

Public Health Agency of Canada

Annual Report on the *Access to Information Act* and the *Privacy Act*

2023-2024



Public Health
Agency of Canada

Agence de la santé
publique du Canada

Canada

To promote and protect the health of Canadians through leadership, partnership, innovation and action in public health.

—Public Health Agency of Canada's mission statement

Également disponible en français sur le site Web de l'Agence de la santé publique du Canada sous le titre : Rapport annuel 2023-2024 sur la *Loi sur l'accès à l'information* et la *Loi sur la protection des renseignements personnels*

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Introduction

The Public Health Agency of Canada is pleased to present to Parliament its consolidated annual report on the administration of Access to Information and Privacy (ATIP) services, in accordance with section 94 of the *Access to Information Act* (ATIA) and section 72 of the *Privacy Act* and section 20 of the *Service Fees Act*. The report describes activities that support compliance with these laws for the fiscal year beginning April 1, 2023 and ending March 31, 2024.

About the Public Health Agency of Canada

The Public Health Agency of Canada's mission is to promote and protect the health of Canadians through leadership, partnership, innovation and action in public health.

The role of the Public Health Agency of Canada is to:

- Promote health;
- Prevent and control chronic diseases and injuries;
- Prevent and control infectious diseases;
- Prepare for and respond to public health emergencies;
- Serve as a central point for sharing Canada's public health expertise with the rest of the world;
- Apply international research and development to Canada's public health programs; and
- Strengthen intergovernmental collaboration on public health and facilitate national approaches to public health policy and planning.

For more information about the Public Health Agency of Canada, please [visit our website](#).

Purpose of the Acts

The ATIA gives Canadian citizens and permanent residents of Canada, and anyone present in Canada the right to access information contained in federal government records, subject to certain specific and limited exceptions. The ATIA complements, but does not replace, other means of obtaining government information.

The *Privacy Act* protects an individual's privacy by setting out provisions related to the collection, retention, accuracy, disposal, use and disclosure of personal information. It also gives individuals the right of access to information about themselves held by the federal government, with certain specific and limited exceptions.

Organizational Structure

Shared Services Partnership Agreement

ATIP Operations Division and the Privacy Management Division provide services to both the Public Health Agency of Canada and Health Canada and do so as part of the Shared Services Partnership Agreement. These divisions are housed under the Corporate Policy, Planning and Services Directorate of Health Canada's Corporate Services Branch. ATIP Operations Division manages the processing of requests under both the ATIA and the *Privacy Act*, while the Privacy Management Division is

responsible for privacy policy and providing guidance to programs. Although ATIP services are provided to both institutions, the statistics and financial data provided in this report are only for the Public Health Agency of Canada.

Access to Information and Privacy Operations Division

The primary function of the ATIP Operations Division is to ensure compliance of the Public Health Agency of Canada's program delivery with the provisions of the ATIA and *Privacy Act*, along with the policies and directives of the Treasury Board of Canada Secretariat.

The ATIP Operations Division is responsible for responding to access to information and privacy requests. It reviews information to support various disclosures including the appropriate sharing of investigation reports, and proactive publication under Part 2 of the ATIA, as well as providing advice to Parliamentary Affairs when responding to Parliamentary motions. In addition, ATIP Operations Division promotes awareness of ATIP obligations and provides ATIP training to staff.

In 2023-2024, there were 42.859 full-time equivalents within the ATIP Operations Division supporting the Public Health Agency of Canada's administration of both the ATIA and the *Privacy Act*. A breakdown of the different types of full-time equivalents is provided in the table below.

Privacy Management Division

The primary functions of the Privacy Management Division include supporting compliance of the Public Health Agency of Canada's program delivery with the provisions of the *Privacy Act* and the privacy-related policies and directives of the Treasury Board of Canada Secretariat. Responsibilities include:

- The development of privacy policies, procedures and practices;
- The delivery of privacy training and awareness programs to staff;
- Assessing and reporting on privacy breaches;
- Providing review and attestation of Treasury Board Submissions and Memoranda to Cabinet as Privacy Functional Area;
- Providing review and approval of section 8(2)(j) disclosures (for research) and section 8(2)(m) disclosures (for public interest or to benefit the individual);
- Coordinating the Agency's InfoSource input; and
- Providing privacy analysis and advice using a number of tools including Privacy Impact Assessments (PIA) and Privacy Protocols.

In 2023-2024, there were 7.504 full-time equivalents within the Privacy Management Division supporting compliance of Health Canada's program delivery with the provisions of the *Privacy Act* and the privacy-related policies and directives of the Treasury Board of Canada Secretariat. A breakdown of the different types of full-time equivalents is provided in the table below.

Total FTEs Supporting the ATIA and the *Privacy Act*

In 2023-2024, there were a total of 50.363 full-time equivalents supporting the administration of the ATIA and the *Privacy Act*. This comprised 35.774 full-time equivalents supporting the ATIA and 14.589 full-time equivalents supporting the *Privacy Act*.

For clarity and greater accountability, the following table illustrates the total resources from the ATIP

Operations Division and the Privacy Management Division supporting the administration of the ATIA and the *Privacy Act*.

Total full-time equivalents supporting the ATIA and the *Privacy Act*

Type of full-time equivalents (FTEs)	ATIA ATIP Operations	<i>Privacy Act</i> ATIP Operations	<i>Privacy Act</i> Privacy Management Division	Total
Full-time employees	29.539	5.850	5.953	41.342
Part-time and casual employees	1.715	0.340	0.906	2.961
Regional staff	0.000	0.000	0.000	0.000
Consultants and agency personnel	4.520	0.895	0.324	5.739
Students	0.000	0.000	0.321	0.321
Total FTEs ATIA and <i>Privacy Act</i>	35.774	7.085	7.504	50.363

Governance

Initiatives related to access to information and privacy are governed through the ATIP Executive Leaders Committee. This committee is made up of executive-level representatives from across the Public Health Agency of Canada who provide leadership and strategic direction on key topics, communicating them within their respective branches. The Committee is chaired by the Director General, Corporate Policy, Planning and Services Directorate, Corporate Services Branch, who is responsible for the ATIP Operations Division and the Privacy Management Division.

ATI and privacy matters requiring a higher level of oversight or strategic direction are also brought forward to the Public Health Agency of Canada's Executive Committee.

Delegation of Authority

In keeping with Treasury Board of Canada Secretariat recommendations on best practices, the Delegation Order extends authorities to multiple positions including the President, the Corporate Services Branch's Assistant Deputy Minister, the Director General of Corporate Policy, Planning and Services Directorate, the Director of the Privacy Management Division, the Executive Director of ATIP Operations Division and ATIP Coordinator. As appropriate, certain administrative authorities are delegated to various senior levels within the ATIP Operations Division and Privacy Management Division to support the effective and efficient administration of the ATIA and the *Privacy Act*. The delegation order that was in effect at the end of 2023-2024 is included in this report ([Appendix A](#)).

Openness and Transparency

The Public Health Agency of Canada is committed to being open and transparent and continues to make more information available to Canadians. The Agency continues to publish information in accordance with Part 2 of the ATIA including briefing note titles, travel and hospitality expenses, reclassification of positions, and contracts over \$10,000.

Part 2 of the *Access to Information Act* and Proactive Publication of Information

The Public Health Agency of Canada is a government institution that is listed in Schedule I of the *Financial Administration Act* for the purposes of Part 2 of the ATIA.

The ATIP Operations Division worked with the Strategic Policy Branch, Chief Financial Officer Branch, Corporate Services Branch and the Communications and Public Affairs Branch to ensure that records identified under Part 2 of the *Access to Information Act* are proactively published. Existing procedures were leveraged to facilitate the proactive publication of information.

The processing of records for proactive publication involves several steps. Many of these steps are automated and an efficient approval process was implemented. A front-end approach for translation and ATI review has been established. Branches proactively identify information that may be subject to valid exceptions and ensure that briefing materials are prepared such that they can be readily published on the website.

The Strategic Policy Branch is responsible for proactively publishing the records listed in the tables below for the Ministers' Office and on behalf of the Public Health Agency of Canada. In 2023-2024, the Strategic Policy Branch proactively published all applicable proactive requirements within legislated timelines. Please see the following tables for the details.

For the Minister's Office	Number of times the requirement was published	Published within legislated timelines
Briefing packages prepared by the institution for new or incoming Ministers	n/a	n/a
Titles and tracking numbers of briefing notes prepared for the Minister	12	100%
Question period binders	n/a	n/a
Binders for the Ministers' Parliamentary Committee appearances	n/a	n/a

On behalf of the Public Health Agency of Canada	Number of times the requirement was published	Published within legislated timelines
Reports tabled in Parliament	5	100%
Briefing packages for new or changing deputy heads	n/a	n/a
Titles and tracking number of briefing notes to deputy heads	12	100%
Binders for Parliamentary Committee appearances prepared for the deputy head or equivalent for the purpose of the appearance	1	100%

The Chief Financial Officer Branch is responsible for proactively publishing the records listed in the tables below for the Ministers' Office and on behalf of the Public Health Agency of Canada. In 2023-2024, the Chief Financial Officer Branch proactively disclosed all applicable proactive requirements within legislated timelines. Please see the following tables for the details.

For the Minister's Office	Number of times the requirement was published	Published within legislated timelines
Travel and hospitality expenses	Published by Health Canada for the Public Health Agency of Canada. Compliance rates can be found in the Health Canada 2023-2024 <i>Access to Information Act</i> and <i>Privacy Act</i> Annual Report	
Contracts over \$10,000, including contract amendments		
Annual reports on all expenses incurred by the Ministers' Office Published by TBS on behalf of all institutions	Compliance rates can be found in the Health Canada 2023-2024 <i>Access to Information Act</i> and <i>Privacy Act</i> Annual Report	

On behalf of the Public Health Agency of Canada	Number of times the requirement was published	Published within legislated timelines
Travel and hospitality expenses of senior officials	12	100%
Contracts over \$10,000, including contract amendments	4	100%
Grants and contributions over \$25,000, including amendments	4	100%

The Corporate Services Branch is responsible for proactively publishing records related to the reclassification of positions. In 2023-2024, the Corporate Services Branch published all notices for reclassification of position within legislated timelines. Please see the following table for the details.

On behalf of the Public Health Agency of Canada	Number of times the requirement was published	Published within legislated timelines
Reclassification of positions	4	100%

The Communications and Public Affairs Branch is responsible for publishing records to the Government of Canada's Open Government website. Records that have been proactively published can be found on Canada.ca: [Proactive Disclosure](#).

Performance for 2023-2024

In 2023-2024, the Public Health Agency of Canada received 458 requests (Access to Information, Access Informal and Privacy) and closed 514. The Public Health Agency of Canada closed more requests than it received during this period.

Type of Request	Received	Closed
Access to Information	239	308
Access Informal	160	145
Privacy	59	61
Total	458	514

The following section of the report includes an interpretation and explanation of the data contained in Public Health Agency of Canada's Statistical Report, which summarizes Access to Information (ATI) and Privacy-related activity for the period between April 1, 2023 and March 31, 2024 ([Appendix B – ATI](#) and [Appendix C – Privacy](#)).

Access to Information Act

Access Informal Requests

Requests can be made for records previously released under the ATIA, which are referred to as 'Access Informal Requests'. Summaries of previously released access to information requests are posted monthly on the [Open Government](#) website, as part of the Government of Canada's commitment to openness and transparency.

The Public Health Agency of Canada received 160 Access Informal requests and processed 145 in 2023-2024. Sixteen requests were carried over to the 2024-2025 reporting period.

Caseload and Carry Forward and Outstanding Active Access to Information Requests

In 2023-2024, the Public Health Agency of Canada managed 878 active access to information requests. Of this total, 239 were new requests received in 2023-2024, a decrease from the 373 received in 2022-2023. Of the 878 active access to information requests, 639 were outstanding from previous fiscal years with 148 from 2022-2023 and 491 from earlier periods.

The Public Health Agency of Canada closed 308 access to information requests and carried forward 570 to the 2024-2025 fiscal year. Of the 570 files carried forward, 110 were carried over within legislated timelines while 460 were carried over beyond legislated timelines.

Although more requests were closed than received, a high volume of requests were carried forward. This is largely due to the pandemic and its impact to operations early on. The ATIP Operations Division is well-equipped to handle this accumulated inventory with a dedicated ATIP COVID-19 team. This team was established early on, to focus on processing COVID-19-related requests and has extensive knowledge and experience in the subject matter. During 2023-2024, the team made headway on closing many of the outstanding files, while also addressing some of the largest and most complex requests.

Processing Times for Requests

In 2023-2024, the Public Health Agency of Canada closed a total of 308 requests. Below is the breakdown of the time taken to process these requests.

- 30 were closed 1 to 15 days within 1 to 15
- 47 were closed within 16 to 30 days
- 24 were closed within 31 to 60 days
- 23 were closed within 61 to 120
- 25 were closed within 121 to 180 days
- 30 were closed within 181 to 365 days
- 129 took more than 365 days

Of the 308 requests that the Public Health Agency of Canada closed in 2023-2024, 96 requests (31%) were closed within legislated timelines (30 days plus applicable extension) while 212 (69%) were closed past the legislated timelines. Of the 212 requests closed past legislated timelines (including any extensions taken):

- 24 were closed 1 to 15 days past legislated timelines
- 5 were closed 16 to 30 days past legislated timelines
- 12 were closed 31 to 60 days past legislated timelines
- 17 were closed 61 to 120 days past legislated timelines
- 8 were closed 121 to 180 days past legislated timelines
- 22 were closed 181 to 365 days past legislated timelines
- 124 were closed more than 365 days past legislated timelines

Requests are closed past the legislated timelines for a number of reasons:

- 117 were closed past the legislated timelines due to 'interference with operations/ workload'
- 11 were closed past the legislated timelines due to 'external consultations'
- 7 were closed past the legislated timelines due to 'internal consultations'
- 77 were closed past the legislated timelines for reasons 'other' than those specified above

Data Quality

Please note that small data variances may exist from year to year, including in the previously reported number of outstanding requests carried forward into the current fiscal year. Several reasons contribute to inevitable shifts in data, including requests by the Office of the Information Commissioner to re-open access to information requests in the context of complaint resolution, and requesters seeking to divide one incoming request into several files while retaining the initial date received.

Access to Information Requests Received & Completed

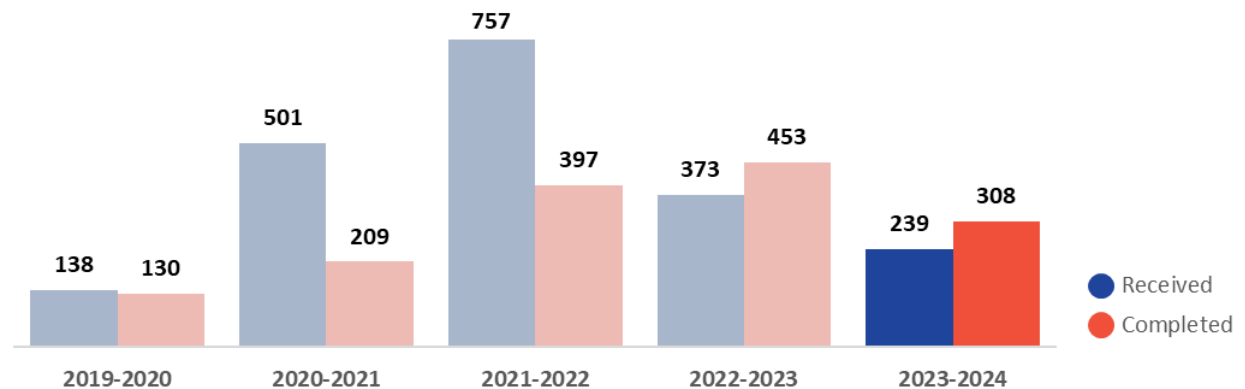


Figure 1: Access to Information requests received and completed each fiscal year from 2019-2020 to 2023-2024

Key Statistics by Fiscal Year

Fiscal Year	Number of Requests Received	Outstanding from previous reporting periods	Total Caseload	Number of Requests Closed	# of Pages Reviewed for Closed Files
2019-2020	138	60	198	130	13,177
2020-2021	501	68	569	209	13,595
2021-2022	757	360	1,117	397	41,139
2022-2023	373	719	1,092	453	115,137
2023-2024	239	639	878	308	341,949

Source of Requests under the *Access to Information Act*

The Public Health Agency of Canada's requests mostly came from the public (34%) and the media (28%) in 2023-2024. Only a small number of requests came from academia (5%), businesses (4%) and organizations (2%), while 26% declined to identify which category they associate with.

Proportion of Requests among Sources

Source	Number of Requests	Proportion of Requests*	Change from 2022-2023
Public	82	34%	-1%
Media	67	28%	+5%
Academia	13	5%	+1%
Business (Private Sector)	9	4%	+2.7%
Organizations (e.g. political party, association, union)	5	2%	+1.5%
Decline to Identify	63	26%	-10%
Total	239		

*Numbers may not add up to 100% due to rounding.

Extensions

Most of the extensions 44 (54%) invoked under the ATIA were due to interference with operations for requests involving a large volume of records, 24 (29%) were to conduct consultations with institutions other than third parties, and 14 (17%) were taken to conduct consultations with third parties.

Completing consultations with other government organizations and third parties is a necessary step in the process, enabling the Public Health Agency of Canada to release as much information as possible. Over the last several years, the Public Health Agency of Canada has made more information accessible, continuously reassessing the balance between its commitment to openness and transparency, with the need to safeguard confidential business information.

Consultations Completed From Other Institutions

In addition to processing its own requests, the Public Health Agency of Canada also completes consultations received from other institutions and organizations.

In 2023-2024, the Public Health Agency of Canada managed 140 consultations from other Government of Canada institutions (123 received in the 2023-2024 fiscal year and 17 received in 2022-2023). The Public Health Agency of Canada also managed 44 requests from other organizations (39 received in the 2023-2024 fiscal year and five received in 2022-2023).

The Public Health Agency of Canada closed 173 consultations having reviewed 9,857 pages of records. A total of three consultations were carried over to 2024-2025 within negotiated timelines, while eight were carried over beyond negotiated timelines. In most cases, the Public Health Agency of Canada consented to full disclosure of the records.

Disposition of Completed Requests

Of the access to information requests completed in 2023-2024, 55% were disclosed in part and 9% percent were all disclosed. No records existed for 9% of requests while 21% percent of access to information requests were abandoned. The breakdown of the remaining ‘other’ completed files is as follows:

- 1.6% request transferred
- 0.3% all exempted
- 2.6% all excluded
- 0.6% neither confirmed nor denied

*Numbers may not add up to 100% due to rounding

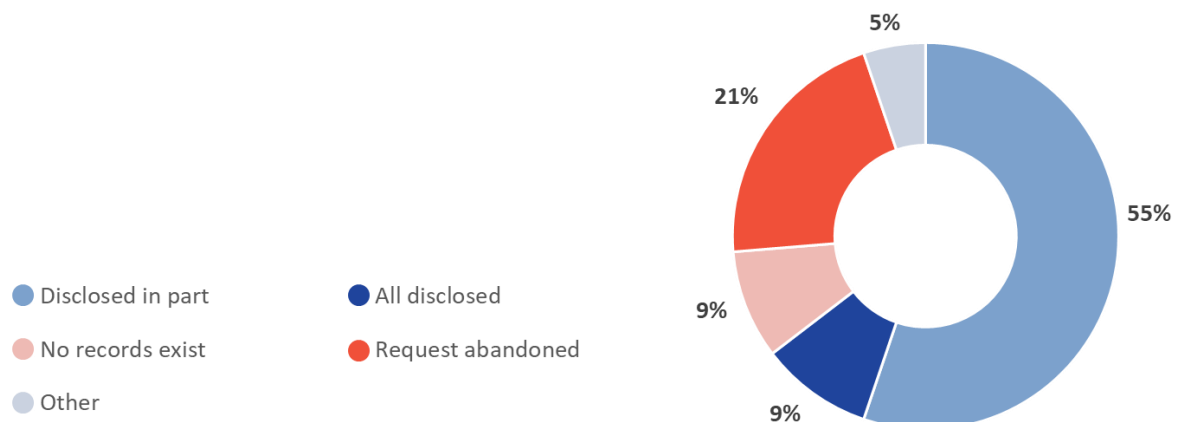


Figure 2: Disposition of completed access to information requests

Exemptions Invoked

Sections 13 to 24 of the ATIA provide specific legislated exemptions intended to protect information from disclosure, while section 26 provides a temporary exemption relating to information that will soon be published. In some instances, records may have multiple exemptions applied to them to appropriately safeguard information.

An exemption was applied for section 19(1) (personal information) 147 times. The application of section 20 (to protect third party information) in 142 requests required consultations in many cases to ensure that only proprietary and commercially sensitive information is protected. Section 21 (the protection of information related to government operations) was applied to 61 requests. For a detailed breakdown of exemptions see table [4.2 Exemptions](#).

Exclusions Cited

The ATIA does not apply to published material, material available to the public for purchase, or for public reference (section 68), nor does it apply to confidences of the King's Privy Council of Canada (section 69). Requests containing proposed exclusions under section 69 require consultation with the Department of Justice, and in some cases, the Privy Council Office.

In 2023-2024, three requests contained exclusions for publicly available material and 31 requests had records pursuant to confidences of the King's Privy Council of Canada.

Translations

No translations were required to respond to requests in 2023-2024.

Format of Information Released

Of the requests that were fully or partially disclosed, 183 were released as electronic copies, 15 were released in paper format, and one as a data set. The Public Health Agency of Canada releases records in the preferred format of the requestor, while encouraging the use of the Government of Canada’s ATIP Online Request Service platform to receive timely and secure access to the records.

Privacy Act

Informal Requests

No informal requests were made in 2023-2024.

Caseload and carry forward of privacy requests

In 2023-2024, the Public Health Agency of Canada managed 71 active privacy requests. Of these, 59 were new privacy requests and 12 were outstanding from previous reporting periods.

A total of 61 privacy requests were closed and 10 were carried forward to the 2024-2025 fiscal year. Of the 10 privacy requests carried forward to 2024-2025, two were carried over within legislated timelines while eight were carried over beyond legislated timelines. For detailed information about outstanding requests from previous fiscal years, please see the section 1 of [Appendix C](#).

Requests for personal information under the *Privacy Act* are generally received from current and former Public Health Agency of Canada employees who want to obtain their personal information, and from people who have applied for employment at the Public Health Agency of Canada, seeking management’s consideration of their applications.

Human Resource services for the Public Health Agency of Canada are delivered by Health Canada, and associated records therefore are legally held by that institution. As a result, requests for personal information relating to Agency employees and staffing processes may be opened by both the Public Health Agency of Canada and Health Canada in order to identify all records to support an individual’s right of access.

Privacy Requests Received and Completed

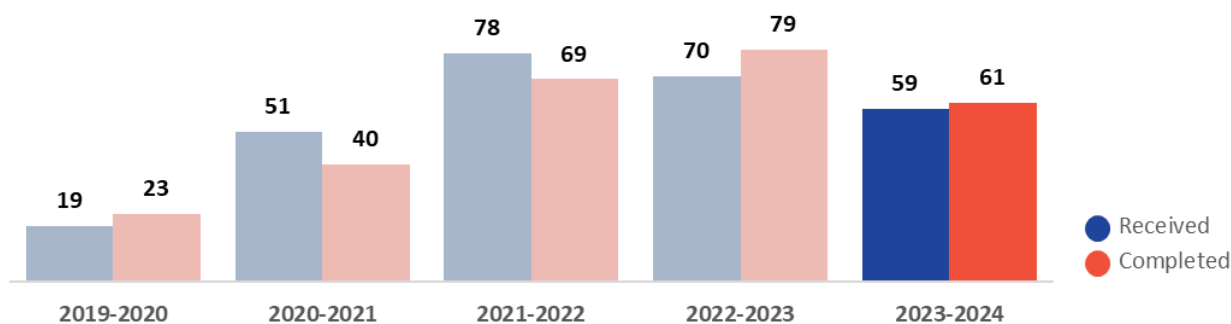


Figure 3: Privacy requests received and completed each fiscal year from 2019-2020 to 2023-2024

Key Statistics by Fiscal Year

Fiscal Year	Number of Requests Received	Outstanding from previous reporting periods	Total Caseload	Number of Requests Closed	# of Pages Reviewed for Closed Files
2019–2020	19	5	24	23	148
2020-2021	51	2	53	40	50
2021-2022	78	13	91	69	3,537
2022-2023	70	21	91	79	2,499
2023-2024	59	12	71	61	1,119

Processing Time for Requests

In 2023-2024, the Public Health Agency of Canada closed a total of 61 privacy requests. Below is a breakdown of the time taken to process these requests.

- 34 were closed within 1 to 15 days
- 9 were closed within 16 to 30 days
- 14 were closed within 31 to 60 days
- 1 were closed within 61 to 120 days
- 0 were closed within 121 to 180 days
- 2 were closed within 181 to 365 days
- 1 took more than 365 days

Of the 61 requests that the Public Health Agency of Canada responded to, 43 (70.5%) of privacy requests were closed within legislated timelines (30 days plus applicable extension), while 18 (29.5%) were closed beyond legislated timelines.

Of the 18 requests closed past legislated timelines (including any extensions taken):

- 8 were closed within 1 to 15 days
- 6 were closed within 16 to 30 days
- 0 were closed within 31 to 60 days
- 1 were closed within 61 to 120 days
- 0 were closed within 121 to 180 days
- 2 were closed within 181 to 365 days
- 1 took more than 365 days

Requests are closed past the legislated timelines for a number of reasons:

- 10 were closed past the legislated timelines due to ‘interference with operations/ workload’
- 0 were closed past the legislated timelines due to ‘external consultations’
- 0 were closed past the legislated timelines due to ‘internal consultations’
- 8 were closed past the legislated timelines for reasons ‘other’ than those specified above

In accordance with the Treasury Board of Canada Secretariat’s Directive on Personal Information Requests and Correction of Personal Information, the Public Health Agency of Canada continues to notify requesters in writing of anticipated delays.

Extensions

One extension was taken in 2023-2024 as the documents were difficult to obtain. Under the *Privacy Act*, 30 days is the longest extension that can be taken.

Consultations Completed From Other Institutions

The Public Health Agency of Canada did not receive consultations from other Government of Canada institutions or other organizations.

Disposition of Completed Requests

Of the privacy requests completed in 2023-2024, 23% were disclosed in part and 8% were all disclosed. The breakdown of the remaining completed files is as follows:

- 43% request abandoned
- 26% no records exist
- 0% all excluded
- 0% all exempted
- 0% neither confirmed nor denied

*Numbers may not add due to rounding.

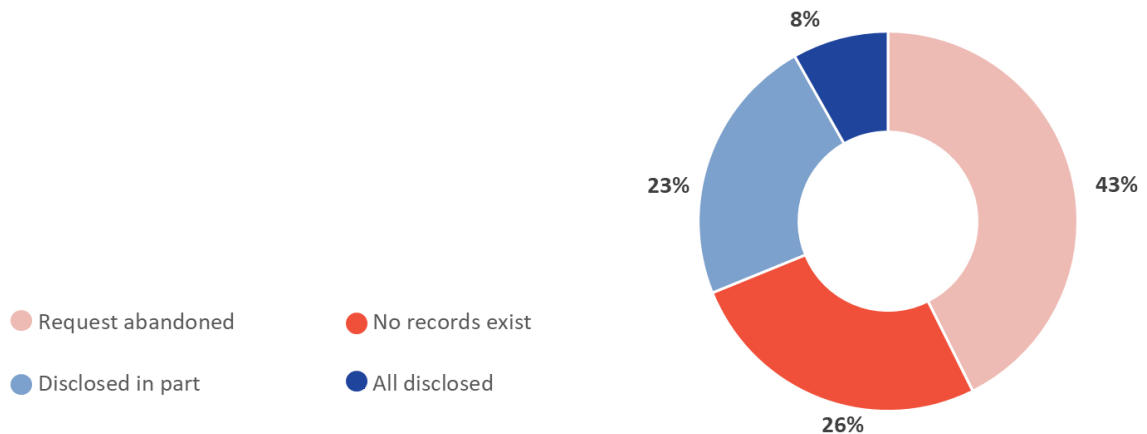


Figure 4: Disposition of completed privacy requests

Exemptions Invoked

All of the 14 exemptions applied to privacy requests in 2023-2024, were to protect the personal information of individuals other than the requester.

Exclusions Cited

No exclusions were applied to privacy requests in 2023-2024 for records pursuant to confidences of the King's Privy Council.

Translations

No translations were required to respond to requests in 2023-2024.

Format of Information Released

Of the 19 requests that were fully or partially disclosed, all were released as electronic copies.

Privacy Management Division Advisory Services

During 2023-2024, the Privacy Management Division received 316 requests for privacy advice from the Public Health Agency of Canada program clients. This represents a slight decrease in the overall number of requests from the previous year (375). Year after year, the complexity of files continues to increase, requiring in-depth privacy analysis, on an expanding range of topics.

In 2023-2024, the Privacy Management Division provided advisory services to the Public Health Agency of Canada. This included privacy advice on matters such as contracts, digital solutions, the handling of personal information, use and disclosure of personal information, and privacy risk assessments on programs, activities and research projects.

The Public Health Agency of Canada is committed to properly handling personal information under its control and ensuring that privacy requirements and risks are considered when new initiatives are developed and deployed.

Reporting on Fees for the *Service Fees Act*

The *Service Fees Act* requires a responsible authority to report annually to Parliament on the fees collected by the institution.

With respect to fees collected under the ATIA, the information below is reported in accordance with the requirements of section 20 of the *Service Fees Act*.

Enabling authority: *Access to Information Act*

Fee amount: The \$5.00 application fee is the only fee charged for an access to information request.

Total Revenue: The total fee revenue for 2023-2024 was \$790

Fees waived: In accordance with the changes to the ATIA that came into force on June 21, 2019, The Public Health Agency of Canada may only charge an application fee of \$5, as set out in paragraph 7(1)(a) of the Regulations. Pursuant to section 11 of the ATIA, institutions can waive this application fee as deemed appropriate.

A total of \$405 was waived or refunded by the Public Health Agency of Canada in 2023-2024.

In February 2024, Treasury Board Secretariat issued an Implementation Notice regarding waiving the

\$5 application fee in support of advancing Indigenous Reconciliation. Health Canada has implemented a process to align with this direction.

Cost for Administering the *Access to Information Act*

The Public Health Agency of Canada spent a total of \$4,015,433 on ATI functions in 2023-2024. Of this total, salaries and overtime costs represent \$2,879,951 and goods and services costs were \$1,135,482. Most of the goods and services costs (\$1,067,609) were used to retain temporary resources to address larger and more complex requests.

Costs for Administering the *Privacy Act*

The Public Health Agency of Canada spent a total of \$1,698,387 on privacy functions in 2023-2024. Of this total, salaries and overtime costs represent \$1,358,727. Temporary resources to support the processing of privacy requests accounted for \$302,088 and other goods and services costs were \$37,572.

Training and Awareness

Access to Information Training

A mandatory online ATIP Fundamentals course, offered by the Canada School of Public Service, is available to all staff. A total of 787 Public Health Agency of Canada employees completed this course in 2023-2024, resulting in approximately 50% of employees having completed the course.

The Public Health Agency of Canada also offers targeted training specific to the agency and its processes. This includes a one-hour course, ATIP for Branch Single Window Contacts, which is offered to all new Single Windows. Additionally, a facilitated course, Introduction to ATIP Requests at the Public Health Agency of Canada, is available to all employees. Training is promoted at all Single Window working group meetings, at the ATIP Executive Leaders Committee, through Broadcast News messages, and on Public Health Agency of Canada's intranet site.

Access to Information Awareness

In 2023, Canada celebrated Right to Know Week from September 25th to October 1st. The Public Health Agency of Canada kicked off the event with a message from the Assistant Deputy Minister of the Corporate Services Branch, marking 40 years of ATIP legislation and highlighting that the right to privacy and the right for individuals to access information under the government's control are fundamental in an open, free, and democratic society. The Public Health Agency of Canada promoted the online ATIP course offered by the Canada School of Public Service and shared resources on how to respond to ATIP requests and manage information.

During the 2023-2024 fiscal year, communications were sent to all employees promoting access to information training and emphasizing its importance. In addition, information was provided to all employees addressing common questions, such as how to conduct record searches and what types of records need to be provided. The goal is to foster a culture of transparency while also promoting the timely provision of high-quality information.

Privacy Training

During 2023-2024, the Privacy Management Division delivered several in-person and virtual privacy training sessions to support the Agency's privacy management. In total, over 200 Public Health Agency of Canada employees attended the Privacy Management Division's virtual training sessions.

The Privacy Management Division's online privacy training is available to all Public Health Agency of Canada employees. Approximately, 192 Public Health Agency of Canada employees completed the online training in 2023-2024.

Privacy Awareness

In 2023, Canada celebrated Privacy Awareness Week from May 8th to 12th, and in 2024, Canada celebrated Data Privacy Week from January 22nd to 26th. 2023 also marked the 40th anniversary of the *Privacy Act* coming into force. The Public Health Agency of Canada commemorated each event with a message from the Assistant Deputy Minister of Corporate Services Branch, highlighting key privacy messages such as the importance of appropriate safeguards to protect personal information.

The Public Health Agency of Canada shared several privacy resources with its employees, such as responsibly managing Personal Information Banks and preventing privacy breaches. Throughout the year, regular communications are sent to all employees on privacy-related matters with the aim of supporting a culture of strong privacy awareness within the agency.

Policies, Guidelines, Procedures and Initiatives

The Public Health Agency of Canada's Access to Information and Privacy Action Plan

The COVID-19 pandemic increased public interest in the Public Health Agency of Canada, leading to a surge in ATIP requests. In 2022, an ATIP Action Plan was developed and implemented. The purpose of this action plan was to identify ATIP challenges and improve performance within the Agency.

A range of challenges were identified and three key areas were targeted for improvement: strengthening accountability, enhancing infrastructure and tools, and optimizing file management. All of the activities outlined in the action plan were completed in 2023-2024, with two on-going activities remaining (ATIP training and reporting on branch performance).

Betterment Solutions Working Group

The ATIP Operations Division's Betterment Solutions Working Group continued to meet regularly throughout 2023-2024 to foster a culture of innovation by promoting employee-led improvements. At this working group, ATIP Analysts and support staff from a variety of levels identify and prioritize operational issues, in an effort to find and implement solutions. The working group also provides horizontal input in response to policy consultations from Treasury Board Secretariat.

ATIP Operations Division's Professional Development Program

The ATIP Operations Division's Professional Development Program was launched in January 2017. This program allows employees to progress based on performance, without the need of a competitive hiring process. In 2023-2024, 40 analysts were enrolled in the program and 15 advanced to the next level. The Professional Development Program helps increase ATIP capacity within the Government of

Canada.

Privacy Breach Reporting Portal

The Privacy Management Division launched a new privacy breach reporting portal in January 2024. The interactive portal is available to all Public Health Agency of Canada employees on the Agency's intranet to use to report a potential privacy breach. The portal is easy to use and helps employees to provide the Privacy Management Division with the right information that it needs to analyse the potential breach.

Privacy Act Modernization

The Public Health Agency of Canada continues to participate in *Privacy Act* modernization efforts led by the Department of Justice Canada. In 2023-2024, the Privacy Management Division provided feedback on the unique health-related aspects of the amendments being considered for a modernized Act.

Summary of Key Issues and Actions Taken on Complaints and Audits

Privacy Management Audit

An internal privacy audit was concluded during fiscal year 2019-2020 on the management of privacy practices at Health Canada and the Public Health Agency of Canada. The audit made four recommendations to further strengthen the management of privacy practices.

The Privacy Management Division completed all remaining recommendations and formally closed the Management Response and Action Plan in 2023-2024.

A copy of the full audit report can be found at [Audit of the Management of Privacy Practices at Health Canada and the Public Health Agency of Canada](#)

Complaints Management

Individuals and organizations who believe federal institutions have not respected their rights under the ATIA may ask the Office of the Information Commissioner to investigate within 60 days of receiving a response from a federal institution or if they have not received a response within the legislated timeline.

Individuals and organizations who think their personal information has been mishandled have the right to file a complaint to the Privacy Commissioner of Canada.

Complaints to the Information Commissioner of Canada

In 2023–2024, 27 complaints under the ATIA were filed with the Office of the Information Commissioner for the Public Health Agency of Canada's requests. The Public Health Agency of Canada received 13 final reports from the Office of the Information Commissioner with seven containing an order and six with recommendations. Fourteen of the 27 complaints, resulted in the Information Commissioner either refusing or ceasing to investigate the complaints under section 30(5) of the ATIA.

Areas of complaint include deemed refusal (late) and exemptions applied to personal information and third party information.

The Public Health Agency of Canada supports the Office of the Information Commissioner during investigations by providing details on the way a file was or is being processed, providing evidence of the search that was undertaken, explaining key considerations in applying exemptions, conducting new searches, providing rationales, etc. The Agency reviews the outcomes of all investigations conducted by the Office of the Information Commissioner, and where appropriate, incorporates lessons learned into business processes.

Outstanding Number of Access to Information Complaints

There are 13 open complaints with the Information Commissioner of Canada. The following table lists the number of open complaints with the Information Commissioner of Canada by year.

Number of open complaints with the Information Commissioner of Canada that are outstanding from previous reporting periods

Fiscal Year Open Complaints Were Received by the Public Health Agency of Canada	Number of Open Complaints
Received in 2023-2024	10
Received in 2022-2023	1
Received in 2021-2022	1
Received in 2020-2021	1
Total	13

The Public Health Agency of Canada actively communicates and collaborates with the Office of the Information Commissioner to ensure the effective handling and resolution of complaints.

Complaints to the Privacy Commissioner of Canada

During 2023-2024, four complaints related to the handling of personal information by the Public Health Agency of Canada were received under Section 31 of the *Privacy Act*. Two of the complaints related to requests for personal information. One was for deemed refusal, and the other alleged missing records but was closed as not-well founded. One was regarding unauthorized disclosures of personal information, and was resolved using the Office of the Privacy Commissioner of Canada's early resolution process. One was regarding unauthorized disclosures of personal information but has not yet been resolved. The Public Health Agency of Canada provided representations to the Office of the Privacy Commissioner of Canada under Section 33 of the *Privacy Act* for one complaint. There were six letters of finding received under Section 35 from the Office of the Privacy Commissioner of Canada relating to complaints received in previous years.

The Public Health Agency of Canada supports the Privacy Commissioner during investigations by providing details on the way a file was or is being processed, conducting new searches, providing rationales, etc. The Public Health Agency of Canada reviews the outcomes of all investigations, and where appropriate, incorporates lessons learned into business processes.

Outstanding Number of Privacy Complaints

There are two open complaints with the Privacy Commissioner of Canada. The following table lists the number of open complaints with the Privacy Commissioner of Canada by year.

Number of Open Complaints with the Privacy Commissioner of Canada that are outstanding from previous reporting periods

Fiscal Year Open Complaints Were Received by the Public Health Agency of Canada	Number of Open Complaints
Received in 2023-2024	1
Received in 2022-2023	1
Total	2

The Public Health Agency of Canada communicates and collaborates with the Office of the Privacy Commissioner to ensure the effective handling and resolution of complaints.

Federal Court Cases

Applications & Appeals Submitted to the Federal Court

Access to Information Act

No applications or appeals were made to the Federal Court or the Federal Court of Appeal during the 2023–2024 fiscal year.

Privacy Act

No applications or appeals were made to the Federal Court during the 2023-2024 fiscal year.

Monitoring Compliance

ATIP Operations Division produces weekly, monthly and semi-annual reports to senior management in order to monitor performance within the Public Health Agency of Canada. These reports outline the incoming volume of requests, the number of closed requests, and the timelines of retrieval of records. Additionally, the ATIP Operations Division encourages branches to identify common request types and explore alternative methods for disclosing such information.

The Privacy Management Division produces semi-annual reports to senior management on privacy breaches and training as well as requests for privacy analysis. The Privacy Management Division supports compliance by periodically reviewing its privacy policies, procedures and practices.

In response to the 2019-2020 Audit on the Management of Privacy Practices at Health Canada and the Public Health Agency of Canada, the Privacy Management Division implemented a monitoring and follow-up process for Privacy Impact Assessments and Privacy Protocol recommendations in 2023-2024.

The Privacy Management Division assists programs, ensuring the appropriate privacy protections are

included in contracts, agreements and arrangements (e.g., review contracts and information-sharing agreements).

Other Reporting Requirements Specific to the *Privacy Act*

Material Privacy Breaches

During 2023-2024, the Public Health Agency of Canada reported no material privacy breaches to the Office of the Privacy Commissioner and the Treasury Board Secretariat.

Privacy Impact Assessments

During 2023-2024, two Privacy Impact Assessments were completed.

1. Public Health Agency of Canada Expert Roster and Scientific Performance Measurement Database

The Expert Roster and Scientific Performance Measurement Database program establishes a curated database of scientific experts in diverse public health fields. It ensures efficient selection and engagement of experts for advisory roles, enhancing evidence-based decision-making in public health matters. Administered directly by the Public Health Agency of Canada through internal system and utilizing an online platform. The Privacy Impact Assessment recommended mitigation actions in the following risk areas: retention and disposition processes, maintaining accuracy of personal information, and ensuring the appropriate security assessments and features such as access controls, audit functions, and encryption are in place when the program moves from its interim IT solution to a permanent IT solution. A summary of this Privacy Impact Assessment has not yet been published.

2. Pandemic Border Measures PIA Addendum

The Quarantine Program, administered by the Public Health Agency of Canada under the Quarantine Act, aims to prevent the importation of communicable diseases by screening and assessing travelers at international ports of entry. In line with this mandate, the Public Health Agency of Canada implemented temporary pre-departure COVID-19 test requirements for travelers from China, Hong Kong, and Macao, which were repealed in March 2023. A Privacy Impact Assessment addendum was conducted due to the use of travelers' personal information for decision-making and involvement of third-party contractors. The Privacy Impact Assessment recommended establishing a Personal Information Bank, amending online privacy notices, documenting disclosures in an Information Sharing Agreement, and limiting personal information collection. A summary of this Privacy Impact Assessment addendum has not yet been published.

Public Interest Disclosures

During 2023-2024, there were no disclosures made under section 8(2)(m) of the *Privacy Act* and no section 8(5) written notifications were provided to the Office of the Privacy Commissioner.

Appendix A: *Access to Information Act* and *Privacy Act* – Delegation Order

Delegation Order

L'ordonnance de délégation de pouvoirs

Access to Information Act and Privacy Act

Loi sur l'accès à l'information et Loi sur la protection des renseignements personnels

I, the Minister of Health, pursuant to section 95 of the *Access to Information Act* and section 73 of the *Privacy Act*, hereby delegate the persons holding the positions set out in the Delegation of Authority Schedule attached hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister as head of the Public Health Agency of Canada, under the provisions of the Act and related regulations set out in the schedule opposite each position. This delegation supersedes all previous delegation orders.

En ma qualité de ministre de la Santé et en vertu de l'article 95 de la *Loi sur l'accès à l'information* et de l'article 73 de la *Loi sur la protection des renseignements personnels*, je délègue par la présente aux titulaires des postes énoncés à l'annexe de délégation de pouvoirs ci-après, ou aux personnes occupant les dits postes à titre intérimaire, les attributions dont je suis investie, à titre de ministre de l'Agence de la santé publique du Canada, aux termes des dispositions des lois et des règlements connexes mentionnés en regard de chaque poste. Le présent document remplace toute ordonnance de délégation de pouvoirs antérieure.



Minister of Health
Ministre de la Santé

MAY 24 2023

Date

Delegation of Authority Schedule

Access to Information Act

Part 1 and 3

Provision	Description	President	ADM CSB	DG PPMSD	Executive Dir, ATIP Ops Dir, ATIP Ops
	All powers, duties and functions under the <i>Access to Information Act</i> , R.S.C. 1985, c. A-1 (prior to and following June 21, 2019) and related regulations (prior to and following June 21, 2019)	Full authority			

Provision	Description	Dir, PMD	Deputy Dir / Manager, ATIP Ops	Team Leader / Senior Advisor	Senior Analyst	Analyst
4(2.1)	Responsibility of government institutions	No	Yes	Yes	Yes	Yes
6.1(1)	Reasons for declining to act on request	No	Yes	No	No	No
6.1(1.3), (1.4), (2)	Notice – suspension, end of suspension	No	Yes	Yes	Yes	No
7	Notice when access requested	No	Yes	Yes	Yes	Yes
8(1)	Transfer of request	No	Yes	Yes	No	No
9 (1)	Extension of time limits	No	Yes	Yes	No	No
9(2)	Notice of extension to Information Commissioner	No	Yes	Yes	Yes	Yes
10	Where access is refused	No	Yes	Yes	No	No
11(2)	Application Fee Waiver	No	Yes	Yes	No	No
12(2)(b)	Language of access	No	Yes	Yes	No	No
12(3)(b)	Access to record in alternative format	No	Yes	Yes	No	No
Exemption Provisions of the Access to Information Act						
13	Information obtained in confidence	No	Yes	No	No	No
14	Federal-provincial affairs	No	Yes	No	No	No
15	International affairs and defence	No	Yes	No	No	No
16	Law enforcement and investigations	No	Yes	Yes	No	No
16.5	<i>Public Servants Disclosure Protection Act</i>	No	Yes	No	No	No
17	Safety of individuals	No	Yes	No	No	No
18	Economic interests of Canada	No	Yes	No	No	No
18.1	Economic interest of certain government institutions	No	Yes	No	No	No
19	Personal information	No	Yes	Yes	No	No
20	Third party information	No	Yes	Yes	No	No
21	Advice, etc.	No	Yes	No	No	No
22	Testing procedures, tests and audits	No	Yes	No	No	No
22.1	Internal Audits	No	Yes	No	No	No
23	Protected information – solicitors, advocates and notaries	No	Yes	Yes	No	No
23.1	Protected information – patents and trade-marks	No	Yes	Yes	No	No
24	Statutory prohibitions against disclosure	No	Yes	Yes	No	No
Other Provisions of the Access to Information Act						
25	Severability	No	Yes	Yes	No	No
26	Refusal of access if information to be published	No	Yes	No	No	No
27(1), (4)	Notice to third parties	No	Yes	Yes	Yes	No
28(1)(b),	Representations of third party and decision	No	Yes	Yes	No	No
33	Notice to Information Commissioner of notices to third parties	No	Yes	Yes	Yes	No
35(2)(b)	Right to make representations	No	No	No	No	No
37(1)(c)	Notice of actions to implement recommendations of Commissioner	No	No	No	No	No
37(4)	Access to be given to complainant	No	Yes	No	No	No
41(2)	Review by Federal Court – government institution	No	No	No	No	No
43(2)	Service or notice of application to Federal Court for review	No	Yes	Yes	No	No
44(2)	Notice to person who requested record	No	Yes	Yes	No	No
52(2)(b), 52(3)	Special rules for hearings	No	No	No	No	No
94	Annual report – government institutions	No	No	No	No	No
96(3)	Notice of Provision of services related to access to information	No	No	No	No	No
96(5)	Spending authority	No	No	No	No	No
Access to Information Regulations						
6(1)	Transfer of request	No	Yes	No	No	No
8	Method of access	No	Yes	No	No	No
8.1	Limitations in respect of format	No	Yes	No	No	No

Privacy Act

Description	President	ADM CSB	DG PPMSD
All powers, duties and functions under the Act and Regulations	Full authority		

Description	Executive Dir, ATIP Ops Dir, ATIP Ops	Dir, PMD
All powers, duties and functions under the Act and Regulations, with noted exceptions	Full authority except Sections 8(2)(j), 8(2)(m), 8(5), 9(1), 9(4), 10	Full authority except Sections 14-28 inclusively

Provision	Description	Deputy Dir / Manager ATIP Ops	Team Leader/ Senior Advisor	Senior Analyst	Analyst
8(2)(j)	Disclosure for research or statistical purposes	No	No	No	No
8(2)(m)	Disclosure in the public interest or in the interest of the individual	No	No	No	No
8(4)	Copies of requests under paragraph 8(2)(e)	No	No	No	No
8(5)	Notice of disclosure under paragraph 8(2)(m)	No	No	No	No
9(1)	Record of disclosures to be retained	No	No	No	No
9(4)	Consistent uses	No	No	No	No
10	Personal information to be included in personal information banks	No	No	No	No
14(a)	Notice where access requested	Yes	Yes	Yes	No
14(b)	Giving access to the record	Yes	Yes	No	No
15	Extension of time limits	Yes	Yes	Yes	No
16	Where access is refused	Yes	Yes	No	No
17(2)(b)	Language of access	Yes	Yes	No	No
17(3)(b)	Access in an alternative format	Yes	Yes	No	No
18(2)	Exempt banks	Yes	No	No	No
19	Information obtained in confidence	Yes	No	No	No
20	Federal-provincial affairs	Yes	No	No	No
21	International affairs and defence	Yes	No	No	No
22	Law enforcement and investigations	Yes	No	No	No
22.3	<i>Public Servants Disclosure Protection Act</i>	Yes	No	No	No
23	Security clearances	Yes	No	No	No
24	Individuals sentenced for an offence	Yes	No	No	No
25	Safety of individuals	Yes	No	No	No
26	Information about another individual	Yes	Yes	No	No
27	Protected information – solicitors, advocates and notaries	Yes	Yes	No	No
27.1	Protected information – patents and trade-marks	Yes	Yes	No	No
28	Medical records	Yes	No	No	No
33(2)	Right to make representations	No	No	No	No
35(1)(b)	Notice of actions to implement recommendations of Commissioner	Yes	No	No	No
35(4)	Access to be given to complainant	Yes	No	No	No
36(3)(b)	Notice of actions to implement recommendations of Commissioner	Yes	No	No	No
51(2)(b),(3)	Special rules for hearings	No	No	No	No
72	Annual report to Parliament	No	No	No	No
73.1(3)	Notice of Provision of services related to privacy	No	No	No	No
73.1(5)	Spending authority	No	No	No	No
Privacy Regulations					
7	Retention of personal information requested under paragraph	No	No	No	No
9	Examination of information	Yes	Yes	Yes	Yes
11(2),11(4)	Notification concerning corrections	Yes	Yes	Yes	Yes
13(1)	Disclosure of personal information relating to physical or mental	Yes	Yes	No	No
14	Examination in presence of medical practitioner or psychologist	Yes	Yes	No	No

Legend

Yes	Delegated
No	No Delegation

Appendix B: Statistical Report on the *Access to Information Act*

Reporting period: 2023-04-01 to 2024-03-31. Data extracted on April 15, 2024.

Section 1: Requests Under the *Access to Information Act*

1.1 Number of Requests

Category	Number of requests
Received during reporting period	239
Outstanding from previous reporting periods	639
<ul style="list-style-type: none"> Outstanding from previous reporting period 	148
<ul style="list-style-type: none"> Outstanding from more than one reporting period 	491
Total	878
Closed during reporting period	308
Carried over to next reporting period	570
<ul style="list-style-type: none"> Carried over within legislated timeline 	110
<ul style="list-style-type: none"> Carried over beyond legislated timeline 	460

1.2 Sources of Requests

Source	Number of requests
Media	67
Academia	13
Business (private sector)	9
Organization	5
Public	82
Decline to Identify	63
Total	239

1.3 Channels of Requests

Source	Number of requests
Online	190
E-mail	47
Mail	2
In person	0
Phone	0
Fax	0
Total	239

Section 2: Informal Requests

2.1 Number of Informal Requests

Category	Number of requests
Received during reporting period	160
Outstanding from previous reporting periods	1
• Outstanding from previous reporting period	1
• Outstanding from more than one reporting period	0
Total	161
Closed during reporting period	145
Carried over to next reporting period	16

2.2 Channels of Informal Requests

Source	Number of requests
Online	124
E-mail	36
Mail	0
In person	0
Phone	0
Fax	0
Total	160

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
23	27	44	39	11	1	0	145

2.4 Pages Released Informally

Less Than 100 Pages Released		100 to 500 Pages Released		501 to 1,000 Pages Released		1,001 to 5,000 Pages Released		More Than 5,000 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
26	773	7	1,321	6	3,682	2	4,404	1	24,505

2.5 Pages Re-released Informally

Less Than 100 Pages Re-released		100 to 500 Pages Re-released		501 to 1,000 Pages Re-released		1,001 to 5,000 Pages Re-released		More Than 5,000 Pages Re-released	
Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released
50	1,677	39	7,045	2	1,204	10	24,169	2	82,432

Section 3: Applications to the Information Commissioner on Declining to Act on Requests

Category	Number of requests
Outstanding from previous reporting period	0
Sent during reporting period	0
Total	0
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Withdrawn during reporting period	0
Carried over to next reporting period	0

Section 4: Requests Closed During the Reporting Period

4.1 Disposition and Completion Time

Disposition of requests	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
All disclosed	1	3	6	5	2	4	8	29
Disclosed in part	2	14	10	13	20	23	88	170
All exempted	0	0	0	0	1	0	0	1
All excluded	0	0	0	1	0	0	7	8
No records exist	8	16	1	1	1	0	1	28
Request transferred	2	0	3	0	0	0	0	5
Request abandoned	17	13	4	3	1	3	24	65
Neither confirmed nor denied	0	1	0	0	0	0	1	2
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	30	47	24	23	25	30	129	308

4.2 Exemptions

Section	Number of requests
Information obtained in confidence	6
13(1)(a) – Foreign state	3
13(1)(b) – International organisation	7
13(1)(c) – Provincial government	0
13(1)(d) – Municipal government	0
13(1)(e) – Aboriginal government	13
14 – Federal-provincial affairs	15
14(a) – Consultations or deliberations	5
14(b) – Strategy or tactics	6
15(1) – International Affairs and Defence	9
15(1) – International Affairs	1
15(1) – Defence of Canada	0
15(1) – Subversive Activities	0

Section	Number of requests
Law enforcement and investigations	0
16(1)(a)(i) – Crime detection, prevention or suppression	0
16(1)(a)(ii) – Law enforcement	0
16(1)(a)(iii) – Security of Canada	0
16(1)(b) – Investigative techniques	0
16(1)(c) – Injurious to law enforcement or to lawful instigations	2
16(1)(d) – Security of penal institutions	1
16(2) – Facilitated commission of offence	1
16(2)(a) – Criminal methods or techniques	47
16(2)(b) – Technical information on weapons	0
16(2)(c) – Vulnerabilities	1
16(3) – Policing services for provinces or municipalities	0
Records related to investigations examinations and audits conducted by:	0
16.1(1)(a) – Auditor General of Canada	1
16.1(1)(b) – Commissioner of Official Languages for Canada	0
16.1(1)(c) – Information Commissioner	0
16.1(1)(d) – Privacy Commissioner	0
16.2(1) – Commissioner of Lobbying	0
16.3 – Investigations, examinations and reviews under the Canada Elections Act	0
Public Sector Integrity Commissioner	0
16.4(1)(a) – Information created by	11
16.4(1)(b) – information received by	1
16.5 – Provisions related to the Public Servants Disclosure Protection Act	14
16.6 – Provisions related to the Secretariat of National Security and Intelligence Committee of Parliamentarians	0
17 – Safety of Individuals	5
Economic Interests of Canada	1
18(a) – Trade secret	0
18(b) – Prejudice to Canada's competitive position	0

Section	Number of requests
18(c) – Scientific or technical research information	0
18(d) – Injurious to financial interest of Canada	147
18.1(1)(a) – Trade secrets of Canada Post Corporation	3
18.1(1)(b) – Trade secrets of Export Development Canada	60
18.1(1)(c) – Trade secrets of the Public Sector Pension Investment Board	1
18.1(1)(d) – Trade Secrets VIA Rail Canada Inc.	59
19(1) – Personal Information	18
Third Party Information	1
20(1)(a) – Trade secrets	0
20(1)(b) – Confidential financial, commercial, scientific or technical information	0
20(1)(b.1) – Information supplied in confidence	28
20(1)(c) – Could result in material financial loss or gain	25
20(1)(d) – Interferes with contractual or negotiation of third party	8
20.1 – Investments of the Public Sector Pension Investment Board	0
20.2 – Investments of the Canadian Pension Plan Investment Board	0
20.4 – Artist contract terms or donor identity - National Arts Center Corporation	0
Operations of Government	31
21(1)(a) – Advice to Minister	0
21(1)(b) – Consultations and deliberations	0
21(1)(c) – Negotiation plans or positions	1

4.3 Exclusions

Section	Number of requests
68(a) – Published material that is already accessible to the public	3
68(b) – Library or Museum material	0
68(c) – Materials placed in museums listed in the Act by or on behalf of persons or organizations other than government institutions	0

Section	Number of requests
68.1 – Information under the control of the Canadian Broadcasting Corporation	0
68.2(a) – General administration of Atomic Energy of Canada	0
68.2(b) – Operation of any nuclear facility	0
69(1) – Confidences of the King's Privy Council for Canada	24
69(1)(a) – Memoranda	0
69(1)(b) – Discussion papers	0
69(1)(c) – Agenda of Council	0
69(1)(d) – Records reflecting on government decision or the formulation of government policy	3
69(1)(e) – Records revealing ministers' positions during Cabinet deliberations	0
69(1)(f) – Draft legislation	0
69(1)(g) re (a) – Records that contain information about the contents of any record within a class of records referred to in paragraphs 69(1)(a) to (f).	1
69(1)(g) re (b) – Excludes records that contain discussion papers meant for Cabinet	0
69(1)(g) re (c) – Excludes records that contain the agenda of Cabinet or its committees	0
69(1)(g) re (d) – Excludes records of communications or discussions between ministers on government decisions or policies	3
69(1)(g) re (e) – Excludes records that show the positions taken by ministers during consultations or deliberations.	0
69(1)(g) re (f) – Excludes records that would reveal the content of Cabinet discussions and decision-making processes	0
69.1(1) – Certificate Evidence Act prohibiting the disclosure of	0

Section	Number of requests
information contained in a record	

4.4 Format of Information Released

Paper	Electronic: E-record	Electronic: Data set	Electronic: Video	Electronic: Audio	Other
15	183	1	0	0	0

4.5 Complexity

4.5.1 Relevant Pages Processed and Disclosed for Paper and E-record Formats

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
341,949	315,527	275

4.5.2 Relevant Pages Processed Per Request Disposition for Paper and E-record Formats by Size of Requests

Disposition	Less than 100 pages processed		100 to 500 pages processed		501 to 1,000 pages processed		1,001 to 5,000 pages processed		More than 5,000 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	24	416	2	650	1	952	1	2,684	1	214,449
Disclosed in part	99	2,871	33	7,394	12	8,310	23	49,501	3	54,596
All exempted	1	20	0	0	0	0	0	0	0	0
All excluded	8	76	0	0	0	0	0	0	0	0
Request abandoned	65	30	0	0	0	0	0	0	0	0
Neither confirmed nor denied	2	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
Total	199	3,413	35	8,044	13	9,262	24	52,185	4	269,045

4.5.3 Relevant Minutes Processed and Disclosed for Audio Formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

4.5.4 Relevant Minutes Processed per Request Disposition for Audio Formats by Size of Requests

Disposition	Less than 60 minutes processed		60 to 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
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0

Disposition	Less than 60 minutes processed		60 to 120 minutes processed		More than 120 minutes processed	
	Number of requests	Minutes processed	Number of requests	Minutes processed	Number of requests	Minutes processed
Total	0	0	0	0	0	0

4.5.5 Relevant Minutes Processed and Disclosed for Video Formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
154	0	1

4.5.6 Relevant Minutes Processed per Request Disposition for Video Formats by Size of Requests

Disposition	Less than 60 minutes processed		60 to 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	1	154
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
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	1	154

4.5.7 Other Complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	0	0	3	3
Disclosed in part	41	12	36	89
All exempted	1	0	0	1
All excluded	1	1	0	2
Request abandoned	0	0	0	0
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	43	13	39	95

4.6 Closed Requests

4.6.1 Requests Closed Within Legislated Timelines

Category	Requests Closed Within Legislated Timelines
Number of requests closed within legislated timelines	96
Percentage of requests closed within legislated timelines (%)	31.2%

4.7 Deemed Refusals

4.7.1 Principal Reasons for Not Meeting Legislated Timelines

Total Number of requests closed past the legislated timelines	Interference with Operations / Workload	External Consultation	Internal Consultation	Other
212	117	11	7	77

4.7.2 Requests 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	13	11	24
16 to 30 days	2	3	5
31 to 60 days	6	6	12
61 to 120 days	11	6	17
121 to 180 days	5	3	8
181 to 365 days	17	5	22
More than 365 days	104	20	124
Total	158	54	212

4.8 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 5: Extensions

5.1 Reasons for Extensions and Disposition of Requests

Disposition of Requests Where an Extension was Taken	9(1)(a) Interference with Operations / Workload	9(1)(b) Consultation: Section 69	9(1)(b) Consultation: Other	9(1)(c) Third Party Notice
All disclosed	1	0	4	0
Disclosed in part	28	1	18	6
All exempted	0	0	0	0
All excluded	1	0	0	0
Request abandoned	14	0	1	8
No records exist	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0
Total	44	1	23	14

5.2 Length of Extensions

Length of Extensions	9(1)(a) Interference with Operations / Workload	9(1)(b) Consultation: Section 69	9(1)(b) Consultation: Other	9(1)(c) Third Party Notice
30 days or less	13	0	4	0
31 to 60 days	7	1	12	14
61 to 120 days	20	0	2	0
121 to 180 days	2	0	3	0
181 to 365 days	1	0	2	0
365 days or more	1	0	0	0
Total	44	1	23	14

Section 6: Fees

Fee type	Fee collected		Fee waived		Fee refunded	
	Number of requests	Amount	Number of requests	Amount	Number of requests	Amount
Application	158	\$790.00	81	\$405.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	158	\$790.00	81	\$405.00	0	\$0.00

Section 7: Consultations Received From Other Institutions and Organizations

7.1 Consultations Received from Other Government of Canada Institutions and Organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	123	6,392	39	2,246
Outstanding from the previous reporting period	17	2,219	5	195
Total	140	8,611	44	2,441
Closed during the reporting period	133	7,628	40	2,229
Carried over within negotiated timelines	1	3	2	35
Carried over beyond negotiated timelines	6	980	2	177

7.2 Recommendations and Completion Time for Consultations Received from Other Government of Canada Institutions

Recommendation	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
Disclose entirely	25	42	21	7	5	4	0	104
Disclose in part	0	4	5	4	3	3	1	20
Exempt entirely	0	0	0	0	0	0	0	0

Recommendation	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
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	1	4	0	1	0	0	1	7
Other	2	0	0	0	0	0	0	2
Total	28	50	26	12	8	7	2	133

7.3 Recommendations and Completion Time for Consultations Received from Other Organizations Outside the Government of Canada

Recommendation	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
Disclose entirely	7	5	6	9	2	1	1	31
Disclose in part	0	0	3	0	2	1	1	7
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	1	0	0	0	0	0	1
Other	0	0	0	1	0	0	0	1
Total	7	6	9	10	4	2	2	40

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

Number of days	Fewer than 100 pages processed		100 to 500 pages processed		501 to 1,000 pages processed		1,001 to 5,000 pages processed		More than 5,000 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	4	5	0	0	0	0	0	0	0	0
16 to 30	9	55	2	6	0	0	0	0	0	0
31 to 60	11	108	4	145	0	0	1	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	24	168	6	151	0	0	1	0	0	0

8.2 Requests with Privy Council Office

Number of days	Fewer than 100 pages processed		100 to 500 pages processed		501 to 1,000 pages processed		1,001 to 5,000 pages processed		More than 5,000 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

Number of days	Fewer than 100 pages processed		100 to 500 pages processed		501 to 1,000 pages processed		1,001 to 5,000 pages processed		More than 5,000 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
Total	0	0	0	0	0	0	0	0	0	0

Section 9: Investigations and Reports of finding

9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal representations
27	14	11

9.2 Investigations and Reports of finding

Section 37(1) Initial Reports: Received	Section 37(1) Initial reports: Containing recommendations issues by the Information Commissioner	Section 37(1) Initial reports: Containing orders issued by the Information Commissioner	Section 37(2) Final Reports: Received	Section 37(2) Final reports: Containing recommendations issued by the Information Commissioner	Section 37(2) Final reports: Containing orders issued by the Information Commissioner
5	0	5	13	6	7

Section 10: Court Action

10.1 Court actions on complaints

Section 41: Complainant (1)	Section 41: Institution (2)	Section 41: Third Party (3)	Section 41: Privacy Commissioner (4)	Total
0	0	0	0	0

10.2 Court actions on third party notifications under paragraph 28(1)(b)

Section 44 - under paragraph 28(1)(b)
0

Section 11: Resources Related to the *Access to Information Act*

11.1 Allocated Costs

Expenditures	Amount
Salaries	\$2,849,261
Overtime	\$30,690
Goods and Services	\$1,135,482
Professional services contracts	\$1,067,609
Other	\$67,873
Total	\$4,015,433

11.2 Human resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	29.539
Part-time and casual employees	1.715
Regional staff	0.000
Consultants and agency personnel	4.520
Students	0.000
Total	35.774

Appendix C: Statistical Report on the *Privacy Act*

Reporting period: 2023-04-01 to 2024-03-31. Data extracted on April 15, 2024.

Section 1: Requests under the *Privacy Act*

1.1 Number of Requests

Category	Number of requests
Received during reporting period	59
Outstanding from previous reporting periods	12
• Outstanding from previous reporting period	7
• Outstanding from more than one reporting period	5
Total	71
Closed during reporting period	61
Carried over to next reporting period	10
• Carried over within legislated timeline	2
• Carried over beyond legislated timeline	8

1.2 Channels of Requests

Source	Number of requests
Online	57
E-mail	2
Mail	0
In person	0
Phone	0
Fax	0
Total	59

Section 2: Informal Requests

2.1 Number of Informal Requests

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

2.2 Channels of Informal Requests

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

2.3 Completion Time of Informal Requests

Completion Time							
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
0	0	0	0	0	0	0	0

2.4 Pages Released Informally

Less Than 100 Pages Released		100 to 500 Pages Released		501 to 1,000 Pages Released		1,001 to 5,000 Pages Released		More Than 5,000 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	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
All disclosed	3	0	0	1	0	1	0	5
Disclosed in part	3	2	8	0	0	0	1	14
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	8	4	3	0	0	1	0	16
Request abandoned	20	3	3	0	0	0	0	26
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	34	9	14	1	0	2	1	61

3.2 Exemptions

Section	Number of requests
18(2) – Disclosure may be refused	0
Personal information obtained in confidence. This includes information from: 19(1)(a) - the government of a foreign state or institution	0
19(1)(b) - international organization of states or an institution	0
19(1)(c) - government of a province or an institution	0

Section	Number of requests
19(1)(d) - a municipal or regional government	0
19(1)(e) - the council, as defined in the Westbank First Nation Self-Government Agreement	0
19(1)(f) - the council of a participating First Nation	0
Federal-provincial affairs 20 - Personal information for which the disclosure of which could reasonably be expected to be injurious to the conduct by the Government of Canada of federal-provincial affairs	0
21 – Personal information for which the disclosure of which could reasonably be expected to be injurious to the conduct of international affairs, the defence of Canada or any state allied or associated with Canada	0
Law enforcement and investigation 22(1)(a)(i) - The detection, prevention or suppression of crime	0
22(1)(a)(ii) - The enforcement of any law of Canada or a province	0
22(1)(a)(iii) - Activities suspected of constituting threats to the security of Canada	0
22(1)(b) - The disclosure of which could reasonably be expected to be injurious to the enforcement of any law of Canada or a province or the conduct of lawful investigations	0
22(1)(c) - The disclosure of which could reasonably be expected to be injurious to the security of penal institutions	0
Policing services for provinces or municipalities 22(2) – Personal information that was obtained or prepared by the Royal Canadian Mounted Police while performing policing services for a province or municipality where it was agreed to not to disclose the information	0
Information obtained by Privacy Commissioner 22.1 - personal information requested under this Act that was obtained or created by the Commissioner or on the Commissioner’s behalf in the course of an investigation	0
Public Sector Integrity Commissioner 22.2 – Personal information that was obtained or created by him or her or on his or her behalf in the course of an investigation	0
<i>Public Servants Disclosure Protection Act</i> 22.3 - The head of a government institution shall refuse to disclose personal information requested that was created for the purpose of making a disclosure under the <i>Public Servants Disclosure Protection Act</i> or in the	0

Section	Number of requests
course of an investigation into a disclosure under that Act	
Secretariat of National Security and Intelligence Committee of Parliamentarians 22.4 - Personal information requested that was obtained or created in the course of assisting the National Security and Intelligence Committee of Parliamentarians in fulfilling its mandate	0
Security clearances 23(a) - Required by the Government of Canada in respect of individuals employed by or performing services for the Government of Canada	0
23(b) - if disclosure of the information could reasonably be expected to reveal the identity of the individual who furnished the investigative body with the information	0
Individuals sentenced for an offence 24(a) - Lead to a serious disruption of the individual's institutional, parole or statutory release program	0
24(b) - Reveal information about the individual originally obtained on a promise of confidentiality, express or implied	0
25 - Safety of Individuals	0
26 - Personal information about an individual cannot be disclosed without their consent if it identifies another individual	14
27 – Protected information - solicitors, advocates, and notaries	0
27.1 – Protected information – patents and trademarks	0
28 – Medical records	0

3.3 Exclusions

Section	Number of requests
69(1)(a) - Library or museum material preserved solely for public reference or exhibition purposes	0
69(1)(b) - Material placed in the Library and Archives of Canada, the National Gallery of Canada, and a number of museums by or on behalf of persons or organizations other than government institutions	0
Canadian Broadcasting Corporation 69.1 - Personal information that the Canadian Broadcasting Corporation collects, uses or discloses for journalistic, artistic or literary purposes and does not collect, use or disclose for any other purpose	0
70(1) - Confidences of the Privy Council	0

Section	Number of requests
70(1)(a) - Memoranda the purpose of which is to present proposals or recommendations to Council	0
70(1)(b) - Discussion papers the purpose of which is to present background explanations, analyses of problems or policy options to Council for consideration by Council in making decisions	0
70(1)(c) - Agenda of Council or records recording deliberations or decisions of Council	0
70(1)(d) - Records used for or reflecting communications or discussions between ministers of the Crown on matters relating to the making of government decisions or the formulation of government policy	0
70(1)(e) - Records to brief ministers of the Crown in relation to matters that are before, or are proposed to be brought before Council	0
70(1)(f) – Draft legislation	0
70.1 – <i>Canada Evidence Act</i>	0

3.4 Format of Information Released

Paper	Electronic: E-record	Electronic: Data set	Electronic: Video	Electronic: Audio	Other
0	19	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
1,119	1,045	45

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 to 500 pages processed		501 to 1,000 pages processed		1,001 to 5,000 pages processed		More than 5,000 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	5	99	0	0	0	0	0	0	0	0
Disclosed in part	11	493	3	527	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	26	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	42	592	3	527	0	0	0	0	0	0

3.5.3 Relevant Minutes Processed and Disclosed for Audio Formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

3.5.4 Relevant Minutes Processed Per Request Disposition for Audio Formats by Size of Requests

Disposition	Less than 60 minutes processed		60 to 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 to 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

Category	Requests Closed Within Legislated Timelines
Number of requests closed within legislated timelines	43
Percentage of requests closed within legislated timelines (%)	70.5%

3.7 Deemed Refusals

3.7.1 Reasons for Not Meeting Legislated Timelines

Total Number of requests closed past the statutory deadline	Interference with Operations / Workload	External Consultation	Internal Consultation	Other
18	10	0	0	8

3.7.2 Requests Closed Beyond Legislated Timelines (including any extension taken)

Number of days past deadline	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	8	0	8
16 to 30 days	6	0	6
31 to 60 days	0	0	0
61 to 120 days	1	0	1
121 to 180 days	0	0	0
181 to 365 days	2	0	2
More than 365 days	0	1	1
Total	17	1	18

3.8 Requests for Translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Section 4: Disclosures under Subsections 8(2) and 8(5)

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Subsection 8(5)	Total
0	0	0	0

Section 5: Requests for Correction of Personal Information and Notations

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

Section 6: Extensions

6.1 Reasons for Extensions and Disposition of Requests

Reason for Extension	Number of Requests Where an Extension was Taken
15(a)(i) Interference with Operations: Further Review Required to Determine Exemptions	0
15(a)(i) Interference with Operations: Large Volume of Pages	0
15(a)(i) Interference with Operations: Large Volume of Requests	0
15(a)(i) Interference with Operations: Documents are Difficult to Obtain	1
15(a)(ii) Consultation: Cabinet Confidence (Section 70)	0
15(a)(ii) Consultation: External	0
15(a)(ii) Consultation: Internal	0
15(b) Translation Purposes or Conversion	0
Total	1

6.2 Length of Extensions

Reason for Extension	1 to 15 days	16 to 30 days	31 days or greater	Total
15(a)(i) Interference with Operations: Further Review Required to Determine Exemptions	0	0	N/A	0
15(a)(i) Interference with Operations: Large Volume of Pages	0	0	N/A	0
15(a)(i) Interference with Operations: Large Volume of Requests	0	0	N/A	0
15(a)(i) Interference with Operations: Documents are Difficult to Obtain	0	1	N/A	1
15(a)(ii) Consultation: Cabinet Confidence (Section 70)	0	0	N/A	0
15(a)(ii) Consultation: External	0	0	N/A	0
15(a)(ii) Consultation: Internal	0	0	N/A	0
15(b) Translation Purposes or Conversion	0	0	0	0

Section 7: Consultations Received From Other Institutions and Organizations

7.1 Consultations Received from Other Government of Canada Institutions and Other Organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during 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	0	0	0	0

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
within negotiated timelines				
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	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
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

7.3 Recommendations and Completion Time for Consultations Received from Other Organizations outside the Government of Canada

Recommendation	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
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 to 500 pages processed		501 to 1,000 pages processed		1,001 to 5,000 pages processed		More than 5,000 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 to 500 pages processed		501 to 1,000 pages processed		1,001 to 5,000 pages processed		More than 5,000 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 Investigation Notices Received

Section 31	Section 33	Section 35	Court Action	Total
4	1	6	0	11

Section 10: Privacy Impact Assessments (PIA) and Personal Information Banks (PIB)

10.1 Privacy Impact Assessments

Number of PIA(s) Completed	1
Number of PIA(s) Modified	1

10.2 Institution-Specific and Central Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	18	2	0	5
Central	0	0	0	0
Total	18	2	0	5

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	\$1,338,443
Overtime	\$20,284
Goods and Services	\$339,660
Professional services contracts	\$302,088
Other	\$37,572
Total	\$1,698,387

12.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	11.803
Part-time and casual employees	1.246
Regional staff	0.000
Consultants and agency personnel	1.219
Students	0.321
Total	14.589

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

In addition to completing the forms for the Statistical Reports on the ATIA and *Privacy Act* for 2023-2024, institutions were asked to complete this Supplemental Report. The data requirements are set out in the tables below.

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

1.1 The following table reports 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 2023-2024	69	51	120
Received in 2022-2023	1	65	66
Received in 2021-2022	39	238	277
Received in 2020-2021	0	78	78
Received in 2019-2020	0	14	14
Received in 2018-2019	0	8	8
Received in 2017-2018	0	4	4
Received in 2016-2017	0	2	2
Received in 2015-2016	0	0	0
Received in 2014-2015 or earlier	0	1	1
Total	109	461	570

1.2 The following table reports 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 2023-2024	10
Received in 2022-2023	1
Received in 2021-2022	1
Received in 2020-2021	1
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 or earlier	0
Total	13

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

2.1 The following table reports 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 2023-2024	1	2	3
Received in 2022-2023	0	2	2
Received in 2021-2022	0	2	2
Received in 2020-2021	0	3	3
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 or earlier	0	0	0
Total	1	9	10

2.2 The following table reports 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 2023-2024	1
Received in 2022-2023	1
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 or earlier	0
Total	2

Section 3: Social Insurance Number (SIN)

The Public Health Agency of Canada did not receive authority for a new collection or new consistent use of the SIN in 2023-2024.

Section 4: Universal Access under the *Privacy Act*

The Public Health Agency of Canada received two requests confirmed from foreign nationals outside of Canada in 2023-2024.