Full authority
Director General, Information Sharing, Access to Information and Chief Privacy Office (ISATICPO)	Full authority	Full authority
Director, ISATICPO	Full authority	Full authority (except 8(2)(m))
Assistant Director, ISATICPO	Full authority	Full authority (except 8(2)(m))
Team Leader, ISATICPO	Full authority	Full authority (except 8(2)(m))
Senior Analyst, ISATICPO	Full authority	Full authority (except 8(2)(m))
Junior Analyst, ISATICPO	Section 19 authority	Section 26 authority

Annex B – Statistical Report

Statistical Report on the *Privacy Act*

Name of institution: Canada Border Services Agency

Reporting period: 2023-04-01 to 2024-03-31

Section 1: Requests Under the *Privacy Act*

1.1 Number of requests received

		Number of Requests
Received during reporting period		39333
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		39333
Closed during reporting period		36742
Carried over to next reporting period		2985
• Carried over within legislated timeline	2516	
• Carried over beyond legislated timeline	469	

1.2 Channels of requests

Source	Number of Requests
Online	38364
E-mail	563
Mail	361
In person	0
Phone	0
Fax	45
Total	39333

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							
0 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							
	0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
All disclosed	3339	7002	590	137	37	22	1	11128
Disclosed in part	1009	5875	900	393	132	79	42	8430
All exempted	1	1	3	0	0	1	0	6
All excluded	0	2	1	0	0	0	0	3
No records exist	277	274	81	78	19	20	0	749
Request abandoned	3861	2124	294	49	36	10	4	6378
Neither confirmed nor denied	1	1	0	0	0	0	0	2
Total	8488	15279	1869	657	224	132	47	26696

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	0
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	
407	0	22439	0	7	0

3.5 Complexity

3.5.1 Relevant pages processed and disclosed for paper, e-record and dataset fo

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
314032	256560	27015

3.5.2 Relevant pages processed per request disposition for paper, e-record and dataset 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	11141	52841	5	707	0	0	0	0	0	0
Disclosed in part	8185	124839	239	49540	25	17372	16	29975	2	29546
All exempted	5	10	0	0	1	722	0	0	0	0
All excluded	3	3	0	0	0	0	0	0	0	0
Request abandoned	6376	2044	2	241	2	1090	1	1027	0	0
Neither confirmed nor denied	6	0	0	0	0	0	0	0	0	0
Total	25716	179737	246	50488	28	19184	17	31002	2	29546

3.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
1120	1120	7

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	19	2	180	3	856
Disclosed in part	0	0	1	65	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	19	3	245	3	856

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	34856
Percentage of requests closed within legislated timelines (%)	94.8669098

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
1886	1232	2	0	652

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	578	9	587
16 to 30 days	351	4	355
31 to 60 days	395	15	410
61 to 120 days	304	21	325
121 to 180 days	49	14	63
181 to 365 days	77	29	106
More than 365 days	6	34	40
Total	1760	126	1886

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
164	1	1	166

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 Confidence Section (Section 70)	External	Internal	
0	0	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 Confidence Section (Section 70)	External	Internal	
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	0	0	0	0	0	0	0	0
31 days or greater								
Total	0	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	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
	0 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 Can

Recommendation	Number of days required to complete consultation requests							Total
	0 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	
	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
103	0	0	0	103

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	55	0	0	2
Central	0	0	0	0
Total	55	0	0	2

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	30
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Section 12: Resources Related to the Privacy Act

12.1 Allocated Costs

Expenditures	Amount
Salaries	\$6,542,503
Overtime	\$126,800
Goods and Services	\$1,321,961
• Professional services contracts	\$0
• Other	\$1,321,961
Total	\$7,991,264

12.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	72.760
Part-time and casual employees	9.700
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	82.460

Note: Enter values to three decimal places.

Annex C – Supplemental Statistical Report on the *Privacy Act*



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

Name of institution: Canada Border Services Agency

Reporting period: 2023-04-01 to 2024-03-31

Section 1: Open Requests and Complaints Under the Access to Information Act

1.1 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, 2024	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	250	495	745
Received in 2022-23	1914	3272	5186
Received in 2021-22	3	740	743
Received in 2020-21	0	278	278
Received in 2019-20	0	146	146
Received in 2018-19	0	46	46
Received in 2017-18	0	11	11
Received in 2016-17	0	0	0
Received in 2015-16	0	0	0
Received in 2014-15 or earlier	0	0	0
Total	2167	4988	7155

1.2 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 2023-24	865
Received in 2022-23	319
Received in 2021-22	443
Received in 2020-21	59
Received in 2019-20	38
Received in 2018-19	13
Received in 2017-18	8
Received in 2016-17	4
Received in 2015-16	2
Received in 2014-15 or earlier	0
Total	1751

Section 2: Open Requests and Complaints Under the *Privacy Act*

2.1 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, 2024	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	2516	469	2985
Received in 2022-23	420	4157	4577
Received in 2021-22	1	379	380
Received in 2020-21	2	162	164
Received in 2019-20	1	51	52
Received in 2018-19	0	8	8
Received in 2017-18	0	3	3
Received in 2016-17	0	0	0
Received in 2015-16	0	0	0
Received in 2014-15 or earlier	0	0	0
Total	2940	5229	8169

2.2 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 2023-24	103
Received in 2022-23	57
Received in 2021-22	11
Received in 2020-21	4
Received in 2019-20	2
Received in 2018-19	8
Received in 2017-18	4
Received in 2016-17	0
Received in 2015-16	0
Received in 2014-15 or earlier	0
Total	189

Section 3: Social Insurance Number

Has your institution begun a new collection or a new consistent use of the SIN in 2023-24?	No
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Section 4: Universal Access under the Privacy Act

How many requests were received from foreign nationals outside of Canada in 2023-24?	7184
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