



NATIONAL
GALLERY
OF CANADA

MUSÉE
DES BEAUX-ARTS
DU CANADA

Annual Report

Access to Information Act

April 1, 2023 to March 31, 2024

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Introduction

Purpose of the Access to Information Act

The *Access to Information Act* (“the Act”) provides Canadian citizens, permanent residents and any individual or corporation present in Canada the right to access information in records under the control of a government institution, in accordance with the principle that government information should be available to the public, that necessary exceptions to the right of access should be limited and specific, and that decisions on the disclosure of government information should be reviewed independently of government.

As a federal Crown corporation, the National Gallery of Canada (“the Gallery”) is subject to the Act. Section 94 of the Act requires that the head of every government institution submit an annual report on the administration of the Act within the institution during the period beginning on April 1 of the preceding year and ending on March 31 of the current year. The Annual Report is prepared and tabled in Parliament in accordance with section 94 of the Act and describes how the Gallery administered the Act from April 1, 2023 to March 31, 2024

NGC Background

The National Gallery of Canada was founded in 1880 by the then-Governor General, the Marquess of Lorne, in concert with the Royal Canadian Academy of Arts. With the enactment of the 1913 *National Gallery of Canada Act*, the federal government assumed responsibility for the Gallery. The federal government continued its stewardship through successive Acts of Parliament, culminating with the *Museums Act* of July 1, 1990, which established the Gallery as a Crown corporation.

Gallery Mandate, Authorities, and Public Policy Role

As per the *Museums Act*, 1990, c. 5, the National Gallery of Canada’s mandate is *to develop, maintain, and make known, throughout Canada and internationally, a collection of works of art, both historic and contemporary, with special, but not exclusive, reference to Canada, and to further knowledge, understanding, and enjoyment of art in general among all Canadians.*

As a distinct legal entity, wholly owned by the Crown, the Gallery is a parent Crown corporation with agent status, is listed in Schedule 3, Part 1 of the *Financial Administration Act* (FAA) and is subject to the Crown corporation accountability framework established under Part X of the FAA. The Gallery has no non-operational subsidiaries.

The Gallery reports to the Parliament of Canada through the Minister of Canadian Heritage. Although it functions at arm’s length from the federal government in its daily operations, as a member of the Canadian Heritage portfolio, the Gallery supports the Department in its mission, and contributes to government priorities.

Under the *Museums Act*, the Gallery plays an essential role, individually and together with other museums and like institutions, in preserving and promoting the heritage of Canada and all its peoples throughout Canada and abroad, and in contributing to the collective memory and sense of identity of all Canadians. As a source of inspiration, research, learning and entertainment, the Gallery provides, in both official languages, services that are essential to Canadian culture, and available to all.

Organizational Structure and Delegation Order

The Gallery's activities in relation to *Access to Information Act* are managed on a part-time basis by a member of the Corporate Secretariat who holds the position of Board and Access to Information and Privacy (ATIP) Coordinator, and to whom the Director and CEO has delegated all the powers, duties, and functions for the administration of the Act. A copy of the signed and dated Delegation Order that was in effect at the end of the reporting period is attached as Appendix 1.

During the reporting period, the ATIP Coordinator was supported by three part-time external consultants.

The ATIP Coordinator position is responsible for the following activities:

- processing formal requests under the *Access to Information Act* and *Privacy Act* (together "the Acts"), as well as informal requests for information and consultation requests from other government institutions;
- providing ongoing advice and guidance to senior management and Gallery staff on access to information and privacy legislation and related policies, privacy risk management activities, and other related matters;
- monitoring Gallery compliance with the Acts, its Regulations and relevant policies and procedures;
- acting, on behalf of the Gallery, in dealings with the Treasury Board of Canada Secretariat (TBS), the Offices of the Information Commissioner and Privacy Commissioner, as well as other government institutions, regarding the administration of the Act as it relates to the Gallery;
- preparing annual reports to Parliament, in addition to other statutory reports and material that may be required by central agencies;
- coordinating the annual update to *Info Source* and informing TBS of any changes to the Gallery's Personal Information Banks (PIBs);
- promoting awareness of the Acts, Regulations, and relevant procedures throughout the Gallery; and
- participating in government-wide forums for the ATIP community, including TBS community and ATIP Coordinator meetings, as well as ad-hoc working groups and training sessions.

Section 96 of the Act authorizes a government institution to provide services related to any power, duty or function conferred or imposed on the head of a government institution under the Act to another government institution that is presided over by the same Minister or that is under the responsibility of the same Minister and may receive such services from any other such government institution. Such services may be provided only if the government institution enters into a written agreement with the other institution. During the reporting period, the Gallery was not party to any agreement pursuant to section 96 of the Act.

Part 2 of the Act requires the Gallery to proactively publish travel and hospitality expenses and reports tabled in Parliament pursuant to sections 82, 83, and 84. The Finance department (Financial Controller), in consultation with executives, ensures the fulfillment of travel and hospitality expense publication. With respect to reports tabled in Parliament, the program areas responsible for preparing the respective annual reports are also responsible for fulfilling the proactive publication requirements.

Performance 2023-2024

This section includes information about the processing of requests under the *Access to Information Act* in 2023-24 and an interpretation of the 2023-24 Statistical Report found at Appendix 2.

Section 1: Formal Requests Received

Number of Requests	2023-2024	2022-2023	2021-2022
Received during the reporting period	4	16	1
Outstanding from previous period	5	0	1
TOTAL (All requests)	9	16	2

The Gallery received four formal requests for information under the Act during the reporting period, a significant decrease from the sixteen received in 2022-23, and an increase from the one request received in 2021-22. Five requests were carried over from 2022-23. The Gallery therefore had a total of nine active requests during 2023-24.

Five requests were closed during the reporting period. Four requests therefore remained active as of the last day of 2023-24 and were carried over to 2024-25. Two of the four carryover requests remained within legislated timeframes.

Section 2: Informal Requests

During the reporting period, the Gallery received ten informal requests for information, a significant decrease from the seventeen informal requests received in 2022-23, and an increase from the four requests received in 2021-2022. The ten informal requests received were completed during the reporting period.

Section 3: Applications to the Information Commissioner on Declining to Act on Requests

During the reporting period, the Gallery did not apply to the Information Commissioner on declining to act on requests.

Section 4: Requests Closed During the Reporting Period

Legislated Timelines and Completion Times

Of the Gallery's five completed requests, two were closed within the legislated timelines stipulated by the Act. The percentage of requests closed within legislated timelines was therefore 40%.

The following are the completion times for the five completed requests:

- Two requests were completed within 16 to 30 days; and
- Three requests were completed within 181 to 365 days.

Disposition of Requests

Of the five completed requests, 1 request was “all disclosed” (i.e. no information was withheld from disclosure) and four were “disclosed in part” (i.e. some information was withheld from disclosure). As such, 20% of completed requests were “all disclosed” and 80% were “disclosed in part”.

Exemptions

The Statistical Reports identify the number of requests for which specific types of exemptions were invoked. If the Gallery applied two different exemptions to a request, one exemption under each relevant section is reported. If the same exemption was claimed several times in the same request, it is captured only once in the statistics.

Exemptions invoked	2023-24	2022-23	2021-22
Section 16(2)	2	0	0
Section 16(2)(c)	1	1	0
Section 18(a)	2	0	2
Section 18(b)	4	4	1
Section 19(1)	4	6	2
Section 20(1)(b)	1	2	1
Section 20(1)(c)	2	2	0
Section 20(1)(d)	1	1	1
Section 21(1)(a)	3	2	0
Section 21(1)(b)	3	1	0
Section 21(1)(c)	1	1	0
Section 21(1)(d)	3	1	0
Section 22	1	0	0
Section 23	1	1	1
Total:	29	22	8

Exclusions

The Act does not apply to published material pursuant to section 68 and to Confidences of the Queen’s Privy Council pursuant to Section 69. No exclusions were invoked during the current or previous two reporting periods.

Relevant Pages Processed and Disclosed

For the five closed requests, 5,107 pages were processed and 4,220 pages were disclosed in full and/or in part. The number of pages processed represents a significant increase of 77% over the previous reporting period (2,870 pages processed). Of note, the number of pages processed as reported in the Statistical Report does not include pages that required review for relevancy, scope, or duplicates, and does not consider work and interim releases of records for ongoing requests. Accordingly, the number of pages reviewed by the ATIP Office was significantly higher than what is captured in the Statistical Report.

Section 5: Extensions

Section 9 of the Act provides for the extension of the statutory time limits if consultations are necessary or if the request is for a large volume of records and processing the request within the original time would unreasonably interfere with the operations of the institution.

Of the five completed requests, two extensions were required for interference with operations/workload.

Section 6: Fees

Application fees collected during the reporting period amounted to \$20.00 for the four new requests. No application fees were waived or refunded.

Section 7: Consultations Received from Other Institutions and Organizations

No consultations were received by the Gallery in 2023-24, a decrease over the last reporting period as referenced in the following table:

Number of Consultations	2023-24	2022-23	2021-22
Received during the reporting period	0	2	0
Total	0	2	0

Section 8: Completion Time of Consultations on Cabinet Confidences

There were no consultations on Cabinet confidences during the current and previous two reporting periods.

Section 9: Complaints, Audits, and Investigations

One complaint received in 2022-23 pertaining to exemptions applied under section 19(1) to protect personal information was closed during the reporting period. Further to investigation, the Office of the Information Commissioner deemed that the Gallery had properly invoked the exemption. No complaints remained active as of the last day of the reporting period.

Section 10: Court Action

As was the case for the last three fiscal years, there were no complaints concerning the Gallery that were subject to court action during the 2023-24 reporting period.

Section 11: Resources

Costs

For 2023-24, salary costs directly associated with the administration of the *Access to Information Act* was estimated at \$18,218.00, an increase over 2022-23 (\$15,714.00) and 2021-22 (\$11,737.00).

As is the case with previous reporting periods, consulting and legal costs were also incurred to fulfill the processing of high volume and complex requests. The costs incurred for these services during the reporting period totalled \$106,881.00.

Reported costs do not include resources required by other areas of the Gallery to search for responsive records and provide recommendations concerning the disclosure of information.

Human Resources

The Access to Information function is estimated to have had 0.668 full time equivalent (FTE) dedicated to it throughout 2023-24, a significant increase over the 0.355 FTE reported in 2022-23 and over the 0.094 FTE reported for 2021-22. Higher costs are primarily due to the increased request page volume and complexity of requests.

The 0.668 FTE for 2023-24 includes both staff and consultant costs.

Training and Awareness

In the second half of the reporting period, the Gallery initiated formal privacy training for all staff. The training included awareness of *Access to Information Act* request processes and employee duty to assist obligations. 23 participants attended the training, and additional sessions will be delivered in the 2024-25 reporting period with a view to ensuring all staff receive training.

Briefings were provided to the new Director and CEO to inform him on the Gallery's *Access to Information Act* obligations, and in the context of renewing the Delegation Order.

The ATIP Coordinator and part-time consultants provided periodic one-on-one advice and guidance on access to information request matters to NGC staff and management throughout the reporting period, as needed.

With respect to Part 2 Proactive Publication activities, each executive is briefed on disclosure requirements for all travel and hospitality expenditures. Regular updates and reminders are provided to the Senior Management Committee by the Chief Financial Officer.

Policies, Guidelines, and Procedures

The Gallery's [Information Resource Management Policy](#) was updated during the reporting period and incorporated a specific section to delineate the ATIP Coordinator's leading role for responding to requests under the Act among other duties. Key roles and responsibilities for all employees to support the Gallery's obligations under the Act were included, as well as specific requirements pertaining to Info Source, ATIP "holds" on records (i.e. preservation), and considerations for contracting and establishing agreements with other entities.

Initiatives and Projects to Improve Access to Information

Throughout 2023-24, the Gallery continued the process of onboarding to the Government of Canada ATIP Online Request service and was successfully onboarded in early 2024-25.

During the reporting period, the Gallery made significant effort to recruit ATIP staff but was unable to secure additional permanent staff. The shortage of well-qualified ATIP candidates in the market remains a challenge for the Gallery's ATIP operations.

Proactive Publication under Part 2 of the Act

The Gallery is a government institution as defined in section 3 of the Act, and for the purposes of the proactive publication requirements under Part 2. The Gallery is subject to the following sections as outlined in the table* below:

- Section 82: Travel expenses
- Section 83: Hospitality expenses
- Section 84: Reports tabled in Parliament

*Proactive Publication Requirements Table

Legislative Requirement	Section	Publication Timeline	Gallery Requirement
All Government Institutions as defined in section 3 of the <i>Access to Information Act</i>			
Travel Expenses	82	Within 30 days after the end of the month of reimbursement	Yes
Hospitality Expenses	83	Within 30 days after the end of the month of reimbursement	Yes
Reports tabled in Parliament	84	Within 30 days after tabling	Yes
Government entities or Departments, agencies, and other bodies subject to the Act and listed in Schedules I, I.1, or II of the <i>Financial Administration Act</i>			
Contracts over \$10,000	86	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	No
Grants & Contributions over \$25,000	87	Within 30 days after the quarter	No
Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment	No

Titles and reference numbers of memoranda prepared for a deputy head or equivalent, that is received by their office	88(b)	Within 30 days after the end of the month received	No
Packages of briefing materials prepared for a deputy head or equivalent's appearance before a committee of Parliament	88(c)	Within 120 days after appearance	No
Government institutions that are departments named in Schedule I to the <i>Financial Administration Act</i> or portions of the core public administration named in Schedule IV to that Act (i.e. government institutions for which Treasury Board is the employer)			
Reclassification of positions	85	Within 30 days after the quarter	No
Ministers			
Packages of briefing materials prepared by a government institution for new or incoming ministers	74(a)	Within 120 days after appointment	No
Titles and reference numbers of memoranda prepared by a government institution for the minister, that is received by their office	74(b)	Within 30 days after the end of the month received	No
Package of question period notes prepared by a government institution for the minister and in use on the last sitting day of the House of Commons in June and December	74(c)	Within 30 days after last sitting day of the House of Common in June and December	No
Packages of briefing materials prepared by a government institution for a minister's appearance before a committee of Parliament	74(d)	Within 120 days after appearance	No
Travel Expenses	75	Within 30 days after the end of the month of reimbursement	No
Hospitality Expenses	76	Within 30 days after the end of the month of reimbursement	No
Contracts over \$10,000	77	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	No
Ministers' Offices Expenses *Note: This consolidated report is currently published by TBS on behalf of all institutions.	78	Within 120 days after the fiscal year	No

The percentage of proactive publication requirements published within the legislated timelines was:

- Travel and hospitality expenses: 100%
- Reports tabled in Parliament: 100%

The Gallery has a defined process to ensure the fulfillment of travel and hospitality expense proactive publication obligations. All such expenses are required to be pre-approved with the

relevant forms and tools justifying the data elements to be published. Claim forms are also required at the conclusion of events to confirm actuals.

The Gallery's proactively published travel and hospitality expenses pursuant to sections 82 and 83 of the Act at available at the following link:

<https://www.gallery.ca/about/governance/corporate-reports/travel-and-hospitality-expenses>

The Gallery's proactively published reports to Parliament pursuant to section 84 are available at the following link:

<https://www.gallery.ca/about/governance/corporate-reports>

Summary of Key Issues and Actions Taken on Complaints or Audits

One complaint investigation, outstanding from last reporting period, was concluded and concerned the Gallery's use of the subsection 19(1) [personal information] exemption to withhold information from disclosure. Further to investigation, the Office of the Information Commissioner concluded that the Gallery properly invoked the exemption, and the complaint was deemed "not well founded".

Monitoring Compliance

Requests are regularly monitored through a tracking log, which captures detailed information concerning the timeline of each request. As the Gallery receives a modest number of requests each year, its monitoring of the time required to process information requests is a straightforward exercise.

Inter-institutional consultations are limited to only when needed for the proper exercise of discretion or when there is an intention to disclose. Again, due to the modest number of requests received each year, the ATIP Coordinator is made aware of any intention to consult on a request and decides if such consultation is necessary.

There were no formal monitoring activities in relation to frequently requested types of information and the feasibility of making that information available by other means. Due to the modest number of requests received each year, trends would be easily identified and considered by the ATIP Coordinator.

While there is no formal monitoring in place regarding access to information and privacy clauses in contracts and agreements, the Gallery has implemented standard measures to promote the rights afforded under the *Access to Information Act* and *Privacy Act*. Standard instructions and clauses related to access to information and privacy are included in Request for Proposal processes and published on gallery.ca. These clauses are also included in all contracts. In addition, the ATIP Office and/or external legal counsel are engaged by programs areas and procurement on an ad hoc basis, to implement more detailed clauses for contracts and agreements requiring heightened administrative safeguards.

Regarding the accuracy and completeness of proactively published information under Part 2 of the Act, the Assistant Controller ensures reconciliation and entry with the forms and information

exported directly from the financial system, for travel and hospitality expenses. Verification with the claimant is conducted prior to posting.

For annual report proactive publication requirements, the respective program areas are responsible for fulfilling the requirements.

Additional Information

Whenever possible, information is provided informally to the public. For example, both the Communications Division and Visitor Services respond to many requests for information from the media and the public, respectively. The Gallery's website also serves as a valuable source of information about the institutions, and its programs, services, and activities.

Appendix 1 – *Access to Information Act* Delegation Order

Appendix 2 – Statistical Report on the *Access to Information Act* and Supplemental ATIP Statistical Report

The Director of the National Gallery of Canada, as designated head of the institution by virtue of Order-in-Council and pursuant to section 95(1) of the *Access to Information Act* (the *Act*) hereby designates the persons holding the positions set out herein or the persons occupying those positions on an acting basis, to exercise the powers, duties or functions of the Director as the head of a government institution, under the section or sections of the *Act* set out hereunder opposite each position.

Position	<i>Access to Information Act</i>	
Access to Information and Privacy Coordinator	4(2.1)	Reasonable effort to assist, respond accurately and completely and provide timely access in the format requested
Access to Information and Privacy Coordinator	6.1 (1) (1.3)(1.4) (2)	Reasons for declining to act on a request
Access to Information and Privacy Coordinator	7(a)	Notice where access requested
Access to Information and Privacy Coordinator	7(b)	Giving access to record
Access to Information and Privacy Coordinator	8(1)	Transfer of request to another institution
Access to Information and Privacy Coordinator	9	Extension of time limits
Access to Information and Privacy Coordinator	10	Provision of notice where access is refused
Access to Information and Privacy Coordinator	11(2),	Waiver of application fee
Access to Information and Privacy Coordinator	12(2)(b)	Language of access
Access to Information and Privacy Coordinator	12(3)(b)	Access in an alternative format
Access to Information and Privacy Coordinator	13	Exemption—Information obtained in confidence
Access to Information and Privacy Coordinator	14	Exemption—Federal—provincial affairs

Position	Access to Information Act	
Access to Information and Privacy Coordinator	15	Exemption—International affairs and defence
Access to Information and Privacy Coordinator	16	Exemption—Law enforcement and investigations
Access to Information and Privacy Coordinator	16.5	Exemption—for records related to a disclosure under the Public Servants Disclosure Protection Act
Access to Information and Privacy Coordinator	17	Exemption—Safety of individuals
Access to Information and Privacy Coordinator	18	Exemption—Economic interests of Canada
Access to Information and Privacy Coordinator	18.1	Exemption—Economic interest of the Canada Post Corporation, Export Development Canada, the Public Sector Pension Investment Board and VIA Rail Canada Inc.
Access to Information and Privacy Coordinator	19	Exemption—Personal information
Access to Information and Privacy Coordinator	20	Exemption—Third party information
Access to Information and Privacy Coordinator	21	Exemption—Operations of Government
Access to Information and Privacy Coordinator	22	Exemption—Testing procedures, tests, audits
Access to Information and Privacy Coordinator	22.1	Exemption—Audit working papers and draft audit reports
Access to Information and Privacy Coordinator	23	Exemption—Solicitor-client privilege
Access to Information and Privacy Coordinator	23.1	Exemption—Patent or trademark privilege
Access to Information and Privacy Coordinator	24	Exemption—Statutory prohibitions
Access to Information and Privacy Coordinator	25	Severability

Position	<i>Access to Information Act</i>	
Access to Information and Privacy Coordinator	26	Exception—Information to be published
Access to Information and Privacy Coordinator	27(1), (4)	Third party notification
Access to Information and Privacy Coordinator	28(1)(b), (2), (4)	Third party notification
Access to Information and Privacy Coordinator	33	Advising Information Commissioner of third-party involvement
Access to Information and Privacy Coordinator	35(2)(b)	Right to make representations
Access to Information and Privacy Coordinator	37(4)	Access to be given to complainant
Access to Information and Privacy Coordinator	41(2)	Review by Federal Court – government institution
Access to Information and Privacy Coordinator	43(2)	Notice to third party (application to Federal Court for review)
Access to Information and Privacy Coordinator	44(2)	Notice to applicant (application to Federal Court by third party)
Access to Information and Privacy Coordinator	52(2), (3)	Special rules for hearings
Access to Information and Privacy Coordinator	94(1), (4)	Prepare Annual report to Parliament
Access to Information and Privacy Coordinator	96(3), (4), (5)	Provision of services related to access to information to another government institution.

Position	<i>Access to Information Regulations</i>	
Access to Information and Privacy Coordinator	6(1)	Transfer of request
Access to Information and Privacy Coordinator	8	Providing access to record(s)

Position	<i>Access to Information Regulations</i>	
Access to Information and Privacy Coordinator	8.1	Limitations in respect of format

Dated at Ottawa on October 5, 2023


Jean-François Bélisle
Director and CEO, National Gallery of Canada



Statistical Report on the Access to Information Act

Name of institution: The National Gallery of Canada

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

Section 1: Requests Under the Access to Information Act

1.1 Number of requests

		Number of Requests
Received during reporting period		4
Outstanding from previous reporting periods		5
• Outstanding from previous reporting period	5	
• Outstanding from more than one reporting period	0	
Total		9
Closed during reporting period		5
Carried over to next reporting period		4
• Carried over within legislated timeline	2	
• Carried over beyond legislated timeline	2	

1.2 Sources of requests

Source	Number of Requests
Media	2
Academia	0
Business (private sector)	0
Organization	0
Public	2
Decline to Identify	0
Total	4

1.3 Channels of requests

Source	Number of Requests
Online	0
E-mail	4
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		10
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		10
Closed during reporting period		10

Carried over to next reporting period	0
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2.2 Channels of informal requests

Source	Number of Requests
Online	7
E-mail	3
Mail	0
In person	0
Phone	0
Fax	0
Total	10

2.3 Completion time of informal requests

Completion Time							
0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
9	0	0	0	1	0	0	10

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
2	48	1	497	0	0	0	0	0	0

2.5 Pages re-released informally

Less Than 100 Pages Re-released		100-500 Pages Re-released		501-1000 Pages Re-released		1001-5000 Pages Re-released		More Than 5000 Pages Re-released	
Number of Requests	Pages Re- released	Number of Requests	Pages Re- released	Number of Requests	Pages Re- released	Number of Requests	Pages Re- released	Number of Requests	Pages Re- released
1	5	4	694	1	855	1	1947	0	0

Section 3: Applications to the Information Commissioner on Declining to Act on Requests

	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	0
Total	0
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Withdrawn during reporting period	0
Carried over to next reporting period	0

Section 4: Requests Closed During the Reporting Period

4.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	0	1	0	0	0	0	0	1
Disclosed in part	0	1	0	0	0	3	0	4
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 transferred	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	0	2	0	0	0	3	0	5

4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	2	18(a)	2	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	4	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	1	18(d)	0	21(1)(a)	3
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	3
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	1
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	3
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	1
15(1)	0	16.1(1)(d)	0	19(1)	4	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	1
15(1) - Def.*	0	16.3	0	20(1)(b)	1	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	2	26	0
16(1)(a)(ii)	0	16.5	0	20(1)(d)	1		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	0	17	0				
16(1)(c)	0						
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

4.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	5	0	0	0	0

4.5 Complexity

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

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
5107	4220	5

4.5.5 Relevant minutes processed and disclosed for video formats

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

4.5.6 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
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0
Disclosed in part	0	1	0	1
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	0	1	0	1

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	2
Percentage of requests closed within legislated timelines (%)	40

4.7 Deemed refusals

4.7.1 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
3	3	0	0	0

4.7.2 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	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	1	1
121 to 180 days	0	1	1
181 to 365 days	1	0	1
More than 365 days	0	0	0
Total	1	2	3

4.8 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 5: Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	0	0	0	0
Disclosed in part	2	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
No records exist	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	2	0	0	0

5.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	0	0	0	0
31 to 60 days	0	0	0	0
61 to 120 days	2	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	2	0	0	0

Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	4	\$20.00	0	\$0.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	4	\$20.00	0	\$0.00	0	\$0.00

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: Investigations and Reports of finding

9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
0	0	1

9.2 Investigations and Reports of finding

Section 37(1) Initial Reports			Section 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing an intent to issue an order by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
0	0	0	0	0	0

Section 10: Court Action

10.1 Court actions on complaints

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

10.2 Court actions on third party notifications under paragraph 28(1)(b)

Section 44 - under paragraph 28(1)(b)
0

Section 11: Resources Related to the Access to Information Act

11.1 Allocated Costs

Expenditures		Amount
Salaries		\$18,218
Overtime		\$0
Goods and Services		\$106,881
• Professional services contracts	\$106,881	
• Other	\$0	
Total		\$125,099

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	0.164
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.504
Students	0.000
Total	0.668

Note: Enter values to three decimal places.



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

Name of institution: The National Gallery of Canada

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

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

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

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2024	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	2	0	2
Received in 2022-23	0	2	2
Received in 2021-22	0	0	0
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0
Received in 2015-16	0	0	0
Received in 2014-15 or earlier	0	0	0
Total	2	2	4

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

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2023-24	0
Received in 2022-23	0

Received in 2021-22	0
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16	0
Received in 2014-15 or earlier	0
Total	0

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

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

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

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

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

Section 3: Social Insurance Number

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

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