



2022-23

INFRASTRUCTURE CANADA

Annual Report on the Administration of the *Privacy Act*

1. INTRODUCTION

Purpose of the *Privacy Act*

The *Privacy Act* establishes obligations on federal government institutions to respect the privacy rights of individuals by limiting the collection, use and disclosure of personal information. It also provides individuals the right of access to their personal information and the right to request the correction of that information.

In accordance with section 72 of the *Privacy Act*, this annual report detailing the administration of the Act was prepared for tabling in Parliament.

This annual report describes how Infrastructure Canada (INFC) administered the *Privacy Act* from April 1, 2022, to March 31, 2023.

Mandate of Infrastructure Canada

Infrastructure Canada is a Government of Canada department that:

- collaborates with all orders of government, Indigenous communities and other stakeholders to create world-class, modern public infrastructure;
- invests in infrastructure to foster more inclusive and sustainable Canadian communities, including public transit and efforts to prevent and eliminate chronic homelessness;
- conducts research and economic analysis and collects data to identify the priorities of communities and supports long-term planning toward a net-zero, low-carbon, and climate-resilient future;
- works with Crown corporations and the private sector to deliver major infrastructure projects, and leverages alternative financing and investment options to promote economic growth; and
- supports climate-ready structural and natural infrastructure projects to mitigate the impacts of natural disasters triggered by climate change and help communities adapt and build resilience.

Public infrastructure projects address challenges Canadians face every day. The mission of Infrastructure Canada is to improve the quality of life of Canadians by creating jobs and economic growth, supporting climate resilience, and building a stronger and more inclusive country. Infrastructure Canada makes significant investments in public infrastructure, builds public-private partnerships, develops policies and delivers programs to improve the lives of all Canadians.

2. ORGANIZATIONAL STRUCTURE

Departmental Organization

At the end of the fiscal year, INFC was overseen by the Minister of Intergovernmental Affairs, Infrastructure and Communities and the Minister of Housing and Diversity and Inclusion. The Ministers were supported by the Deputy Minister of Infrastructure and Communities, who was supported by the Assistant Deputy Ministers of Policy and Results, Communities and Infrastructure Programs, Corporate Services, Transformation, Community Policy and Programs, and Investment, Partnerships and Innovation, as well as the Directors General of Communications and the Corporate Secretariat, and the Chief Audit and Evaluation Executive.

The Infrastructure Canada portfolio includes responsibilities with respect to the Jacques Cartier and Champlain Bridges Incorporated, the Windsor-Detroit Bridge Authority, the Canada Infrastructure Bank, Canada Mortgage and Housing Corporation and federal interests in the Toronto Waterfront Revitalization Corporation.

Structure of the Access to Information and Privacy (ATIP) Office

The ATIP Office at INFC is led by the Director of ATIP and Executive Correspondence, who reports to the Director General of the Corporate Secretariat. At the end of the reporting period, the ATIP Office was comprised of nine members: the director, two team leaders, five ATIP analysts and one student. The ATIP Office did not have any consultants during fiscal year 2022-23. The work of the office under the Act involves:

- processing *Privacy Act* requests and related activities;
- providing advice and guidance to employees and senior officials on privacy-related matters;
- developing privacy-related instruments to ensure sound privacy management practices and clearly defined responsibilities throughout the Department;
- developing and delivering training to departmental employees; and
- representing INFC in engagements with the Treasury Board Secretariat (TBS), the Privacy Commissioner and other government institutions regarding the application of the ATIP legislation.

There was no service agreement under section 73.1 of the *Privacy Act* for INFC during this reporting period.

Section 12 of Annex B shows a breakdown of resources as they relate solely to the administration of the *Privacy Act*.

3. DELEGATION ORDER

The delegation order in effect at the end of this reporting period was signed in May 2021. Under this order, full authority to exercise the powers, duties and functions of the Deputy Minister for all sections of the Act is delegated to all Assistant Deputy Ministers, the Chief Audit and Evaluation Executive, the Director General of Communications, the Director of ATIP and Executive Correspondence, and the Manager of ATIP. The team leader is delegated the ability to notify requesters where access is requested, and to notify of an extension to the time limits of a request.

See Annex A for a copy of the signed delegation order.

4. PERFORMANCE OVERVIEW 2022-23

The *Statistical Report on the Privacy Act* is prepared by government institutions to assist the Treasury Board of Canada Secretariat to analyze trends and exercise oversight. INFC's 2022-23 annual statistical report is provided in Annex B and Annex C (Supplemental Statistical Report).

PERCENTAGE OF REQUESTS CLOSED WITHIN LEGISLATED TIMELINES

One of the key measures of INFC ATIP's performance is the number of requests closed within legislated timelines. In 2022-23, INFC closed two requests within the legislated timelines, giving an overall compliance rate of 100% for this reporting period.

Table 1 compares the number of requests closed within legislated timelines for the past four fiscal years.

Table 1: Number of requests closed within legislated timelines

	2019-20	2020-21	2021-22	2022-23
Number of requests closed	15	4	7	2
Number of requests closed within legislated timelines	15	3	7	2
Percentage of requests closed within legislated timelines	100%	75%	100%	100%

OVERVIEW ON COMPLETION TIMES OF CLOSED REQUESTS

INFC completed all two (100%) privacy requests within 30 days. For a comparison of processing times over the past four fiscal years, please refer to Table 2 below.

Table 2: Processing time for completed requests

Processing Time	Number of requests			
	2019-20	2020-21	2021-22	2022-23
1 to 30 days	15	2	7	2
31 to 60 days	0	1	0	0
61 to 120 days	0	1	0	0

OVERVIEW OF ACTIVE REQUESTS BROKEN DOWN BY FISCAL YEAR IN WHICH THEY WERE RECEIVED

At the end of the fiscal year, two active requests received in 2022-23 were carried forward into 2023-24. Both requests were still within legislated timelines, as shown in the table below. The Department consistently strives to meet the legislated timelines by concentrating efforts to expedite the retrieval of records and effectively coordinates consultations with stakeholders.

Table 3: Number of *Privacy Act* open requests outstanding from previous reporting periods

Open Requests that were Received in Fiscal Year	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 2022-23	2	0	2
Received in 2021-22	0	0	0
Total	2	0	2

OVERVIEW OF COMPLAINTS OUTSTANDING FROM PREVIOUS REPORTING PERIODS

In 2022-23, INFC did not receive a complaint nor have any active complaints outstanding as of the last day of the reporting period.

REASONS FOR EXTENSIONS

The Act recognizes that there are factors that make a request for information more complex, resulting in processing times longer than 30 days. Section 15 of the Act allows institutions to extend the time limit by a maximum of another 30 days. In 2022-23, no extension was taken in comparison to two extensions taken in fiscal year 2020-21. Table 4 shows the reasons for extensions over the past four fiscal years.

Table 4: Reasons for extensions

	2019-20	2020-21	2021-22	2022-23
Interference with operations 15(a)(i)	0	2	0	0
Consultation 15(a)(ii)	0	0	0	0
Translation or conversion 15(b)	0	0	0	0

CONSULTATIONS FROM OTHER GOVERNMENT INSTITUTIONS AND ORGANIZATIONS

When other institutions and organizations retrieve information that concerns or originates from INFC in response to *Privacy Act* requests, they may consult the INFC ATIP Office for recommendations on release. Other government institutions are defined as federal institutions subject to the Act. Other organizations include the governments of the provinces, territories and municipalities, and of other countries.

Similar to the past four fiscal years, INFC did not receive any consultation requests in this reporting period.

PERCENTAGE OF COMPLETED REQUESTS FOR WHICH RECORDS WERE ALL DISCLOSED AND DISCLOSED IN PART

During the reporting period, INFC disclosed in part one (50%) privacy request and did not disclose any requests in full. The remaining request was abandoned. Table 5 compares the percentage of requests all disclosed and disclosed in part for the past four fiscal years.

Table 5: Percentage of requests all disclosed and disclosed in part

	2019-20	2020-21	2021-22	2022-23
Percentage of requests all disclosed	6.67%	0%	0%	0%
Percentage of requests disclosed in part	20%	75%	57.14%	50%

IMPACT OF COVID-19

INFC was able to continue to process and complete requests in a timely manner during the reporting period and was fully operational for every week of the last fiscal year, maintaining full capability to process requests by mail and electronically. This is because of procedures previously put in place by the Department and the ATIP Office, to help reduce the operational impact of administering the Act, as well as measures adopted in light of the hybrid working environment.

In recent years, the Department issued tablets and cellphones to all employees, allowing for greater flexibility to work remotely. This included upgrading our network to allow for secure remote access and the ability to process records from a distance. In addition, the ATIP Office had previously begun transitioning from many paper-based operations to more electronic practices where possible, prior to the COVID-19 pandemic.

During this fiscal year, INFC ATIP shifted from working completely remotely to working in a hybrid environment. During this past fiscal year, the ATIP Office has been able to conduct all record retrieval and approval processes electronically through the use of departmental shared drives and encrypted email.

5. TRAINING AND AWARENESS

Institution-specific training was offered in a variety of formats to best suit the needs of employees across the Department. Courses offered included a general ATIP course, a privacy policy course, a new privacy course and an ATIP for Executives course. All of these courses were offered in both official languages and were 90 minutes in duration.

During 2022-23, seven sessions of the INFC training course titled "Processing ATIP Requests" were delivered by the ATIP Office to 533 employees. This represents a 265% increase in the number of attendees this year compared to the 146 attendees last fiscal year. This was attributed to advertising the training through a department-wide email invite and the ease of attending the training via MS Teams. In addition to the general ATIP training, the ATIP for Executives course was provided to 32 employees. Employees are encouraged to take COR502 – "Access to Information and Privacy Fundamentals" from the Canada School of Public Service prior to attending internal training. All of these sessions contained a privacy component.

As part of INFC's internal Privacy Policy, all employees must attend privacy training every three years. In 2022-23, two sessions of the institution-specific training on INFC's Privacy Policy were delivered to a total of 182 employees. Additionally, 265 employees attended the two sessions offered on the newly developed privacy training course covering policies, procedures and legal responsibilities under the *Privacy Act*.

In addition, group training outside of the regularly scheduled sessions was offered to meet the specific content needs and schedules of attendees. Ad hoc sessions on privacy considerations on the use of videorecording and transcription on MS Teams were also delivered throughout the fiscal year.

Resources and tools related to privacy protection can be accessed by all employees on our internal INFRANet page; these include the INFC Privacy Policy, principles of privacy protection, privacy breach management, the INFC Directive as well as frequently asked questions.

The ATIP Office ensures that all employees are informed of any updates to privacy policies and directives related to the administration of the Act through regular internal newsletter articles, updating our internal-facing ATIP INFRAnet page and engaging with employees who have functional or delegated responsibilities under the Act to provide targeted guidance and advice as needed.

Lastly, employees in the ATIP Office with functional and delegated responsibilities under the Act regularly participate in training and information sessions offered by TBS and the ATIP community to keep up to date on policies and procedures related to the administration of the Act.

6. POLICIES, GUIDELINES AND PROCEDURES

The ATIP Office oversaw a variety of projects in support of strong privacy policies, guidelines and procedures, and ensured alignment with several significant TBS updates made this reporting period.

In 2021, INFC approved the INFC Privacy Policy to assist individuals whose job function may have an impact on privacy and/or who handle personal information including the collection, retention, use, disclosure and disposal of personal information. This policy develops the foundation for sound privacy management practices and clearly defines responsibilities in the Department. In 2022-23, the ATIP Office subsequently amended the INFC Privacy Policy to adopt the recent changes to the Policy on Privacy Protection that took effect on October 26, 2022. This has been posted on the ATIP internal-facing webpage as a resource for all employees.

The INFC Directive on Privacy Practices was finalized this reporting period to align with the revised TBS Directive on Privacy Practices. The objective of this directive is to facilitate the implementation and public reporting of consistent and sound privacy management practices for the protection of personal information under the control of INFC throughout its lifecycle. This includes information held by INFC or a third party acting under contract with INFC and/or information that is part of an information sharing agreement or information sharing arrangement with INFC.

INFC also developed a draft tool on privacy considerations on the use of video recording and transcription on MS Teams. This ensures that employees are aware of their obligations under the Act prior to the collection of personal information. The ATIP Office periodically reviews access permissions for employees who have the video recording and transcription feature enabled on MS Teams to mitigate risks and ensure compliance under the Act.

The INFC ATIP Office takes privacy breaches very seriously. Training and guidance on how to mitigate and manage privacy breaches is available to all employees via our INFC Directive on Privacy Practices as well as our formal training courses. Following a confirmed privacy breach, it is INFC's practice to recommend that all employees involved in the breach attend a privacy training course to better understand their role in protecting personal information and preventing future breaches. The ATIP Office tracks and analyses the types of privacy breaches that

have occurred in our institution in order to find trends so we may implement targeted solutions to prevent similar breaches.

The ATIP Office continued to work closely with Information Management (IM) on an ongoing email cleanup campaign across the Department, which encourages staff to take time to review their email inbox on a regular basis and sort out the emails of business value from the transitory information. The ATIP Office and IM also developed a landing page where employees can review policies and directives related to email management, and they provide tools to help maintain a tidy inbox. This helps to ensure that personal information of a transitory nature is not kept longer than necessary.

INFC did not receive authority for any new collections or consistent uses of Social Insurance Numbers during this reporting period.

7. INITIATIVES AND PROJECTS TO IMPROVE PRIVACY

The ATIP Office migrated to the new ATIP Online Request Service this past fiscal year. The portal allows INFC to not only receive requests but also deliver completed response packages via the portal.

INFC will be migrating to version four of the ATIP Online Request Service in the new fiscal year. This portal will allow INFC to communicate directly with requesters through the portal. The ATIP Office has begun exploring a new ATIP processing software and is targeting implementation in the next fiscal year.

During this reporting period, the ATIP Office has tested Adobe Premiere Pro and is now capable and ready to process video and audio records should they be requested under the Act. This software will help to ensure that we have the ability to protect personal information within digital record formats.

INFC is committed to improving access to personal information and practices that advance Indigenous reconciliation, including responding to requests in a timely manner, providing interim responses for large volume requests, processing a large variety of document formats, keeping an open line of communication with requesters and applying limited exemptions to the records. In alignment with [Access to Information and Privacy Implementation Notice 2023-01: Advancing Reconciliation with Indigenous Peoples by Providing Culturally Appropriate Services](#), the ATIP Office has included the recommended courses, in the learning and development plans, for the entire team next fiscal year.

8. KEY ISSUES AND ACTIONS TAKEN ON COMPLAINTS

No complaints were received or concluded during the reporting period.

9. MATERIAL PRIVACY BREACHES

A privacy breach is defined by TBS as the improper or unauthorized access to creation, collection, use, disclosure, retention or disposal of personal information. A material privacy breach is defined by TBS as a privacy breach that could reasonably be expected to create a real risk of significant harm to an individual.

No material privacy breaches were reported to the Office of the Privacy Commissioner or to TBS during the reporting period.

10. PRIVACY IMPACT ASSESSMENTS

Privacy impact assessments (PIAs) are risk management tools to determine whether privacy risks are present in new or existing departmental programs, initiatives or projects that collect, use and retain personal information. PIAs promote transparency and accountability, and contribute to continued public confidence in the way the Government manages personal information. INFC conducts PIAs to develop an informed assessment of the privacy risks associated with new initiatives and to inform recommendations to mitigate any identified privacy risks to an acceptable level.

No new PIAs were completed during this reporting period.

11. PUBLIC INTEREST DISCLOSURES

Paragraph 8(2)(m) permits the disclosure of personal information where, in the opinion of the head of the institution, the public interest in disclosure clearly outweighs any invasion of privacy that could result from the disclosure, or the disclosure would clearly benefit the individual to whom the information relates. No disclosure was made under paragraph 8(2)(m) of the *Privacy Act* during the reporting period.

12. MONITORING COMPLIANCE

INFC makes every effort to meet statutory deadlines and actively monitors the time taken to process requests. Monitoring begins as soon as a request is received by the ATIP Office, entered into the case management system and assigned to an ATIP analyst. Deadlines are tracked and monitored electronically, highlighting files nearing completion or targeted deadlines. The analysts and management monitor the time taken to process a personal information request on an ongoing basis. Statistics on the active caseload are provided to, and analyzed by, the Director of ATIP and Executive Correspondence on a weekly basis. Any required action is taken as a result of this analysis to ensure timely access to documents requested.

Instrumental to ensuring INFC's compliance with the legislation, the ATIP Office maintained positive working relationships with the program areas by engaging in early discussions of requests, providing guidance when needed, and sending weekly status reports to the offices that report directly to the Deputy Minister (Assistant

Deputy Ministers, Directors General of Communications and the Corporate Secretariat, and the Chief Audit and Evaluation Executive) highlighting the requests in retrievals, under consultation and in approvals.

INFC limits consultations to complex and sensitive records in situations where the subject-matter expertise resides with another department or another level of government. The consultations are used to obtain expert advice and recommendations enabling INFC to assess whether requested information must be protected. In many instances, these are now sent as courtesy consultations, and INFC severs the sensitive information prior to sending. Whenever possible, INFC officials exercise their delegated authority to exempt and disclose records under the terms of the Act, without adding time for unnecessary consultations.

INFC does not receive frequently requested types of information that could be made available by other means; however, the ATIP Office continues to monitor for patterns in incoming requests.

During the reporting period, the ATIP Office began drafting internal guidelines to address privacy when contracting with third parties. Internal consultations have been initiated and will continue to be carried out in the next fiscal year. Our objective is to ensure that contracts involving personal information will be flagged at the earliest stage possible so our office may assist in mitigating privacy risks as well as warrant that relevant privacy clauses are included in contracts. The work is underway and scheduled to be finalized next fiscal year.

Furthermore, the ATIP Office is closely monitoring the guidelines for Information Sharing Agreements as well as the Information Sharing Arrangements (ISAs) that TBS will release in the coming fiscal year. The goal is to create a template that is best suited to the Department's needs.

ANNEXES

- Annex A: *Privacy Act* Delegation Order
- Annex B: 2022-23 Statistical Report on the *Privacy Act*
- Annex C: 2022-23 Supplemental Statistical Report

Annex A

Privacy Act Delegation Order


Access to Information Act and Privacy Act Delegation Order / Arrêté de délégation en vertu de la Loi sur l'accès à l'information et de la Loi sur la protection des renseignements personnels

The Deputy Minister of Infrastructure and Communities, pursuant to section 95(1) of the *Access to Information Act* and section 73(1) of the *Privacy Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Deputy Minister as the head of Infrastructure and Communities, under the provisions of the Act and related regulations set out in the schedule opposite each position. This designation replaces all previous delegation orders.

En vertu de l'article 95(1) de la *Loi sur l'accès à l'information* et de l'article 73(1) de la *Loi sur la protection des renseignements personnels*, la sous-ministre de l'Infrastructure et des Collectivités délègue aux titulaires des postes mentionnés à l'annexe ci-après, ainsi qu'aux personnes occupant à titre intérimaire lesdits postes, les attributions dont elle est, en qualité de responsable de l'Infrastructure et des Collectivités, investie par les dispositions de la Loi ou de son règlement mentionnées en regard de chaque poste. Le présent document remplace et annule tout arrêté antérieur.

Schedule / Annexe

Position / Poste	<i>Access to Information Act</i> and Regulations / <i>Loi sur l'accès à l'information</i> et Règlement	<i>Privacy Act</i> and Regulations / <i>Loi sur la protection des renseignements personnels</i> et Règlement
Assistant Deputy Ministers / Sous-ministre adjoint (e)	Full authority / Autorité absolue	Full authority/ Autorité absolue
Chief Audit and Evaluation Executive / Dirigeant (e) principal (e) de la vérification et de l'évaluation	Full authority / Autorité absolue	Full authority / Autorité absolue
Director General of Communications / Directeur (trice) général (e) des communications	Full authority / Autorité absolue	Full authority / Autorité absolue
Director, ATIP and Executive Correspondence/ Directeur (trice) de l'AIPRP et de la correspondance de la haute direction	Full authority / Autorité absolue	Full authority / Autorité absolue
Manager, ATIP (PM 06)/ Gestionnaire d'AIPRP (PM 06)	Full authority / Autorité absolue	Full authority / Autorité absolue
ATIP Team Lead (PM-05) / Chef d'équipe de l'AIPRP (PM-05)	7(a) Notice where access requested / Notification 9 Extension of time limits / Prorogation du délai 11(2) Waiver of fees / Dispense des frais	14(a) Notice where access requested / Notification 15 Extension of time limits / Prorogation du délai

Gillis, Kelly  Digitally signed by Gillis, Kelly
Date: 2021.05.18 18:00:31 -04'00'

Kelly Gillis

Deputy Minister of Infrastructure and Communities / Sous-ministre de l'Infrastructure et des Collectivités

Annex B

2022-23 Statistical Report on the *Privacy Act*

Statistical Report on the Privacy Act

Name of institution: Infrastructure Canada

Reporting period: 2022-04-01 to 2023-03-31

Section 1: Requests Under the Privacy Act

1.1 Number of requests received

		Number of Requests
Received during reporting period		4
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		4
Closed during reporting period		2
Carried over to next reporting period		2
• Carried over within legislated timeline	2	
• Carried over beyond legislated timeline	0	

1.2 Channels of requests

Source	Number of Requests
Online	2
E-mail	2
Mail	0
In person	0
Phone	0
Fax	0
Total	4

Section 2: Informal requests

2.1 Number of informal requests

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

2.2 Channels of informal requests

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

2.3 Completion time of informal requests

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

2.4 Pages released informally

Less Than 100 Pages Released		100-500 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							
	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	0	0	0	0	0	0	0	0
Disclosed in part	0	1	0	0	0	0	0	1
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	1	0	0	0	0	0	2

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	0
19(1)(e)	0	22(2)	0	26	1
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		

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	
0	1	0	0	0	0

3.5 Complexity

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

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
10	10	2

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

Disposition	Less Than 100 Pages Processed		100-500 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	0	0	0	0	0	0	0	0	0	0
Disclosed in part	1	10	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	2	10	0	0	0	0	0	0	0	0

3.5.3 Relevant minutes processed and disclosed for audio formats

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

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

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

3.5.5 Relevant minutes processed and disclosed for video formats

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

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

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

3.5.7 Other complexities

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

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	2
Percentage of requests closed within legislated timelines (%)	100

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
0	0	0	0	0

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	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

3.8 Requests for translation

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

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

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

Section 5: Requests for Correction of Personal Information and Notations

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

Section 6: Extensions

6.1 Reasons for extensions

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

Section 7: Consultations Received from Other Institutions and Organizations

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

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

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

Recommendation	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	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

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

8.2 Requests with Privy Council Office

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

Section 9: Complaints and Investigation Notices Received

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

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

10.1 Privacy Impact Assessments

Number of PIAs completed	0
Number of PIAs modified	0

10.2 Institution-specific and Central Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	1	0	0	0
Central	0	0	0	0
Total	1	0	0	0

Section 11: Privacy Breaches

11.1 Material Privacy Breaches reported

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

11.2 Non-material Privacy Breaches

Number of non-material privacy breaches	9
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Section 12: Resources Related to the Privacy Act

12.1 Allocated Costs

Expenditures		Amount
Salaries		\$276,280
Overtime		\$0
Goods and Services		\$7,353
• Professional services contracts	\$0	
• Other	\$7,353	
Total		\$283,633

12.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	2.504
Part-time and casual employees	0.007
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	2.511

Note: Enter values to three decimal places.

Annex C

2022-2023 Supplemental Statistical Report



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

Name of institution: Infrastructure Canada
 Reporting period: 2022-04-01 to 2023-03-31

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 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	0	0	52	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 <i>Within</i> Legislated Timelines as of March 31, 2023	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2023	Total
Received in 2022-2023	6	0	6
Received in 2021-2022	0	0	0
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016	0	0	0
Received in 2014-2015	0	0	0
Received in 2013-2014 or earlier	0	0	0
Total	6	0	6

Row 11, Col. 3 of Section 3.1 must equal Row 7, Col. 1 of Section 1.1 of the 2022-2023 Statistical Report on the Access to Information Act

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	2
Received in 2021-2022	2
Received in 2020-2021	1
Received in 2019-2020	2
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	7

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 <i>Within</i> Legislated Timelines as of March 31, 2023	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2023	Total
Received in 2022-2023	2	0	2
Received in 2021-2022	0	0	0
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016	0	0	0
Received in 2014-2015	0	0	0
Received in 2013-2014 or earlier	0	0	0
Total	2	0	2

Row 11, Col. 3 of Section 4.1 must equal Row 7, Col. 1 of Section 1.1 of the 2022-2023 Statistical Report on the *Privacy Act*

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	0
Received in 2021-2022	0
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
Total	0

Section 5: Social Insurance Number

Has your institution begun a new collection or a new consistent use of the SIN in 2022-2023?	NO
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Please provide a response to this question.

Section 6: Universal Access under the Privacy Act

How many requests were received from confirmed foreign nationals outside of Canada in 2022-2023?	0
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Row 1, Col. 1 of Section 6 must be equal to or less than Row 1, Col. 1 of Section 1.1 of the 2022-2023 Statistical Report on the *Privacy Act*