



Immigration and  
Refugee Board of Canada

Commission de l'immigration  
et du statut de réfugié du Canada

Canada

# Immigration and Refugee Board of Canada 2022 to 2023 Annual report on the Privacy Act

Aussi disponible en français sous le titre : *Rapport annuel concernant la Loi sur la protection des renseignements personnels 2022 à 2023*

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This publication is also available in HTML format on the IRB website: [2022 to 2023 Annual report on the Privacy Act](#)

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## Introduction and purpose of the Privacy Act

The *Privacy Act* (the Act) provides Canadian citizens, permanent residents or any person present in Canada with a right of access to their personal information being held by federal government institutions, subject to specific and limited exceptions. However, and as per the [Extension Order No. 3](#) dated July 13, 2022, all individuals now have a general right of access under the *Privacy Act* to their personal information that is held by federal government institutions, whether they are within or outside Canada.

Section 72(1) of the Act requires deputy heads of all government institutions to table an annual report on the administration of the Act within their respective institutions during each financial year.

This annual report provides a summary of the management and administration of the Act within the Immigration and Refugee Board of Canada (IRB) during the 2022-2023 reporting period. It is intended for use by the general public, members of Parliament, and IRB personnel.

## Immigration and Refugee Board of Canada

The IRB is Canada's largest independent administrative tribunal. It is responsible for resolving immigration and refugee cases efficiently, fairly and in accordance with the law.

The IRB is composed of four divisions:

- The Refugee Protection Division (RPD (Refugee Protection Division)), which decides:
  - claims for refugee protection made within Canada
  - applications for vacation of refugee protection, and
  - applications for cessation of refugee protection.
- The Immigration Division (ID), which conducts:
  - admissibility hearings for foreign nationals or permanent residents who seek entry into Canada, or who are already in Canada and are alleged to be inadmissible, and
  - detention reviews for foreign nationals or permanent residents who are detained for immigration reasons.
- The Immigration Appeal Division (IAD), which hears:
  - appeals of family sponsorship applications refused by Immigration, Refugees and Citizenship Canada (IRCC)
  - appeals from certain removal orders made against permanent residents, Convention refugees and other protected persons, and holders of permanent resident visas
  - appeals by permanent residents against whom an IRCC officer outside of Canada has decided that they have not fulfilled their residency obligation, and
  - appeals by the Minister of Public Safety of ID decisions at admissibility hearings.
- The Refugee Appeal Division (RAD), which hears:
  - appeals from decisions of the RPD allowing or rejecting claims for refugee protection,
  - appeals from decisions of the RPD rejecting applications by the Minister for a determination that refugee protection has ceased, and

- appeals from decisions of the RPD rejecting applications by the Minister to vacate a decision to allow a claim for refugee protection.

The Chairperson of the IRB reports to Parliament through the Minister of Immigration, Refugees and Citizenship Canada.

## Communications and Access to Information Directorate

The Communications and Access to Information Directorate ensures that the IRB meets its statutory obligations under the *Access to Information Act* and the *Privacy Act* by:

- processing access and privacy requests made to the IRB
- responding to consultation requests submitted by other federal institutions
- providing advice and guidance to IRB personnel regarding the interpretation of both acts as well as related Treasury Board of Canada Secretariat (TBS) policies and guidelines
- liaising on behalf of the IRB with the TBS, the offices of the Information Commissioner and the Privacy Commissioner and other government departments and agencies on a wide variety of ATIP-related issues ranging from legislative interpretation to details of process and procedures
- providing input into the development of IRB policies and procedures to ensure that they comply with the provisions of both acts
- coordinating the preparation of the IRB's Info Source chapter
- preparing the annual reports to Parliament on the administration of each act, and
- participating in ATIP forums such as the TBS's ATIP Community meetings and working groups.

The Access to Information and Privacy (ATIP) Unit, which is within the Communications and Access to Information Directorate, is part of the Strategic Directions and Corporate Affairs Branch and includes the following positions: a manager/coordinator, a supervisor, six ATIP officers and two clerks.

Although section 73.1 of the *Privacy Act* allows institutions reporting to the same Minister to enter into agreements with each other for the purpose of sharing ATIP resources and capacity, the IRB did not have any such service agreement for the reporting period.

## Delegation of authority

Pursuant to section 73(1) of the *Privacy Act*, the deputy head of a government institution may by order designate one or more officers or employees of the institution to exercise or perform any of the powers, duties or functions of the deputy head of the institution.

Authority to exercise the powers and perform the duties and functions of the Chairperson (deputy head) of the IRB for the purposes of the Act has been delegated to the Executive Director, the Director General of the Strategic Directions and Corporate Affairs Branch, the Director of Communications and Access to Information Directorate, the ATIP Manager/Coordinator and the ATIP supervisor.

The Chairperson, the Executive Director, the Departmental Security Officer, the Deputy Departmental Security Officer and the Regional Security Officer are responsible for approving disclosures of personal information deemed to be in the public interest in accordance with paragraph 8(2)(m) of the Act.

A copy of the delegation order is enclosed at [Appendix A](#).

## Statistical report on the *Privacy Act* – Interpretation

The following provides an overview of the statistical information contained in [Appendix B](#) of this report.

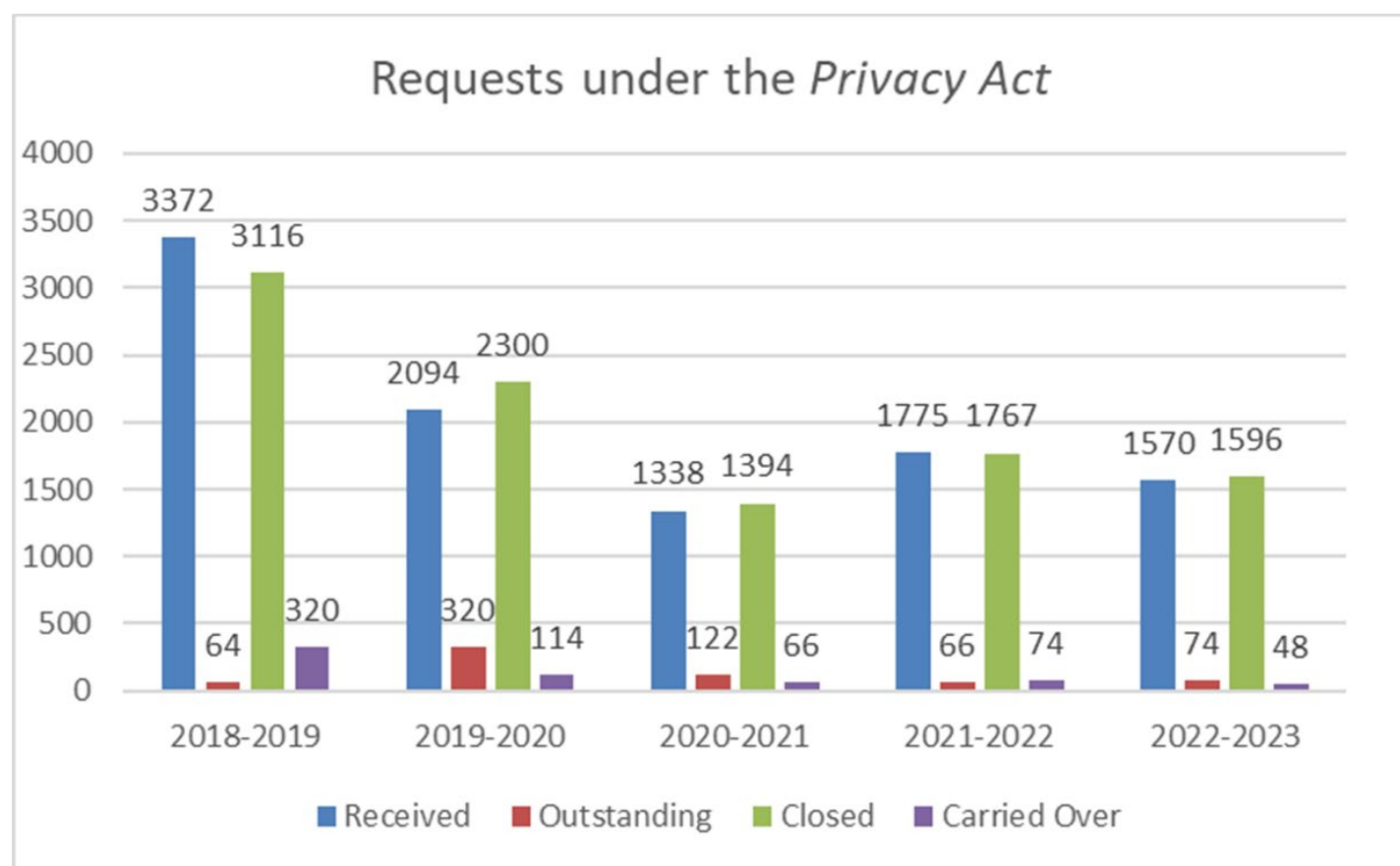
### Section 1: Requests under the Privacy Act

#### 1.1 Number of requests received

The IRB received 1570 formal privacy requests in 2022-23, representing an 11.5 percent **decrease** in volume from fiscal year 2021-22, during which 1775 formal requests were submitted.

An additional 69 requests were outstanding from the previous reporting period and a total of 48 requests received in 2022-23 were carried over to fiscal year 2023-24. As of March 31, 2023, these requests were processed within the legislated timelines.

The principal highlights for the last five reporting periods are set out in the table below:

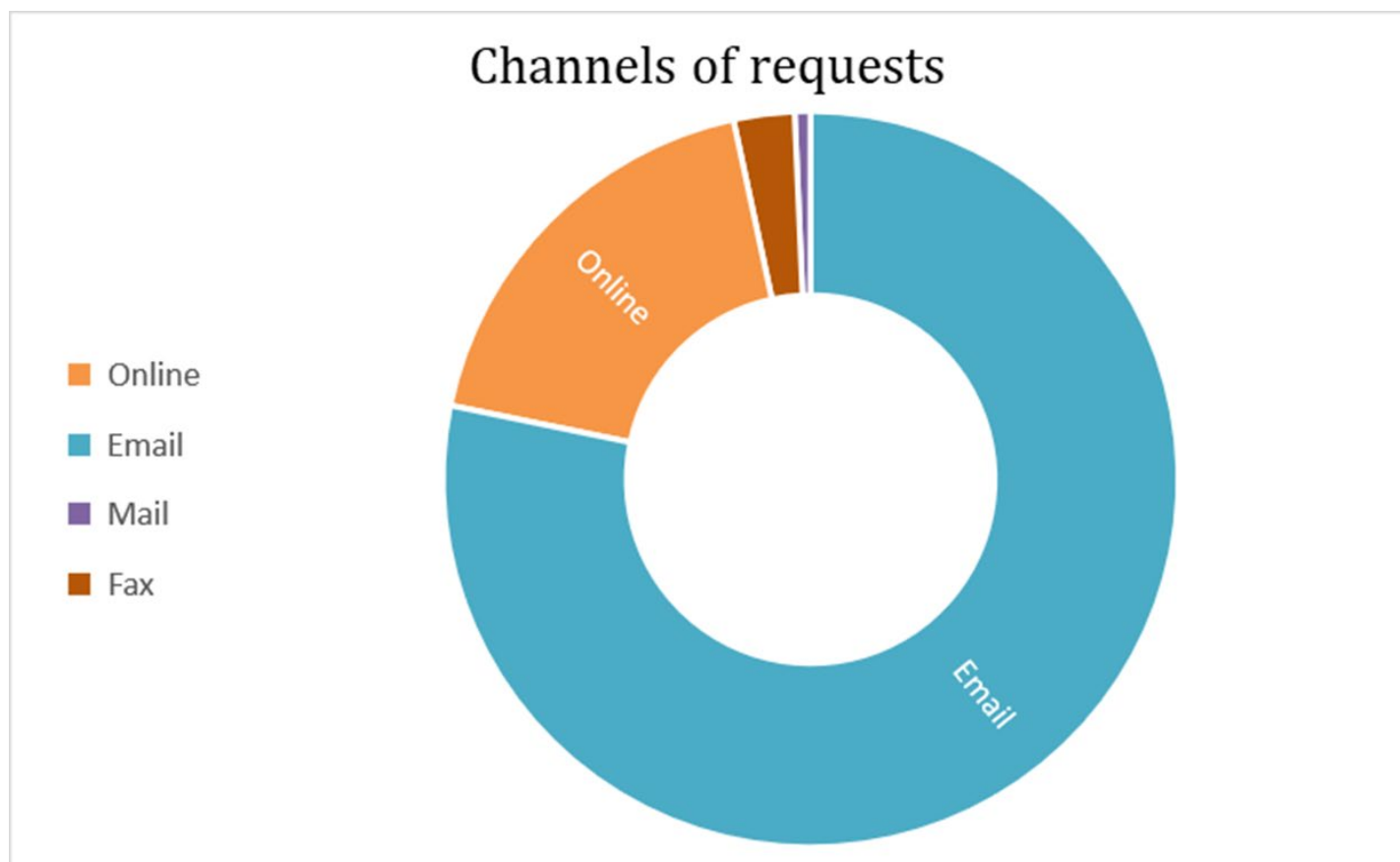


Over the last five years, the number of requests received and completed by the IRB has fluctuated from year to year. On average, 2030 requests were received, and 2035 requests were completed annually.

#### 1.2 Channels of requests

During 2022-23, 1228 requests (78.2%) were received by email, 289 requests were received online (18.4%), 42 requests were received by fax (2.7%) and 11 requests were received by mail 0.7%).

No request was received in person or by phone.



## Section 2: Informal requests

### 2.1 Number of informal requests

The IRB processed a total of 4 informal privacy requests during the reporting period. A total of 2 requests were received during this reporting period and 2 requests were outstanding from previous reporting period. A total of 4 were closed during 2022-23 and none were carried over into 2023/24.

### 2.2 Channels of informal requests

One (1) request was received via e-mail and one (1) request was received via mail.

### 2.3 Completion time of informal requests

Of the 4 requests processed, 4 were closed during the reporting period. Of these 4 requests, 3 were processed within 16 to 30 days and 1 was processed within 31-60 days.

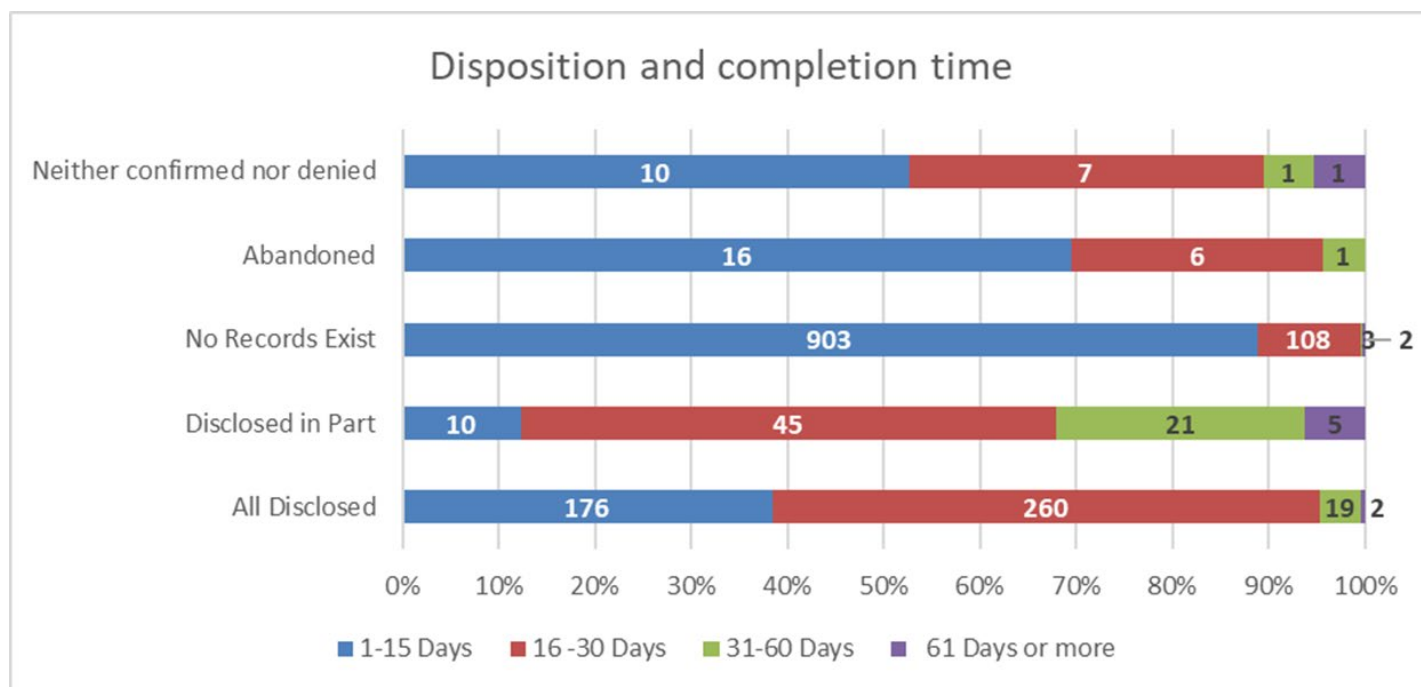
### 2.4 Pages released informally

From the 4 informal requests that were processed, pages were released for two of them. This represents a total of 729 pages released. For the 2 other requests, no records existed.

## Section 3: Requests closed during the reporting period

### 3.1 Disposition and completion time

The chart below summarizes the length of time required to process the 1596 requests completed in 2022-23.



This means that the IRB responded to a total of:

- 1115 requests within 15 days (69.9%)
- 426 requests within 16-30 days (26.7%)
- 45 requests within 31-60 days (2.8%)
- 5 requests within 61-120 days (0.3%)
- 4 requests within 181-365 days (0.25%)
- 1 request in more than 365 days (0.05%)

Furthermore, and regarding the disposition:

- 28.6% of requests were closed as all disclosed
- 5.1% of requests were closed as disclosed in part
- 63.7% of requests were closed as no records exist
- 1.4% of requests were closed as abandoned
- 1.2% of requests were denied

In regard to the abandoned cases, the applicants either failed to provide sufficient information to allow the IRB to find the requested documentation or failed to obtain written consent from another individual to authorize the IRB to release the personal information.

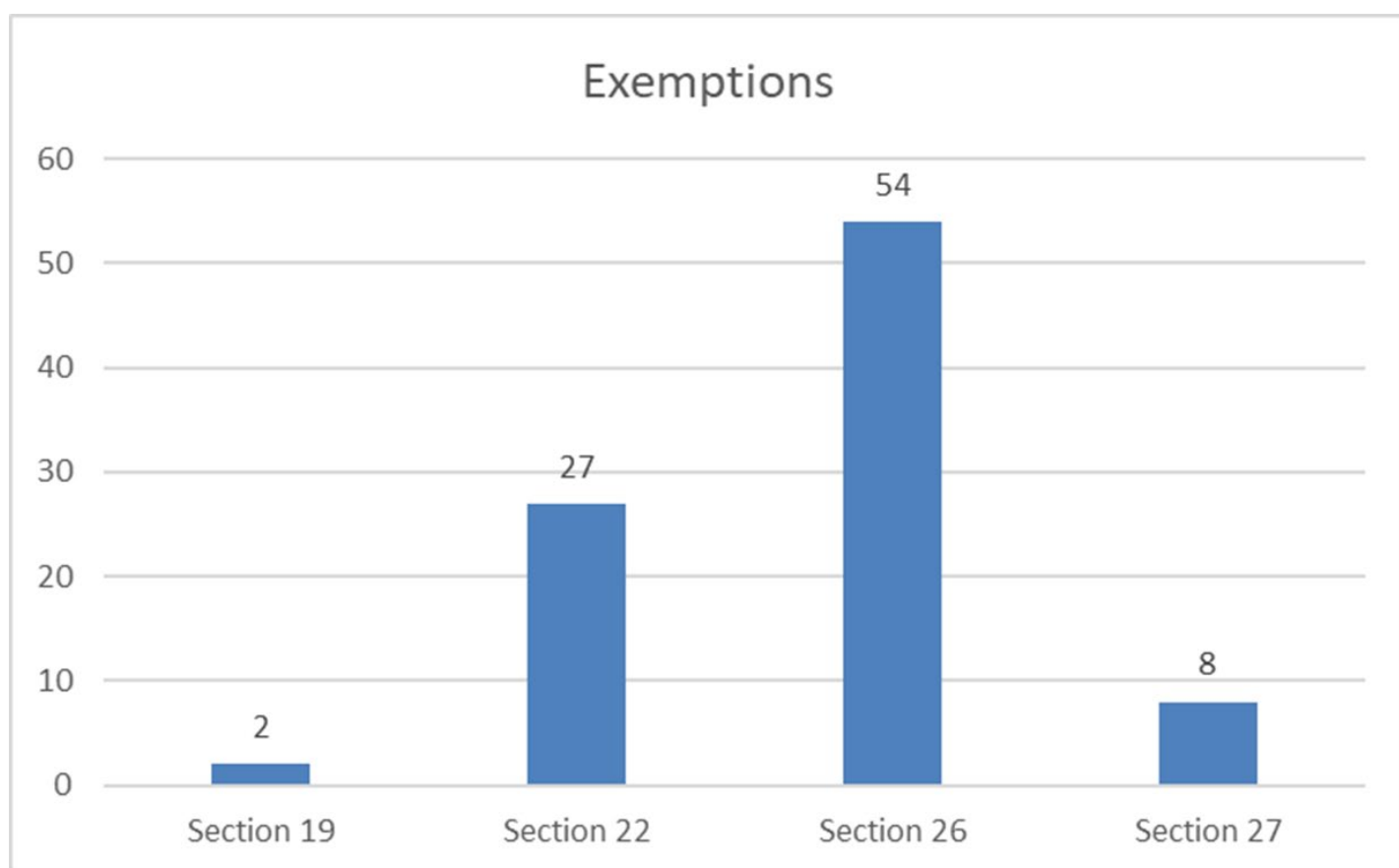
Furthermore, a total of 1016 requests (63.7 percent) could not be processed as no relevant records existed. This is because each year the IRB's ATIP Unit receives a large volume of privacy requests from individuals in Canada who wish to obtain a letter stating that they have never applied for refugee status

in order to travel to India. The Consulate General of India requires that an official letter from the IRB be attached to each application. The letter must indicate whether or not the person made a claim for refugee protection and, if they did, whether this claim was allowed, rejected, withdrawn or abandoned.

### 3.2 Exemptions

Section 3.2 of the statistical report outlines the exemptions that were applied in accordance with the Act. In 2022-23, the IRB relied primarily on the exemptions provided for in the following provision of the Act:

- Section 19 dealing with personal information obtained in confidence
- Section 22 dealing with law enforcement and investigations
- Section 26 dealing with personal information, and
- Section 27 dealing with patents and trademarks



It should be noted that if an exemption was applied several times within the same request, it is reported only once in the enclosed statistical report.

### 3.3 Exclusions

During the 2022-23 reporting period, no exclusions pursuant to sections 69 and 70 of the Act were applied by the IRB.

### 3.4 Format of information released

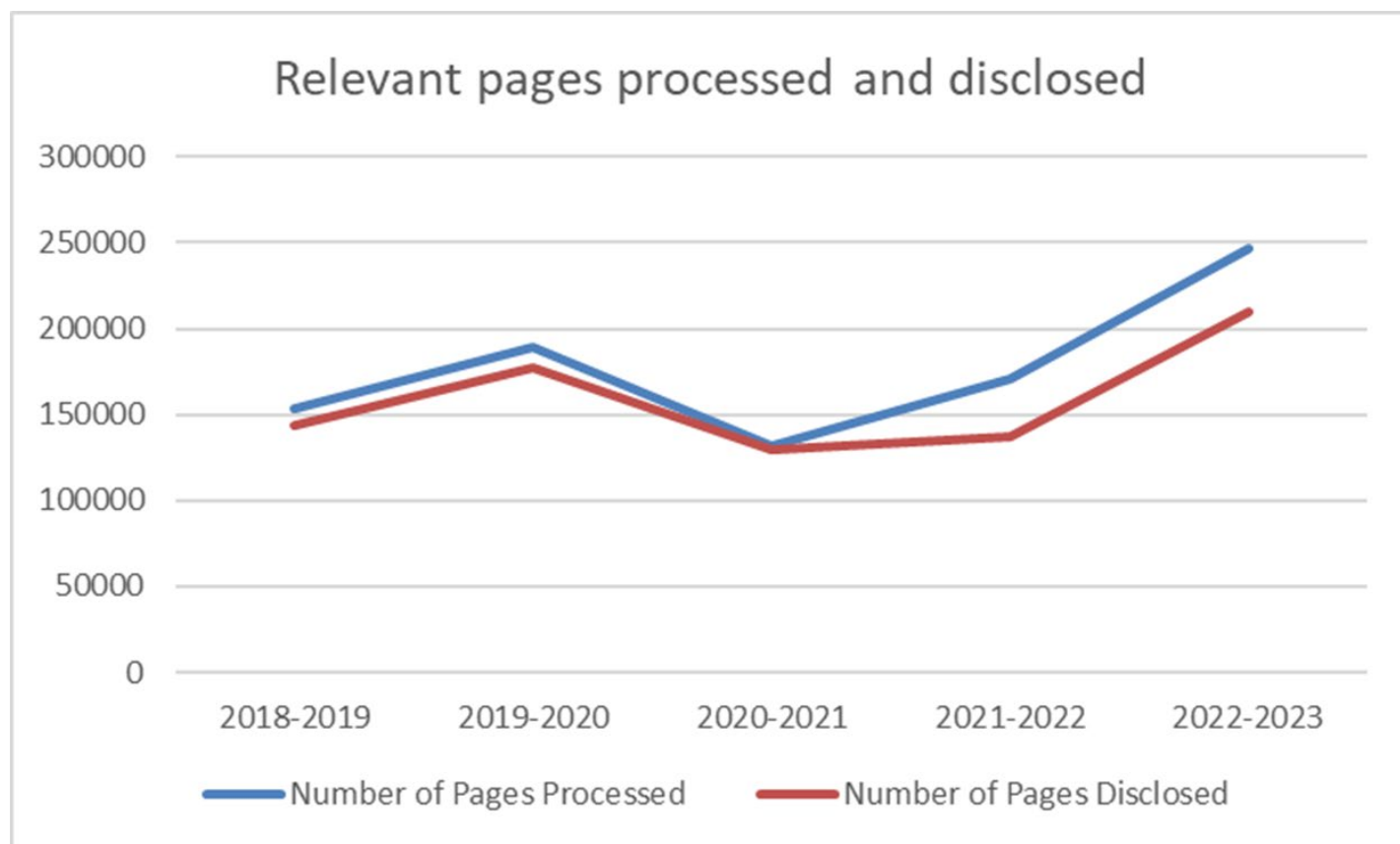
Consistent with previous reporting period, the electronic format was mostly used (91%) for the release of information. In addition, the format of information released was audio for 50 requests (8.8%) and the format of information released was paper copy in only one case (0.2%).

### 3.5 Complexity

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

A total of 246,111 pages were processed and 210,142 were released during 2022-23. To compare, approximately 74,976 more pages were processed, and 72,579 more pages were released in 2022-23 than in the previous fiscal year.

The chart below summarizes the number of pages processed and released in the last five reporting periods.



#### 3.5.2 Relevant pages processed by request disposition for paper and e-records formats by size of requests

In 2022-23, a total of 246 requests had fewer than 100 pages processed. In addition to that, 171 had between 100-500 pages processed, 101 had between 501-1,000 pages processed, 60 had between 1,001-5,000 pages processed, and 2 had more than 5,000 pages processed.

**3.5.3 Relevant minutes processed and disclosed for audio formats** Overall, 50 requests for audio were received during 2022-23 which represent a total of 8721 minutes that were processed and disclosed.

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

With regard to the relevant minutes processed by size of those 50 requests, we can establish the following:

- in 5 cases, less than 60 minutes were processed (total of 215 minutes)
- in 12 cases, between 60 and 120 minutes were processed (total of 1,134 minutes), and
- in 33 cases, more than 120 minutes were processed (total of 7,372 minutes)

### **3.5.5 Relevant minutes processes and disclosed for video formats**

No request for video was received last fiscal year.

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

No request for video was received last fiscal year.

### **3.5.7 Other complexities**

Last fiscal year, 96 requests had complexities; none required consultation, while some required legal advice (13), had interwoven information (51) or some other complexities (32).

## **3.6 Closed requests**

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

During 2022-23, 1570 requests were closed within legislated timeframe which represent 98.37%.

## **3.7 Deemed refusals**

### **3.7.1 Reasons for not meeting legislated timelines**

During the 2022-23 reporting period, a total of 26 requests were closed past the legislated timeline. In 25 cases, the reason for closing past the legislated timelines was that meeting the original time limit would have unreasonably interfered with the operations of the IRB. In 1 case, another reason made it impossible to meet the initial deadline.

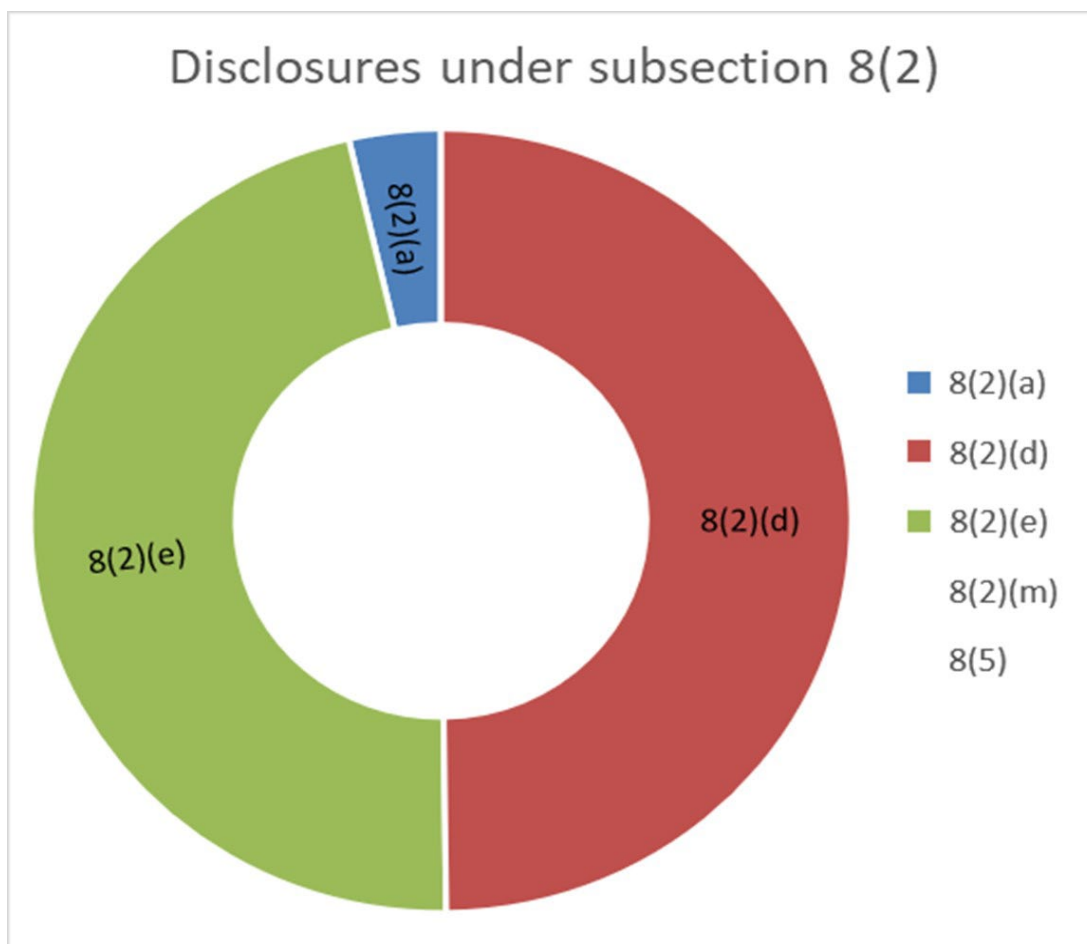
**3.7.2 Request closed beyond legislated timelines (including any extension taken)** Of these 26 requests, 14 were processed within 15 days past legislated timelines, 3 were processed within 16-30 days past legislated timelines, 4 were processed within 31-60 days past legislated timelines, 0 were processed within 61-120 days past legislated timelines, 1 was processed within 121-180 days past legislated timelines, 3 were processed within 181-365 days past legislated timelines, and 1 was processed in more than 365 days past legislated timelines.

## **3.8 Requests for translations**

There was no request for the translation of records from one official language to the other during the reporting period.

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

In 2022-23, personal information was disclosed in accordance with the following paragraphs of the Act as set out in the table below:



As shown in the above chart, most disclosures were done under paragraphs 8(2)(d) and 8(2)(e). There were some disclosures under paragraph 8(2)(a) during 2022-23. There were none under paragraphs 8(2)(m) or 8(5).

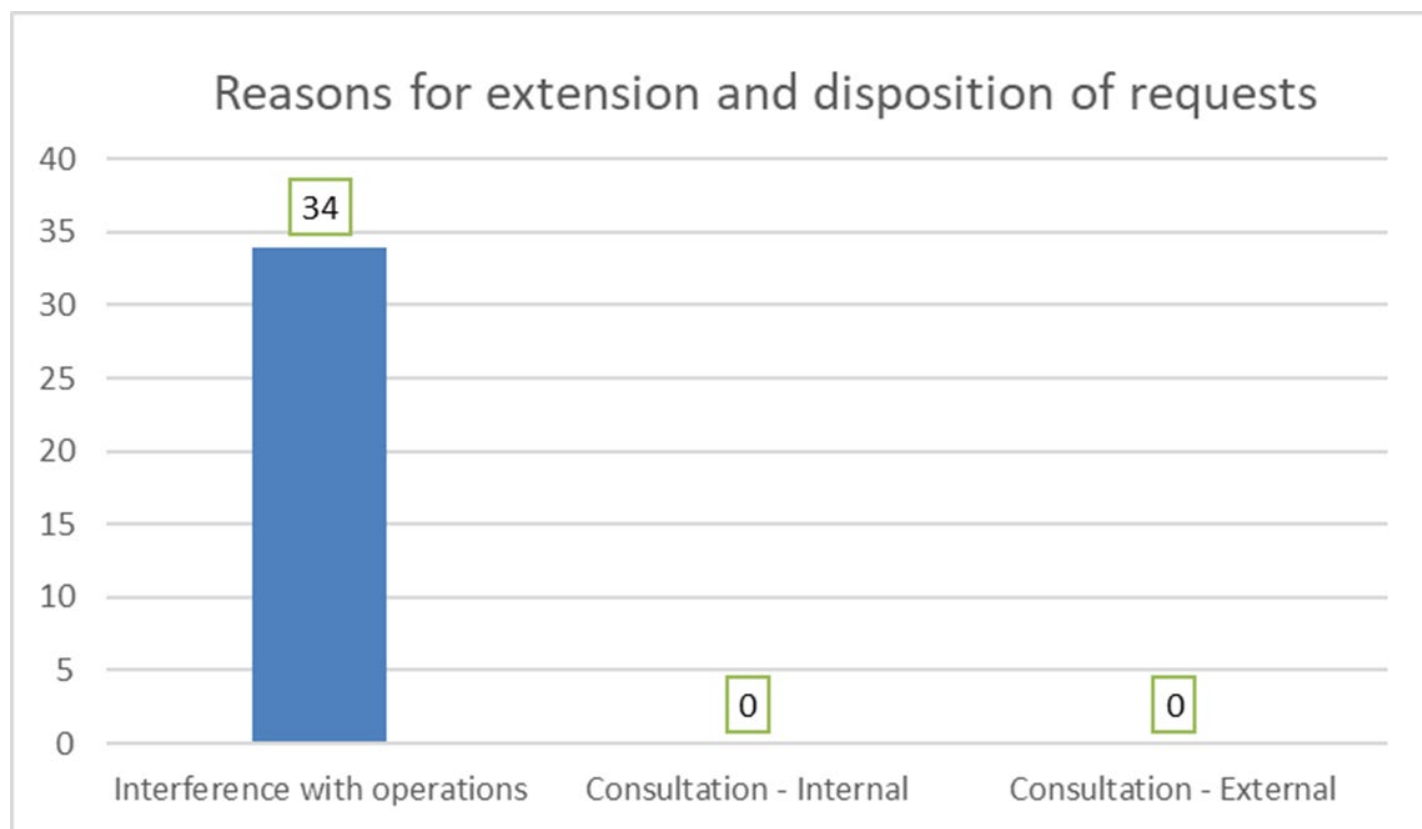
## Section 5: Requests for correction of personal information and notations

No requests for correction to personal information were made during the reporting period.

## Section 6: Extensions

### 6.1 Reasons for extensions

Last reporting period, all extensions were taken based on interference with operations.



## 6.2 Length of extensions

The length of extension that was taken for all 34 extensions was for 16 to 30 days.

## Section 7: Consultations received from other institutions and organizations

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

There was one (1) consultation received from other institutions and organizations.

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

One (1) consultation was received from another government of Canada institution. All records sought were disclosed entirely. The consultation was completed within 15 days.

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

There was also one (1) consultation received from another institutions or organization outside the Government of Canada. The records were disclosed in part and processing was completed within 15 days.

## **Section 8: Completion time of consultations on cabinet confidences**

### **8.1 Requests with Legal Services**

There was no consultation request on Cabinet Confidence with Legal Services.

### **8.2 Requests with Privy Council Office**

There was no consultation request on Cabinet Confidence with Privy Council Office.

## **Section 9: Complaints and investigations notices received**

In fiscal year 2022-23, the IRB processed 4 complaints. Of these 4 complaints, two new complaints were filed with the Office of the Privacy Commissioner of Canada against the IRB. Both complaints are still ongoing and have been carried over into 2023-24.

In addition, two complaints which had been received in previous reporting periods (1 in 2019–20 and 1 in 2020–21) were processed last fiscal year. Of these 2 complaints, none were closed during reporting period and have been carried over into 2023-24. These 4 complaints represent 0.3% of all requests received during 2022-23, including those outstanding from previous reporting periods.

No audits were conducted during 2022–23.

Actions that were taken by the IRB during the reporting period to resolve privacy complaints were conducting new searches to validate if any records existed and which would not have been provided when initially processing the requests.

## **Section 10: Privacy Impact Assessments (PIA (Privacy Impact Assessment)s) and Personal Information Banks (PIBs)**

### **10.1 Privacy Impact Assessments**

During 2022-23, no Privacy Impact Assessments were completed or modified.

### **10.2 Institution-specific and central Personal Information Banks**

The IRB has seven active Personal Information Banks; however, the Board did not create or modify any Personal Information Banks in 2022-23.

## **Section 11: Privacy breaches**

### **11.1 Material privacy breach reports**

One material privacy breach was reported during 2022-23. As the risk was deemed high, the Board informed both the Office of the Privacy Commissioner of Canada and the TBS.

### **11.2 Non-material privacy breach**

During the reporting period, the IRB identified 109 new cases of nonmaterial privacy breaches. In addition, 21 cases of non-material privacy breaches were outstanding from 2021-22. All these 130 active cases are currently being reviewed and have been carried over into 2023-24. The Board did not inform the Office of the Privacy Commissioner of Canada because the risk was deemed low and the information was quickly contained.

## Section 12: Resources related to the Privacy Act

### 12.1 Allocated costs

In 2023-23, the total costs incurred by the Communications and Access to Information Directorate for the administration of the Act is estimated to be \$516,933, all in salaries.

The chart below shows the expenditures' breakdown for 2022-23:



### 12.2 Human Resources

The employee resources for this reporting period are estimated at 5 FTEs.

#### Training and awareness

##### Monitoring activities

The manager, in cooperation with the supervisor and analysts, monitors the processing times for privacy requests, on a weekly basis. In addition, ATIP staff periodically perform diagnostic activities related to the processing of the various requests received.

##### Education and training activities

No formal session was delivered to IRB employees. However, individual and informal training was offered when needed.

## **Policies, guidelines, procedures, and initiatives**

### **Privacy implementation notice**

The IRB continues to implement the *Privacy Implementation Notice 2020-03: Protecting privacy when releasing information about a small number of individuals* during the 2022–23 reporting period, to prevent inadvertent identification of individuals from small data sets in highly sensitive contexts (e.g. refugee claims).

### **Social Insurance Number (SIN)**

The IRB did not receive authority for a new collection or new consistent use of the SIN in 2022–2023.

### **Reading rooms**

Individuals who wish to examine records released under the Act can contact the Communications and Access to Information Directorate to make arrangements to view release packages at the IRB Headquarters in Ottawa or at one of its regional offices. However, given the exceptional measures to curb COVID-19 implemented by the Government of Canada, it has not been possible to do so in 2022–23.

### **Impact of pandemic (COVID-19)**

In fiscal year 2022–23, the pandemic had no impact on the IRB's ability to receive requests as set out in the *Privacy Act*. No procedural challenges were observed while employees were working from home. Teleworking was already in place in the ATIP Unit before the pandemic and has continued since.

## Appendix A - Delegation orders (*Privacy Act*)

The Chairperson of the Immigration and Refugee Board of Canada, pursuant to section 73(1) of the *Privacy Act* <sup>1</sup>, hereby designates the persons holding the positions set out in the schedule below, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Chairperson as the head of the Immigration and Refugee Board of Canada, under the provisions of the Act and related regulations set out in the Schedule opposite each position. This designation replaces all previous delegation orders.

Dated, at the City of Ottawa, this 12 day of January 2021.

Richard Wex,  
Chairperson

### Schedule

Position	<i>Privacy Act</i> and Regulations
Chairperson	Full authority
Executive Director	Full Authority except: subsection 73(1) Regulations: Full Authority
Director General, Strategic Directions and Corporate Affairs Branch  Director, Communications and Access to Information Directorate  Manager, Access to Information and Privacy  Supervisor, Access to Information and Privacy	Full Authority except: paragraph 8(2)(m) and subsection 73(1)  Regulations: Full Authority
Departmental Security Officer  Deputy Departmental Security Officer  Regional Security Officer	Only for situations where there is a safety or security threat paragraph 8(2)(m)
Assistant Deputy Chairperson or Registrar	Only for disclosures under section 13.1 of the <i>Immigration and Refugee Protection Regulations</i> : paragraph 8(2)(b)

#### Footnotes

<sup>1</sup>. R.S.C., 1985, c. P-21

## Appendix B - Statistical report on the *Privacy Act*

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

#### 1.1 Number of requests

-	Number of requests
Received during reporting period	1,570
Outstanding from previous reporting periods <ul style="list-style-type: none"> <li>Outstanding from previous reporting period: 69</li> <li>Outstanding from more than one reporting period: 5</li> </ul>	74
Total	1,644
Closed during reporting period	1,596
Carried over to next reporting period <ul style="list-style-type: none"> <li>Carried over within legislated timeline: 34</li> <li>Carried over beyond legislated timeline: 14</li> </ul>	48

#### 1.2 Channels of requests

Source	Number of requests
Online	289
Email	1,228
Mail	11
In person	0
Phone	0
Fax	42
Total	1,570

## Section 2: Informal requests

### 2.1 Number of informal requests

-	Number of requests
Received during reporting period	2
Outstanding from previous reporting periods <ul style="list-style-type: none"> <li>Outstanding from previous reporting period: 2</li> <li>Outstanding from more than one reporting period: 0</li> </ul>	2
Total	4
Closed during reporting period	4
Carried over to next reporting period	0

### 2.2 Channels of informal requests

Source	Number of requests
Online	0
Email	1
Mail	1
In person	0
Phone	0
Fax	0
Total	2

### 2.3 Completion time of informal requests

1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
0	3	1	0	0	0	0	4

## 2.4 Pages released informally

Less than 100 pages released		100 to 500 pages released		501 to 1000 pages released		1001 to 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
2	0	2	729	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							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
All disclosed	176	260	19	1	0	1	0	457
Disclosed in part	10	45	21	2	0	2	1	81
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	903	108	3	1	0	1	0	1,016
Request abandoned	16	6	1	0	0	0	0	23
Neither confirmed nor denied	10	7	1	1	0	0	0	19
Total	1,115	426	45	5	0	4	1	1,596

### 3.2 Exemptions

Section	Number of requests
18(2)	0
19(1)(a)	2
19(1)(b)	0
19(1)(c)	0
19(1)(d)	0
19(1)(e)	0
19(1)(f)	0
20	0
21	0
22	0
22(1)(a)(i)	3
22(1)(a)(ii)	0
22(1)(a)(iii)	0
22(1)(b)	24
22(1)(c)	0
22(2)	0
22.1	0
22.2	0
22.3	0
22.4	0

23(a)	0
23(b)	0
24(a)	0
24(b)	0
25	0
26	54
27	8
27.1	0
28	0

### 3.3 Exclusions

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

### 3.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
1	525	0	0	50	0

### 3.5 Complexity

#### 3.5.1 Relevant pages processed and disclosed for paper and erecord formats

Number of pages processed	Number of pages disclosed	Number of requests
246,111	210,142	580

**3.5.2 Relevant pages processed per request disposition for paper and e-record formats**

Disposition	Less than 100 pages released		100 to 500 pages released		501 to 1000 pages released		1001 to 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
All disclosed	190	5,968	152	36,784	81	56,699	33	60,011	1	5,140
Disclosed in part	16	427	18	5,154	20	14,293	26	50,910	1	9,620
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	21	0	1	0	0	0	1	1,105	0	0
Neither conformed nor denied	19	0	0	0	0	0	0	0	0	0
Total	246	6,395	171	41,938	101	70,992	60	112,026	2	14,760



### 3.5.3 Relevant minutes processed and disclosed for audio formats

Number of minutes processed	Number of minutes disclosed	Number of requests
8,721	8,721	50

### 3.5.4 Relevant minutes processed per request disposition for a format by size of requests

Disposition	Less than 60 minutes processed		60 to 120 minutes processed		More than 120 minutes processed	
	Number of requests	Minutes processed	Number of requests	Minutes processed	Number of requests	Minutes processed
All disclosed	5	215	12	1,134	33	7,372
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	5	215	12	1,134	33	7,372

### 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 v formats by size of requests

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

### 3.5.7 Other complexities

Disposition	Consultation required	Legal advice sought	Interwoven information	Other	Total
All disclosed	0	2	37	9	48
Disclosed in part	0	8	10	22	40
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	3	4	1	8
Neither confirmed nor denied	0	0	5	0	5
Total	0	13	51	32	96

### 3.6 Closed requests

#### 3.6.1 Requests closed within the legislated timelines

Number of requests closed within legislated timelines	Percentage of requests closed within legislated timelines
1,570	98.37092732

### 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
26	25	0	0	1

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

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	13	1	14
16 to 30 days	3	0	3
31 to 60 days	4	0	4
61 to 120 days	0	0	0
121 to 180 days	0	1	1
181 to 365 days	2	1	3
More than 365 days	0	1	1
Total	22	4	26

### 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
116	0	0	116

### 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 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	
34	0	34	0	0	0	0	0	0

## 6.2 Length of extensions

Length of extensions	15(a)(i) Interference with operations				15(a)(ii) Consultation			15(b) Translation purposes or conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet Confidence Section (Section 70)	External	Internal	
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	0	34	0	0	0	0	0	0
31 days or greater	-	-	-	-	-	-	-	-
Total	0	34	0	0	0	0	0	0

## Section 7: Consultations received from the 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	3	1	12
Outstanding from the previous reporting period	0	0	0	0
Total	1	3	1	12
Closed during the reporting period	1	3	1	12
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							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
Disclose entirely	1	0	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
Total	1	0	0	0	0	0	0	1

### 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							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	1	0	0	0	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	1	0	0	0	0	0	0	1

## Section 8: Completion time of consultations on cabinet confidences

## 8.1 Requests with Legal Services

[illegible]

## 8.2 Requests with Privy Council Office

Number of days	Less than 100 pages released		100 to 500 pages released		501 to 1000 pages released		1001 to 5000 pages released		More than 5000 pages released	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

## Section 9: Complaints and investigations notices received

Section 31	Section 33	Section 35	Court action	Total
2	0	0	0	2

## Section 10: Privacy Impact Assessments (PIA (Privacy Impact Assessment)s) and Personal Information Banks (PIBs)

### 10.1 Privacy Impact Assessments

Number of PIA (Privacy Impact Assessment)s completed	Number of PIA (Privacy Impact Assessment)s modified
0	0

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

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	0	0	0	0
Central	7	0	0	0
Total	7	0	0	0

## Section 11: Privacy breaches

### 11.1 Material privacy breaches reported

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

### 11.2 Non-material privacy breaches

Number of non-material privacy breaches
109

## Section 12: Resources related to the *Privacy Act*

### 12.1 Allocated costs

Expenditures	Amount
Salaries	\$516,933
Overtime	\$0
Good and services <ul style="list-style-type: none"> <li>Professional services contracts: \$0</li> <li>Other: \$0</li> </ul>	\$0
Total	\$516,933

### 12.2 Human resources

Resources	Person years dedicated to access to information activities
Full-time employees	5.000
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	5.000

## Appendix C - Supplemental Access to Information and Privacy statistical form

### Section 1: Capacity to receive requests under the Access to Information Act and the Privacy Act

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	52

### Section 2: Capacity to process records under the Access to Information Act and the Privacy Act

#### 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	0	52	52

## 2.2 Enter the number of weeks your institution was able to process electronic 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	52	0	0	52

## Section 3: Open requests and complaints under the Access to Information Act

### 3.1 Enter the number of open requests that are outstanding from previous reporting periods

Fiscal year open requests were received	Open requests that are within legislated timelines as of March 31, 2023	Open requests that are beyond legislated timelines as of March 31, 2023	Total
Received in 2022-2023	267	0	267
Received in 2021-2022	1	11	12
Received in 2020-2021	0	3	3
Received in 2019-2020	0	2	2
Received in 2018-2019	0	1	1
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016	0	0	0
Received in 2014-2015	0	0	0
Received in 2013-2014 or earlier	0	0	0
Total	268	17	285

### 3.2 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 2022-2023	11
Received in 2021-2022	3
Received in 2020-2021	2
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015 or earlier	0
Total	16

## Section 4: open requests and complaints under the Privacy Act

### 4.1 Enter the number of open requests that are outstanding from previous reporting periods

Fiscal year open requests were received	Open requests that are within legislated timelines as of March 31, 2023	Open requests that are beyond legislated timelines as of March 31, 2023	Total
Received in 2022-2023	32	7	39
Received in 2021-2022	1	3	4
Received in 2020-2021	0	3	3
Received in 2019-2020	0	0	0
Received in 2018-2019	1	1	2
Received in 2017-2018	0	0	0

Received in 2016-2017	0	0	0
Received in 2015-2016	0	0	0
Received in 2014-2015	0	0	0
Received in 2013-2014 or earlier	0	0	0
Total	34	14	48

#### 4.2 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 2022-2023	2
Received in 2021-2022	1
Received in 2020-2021	0
Received in 2019-2020	1
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
Total	4

**Section 5: Social Insurance Number (SIN)**

Did your institution receive authority for a new collection or new consistent use of SIN in 2022-2023?	No
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**Section 6: Universal Access under the Privacy Act**

How many requests were received from confirmed foreign nationals outside of Canada in 2022-2023?	15
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