



# ANNUAL REPORT

## *PRIVACY ACT*

April 1, 2023, to March 31, 2024

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## 1. Introduction

This is the Canadian Human Rights Commission (the Commission) Annual Report to Parliament, submitted pursuant to section 72 of the *Privacy Act*.

The purpose of the *Privacy Act* is to protect the privacy of individuals with respect to personal information about themselves held by a government institution and to provide individuals with a right of access to that information.

Section 72 of the *Privacy Act* requires that the head of every government institution shall prepare, for submission to Parliament, an annual report on the administration of the Act within the institution during each fiscal year.

This report describes the work of the Commission's Access to Information and Privacy Office for the fiscal year 2023-2024.

### About Us

The Commission was established by Parliament through the Canadian Human Rights Act (CHRA) in 1977. It has a broad mandate to promote and protect human rights. This includes screening and, where possible, mediating discrimination complaints, representing the public interest in the litigation of complaints, and conducting research in consultation with rights holders and stakeholders, issuing public statements, and tabling special reports in Parliament.

The Commission is committed to working with the Government of Canada as well as domestic and international partners and stakeholders to ensure continued progress in the protection of human rights, including Canada's implementation of the rights and obligations enshrined in the human rights treaties to which Canada is a party.

The Commission also has a mandate under the [Employment Equity Act](#) and supports the Accessibility Commissioner and the Pay Equity Commissioner in carrying out their mandates under the [Accessible Canada Act](#) and the [Pay Equity Act](#), respectively. It also provides support to the Federal Housing Advocate as legislated by the [National Housing Strategy Act](#). The Commission is also the designated body responsible for [monitoring the Government of Canada's implementation of the United Nations Convention on the Rights of Persons with Disabilities](#) (CRPD), in accordance with article 33.2 of the Convention.

### Our Mandate

The Commission protects the core principle of equal opportunity and promotes a vision of an inclusive society free from discrimination by:

- promoting human rights through research and policy development;
- protecting human rights through a fair and effective complaints process;
- representing the public interest to advance human rights for all Canadians;
- auditing employers under federal jurisdiction for compliance with employment equity;
- helping federally regulated employers and service providers create a barrier-free Canada through the proactive identification, removal, and prevention of barriers to accessibility;

- promoting women’s equality by ensuring that federal public and private sector organizations value the work done by women in the same way as they value work done by men; and
- driving change on key systemic housing issues and advancing the right for housing for all in Canada.

## **2. Organizational Structure**

The ATIP Office is organizationally housed within the IM/IT Division, which is part of the Corporate Management Branch.

In fiscal year 2023-2024, the ATIP Unit was composed of an ATIP Coordinator, a Senior ATIP Adviser, a Senior ATIP Analyst, an ATIP Analyst, and an ATIP Officer.

The ATIP Unit processes formal and informal requests, consultations, and complaints the Commission receives pursuant to the *Access to Information Act* and the *Privacy Act* and produces Annual Reports and the Info Source in accordance with these Acts. In addition, the ATIP Unit investigates and reports on privacy incidents.

Furthermore, the ATIP Unit provides subject matter expert advice and training to all staff, compiles statistics as required, and prepares weekly reports to provide updates with respect to the active *Privacy Act* requests, consultations, and complaints submitted to the Office of the Privacy Commissioner for senior management. It is also responsible for investigating privacy breaches and reporting any material breach to the Office of the Privacy Commissioner and the Treasury Board Secretariat.

## **3. Delegation Order**

The Delegation Order sets out the powers, duties, and functions for the administration of the *Privacy Act* that has been delegated by the head of the institution, the Chief Commissioner.

The Chief Commissioner has delegated her decision-making authority under the *Privacy Act* to the Director General of the Corporate Management Branch. The power to process requests is delegated to the ATIP Office. As the functional delegate, the Director General oversees the processing of requests, the internal investigations into privacy breaches, and the handling of complaints.

Please refer to Appendix A for a copy of the Signed Delegation Order.

#### 4. Performance 2023-2024

During the period under review, from April 1, 2023, to March 31, 2024, the Commission's total number of *Privacy Act* requests were as follows:

- 32 new requests were received,
- 5 requests were outstanding from the previous reporting period, and
- No requests were outstanding from more than one reporting period.

Of these, 34 requests were closed during this reporting period and 3 were carried over to the next reporting period beyond legislated timelines. Of the 5 requests outstanding from the previous reporting period, 2 were completed within legislated timelines during the reporting year, and 3 were completed beyond legislated timelines during the reporting year.

During this 2023-2024 reporting period, the Commission received 6 privacy requests more than last reporting year representing a 19% increase.

We note that most requests were submitted from individuals who have filed human rights complaints at the Commission alleging discrimination based on one or more of the prohibited grounds under the *Canadian Human Rights Act*:

- race;
- national or ethnic origin;
- colour;
- religion;
- age;
- sex;
- sexual orientation;
- gender identity or expression;
- marital status;
- family status;
- disability;
- genetic characteristics; and
- a conviction for which a pardon has been granted or a record suspended.

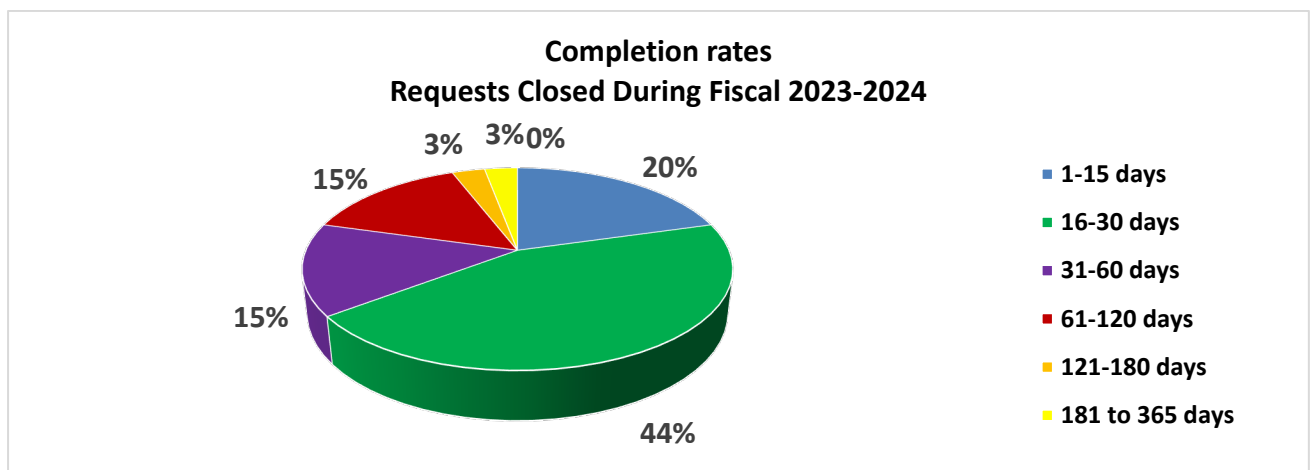
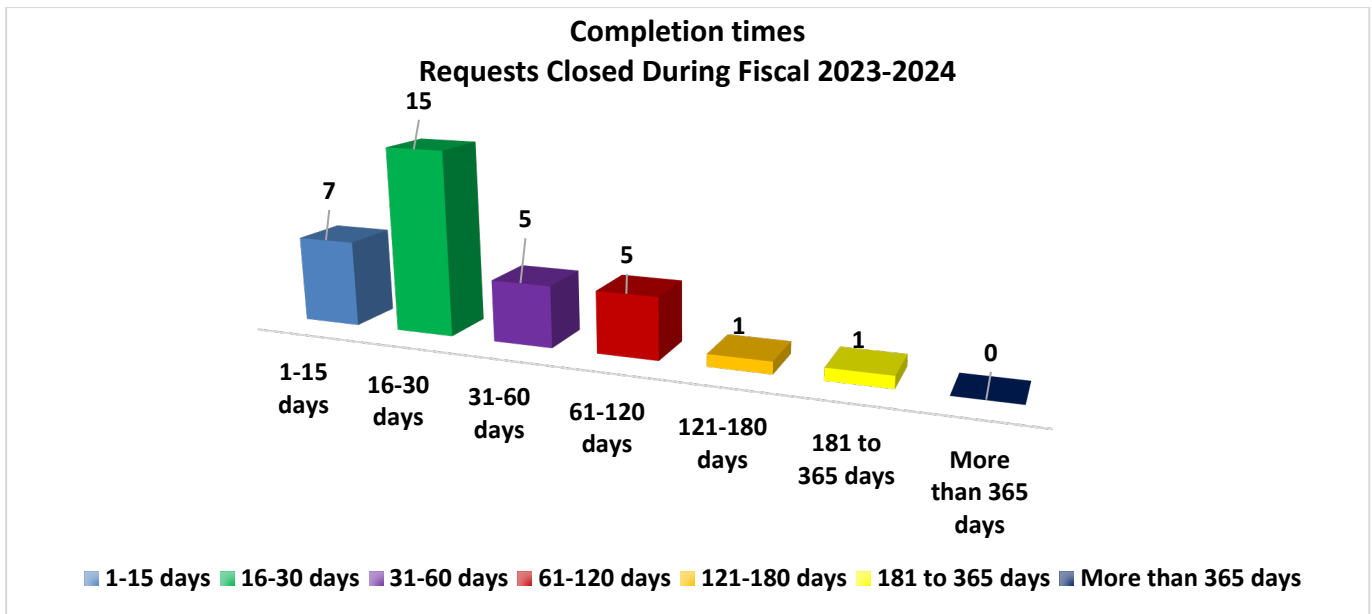
Out of the 32 new requests received during this period, 18 were made online, 13 were made by e-mail, and 1 was mailed. Although the *Privacy Act* requires that requests for personal information be made in writing, the Commission accepts requests made by telephone when it is necessary to accommodate requesters.

Of the 34 requests closed during this period, 21,818 relevant pages were processed, and 11,587 pages were released. The disposition of each request was as follows:

- 11, or 32%, and totalizing 8,419 pages, were All disclosed;
- 15, or 44%, and totalizing 13,399 pages, were Disclosed in part;
- 3, or 9%, were No records exist; and
- 5, or 15%, were Request abandoned.

The completion times of the 34 Privacy requests closed during this reporting period were as follows:

- 7 requests took between 1 to 15 days;
- 15 requests took between 16 to 30 days;
- 5 requests took between 31 to 60 days;
- 5 requests took between 61 to 120 days;
- 1 request took between 121 to 180 days;
- 1 request took between 181 to 365 days; and
- 0 requests took more than 365 days.



**Consultations:**

A consultation is when the record(s) responding to a particular request are transmitted from another organization (federal, provincial, territorial, municipal) to the Commission for review, and to advise recommendations if any exemptions are needed.

During this reporting period, the Commission received 1 consultation request from another Government of

Canada institution, and reviewed 12 pages. It took 16 to 30 days to respond to this consultation request and the Commission responded that it had no concerns with the full disclosure of the records. The file was closed during the reporting period. Lastly, there were no consultations processed in the fiscal year 2023-2024 that were carried over from the last reporting period.

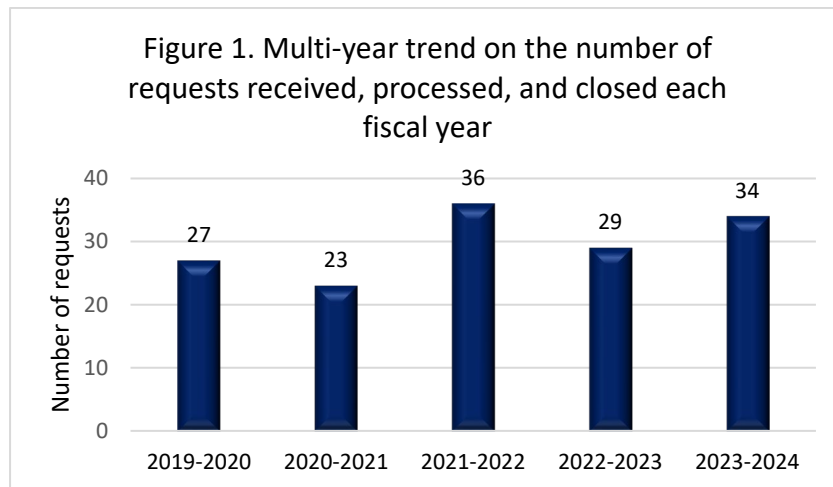
**Informal requests:**

An informal request is a request for information that is not processed under the Act. There are no deadlines for responding. Also, the requester has no statutory right to complain to the Office of the Privacy Commissioner of Canada.

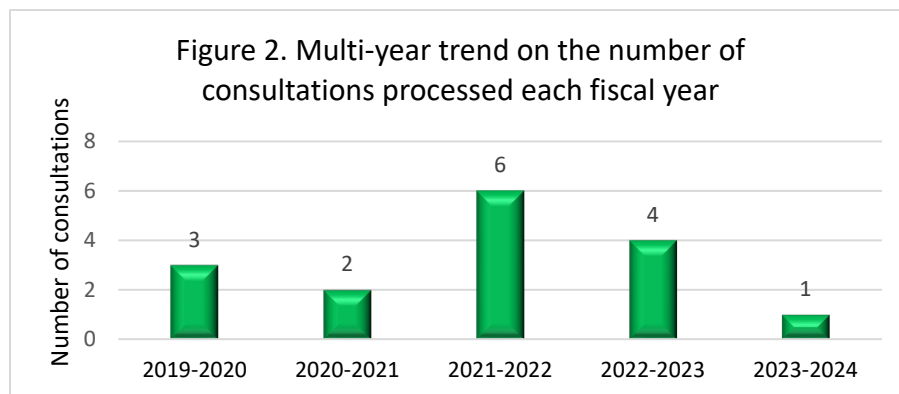
The Commission did not receive any **informal requests** during this reporting period.

**Multi-year trends**

**Figure 1** reveals the number of requests received, processed, and closed during each fiscal year over the past five years. We observe that the number of requests received, processed, and closed increased significantly in fiscal year 2021-2022, decreased in 2022-2023, and increased in the reporting period by 15% compared to last fiscal year.

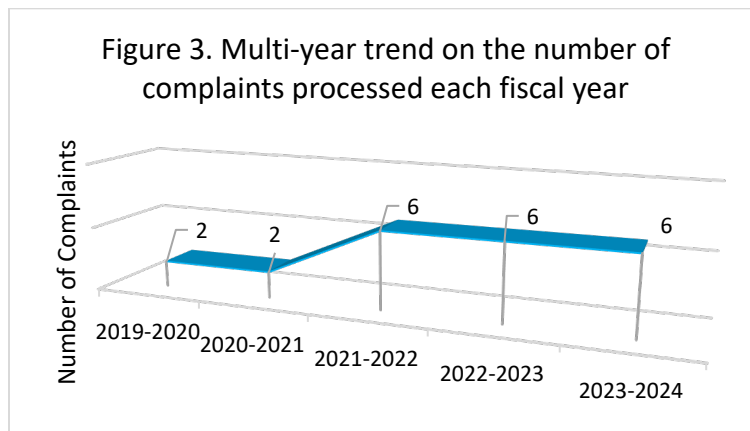


**Figure 2** shows the number of consultations processed during each reporting period. Although there is no consistent pattern in these numbers to set a specific trend, we observe that the number of consultations processed has decreased in the past two years.





Concerning **Figure 3**, the graph shows the number of complaints processed during each reporting period, which includes those received during the fiscal year and carried over from previous fiscal years. The Commission received 5 new complaints during the reporting period and there was 1 carried over from previous fiscal years. We observe that the ATIP Unit worked on 2 complaint files in each fiscal year from 2019 to 2021. However, this number increased to 6 in the past 3 fiscal years. This is further explained on pages 8-9.



**Requests closed past the legislated timelines**

The Commission is committed to completing requests in a timely fashion. During this reporting period, 28 requests, or 82%, were responded to within the legislated timelines, while 6 requests, or 18%, were closed past the legislated timeline. The details are explained in the following table and further expanded below.

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with Operations / Workload	External Consultation	Internal Consultation	Other
6	6	0	0	0

Out of the 6 requests that were closed past the statutory deadline, the Commission took an extension of 30 days beyond the initial legislated timeline on 4 requests pursuant to s. 15(a)(i), because meeting the original time limit would unreasonably interfere with operations. No extension was taken on the other 2 requests, due to an administrative error for one of them, and due to the Public Service Alliance of Canada (PSAC) strike mandate for PA and EB group members in the federal public sector for the second one.

**Extensions taken on closed requests within legislated timelines**

The Commission took extensions on 7 requests due to volume pursuant to s. 15(a)(i) because meeting the original time limit would unreasonably interfere with the operations of the institution.

## **Application of Exemptions**

Partial exemptions claimed under the PA were invoked in **15 requests**. For some requests, more than one exemption was invoked.

Sections of the <i>Privacy Act</i>	Number of requests
<b><u>Section 25</u></b> - The head of a government institution may refuse to disclose any personal information requested under subsection 12(1) the disclosure of which could reasonably be expected to threaten the safety of individuals.	5
<b><u>Section 26</u></b> - Information about another individual - where the head of a government institution may refuse to disclose any personal information requested under subsection 12(1) about an individual other than the individual who made the request, and shall refuse to disclose such information where the disclosure is prohibited under section 8.	14
<b><u>Section 27</u></b> - Protected information — solicitors, advocates and notaries - where the head of a government institution may refuse to disclose any personal information requested under subsection 12(1) that is subject to solicitor-client privilege or the professional secrecy of advocates and notaries or to litigation privilege.	14

## **Legal Advice Sought**

During the reporting period, legal advice was requested **2** times for issues regarding the *Privacy Act*.

## **5. Training and Awareness**

The ATIP Unit provides policy and processing advice to the Commission staff on the *Privacy Act* as needed.

The ATIP Unit training provides the participants with key notions of the ATIP process and explains their roles and responsibilities when responding to ATIP requests. The training also promotes information management best practices. During fiscal year 2023-2024, the ATIP Unit provided 14 group and 2 one-on-one ATIP training sessions.

Employees wanting more training for their personal and professional development are also referred to the Treasury Board Secretariat training calendar and the Canada School of Public Service.

## **6. Policies, Guidelines and Procedures**

The functioning of the ATIP Office is governed by the Treasury Board Secretariat's policies and the Commission's internal policies. Ongoing review and business re-engineering of the Commission's practices concerning the processing of requests is always a top consideration. This review serves to improve our policies and practices. For example, all new records of business value are in electronic format, and the documents that are received in paper format are systematically digitized. This has facilitated the search for records process for the Offices of Primary Interest as well as the processing of the records for the ATIP Unit as it has resulted in the handling of primarily electronic records.

The ATIP Unit updated the Commission's Privacy Breach Management process and its Privacy Breach checklist during this reporting period in line with the Treasury Board Secretariat's updated [Policy on](#)

[Privacy Protection](#). The Privacy Breach checklist provides additional scenarios of privacy breaches offering guidance to the Office(s) of the Primary Interest about when to report a privacy breach and when to provide supporting documents to the ATIP Unit. Privacy breaches are monitored in a faster and more efficient way.

To make the ATIP functions operate more smoothly, the Commission continues to develop its procedures to consider the complexity of the requests to achieve our goal of fulfilling our mandate under the *Privacy Act* within the prescribed deadlines. This past fiscal year, the Commission amended its ATIP Delegation to provide more authority to the ATIP Coordinator and allow for routine requests to be approved by the ATIP Coordinator, while more complex requests are reviewed by the ATIP Coordinator and approved by the ATIP Delegate. This contributes to a faster response to routine requests.

In line with our commitment to finding efficiencies, the ATIP Unit continues to refine its tools for Offices of the Primary Interest and the Commission as a whole providing information on best practices, including how to respond to an ATIP request, the retrieval of responsive records, and the reporting of privacy breaches.

## 7. Initiatives and Projects to Improve Privacy

During the reporting period, the Commission started the implementation of ATIPXpress, a new Request Processing Software Solution (RPSS). This process included installation, configuration, and testing the software, as well as training sessions for the Commission’s ATIP staff. The new system will increase efficiency of the ATIP Unit by automating a number of routine ATIP operations that are currently done manually. Furthermore, ATIPXpress will increase the overall accessibility of the released records. The Commission is at the final stages of the implementation process and plans to go live in the next reporting period.

In addition, the ATIP Unit was using, as required, secured Microsoft 365 OneDrive links to provide requesters with voluminous electronic responsive records. This allowed the requesters to click on the link to access the records automatically. This ensured that the records were being sent directly to the requester in a timely manner.

## 8. Summary of Key Issues and Actions Taken on Complaints

The Commission received 5 new complaints during this reporting period. In addition, the Commission worked on 1 complaint that was carried over from previous fiscal years.

COMPLAINTS RECEIVED DURING FISCAL 2023-2024	REASON FOR COMPLAINT	STATUS
Received May 18, 2023	Exemptions	<ul style="list-style-type: none"> <li>▪ Ongoing</li> </ul>
Received October 17, 2023	Time limits	<ul style="list-style-type: none"> <li>▪ Closed – October 26, 2023</li> <li>▪ Closed at the early resolution stage</li> <li>▪ Resolved - No finding</li> </ul>
Received January 3, 2024	<ul style="list-style-type: none"> <li>▪ Time limits</li> <li>▪ Extension of time limits</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ongoing</li> </ul>
Received January 5, 2024	Extension of time limits	<ul style="list-style-type: none"> <li>▪ Ongoing</li> </ul>

Received February 8, 2024	Time limits	▪ Ongoing
<b>COMPLAINTS CARRIED FORWARD FROM PREVIOUS FISCAL 2021-2022</b>	<b>REASON FOR COMPLAINT</b>	<b>STATUS</b>
Received January 10, 2022	Refusal-General	▪ Ongoing

## 9. Material Privacy Breaches

There was 1 material privacy breach during the reporting period.

## 10. Privacy Impact Assessments

Preliminary Privacy Impact Assessments initiated:	0
Preliminary Privacy Impact Assessments completed:	0
Privacy Impact Assessments initiated:	0
Privacy Impact Assessments completed:	1
Privacy Impact Assessments forwarded to the Office of the Privacy Commissioner:	1

During the reporting period, the ATIP Unit completed a Privacy Impact Assessment (PIA) for the implementation of ATIPXpress to replace Access Pro, the current ATIP case management system of the Commission, and the PIA was forwarded to the Office of the Privacy Commissioner.

## 11. Public Interest Disclosures

There was no disclosure under subsection 8(2)(m) during the reporting period.

## 12. Monitoring Compliance

Requests are monitored daily. Information about the different processing stages is entered into the Commission's case management system. Weekly reports of the open requests and complaints are generated and shared with the team, the ATIP Coordinator, and the ATIP Delegate.

Delays in processing requests primarily occur when consultations are needed or when handling voluminous records. When it appears that a delay in processing a request is inevitable, the ATIP staff contacts the requester. If the requester cannot be reached, the ATIP Coordinator is notified of any concerns. If necessary, the ATIP Delegate is notified to ensure that the request is being processed in a reasonable period. In addition, the Commission makes every effort to limit conducting inter-institutional consultations, but they could be carried out if requested by the ATIP Coordinator or the ATIP Delegate when there is an intention to disclose information. The ATIP Delegate will bring any issues to the Executive Director's attention and the Executive Director will discuss them with the Chief Commissioner, as required.

Although there are internal practices put in place to ensure that the Commission is maintaining privacy and confidentiality for contracts, agreements and arrangements, there is currently no specific monitoring being conducted during the reporting period, therefore no level of officials are being advised for this type

of requirement at this time.

The Commission's procurement team has put in place internal practices to maintain privacy and confidentiality for contracts, agreements, and arrangements. For example, contracts do not include personal information and clients are encouraged to send this information if/when required separately. Although there are internal practices put in place to maintain privacy and confidentiality for contracts, agreements, and arrangements, as indicated earlier, there was no specific monitoring being conducted during the reporting period, therefore no level of officials were advised during this time.

# APPENDIX A

## ***Access to Information Act and Privacy Act Delegation Order***

### **Arrêté sur la délégation en vertu de la *Loi sur l'accès à l'information* et de la *Loi sur la protection des renseignements personnels***

Pursuant to section 95(1) of the *Access to Information Act* and section 73(1) of the *Privacy Act*, the Interim Chief Commissioner, Canadian Human Rights Commission, hereby delegates to the persons holding the positions set out in the schedule hereto, or the persons occupying the positions on an acting basis, the ability to exercise the powers, duties and functions of the Chief Commissioner as the head of a government institution, under the section of the Act set out in the schedule opposite each position. This delegation replaces any and all previous designations/delegations.

En vertu de l'article 95(1) de la *Loi sur l'accès à l'information* et l'article 73(1) de la *Loi sur la protection des renseignements personnels*, la présidente par intérim, Commission canadienne des droits de la personne délègue aux titulaire des postes mentionnés aux annexes ci-après, ainsi qu'aux personnes occupant à titre intérimaire lesdits postes, les attributions dont elle est, en qualité de responsable d'une institution fédérale, investi par les articles de la Loi mentionnés en regard de chaque poste. Le présent document remplace et annule toutes désignation/délégation précédentes.

#### Schedule/Annexe

<b>Position/Poste</b>	<b><i>Privacy Act and Regulations / Loi sur la protection des renseignements personnels et règlements</i></b>	<b><i>Access to Information Act and Regulations / Loi sur l'accès à l'information et règlements</i></b>
<b>Executive Director / Directeur exécutif</b>	Full Authority to waive solicitor-client privilege under 27 / Autorité absolue pour renonciation au secret professionnel des avocats en vertu de 27	Full Authority to waive solicitor-client privilege under 23 / Autorité absolue pour renonciation au secret professionnel des avocats en vertu de 23
	Full Authority except to waive solicitor-client privilege under 27 / Autorité absolue sauf	Full Authority except to waive solicitor-client privilege under 23 / Autorité absolue sauf

<p><b>Director General, Corporate Management Branch / Directeur(trice) générale, Direction générale de la gestion intégrée</b></p>	<p>pour renonciation de secret professionnel des avocats en vertu de 27</p>	<p>pour renonciation de secret professionnel des avocats en vertu de 23</p>
<p><b>Manager, Information Management and Access to Information and Privacy / Gestionnaire, Gestion de l'information et Accès à l'information et protection des renseignements personnels</b></p>	<p>8(4) and (5), 9(1) and (4), 10, 14(a) and (b), 15, 17(1), (2) and (3), 18(2), 19(1) and (2), 20, 21, 22(1) and (2), 23, 24, 25, 26, 27, 27(1), 28, 31, 33(2), 35(1) and (4), 36(3), 37(3), 70, 77</p>	<p>4(2.1), 6.1, 7(a) and (b), 8(1), 9, 11, 12(1), 12(2), 12(3), 13, 14, 15, 16, 16.5, 17, 18, 18.1, 19, 20, 21, 22, 22.1, 23, 23.1, 24, 25, 26, 27(1) and (4), 28(1), (2) and (4), 33, 35(2)(b), 36.1, 37(1) and (4), 43(2), 44(2), 69, 70, 71</p>

Dated, at the City of Ottawa,  
this 2 day of October, 2023

Daté à la ville d'Ottawa,  
ce 2 jour de Octobre, 2023

**Malischewski**  
**CharlotteAnn**  
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Charlotte-Anne Malischewski  
Intérim Chief Commissioner / Présidente par intérim



# APPENDIX B



## Statistical Report on the *Privacy Act*

Name of institution: Canadian Human Rights Commission

Reporting period: 4/1/2023 to 3/31/2024

### Section 1: Requests Under the *Privacy Act*

#### 1.1 Number of requests received

		Number of Requests
Received during reporting period		32
Outstanding from previous reporting periods		5
• Outstanding from previous reporting period	5	
• Outstanding from more than one reporting period	0	
<b>Total</b>		<b>37</b>
Closed during reporting period		34
Carried over to next reporting period		3
• Carried over within legislated timeline	0	
• Carried over beyond legislated timeline	3	

#### 1.2 Channels of requests

Source	Number of Requests
Online	18
E-mail	13
Mail	1
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>32</b>



## 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	2	7	1	1	0	0	0	11
Disclosed in part	1	4	4	4	1	1	0	15
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	1	2	0	0	0	0	0	3
Request abandoned	3	2	0	0	0	0	0	5
Neither confirmed nor denied	0	0	0	0	0	0	0	0
<b>Total</b>	<b>7</b>	<b>15</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>34</b>

### 3.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
18(2)	0	22(1)(a)(i)	0	23(a)	0
19(1)(a)	0	22(1)(a)(ii)	0	23(b)	0
19(1)(b)	0	22(1)(a)(iii)	0	24(a)	0
19(1)(c)	0	22(1)(b)	0	24(b)	0
19(1)(d)	0	22(1)(c)	0	25	5
19(1)(e)	0	22(2)	0	26	14
19(1)(f)	0	22.1	0	27	14
20	0	22.2	0	27.1	0
21	0	22.3	0	28	0
		22.4	0		

### 3.3 Exclusions

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

### 3.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
10	16	0	0	0	0

### 3.5 Complexity

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

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
21818	11587	31

**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	8	168	1	120	1	716	0	0	1	7415
Disclosed in part	1	29	5	1361	4	3247	5	8762	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	5	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	14	197	6	1481	5	3963	5	8762	1	7415

**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
<b>Total</b>	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
<b>Total</b>	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	2	12	0	14
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
<b>Total</b>	0	2	12	0	14

### 3.6 Closed requests

#### 3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	28
Percentage of requests closed within legislated timelines (%)	82.35294118

### 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
6	6	0	0	0

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

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	2	2	4
121 to 180 days	0	1	1
181 to 365 days	0	1	1
More than 365 days	0	0	0
<b>Total</b>	2	4	6

**3.8 Requests for translation**

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	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
<b>Total</b>	<b>0</b>

## 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	
11	0	10	1	0	0	0	0	0

### 6.2 Length of extensions

Length of Extensions	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Translation purposes or conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet ConfidenceSection (Section 70)	External	Internal	
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	0	10	1	0	0	0	0	0
31 days or greater								0
<b>Total</b>	<b>0</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## 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	12	0	0
Outstanding from the previous reporting period	0	0	0	0
<b>Total</b>	1	12	0	0
Closed during the reporting period	1	12	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	1	0	0	0	0	0	1
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
<b>Total</b>	0	1	0	0	0	0	0	1



**8.2 Requests with Privy Council Office**

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

**Section 9: Complaints and Investigations Notices Received**

Section 31	Section 33	Section 35	Court action	Total
5	3	0	0	8

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

**10.1 Privacy Impact Assessments**

Number of PIAs completed	1
Number of PIAs modified	0

**10.2 Institution-specific and Central Personal Information Banks**

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	2	0	0	0
Central	71	0	0	0
<b>Total</b>	<b>73</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Section 11: Privacy Breaches**

**11.1 Material Privacy Breaches reported**

Number of material privacy breaches reported to TBS	1
Number of material privacy breaches reported to OPC	1

**11.2 Non-Material Privacy Breaches**

Number of non-material privacy breaches	16
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**Section 12: Resources Related to the Privacy Act**

**12.1 Allocated Costs**

Expenditures		Amount
Salaries		\$212,939
Overtime		\$0
Goods and Services		\$82,703
• Professional services contracts	\$2,600	
• Other	\$80,103	
<b>Total</b>		<b>\$295,642</b>

**12.2 Human Resources**

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	2.131
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
<b>Total</b>	<b>2.131</b>

**Note:** Enter values to three decimal places.



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

Name of institution: Canadian Human Rights Commission

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	4	5	9
Received in 2022-23	0	0	0
Received in 2021-22	0	0	0
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
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
<b>Total</b>	<b>4</b>	<b>5</b>	<b>9</b>

Row 11, Col. 3 of Section 1.1 must equal Row 7, Col. 1 of Se 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	0
Received in 2022-23	1
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	1
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**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	3	3
Received in 2022-23	0	0	0
Received in 2021-22	0	0	0
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
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
<b>Total</b>	<b>0</b>	<b>3</b>	<b>3</b>

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

<b>Fiscal Year Open Complaints Were Received by Institution</b>	<b>Number of Open Complaints</b>
Received in 2023-24	4
Received in 2022-23	0
Received in 2021-22	1
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
<b>Total</b>	<b>5</b>

**Section 3: Social Insurance Number**

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

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