



Government of Canada
Privy Council Office

Gouvernement du Canada
Bureau du Conseil privé



2023 – 2024

Annual Report to
Parliament
on the *Privacy Act*

Privy Council Office
April 1, 2023 to March 31, 2024

Annual Report to Parliament on the *Privacy Act* 2023-2024 **Privy Council Office**

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Annual Report to Parliament on the *Privacy Act* 2023-2024 **Privy Council Office**

Introduction

The Privy Council Office (PCO) reports directly to the Prime Minister and is headed by the Clerk of the Privy Council and Secretary to the Cabinet. PCO is both the Cabinet secretariat and the Prime Minister's source of public service advice across the entire spectrum of policy questions and operational issues facing the Government. As the hub of non-partisan public service support to the Prime Minister, Cabinet and its decision-making structures, PCO ensures that the Government and Canadians are served by the highest quality public service.

PCO also provides support to the Prime Minister, as well as to the Deputy Prime Minister and Minister of Finance, the Leader of the Government in the House of Commons, Minister of Public Safety, Democratic Institutions and Intergovernmental Affairs, and the President of the King's Privy Council for Canada and Minister of Emergency Preparedness and Minister responsible for the Pacific Economic Development Agency of Canada.

PCO's three (3) main roles are to:

1. Provide professional non-partisan advice to the Prime Minister, portfolio ministers, Cabinet and Cabinet committees on matters of national and international importance.
2. Ensure that the Cabinet decision-making process runs smoothly and help implement the Government's agenda.
3. Foster a high-performing and accountable Public Service.

This is the *41st* Annual Report to Parliament on the administration of the *Privacy Act* (PA) by PCO, submitted as required by section 72 of the PA and section 20 of the *Service Fees Act*. This report covers the reporting period of April 1, 2023, to March 31, 2024.

Additional copies of this report may be obtained from:

Access to Information and Privacy Division
Privy Council Office
11 Metcalfe Street
Ottawa, Ontario K1A 0A3

Highlights

- a) In the 2023-2024 fiscal year, nineteen (19) privacy requests were received, which is an increase compared to the eight (8) requests received in 2022-2023.
- b) During the reporting period, PCO worked with the Office of the Privacy Commissioner (OPC) on several files across the department dealing with personal information. PCO did not complete any Privacy Impact Assessments (PIAs) in 2023-2024.

Access to Information and Privacy division – organizational structure

The ATIP division within PCO is responsible for managing requests for departmental or personal information, ensuring corporate understanding and compliance with the ATIA and the *Privacy Act* (PA), and fostering corporate awareness of access and privacy rights and responsibilities. On matters of access and privacy, the ATIP division also acts as a primary liaison with the Office of the Information Commissioner (OIC), the Office of the Privacy Commissioner (OPC), the Access to Information Policy and Performance Division (AIPPD) of Treasury Board of Canada Secretariat (TBS), and partner departments.

The ATIP division has a personnel complement of approximately 23.4 full-time equivalents (FTEs), 3.8 part-time and casual employees and 8.4 students. Staff are organized into two (2) areas of responsibility as follows:

1) ATIP operations (20.4 FTEs, 3.8 part-time and casual and 6.4 students)

- Processes ATIP requests;
- Oversees the collection and release of personal and/or business information;
- Provides expertise in ATIP policy;
- Researches trends and best practices in ATIP;
- Develops and delivers ATIP training programs; and
- Proactively discloses and publishes briefing note titles, transition material, Question Period cards and committee binders.

2) Client services (3 FTEs and 2 students)

- Coordinates training and prepares promotional products;
- Processes responses to parliamentary questions and petitions on behalf of PCO; and,
- Provides database administration.

Of the personnel complement of 23.4 FTEs in 2023-2024, approximately 19.4 FTEs were dedicated to activities related to the administration of the *Access to Information Act* and one (1) FTE was dedicated to activities related to the administration of the *Privacy Act*.

Monitoring compliance

In order to meet the legislative deadlines for privacy requests, the timelines of individual requests are strictly monitored. Regular meetings and various reports are used to ensure all requests are on track to meet the deadlines. Given our delegation orders (described in the next section), the ATIP division works very closely with our Offices of Primary Interest (OPIs) to ensure tasking and signoff timelines are respected.

Privy Council Office delegation orders

The Minister heading each government institution is responsible for the implementation of the PA within his or her institution. The Prime Minister, as the Head of the Privy Council Office (PCO) and pursuant to section 73 of the PA, is responsible for the implementation of the PA within PCO. By virtue of PCO's delegation order, the Prime Minister designated the Executive Director, ATIP, as the individual within PCO to perform the powers, duties, functions, or administrative tasks pertaining to the PA. PCO Secretariats, or OPIs, holders of the information identified in a privacy request, approve the release of information to requesters and the application of exemptions or exclusions and supporting rationales. This shared delegation of authority for the disposition of information is exercised diligently within PCO and recorded formally at appropriate stages in the process. PCO delegation orders, which were in effect in 2023-2024, can be found at Appendix A.

Education and training activities

Within the ATIP division, meetings are held on a weekly basis to ensure all requests meet the legislated due dates, as well as to review legislated extensions and discuss any new procedures. PCO provides information on ATIP requirements and best practices through learning products, special events in the branch and/or the department, as well as on the intranet.

In 2023-2024, PCO provided ATIP training or awareness sessions to approximately one hundred and ninety-eight (198) employees through fifteen (15) training events during the reporting period. These sessions consisted of an overview of ATIP to internal secretariats to deliver insight on the ATIP process, related information management topics, and the application of exemptions.

PCO senior officials were provided with a summary of the access and privacy statistics on performance and compliance to promote understanding of access and privacy responsibilities. The Executive Director of ATIP maintained regular contact with senior staff in the department, and ATIP senior staff met with senior officials in PCO Secretariats to clarify the roles and enhance working relationships. Throughout the 2023-2024 reporting period, ATIP analysts liaised with clients to explain the five-stage request timeline and their working role, as well as train on processes such as the search for records.

PCO personnel have access to key information on access and privacy. This information is readily available as instructional ATIP handouts, an email box for questions, takeaway learning tools, as well as comprehensive and educational electronic content on PCO's intranet.

Other activities

a) General operations

The ATIP division provides support to requesters not captured by statistics. For example, routine inquiries about privacy and personal information matters are received which, whenever possible, are treated informally and to the satisfaction of the requesters. Further, ATIP provides advice and guidance on privacy matters and activities across the department. The ATIP division conducts PIAs and assists officials in various areas of the department to ensure that any activity related to personal information complies with PCO's responsibilities under the PA.

b) Data matching and sharing

For the 2023-2024 reporting period, PCO did not establish any new systems or processes that led to data matching or sharing of personal information, either within the department or with any external sources. The department was not involved in any data matching activities.

Privacy-related policies, guidelines, and procedures

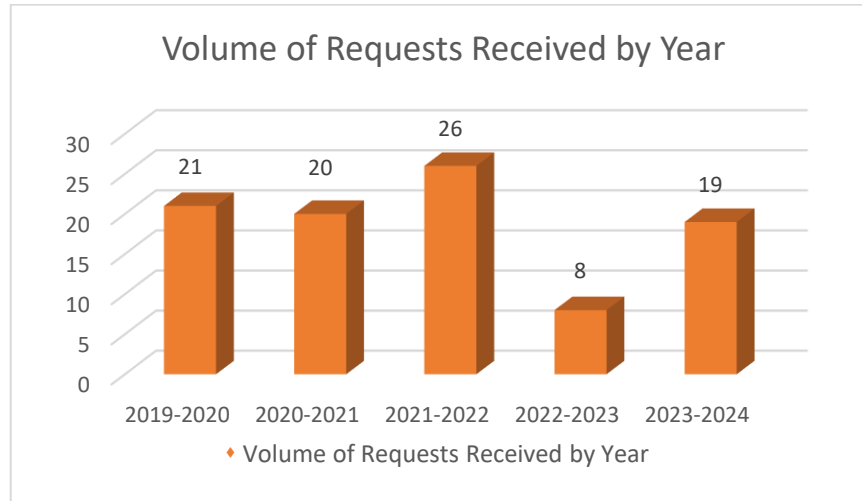
PCO did not implement any new privacy policies, guidelines, or procedures during the 2023-2024 reporting period.

Interpretation of the Statistical Report

The 2023-2024 Statistical Report on the *Privacy Act* can be found at Appendix B.

PART 1 – Number of requests received

Between April 1, 2023 and March 31, 2024, PCO received nineteen (19) requests for personal information under the PA, compared to eight (8) received the previous year.



PART 2 – Informal requests

PCO did not receive any informal requests under the PA in 2023-2024.

PART 3 – Requests closed during the reporting period

3.1 Disposition and completion time during the reporting period

In 2023-2024, PCO completed twelve (12) requests for personal information under the PA. The disposition of the completed privacy requests was as follows:

- Five (5) requests (41.7%) disclosed in part;
- Two (2) requests (16.7%) abandoned;
- Four (4) requests (33.3%) where no records existed; and
- One (1) request (8.3%) fully disclosed.

There were twenty-one (21) requests that remained active and carried over into 2024-2025.

A privacy request may require more than 30 days to complete, under certain circumstances, such as the necessity to consult with external organizations or due to the volume of pages to review. In 2023-2024, five (5) requests were completed within a 30-day timeframe, two (2) requests were completed within 31 to 60 days, three (3) were complete within 61 to 120 days, one (1) request was completed within 181 to 365 days, and one (1) request was completed beyond within 365 days.

3.2 Exemptions

There are instances where information qualifies for necessary protection under the PA. In 2023-2024, exemptions were invoked for the following number of requests:

- Three (3) requests under section 26 – information about another individual;
- One (1) request under section 27 – information subject to solicitor-client privilege.

3.3 Exclusions

The PA does not apply to certain publicly available information described by subsection 69(1) and subsection 69(2) of the PA, nor to Confidences of the King's Privy Council for Canada pursuant to subsection 70(1). During this reporting period, s. 69 was not cited, while paragraphs 70(1)(a) and 70(1)(c) were each cited once.

3.4 Format of information released

In 2023-2024, PCO provided electronic copies of responsive records to requesters in Twelve (12) instances. Two (2) requesters elected to receive information in paper format.

3.5 Complexity

3.5.1 Relevant pages processed and disclosed for paper and e-formats

In 2023-2024, 2859 relevant pages were processed in response to the eight (8) completed requests where records were found, of which 1575 pages were disclosed.

3.5.2 Relevant pages processed and disclosed for paper and e-record format by size of requests

Of the eight (8) requests for which records existed and were disclosed in part or in full: five (5) had less than 100 pages to process; two (2) had between 100-500 pages; none had between 501-1000; and one (1) had more than 5000 pages.

3.5.3 Relevant minutes processed and disclosed for audio formats

PCO did not process any audio records in 2023-2024.

3.5.4 Relevant minutes processed per request disposition for audio formats by size of requests

PCO did not process any audio records in 2023-2024.

3.5.5 Relevant minutes processed per request disposition for video formats by size of requests

PCO did not process any records in video format during the reporting period.

3.5.6 Relevant minutes processed per request disposition for video formats by size of requests.

PCO did not process any records in video format during the reporting period.

3.5.7 Other complexities

The complex interdepartmental nature of information in many records under the control of PCO often necessitates external consultations and/or legal advice. This requirement is the principal reason why some requests take an extended length of time to process.

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

In the 2023-2024 reporting period, four (4) requests (33.3%) were closed within legislated timelines, compared to eight (8) requests (38.1%) in 2022-2023.

3.7 Deemed refusals

3.7.1 Reasons for not meeting legislated timelines

During the 2023-2024 fiscal year, eight (8) requests were closed past the statutory deadline. Of those requests, seven (7) were closed outside the legislated timelines due to interferences with operations and workload. The remaining one (1) request was not completed within the legislated timelines due to external consultation.

3.7.2 Requests closed beyond legislated timelines (including any extension taken)

Of the eight (8) requests closed beyond legislated timelines: three (3) were closed within 30 days after the legislated timeline; three (3) were closed within 31 to 60 days; one (1) was closed within 121 to 180 days; and one (1) was closed beyond 365 days.

3.8 Requests for translation

The PA states at subsection 17(2) that “where access to personal information is to be given under this Act and the individual to whom access is to be given requests that access be given in one of the official languages of Canada, (a) access shall be given in that language, if the personal information already exists under the control of a government institution in that language; and (b) where the personal information does not exist in that language, the head of the government institution that has control of the personal information shall cause it to be translated or interpreted for the individual if the head of the institution considers a translation or interpretation to be necessary to enable the individual to understand the information.”

During this reporting period, there were no translations requested.

PART 4 – Disclosure under subsections 8(2) and 8(5)

The PA sets out specific circumstances at subsection 8(2) in which government institutions may disclose personal information without the individual's consent. Paragraph 8(2)(e) of the PA permits the disclosure of personal information “to an investigative body specified in the regulations, on the written request of the body, for the purpose of enforcing any law of Canada or a province or carrying out a lawful investigation, if the request specifies the purpose and describes the information to be disclosed.” Paragraph 8(2)(m) of the PA permits the disclosure of personal information when “(i) the public interest in disclosure clearly outweighs any invasion of privacy that could result from the disclosure, or (ii) disclosure would clearly benefit the individual to whom the information relates”.

No disclosures were made under subsection 8(2)(e) or subsection 8(2)(m) of the PA during the 2023-2024 reporting period.

In addition, subsection 8(5) of the PA indicates that the government institution “shall notify the Privacy Commissioner in writing of any disclosure of personal information under paragraph (2)(m) prior to the disclosure where reasonably practicable or in any other case forthwith on the disclosure, and the Privacy Commissioner may, if the Commissioner deems it appropriate, notify the individual to whom the information relates of the disclosure”.

During the 2023-2024 reporting period, no disclosures were made under subsection 8(5) of the PA.

PART 5 - Requests for correction of personal information and notations

The PA specifies at subsection 12(1) that any Canadian citizen or permanent resident of Canada has a right to and shall, on request, be given access to any personal information about the individual found in a personal information bank and personal information under the control of a government institution. An individual should be entitled to correction of personal information where there is an error or omission, a request that a notation be attached, and assurance that any party who has requested the information within the last two (2) years be notified of the correction and make changes to their copies.

There were no requests for correction of personal information and notations made during the reporting period.

PART 6 – Extensions

6.1 Reasons for extensions

The PA provides for extensions to the legislated 30-day time limit, for consultations or if meeting the original time limit would unreasonably interfere with the operations of the government institution.

In 2023-2024, five (5) extensions were taken, four (4) extensions were taken to accommodate operations under s. 15(a)(i), and one (1) extension was taken to complete consultations under s. 15(a)(ii).

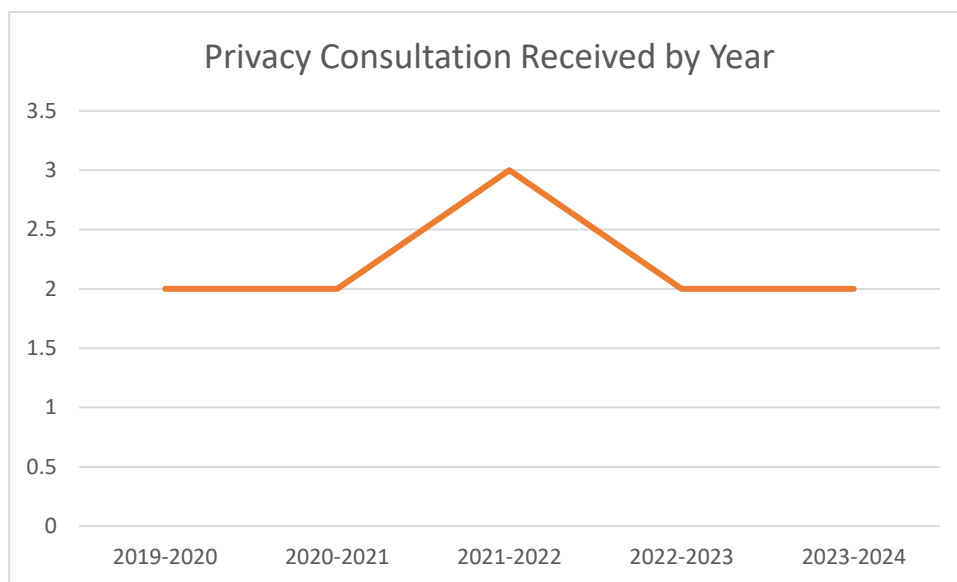
6.2 Length of extensions

In 2023-2024, five (5) extensions were taken for an additional 16 to 30 days.

PART 7 – Consultations received from other institutions and organizations

7.1 Consultations received from other Government of Canada institutions and other organizations

PCO received one (1) privacy consultation from another government institution in the 2023-2024 fiscal year, and one (1) was carried forward from the previous year, totaling 44 pages. This volume is consistent with the previous fiscal year, as shown in the chart below. The processing of consultation requests requires resources at a level similar to the processing of privacy requests.



7.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Of the two (2) consultations received or carried forward into the 2023-2024 fiscal year, both were closed in 2023-2024, and completed between 61 and 120 days.

7.3 Recommendations and completion time for consultations received from other organizations

During the 2023-2024 reporting period, no consultations were received from other organizations.

PART 8 – Completion time of consultations on Cabinet confidences

8.1 Requests with legal services

Note that in regard to ATIP, PCO consults only with the PCO Legal Services Sector (PCO LSS). Therefore, no data appears in the table entitled “Completion Time of Consultations on Cabinet Confidences - Requests with Legal Services.”

8.2 Requests with Privy Council Office

ATIP consulted PCO LSS on two (2) of the requests that were closed in the reporting period, up from one (1) in 2022-2023.

PART 9 – Complaints and investigations notices received

In 2023-2024, twelve(12) complaints were submitted to the Office of the Privacy Commissioner.

PART 10 – Privacy Impact Assessments and Personal information Banks

10.1 Privacy Impact Assessments

PCO did not complete any PIAs in 2023-2024.

10.2 Personal Information Banks

PCO currently has fifty-two (52) active Personal Information Banks (PIBs) in 2023-2024.

PART 11 – Material privacy breaches

In the 2023-2024 reporting period, no material privacy breaches occurred or were reported to TBS or the OPC.

Part 12 – Resources related to the *Privacy Act*

12.1 Allocated costs

In the 2023-2024 reporting period, the total salary cost associated with administering the PA was \$101,705. There were no overtime or specific goods and services costs attributed to the application of the PA.

12.2 Human Resources

In 2023-2024, ATIP had a personnel complement of 23.4 FTEs. Of those, approximately one (1 FTE was dedicated to activities related to the administration of the *Privacy Act*. This is consistent with the previous three (3) years.

Appendices

Appendix A: Delegation orders

Appendix B: 2023-2024 Statistical Report on the *Privacy Act*

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

Appendix A: Delegation order

Privacy Act

DELEGATION ORDER

The Prime Minister, as head of the Privy Council Office and pursuant to section 73(1) of the *Privacy Act*^a, hereby designates the officers or employees holding the positions set out in the schedule hereto, and any persons acting in those positions, to exercise or perform the powers, duties and functions of the Prime Minister as the head of a government institution under the sections of the Act and the regulations opposite each position in the schedule.

This delegation order supercedes all previous delegation orders.

Loi sur la protection des renseignements personnels

ARRÊTÉ DE DÉLÉGATION

Le Premier ministre, en sa qualité de responsable du Bureau du Conseil privé et conformément à l'article 73(1) de la *Loi sur la protection des renseignements personnels*^a, délègue aux titulaires des postes énumérés en annexe, et à toutes autres personnes agissant dans ces postes de façon intérimaire, ses attributions à titre de responsable d'une institution fédérale aux termes des articles de la Loi et du règlement figurant en regard de chaque poste à l'annexe.

Le présent arrêté de délégation remplace et annule tout arrêté qui le précède.



Prime Minister / Premier ministre

2020-10-02
Date

^aR.S. 1985, c. P-21 / L.R. 1985, ch. P-21

SCHEDULE / ANNEXE

| Position / Poste | Sections of the Access to Information Act^a / Articles de la Loi sur l'accès à l'information^a | Sections of the Access to Information Regulations^b / Articles du Règlement sur l'accès à l'information^b |
|---|---|--|
| 1. Clerk of the Privy Council and Secretary to the Cabinet. / <i>Greffier du Conseil privé et Secrétaire du Cabinet.</i> | Full delegation. / <i>Délégation entière.</i> | Full delegation. / <i>Délégation entière.</i> |
| 2. Any senior management position within the Privy Council Office that reports directly to the position set out in paragraph 1 above. / <i>Tout poste de la haute gestion au sein du Bureau du Conseil privé, qui se rapporte directement au poste indiqué au paragraphe 1 ci-dessus.</i> | Full delegation. / <i>Délégation entière.</i> | Full delegation. / <i>Délégation entière.</i> |
| 3. All Assistant Secretaries and Assistant Deputy Ministers within the Privy Council Office. / <i>Tous les Secrétaires adjoints et les Sous-ministres adjoints au sein du Bureau du Conseil privé.</i> | Full delegation. / <i>Délégation entière.</i> | Full delegation. / <i>Délégation entière.</i> |
| 4. Any management position that is responsible for a unit within the Privy Council Office and that reports directly to a position covered by paragraph 2 above other than the Assistant Deputy Minister of Corporate Services Branch. / <i>Tout poste de gestionnaire qui est responsable pour une unité au sein du Bureau du Conseil privé et qui se rapporte directement à un poste envisagé au paragraphe 2 ci-dessus autre que le Sous-ministre adjoint de la Direction générale des services ministériels.</i> | Full delegation. / <i>Délégation entière.</i> | Full delegation. / <i>Délégation entière.</i> |
| 5. Coordinator of Access to Information within the Privy Council Office. / <i>Coordonateur/trice de l'accès à l'information au sein du Bureau du Conseil privé.</i> | 7; 8(1); 9; 10; 11(2); 12(2)(b); 12(3)(b); 13; 19; 20; 27(1); 27(4); 28(1)(b); 28(2); 28(4); 33; 37(4); 43(2); 44(2). | 6(1); 8. |

^a R.S., 1985, c. A-1 / L.R., 1985, ch. A-1
^b SOR/83-507 / DORS/83-508

Appendix B: 2023-2024 Statistical Report on the *Privacy Act*



Statistical Report on the *Privacy Act*

Name of institution: Privy Council Office
 Reporting period: 2023-04-01 to 2024-03-31

Section 1: Requests Under the *Privacy Act*

1.1 Number of requests received

| | | Number of Requests |
|---|----|--------------------|
| Received during reporting period | | 19 |
| Outstanding from previous reporting periods | | 14 |
| • Outstanding from previous reporting period | 1 | |
| • Outstanding from more than one reporting period | 13 | |
| Total | | 33 |
| Closed during reporting period | | 12 |
| Carried over to next reporting period | | 21 |
| • Carried over within legislated timeline | 6 | |
| • Carried over beyond legislated timeline | 15 | |

1.2 Channels of requests

| Source | Number of Requests |
|--------------|--------------------|
| Online | 17 |
| E-mail | 1 |
| Mail | 1 |
| In person | 0 |
| Phone | 0 |
| Fax | 0 |
| Total | 19 |

Section 2: Informal requests

2.1 Number of informal requests

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

2.2 Channels of informal requests

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

2.3 Completion time of informal requests

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

2.4 Pages released informally

| Less Than 100 Pages Released | | 100-500 Pages Released | | 501-1000 Pages Released | | 1001-5000 Pages Released | | More Than 5000 Pages Released | |
|------------------------------|----------------|------------------------|----------------|-------------------------|----------------|--------------------------|----------------|-------------------------------|----------------|
| number of Requests | Pages Released | number of Requests | Pages Released | number of Requests | Pages Released | number of Requests | Pages Released | number of Requests | Pages Released |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Section 3: Requests Closed During the Reporting Period

3.1 Disposition and completion time

| Disposition of Requests | Completion Time | | | | | | | Total |
|------------------------------|-----------------|---------------|---------------|----------------|-----------------|-----------------|--------------------|-----------|
| | 0 to 15 Days | 16 to 30 Days | 31 to 60 Days | 61 to 120 Days | 121 to 180 Days | 181 to 365 Days | more Than 365 Days | |
| All disclosed | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| Disclosed in part | 0 | 0 | 0 | 3 | 0 | 1 | 1 | 5 |
| All exempted | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| All excluded | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| No records exist | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 4 |
| Request abandoned | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Neither confirmed nor denied | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 2 | 3 | 2 | 3 | 0 | 1 | 1 | 12 |

3.2 Exemptions

| Section | Number of Requests | Section | Number of Requests | Section | Number of Requests |
|----------|--------------------|---------------|--------------------|---------|--------------------|
| 18(2) | 0 | 22(1)(a)(i) | 0 | 23(a) | 0 |
| 19(1)(a) | 0 | 22(1)(a)(ii) | 0 | 23(b) | 0 |
| 19(1)(b) | 0 | 22(1)(a)(iii) | 0 | 24(a) | 0 |
| 19(1)(c) | 0 | 22(1)(b) | 1 | 24(b) | 0 |
| 19(1)(d) | 0 | 22(1)(c) | 0 | 25 | 0 |
| 19(1)(e) | 0 | 22(2) | 0 | 26 | 3 |
| 19(1)(f) | 0 | 22.1 | 0 | 27 | 1 |
| 20 | 0 | 22.2 | 0 | 27.1 | 0 |
| 21 | 0 | 22.3 | 0 | 28 | 0 |
| | | 22.4 | 0 | | |

3.3 Exclusions

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

3.4 Format of information released

| Paper | Electronic | | | | Other |
|-------|------------|----------|-------|-------|-------|
| | E-record | Data set | Video | Audio | |
| 0 | 6 | 0 | 0 | 0 | 0 |

3.5 Complexity

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

| Number of Pages Processed | Number of Pages Disclosed | Number of Requests |
|---------------------------|---------------------------|--------------------|
| 2859 | 1575 | 8 |

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

| Disposition | Less Than 100 Pages Processed | | 100-500 Pages Processed | | 501-1000 Pages Processed | | 1001-5000 Pages Processed | | More Than 5000 Pages Processed | |
|------------------------------|-------------------------------|-----------------|-------------------------|-----------------|--------------------------|-----------------|---------------------------|-----------------|--------------------------------|-----------------|
| | Number of Requests | Pages Processed | Number of Requests | Pages Processed | Number of Requests | Pages Processed | Number of Requests | Pages Processed | Number of Requests | Pages Processed |
| All disclosed | 1 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Disclosed in part | 2 | 91 | 2 | 414 | 0 | 0 | 1 | 2350 | 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 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Neither confirmed nor denied | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 5 | 95 | 2 | 414 | 0 | 0 | 1 | 2350 | 0 | 0 |

3.5.3 Relevant minutes processed and disclosed for audio formats

| Number of Minutes Processed | Number of Minutes Disclosed | Number of Requests |
|-----------------------------|-----------------------------|--------------------|
| 0 | 0 | 0 |

3.5.4 Relevant minutes processed per request disposition for audio formats by size of requests

| Disposition | Less than 60 Minutes processed | | 60-120 Minutes processed | | More than 120 Minutes processed | |
|------------------------------|--------------------------------|-------------------|--------------------------|-------------------|---------------------------------|-------------------|
| | Number of requests | Minutes Processed | Number of requests | Minutes Processed | Number of requests | Minutes Processed |
| All disclosed | 0 | 0 | 0 | 0 | 0 | 0 |
| Disclosed in part | 0 | 0 | 0 | 0 | 0 | 0 |
| All exempted | 0 | 0 | 0 | 0 | 0 | 0 |
| All excluded | 0 | 0 | 0 | 0 | 0 | 0 |
| Request abandoned | 0 | 0 | 0 | 0 | 0 | 0 |
| Neither confirmed nor denied | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 |

3.5.5 Relevant minutes processed and disclosed for video formats

| Number of Minutes Processed | Number of Minutes Disclosed | Number of Requests |
|-----------------------------|-----------------------------|--------------------|
| 0 | 0 | 0 |

3.5.6 Relevant minutes processed per request disposition for video formats by size of requests

| Disposition | Less than 60 Minutes processed | | 60-120 Minutes processed | | More than 120 Minutes processed | |
|------------------------------|--------------------------------|-------------------|--------------------------|-------------------|---------------------------------|-------------------|
| | Number of requests | Minutes Processed | Number of requests | Minutes Processed | Number of requests | Minutes Processed |
| All disclosed | 0 | 0 | 0 | 0 | 0 | 0 |
| Disclosed in part | 0 | 0 | 0 | 0 | 0 | 0 |
| All exempted | 0 | 0 | 0 | 0 | 0 | 0 |
| All excluded | 0 | 0 | 0 | 0 | 0 | 0 |
| Request abandoned | 0 | 0 | 0 | 0 | 0 | 0 |
| Neither confirmed nor denied | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 |

3.5.7 Other complexities

| Disposition | Consultation Required | Legal Advice Sought | Interwoven Information | Other | Total |
|------------------------------|-----------------------|---------------------|------------------------|----------|----------|
| All disclosed | 0 | 0 | 0 | 0 | 0 |
| Disclosed in part | 1 | 0 | 0 | 0 | 1 |
| All exempted | 0 | 0 | 0 | 0 | 0 |
| All excluded | 0 | 0 | 0 | 0 | 0 |
| Request abandoned | 0 | 0 | 0 | 0 | 0 |
| Neither confirmed nor denied | 0 | 0 | 0 | 0 | 0 |
| Total | 1 | 0 | 0 | 0 | 1 |

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

| | |
|---|-------------|
| Number of requests closed within legislated timelines | 4 |
| Percentage of requests closed within legislated timelines (%) | 33.33333333 |

3.7 Deemed refusals

3.7.1 Reasons for not meeting legislated timelines

| Number of requests closed past the legislated timelines | Principal Reason | | | |
|---|---|-----------------------|-----------------------|-------|
| | Interference with operations / Workload | External Consultation | Internal Consultation | Other |
| 8 | 7 | 1 | 0 | 0 |

3.7.2 Request closed beyond legislated timelines (including any extension taken)

| Number of days past legislated timelines | Number of requests past legislated timeline where no extension was taken | Number of requests past legislated timeline where an extension was taken | Total |
|--|--|--|----------|
| 1 to 15 days | 2 | 0 | 2 |
| 16 to 30 days | 1 | 0 | 1 |
| 31 to 60 days | 0 | 3 | 3 |
| 61 to 120 days | 0 | 0 | 0 |
| 121 to 180 days | 0 | 1 | 1 |
| 181 to 365 days | 0 | 0 | 0 |
| More than 365 days | 0 | 1 | 1 |
| Total | 3 | 5 | 8 |

3.8 Requests for translation

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

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

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

Section 5: Requests for Correction of Personal Information and Notations

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

Section 6: Extensions

6.1 Reasons for extensions

| Number of extensions taken | 15(a)(i) Interference with operations | | | | 15 (a)(ii) Consultation | | | 15(b) Translation purposes or conversion |
|----------------------------|---|-----------------------|--------------------------|-----------------------------------|--|----------|----------|--|
| | Further review required to determine exemptions | Large volume of pages | Large volume of requests | Documents are difficult to obtain | Cabinet ConfidenceSection (Section 70) | External | Internal | |
| 5 | 3 | 1 | 0 | 0 | 1 | 0 | 0 | 0 |

6.2 Length of extensions

| Length of Extensions | 15(a)(i) Interference with operations | | | | 15 (a)(ii) Consultation | | | 15(b) Translation purposes or conversion |
|----------------------|---|-----------------------|--------------------------|-----------------------------------|--|----------|----------|--|
| | Further review required to determine exemptions | Large volume of pages | Large volume of requests | Documents are difficult to obtain | Cabinet ConfidenceSection (Section 70) | External | Internal | |
| 1 to 15 days | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16 to 30 days | 3 | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| 31 days or greater | | | | | | | | 0 |
| Total | 3 | 1 | 0 | 0 | 1 | 0 | 0 | 0 |

Section 7: Consultations Received From Other Institutions and Organizations

7.1 Consultations received from other Government of Canada institutions and other organizations

| Consultations | Other Government of Canada Institutions | Number of Pages to Review | Other Organizations | Number of Pages to Review |
|--|---|---------------------------|---------------------|---------------------------|
| Received during the reporting period | 1 | 13 | 0 | 0 |
| Outstanding from the previous reporting period | 1 | 31 | 0 | 0 |
| Total | 2 | 44 | 0 | 0 |
| Closed during the reporting period | 2 | 44 | 0 | 0 |
| Carried over within negotiated timelines | 0 | 0 | 0 | 0 |
| Carried over beyond negotiated timelines | 0 | 0 | 0 | 0 |

7.2 Recommendations and completion time for consultations received from other Government of Canada institutions

| Recommendation | Number of Days Required to Complete Consultation Requests | | | | | | | Total |
|---------------------------|---|---------------|---------------|----------------|-----------------|-----------------|--------------------|----------|
| | 0 to 15 Days | 16 to 30 Days | 31 to 60 Days | 61 to 120 Days | 121 to 180 Days | 181 to 365 Days | More Than 365 Days | |
| Disclose entirely | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Disclose in part | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| 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 | 2 | 0 | 0 | 0 | 2 |

7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada

| Recommendation | Number of days required to complete consultation requests | | | | | | | Total |
|---------------------------|---|---------------|---------------|----------------|-----------------|-----------------|--------------------|----------|
| | 0 to 15 Days | 16 to 30 Days | 31 to 60 Days | 61 to 120 Days | 121 to 180 Days | 181 to 365 Days | More Than 365 Days | |
| Disclose entirely | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Disclose in part | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Exempt entirely | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Exclude entirely | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Consult other institution | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

| Number of Days | Fewer Than 100 Pages Processed | | 100-500 Pages Processed | | 501-1000 Pages Processed | | 1001-5000 Pages Processed | | More than 5000 Pages Processed | |
|----------------|--------------------------------|-----------------|-------------------------|-----------------|--------------------------|-----------------|---------------------------|-----------------|--------------------------------|-----------------|
| | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed |
| 1 to 15 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16 to 30 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31 to 60 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 61 to 120 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 121 to 180 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 181 to 365 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| More than 365 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

8.2 Requests with Privy Council Office

| Number of Days | Fewer Than 100 Pages Processed | | 100-500 Pages Processed | | 501-1000 Pages Processed | | 1001-5000 Pages Processed | | More than 5000 Pages Processed | |
|----------------|--------------------------------|-----------|-------------------------|-----------|--------------------------|-----------|---------------------------|-----------|--------------------------------|-----------|
| | Requests | Disclosed | Requests | Disclosed | Requests | Disclosed | Requests | Disclosed | Requests | Disclosed |
| 1 to 15 | 1 | 3 | 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 | 1 | 66 | 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 | 2 | 69 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Section 9: Complaints and Investigations Notices Received

| Section 31 | Section 33 | Section 35 | Court action | Total |
|------------|------------|------------|--------------|-------|
| 5 | 4 | 3 | 0 | 12 |

Section 10: Privacy Impact Assessments (PIAs) and Personal Information Banks (PIBs)

10.1 Privacy Impact Assessments

| | |
|--------------------------|---|
| Number of PIAs completed | 0 |
| Number of PIAs modified | 0 |

10.2 Institution-specific and Central Personal Information Banks

| Personal Information Banks | Active | Created | Terminated | Modified |
|----------------------------|-----------|----------|------------|----------|
| Institution-specific | 52 | 0 | 0 | 0 |
| Central | 0 | 0 | 0 | 0 |
| Total | 52 | 0 | 0 | 0 |

Section 11: Privacy Breaches

11.1 Material Privacy Breaches reported

| | |
|---|---|
| Number of material privacy breaches reported to TBS | 0 |
| Number of material privacy breaches reported to OPC | 0 |

11.2 Non-Material Privacy Breaches

| | |
|---|---|
| Number of non-material privacy breaches | 2 |
|---|---|

Section 12: Resources Related to the Privacy Act

12.1 Allocated Costs

| Expenditures | | Amount |
|-----------------------------------|-----|------------------|
| Salaries | | \$101,705 |
| Overtime | | \$0 |
| Goods and Services | | \$0 |
| • Professional services contracts | \$0 | |
| • Other | \$0 | |
| Total | | \$101,705 |

12.2 Human Resources

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

Note: Enter values to three decimal places.

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



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

Name of institution: Privy Council Office

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

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

1.1 Enter the number of open requests that are outstanding from previous reporting periods.

| Fiscal Year Open Requests Were Received | Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2024 | Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2024 | Total |
|---|--|--|------------|
| Received in 2023-24 | 348 | 208 | 556 |
| Received in 2022-23 | 20 | 67 | 87 |
| Received in 2021-22 | 1 | 42 | 43 |
| Received in 2020-21 | 0 | 37 | 37 |
| Received in 2019-20 | 0 | 30 | 30 |
| Received in 2018-19 | 0 | 1 | 1 |
| Received in 2017-18 | 3 | 1 | 4 |
| Received in 2016-17 | 0 | 0 | 0 |
| Received in 2015-16 | 0 | 0 | 0 |
| Received in 2014-15 or earlier | 0 | 0 | 0 |
| Total | 372 | 386 | 758 |

Row 11, Col. 3 of Section 1.1 must equal Row 7, Col. 1 of Section 1.1 of the 2023-24 Statistical Report on the *Access to Information Act*

1.2 Enter the number of open complaints with the Information Commissioner of Canada that are outstanding from previous reporting periods.

| Fiscal Year Open Complaints Were Received by Institution | Number of Open Complaints |
|--|---------------------------|
| Received in 2023-24 | 155 |
| Received in 2022-23 | 35 |
| Received in 2021-22 | 15 |
| Received in 2020-21 | 17 |
| Received in 2019-20 | 9 |
| Received in 2018-19 | 8 |
| Received in 2017-18 | 9 |
| Received in 2016-17 | 4 |
| Received in 2015-16 | 5 |
| Received in 2014-15 or earlier | 1 |
| Total | 258 |

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

2.1 Enter the number of open requests that are outstanding from previous reporting periods.

| Fiscal Year Open Requests Were Received | Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2024 | Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2024 | Total |
|---|--|--|-----------|
| Received in 2023-24 | 0 | 9 | 9 |
| Received in 2022-23 | 0 | 0 | 0 |
| Received in 2021-22 | 0 | 3 | 3 |
| Received in 2020-21 | 0 | 7 | 7 |
| Received in 2019-20 | 0 | 1 | 1 |
| Received in 2018-19 | 0 | 1 | 1 |
| Received in 2017-18 | 0 | 0 | 0 |
| Received in 2016-17 | 0 | 0 | 0 |
| Received in 2015-16 | 0 | 0 | 0 |
| Received in 2014-15 or earlier | 0 | 0 | 0 |
| Total | 0 | 21 | 21 |

Row 11, Col. 3 of Section 2.1 must equal Row 7, Col. 1 of Section 1.1 of the 2023-24 Statistical Report on the *Privacy Act*

2.2 Enter the number of open complaints with the Privacy Commissioner of Canada that are outstanding from previous reporting periods.

| Fiscal Year Open Complaints Were Received by Institution | Number of Open Complaints |
|--|---------------------------|
| Received in 2023-24 | 1 |
| Received in 2022-23 | 2 |
| Received in 2021-22 | 0 |
| Received in 2020-21 | 0 |
| Received in 2019-20 | 0 |
| Received in 2018-19 | 0 |
| Received in 2017-18 | 0 |
| Received in 2016-17 | 0 |
| Received in 2015-16 | 0 |
| Received in 2014-15 or earlier | 0 |
| Total | 3 |

Section 3: Social Insurance Number

| | |
|--|----|
| Has your institution begun a new collection or a new consistent use of the SIN in 2023-24? | No |
|--|----|

Section 4: Universal Access under the *Privacy Act*

| | |
|--|---|
| How many requests were received from foreign nationals outside of Canada in 2023-24? | 0 |
|--|---|

Row 1, Col. 1 of Section 4 must be equal to or less than Row 1, Col. 1 of Section 1.1 of the 2023-24 Statistical Report on the *Privacy Act*

