

SCC  CCN

Annual Report on the *Privacy Act*

2020-2021



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Introduction

The *Privacy Act* (the “*Act*”) came into force on July 1, 1983. The *Act* governs how the federal government may collect personal information, restricts the use and disclosure of this information, and gives individuals a right to review and correct their personal information.

Section 72 of the *Act* requires every head of a federal government institution to submit a report to Parliament on the administration of the *Privacy Act* within their institution during the fiscal year. This report presents an overview of *Privacy Act* activities carried out within Standards Council of Canada (“SCC”) during the reporting period of April 1, 2020 to March 31, 2021.

SCC is a Crown corporation established by an act of Parliament in 1970 to foster and promote voluntary standardization in Canada. It is independent of government in its policies and operations, although it is financed partially by parliamentary appropriations.

The mandate of SCC is to:

- promote the participation of Canadians both in voluntary standards activities and in public-private sector cooperation in relation to voluntary standardization in Canada;
- coordinate and oversee the efforts of the persons and organizations involved in Canadian goods and services through standards-related activities;
- develop standards-related strategies and long-term objectives.

Further, SCC promotes efficient and effective voluntary standardization in Canada to advance the national economy, support sustainable development, benefit the health, safety and welfare of workers and the public, assist and protect consumers, and facilitate domestic and international trade.

Organizational Structure

The ATIP Division is part of the Corporate Services Branch and is the central coordinating body for all access to information and privacy (ATIP) responsibilities of SCC. It processes all requests received by SCC under the *Privacy Act* and the *Access to Information Act (ATI Act)*. As well, it directs all administration, application and promotion of ATIP activities within SCC. It provides advice to senior management on the implementation of the statutes and prepares reports to Parliament, the Treasury Board of Canada Secretariat and senior management. The ATIP Division represents SCC in complaints and investigations conducted by the Office of the Information Commissioner of Canada (OIC) and by the Office of the Privacy Commissioner of Canada (OPC), and in any Federal Court applications arising from ATIP matters.

The ATIP Division is comprised of a single full-time employee, SCC’s Program Manager, ATIP. A second full-time employee was hired to assume the same position for the last two and a half months of the reporting period given the employee usually assigned to said position was on leave. The Program Manager, ATIP, fully supports and develops all aspects of the ATIP program and is SCC’s ATIP Coordinator.

Delegation Order

Decision-making responsibility for the application of the various provisions of the *Privacy Act* has been formally established and is outlined in the Delegation of Authority instrument. The current delegation order was approved by SCC’s Chief Executive Officer in January 2020. A copy of the delegation order pertaining to the *Privacy Act* can be found in Appendix **B** of this report.

This delegation order instrument provides full delegated authority under the *ATI Act* and *Privacy Act* to the Vice-President, Corporate Services and CFO, the Director, Finance and Administration, the Program Manager, Access to Information and Privacy (ATIP) and the Manager, Corporate Planning.

Highlights of the Statistical Report 2020-2021

The SCC’s statistical report on the *Privacy Act* is included in Appendix **A** of this report.

Between April 1, 2020 and March 31, 2021, SCC received 1 request under the *Privacy Act*. The request was abandoned and closed during the 30 days legislated timeline. No extension was required to complete the request and no records were disclosed in response to this request. A total of **100%** on-time compliance level was achieved during this reporting period.

The single request received under the *Privacy Act* for the current reporting period is considered typical for SCC when compared with previous reporting years. While SCC saw a notable increase with 11 requests received during the 2019-2020 reporting period, this high volume of requests appears to have been an irregularity. Figure 1 displays the number of privacy requests that were **received** by SCC from 2015–2016 to 2020–2021.

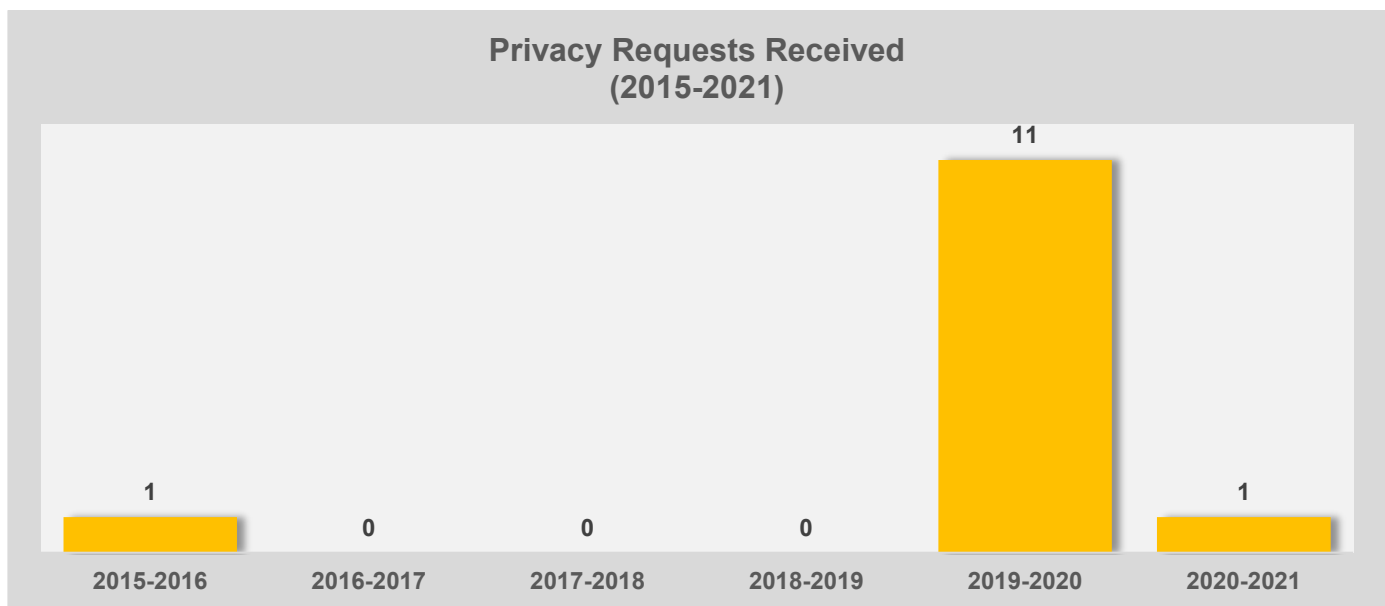


Figure 1

Corrections

Paragraph 12(2)(a) of the *Privacy Act* gives individuals a right to request a correction of personal information about them held by the federal government.

No corrections were requested or made in the 2020–2021 reporting period.

Disclosure under Subsection 8(2)

Paragraphs 8(2)(e), (f), (g), and (m) of the *Privacy Act* permit the disclosure of personal information to various investigative/regulatory bodies or to Members of Parliament, or if disclosure is in the public interest.

No disclosures under subsection 8(2), including under paragraph 8(2)(m) of the Act, were completed in the 2020–2021 reporting period.

Consultations

In 2020–2021, SCC did not receive privacy consultation from another federal government institution or from other organizations.

Costs

The total salary costs associated with the administration of the *Privacy Act* activities amounted to \$6,540.00 for this reporting period.

The human resources required to administer the *Privacy Act* amounted to 0.08 full-time equivalents (FTEs) for this reporting year.

Impact of COVID-19-Related Measures

The COVID-19-related measures did not have a significant impact on the ability of SCC to fulfill its obligation under the *Act*. SCC developed mitigation measures to be able to fulfill its obligations such as the use of VPN enabling employees to work from home. The ATIP Division also favors the use of electronic means to communicate with requesters and respond to requests.

Training Activities

The ATIP Division provides daily advice to SCC's staff on the processing of ATIP requests as well as the interpretation of the *Privacy Act*, and of the *Access to Information Act*, to ensure the efficient and consistent processing of all requests received by SCC.

The ATIP Division developed a new ATP training PowerPoint presentation for its in-house formal ATIP training for SCC employees. This ATIP training session is provided on an ongoing basis to all new SCC employees, including both staff and executive. There were 3 new employees who received this training during the present reporting year.

Policies, Guidelines, Procedures and Reporting

Policies and Guidelines

SCC generally relies on the access to information policies and guidelines developed internally and by the Treasury Board of Canada's Secretariat. However, during the present reporting year, SCC's ATIP Division began work on developing SCC's own Data Breach Management Policy, which will include a Privacy Breach Policy. SCC will be finalizing and implementing said policy in the next reporting year. Since this new policy closely follows the policies and guidelines developed by the Treasury Board of Canada's Secretariat, no issues were raised to the OPC, the OIC, or other Agents of Parliament (e.g., Auditor General).

Monitoring

The SCC ATIP Division regularly monitors the timeliness and trends associated with the processing of requests through ongoing communication with branch and directorate liaison contacts.

Publicly Accessible Information and Inquiry Points

Info Source is a series of publications containing information on the Government of Canada and on the Government's data collection activities. Info Source is intended to help the public access government information and to exercise their rights under the *Privacy Act* and *Access to Information Act*.

SCC's comprehensive website provides information on SCC's policies, its organizational structure and the means to contact SCC's officials. In accordance with the federal government's policy of proactive disclosure, SCC's website also allows access to internal evaluations and audits, as well as information on hospitality expenses, contracts and grants.

To comply with the *Privacy Act*, SCC has a designated public reading room. The room is located on the 6th floor, 55 Metcalfe street, Ottawa, Ontario.

Data Sharing Activities

SCC did not undertake any new internal or external data sharing activities in 2020–2021.

Exempt Personal Information Banks

SCC has no exempt Personal Information Banks.

Privacy Impact Assessments

To fulfill its mandate, some of SCC's responsibilities require the collection, use and disclosure of personal information. As a trusted custodian of this information, SCC uses Privacy Impact Assessments, in accordance with Treasury Board of Canada Secretariat's policy, as an adequate risk management tool. Although SCC did not complete any Privacy Impact Assessments during the reporting period, the ATIP Division regularly provides advice to SCC's employees on privacy related matters.

Material Privacy Breaches

There was no material privacy breach during the 2020-2021 reporting period.

Complaints, Audits, Investigations and Appeals

Applicants have the right to register a complaint with the OPC regarding any matter relating to the processing of a request.

No complaints were filed with the OPC against SCC during the 2020–2021 reporting period.

Applications for judicial review in Federal Court and Appeals to the Federal Court of Appeal

No applications were filed against an SCC's decision.

Appendix A: Statistical Report



Statistical Report on the *Privacy Act*

Name of institution: Standards Council of Canada

Reporting period: 2020-04-01 to 2021-03-31

Section 1: Requests Under the *Privacy Act*

1.1 Number of requests

	Number of Requests
Received during reporting period	1
Outstanding from previous reporting period	0
Total	1
Closed during reporting period	1
Carried over to next reporting period	0

Section 2: Requests Closed During the Reporting Period

2.1 Disposition and completion time

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

2.2 Exemptions

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

2.3 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

2.4 Format of information released

Paper	Electronic	Other
0	0	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
0	0	1

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 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
All disclosed	0	0	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	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	1	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	1	0	0	0	0	0	0	0	0	0

2.5.3 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

2.6 Closed requests

2.6.1 Number of requests closed within legislated timelines

	Requests closed within legislated timelines
Number of requests closed within legislated timelines	1
Percentage of requests closed within legislated timelines (%)	100

2.7 Deemed refusals

2.7.1 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
0	0	0	0	0

2.7.2 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 Timelines 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	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	0	0

2.8 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 3: 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 4: 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 5: Extensions

5.1 Reasons for extensions and disposition of requests

Number of requests where an extension was taken	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Translation purposes or conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet Confidence Section (Section 70)	External	Internal	
0	0	0	0	0	0	0	0	0

5.2 Length of extensions

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

Section 6: Consultations Received From Other Institutions and Organizations

6.1 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	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 to the next reporting period	0	0	0	0

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

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	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

6.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of days required to complete consultation requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	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 7: Completion Time of Consultations on Cabinet Confidences

7.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 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

7.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Section 8: Complaints and Investigations Notices Received

Section 31	Section 33	Section 35	Court action	Total
0	0	0	0	0

Section 9: Privacy Impact Assessments (PIA) and Personal Information Banks (PIB)

9.1 Privacy Impact Assessments

Number of PIA(s) completed	0
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9.2 Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
	7	0	0	0

Section 10: Material Privacy Breaches

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

Section 11: Resources Related to the Privacy Act

11.1 Costs

Expenditures		Amount
Salaries		\$6,540
Overtime		\$0
Goods and Services		\$0
• Professional services contracts	\$0	
• Other	\$0	
Total		\$6,540

11.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	0.080
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	0.080

Note: Enter values to three decimal places.

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

Name of institution: Standards Council of Canada

Reporting period: 2020-04-01 to 2021-03-31

Section 1: Capacity to Receive Requests

Enter the number of weeks your institution was able to receive ATIP requests through the different channels.

	Number of Weeks
Able to receive requests by mail	52
Able to receive requests by email	52
Able to receive requests through the digital request service	0

Section 2: Capacity to Process Records

2.1 Enter the number of weeks your institution was able to process paper records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Paper Records	0	0	52	52
Protected B Paper Records	0	0	52	52
Secret and Top Secret Paper Records	0	52	0	52

2.2 Enter the number of weeks your institution was able to process electronic records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Electronic Records	0	0	52	52
Protected B Electronic Records	0	0	52	52
Secret and Top Secret Electronic Records	52	0	0	52

Appendix B: Delegation Order Instrument



Standards Council of Canada
Conseil canadien des normes

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OFFICE OF THE CHIEF EXECUTIVE OFFICER
BUREAU DE LA DIRECTRICE GÉNÉRALE

January 16, 2020

Re: Delegation of Authority under the Access to Information Act and the Privacy Act

The Chief Executive Officer (CEO) of the Standards Council of Canada (SCC), pursuant to section 95 of the *Access to Information Act* and section 73 of the *Privacy Act*, hereby designates the persons holding the positions set out in the table hereto, or the persons occupying on an acting basis those positions, to exercise the powers and functions of the CEO as the head of a government institution.

Table of Delegated Authority		
Position	<i>Access to Information Act</i> and Regulations	<i>Privacy Act</i> and Regulations
Vice-President, Corporate Services	Full authority	Full authority
Director, Finance & Administration	Full authority	Full authority
Program Manager, ATIP	Full authority	Full authority
Manager, Corporate Planning	Full authority	Full authority


Chantal Guay
Chief Executive Officer, SCC


Date

cc: Kathy Milsom, SCC Chair