

Canadian Museum of
Immigration at Pier 21



Musée canadien de
l'immigration du Quai 21

Privacy Act

Annual Report 2020-21



Canada 

Canadian Museum of Immigration at Pier 21

Annual Report on the Administration of the *Privacy Act*

April 1, 2020 to March 31, 2021

1. Introduction

The Canadian Museum of Immigration at Pier 21 (the Museum) is pleased to provide its annual report on the administration of the *Privacy Act* for the fiscal year 2020-21, as required under section 72 of the *Act*. In accordance with the *Act*, this report is tabled in Parliament.

The *Privacy Act* protects the privacy of individuals with respect to personal information about themselves held by the Museum.

Mandate

On November 25, 2010, the legislation creating the Canadian Museum of Immigration at Pier 21 came into effect. Under the *Museums Act*, the Canadian Museum of Immigration at Pier 21 is a distinct legal entity, wholly-owned by the Crown. It operates at arm's length from the Government in its day-to-day operations and in its activities and programming.

Situated at Pier 21, a National Historic Site at the Port of Halifax, the Government established the Museum as a Crown corporation within the Canadian Heritage portfolio. It is one of only two national museums to be created in a generation and the second to be located outside of the National Capital Region.

The amendments to the *Museums Act* established the Museum's mandate as follows:

The purpose of the Canadian Museum of Immigration at Pier 21 is to explore the theme of immigration to Canada in order to enhance public understanding of the experiences of immigrants as they arrived in Canada, of the vital role immigration has played in the building of Canada and of the contributions of immigrants to Canada's culture, economy and way of life.

The Museum's public policy role is expressed in the preamble of the *Act*, which states each national museum:

- a) *"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;” and*
- b) *“is a source of inspiration, research, learning and entertainment that belongs to all Canadians and provides, in both official languages, a service that is essential to Canadian culture and available to all.”*

2. Organizational Structure

The Museum is presided over by a Board of Trustees currently consisting of eleven members from across Canada and appointed by the Minister with the approval of the Governor in Council. The first Director of the Museum, who is the Chief Executive Officer, was appointed on October 20, 2011, and is responsible for the operation and administration of the Corporation.

In 2012-13, the Corporate Secretary assumed responsibility as the Access to Information and Privacy Coordinator. The Museum does not have any other staff working in this area.

The Access to Information and Privacy Coordinator is responsible for administering the *Privacy Act* within the Canadian Museum of Immigration at Pier 21, with a mandate to act on behalf of the Director and CEO in ensuring compliance with legislation, regulations and government policy and to create directives and standards in all matters relating to the *Act*. This includes the processing of requests and providing professional advice and training.

The Museum does not have any service agreements per section 73 (1) of the *Act*.

3. Delegation Order

Pursuant to Section 73 of the *Privacy Act*, the Museum has delegated authority to the Access to Information and Privacy Coordinator to exercise or perform all powers, duties and functions of the CEO and Director under the *Act* insofar as they may be exercised or performed in relation to the Museum. The delegation order is attached as Appendix A.

4. Performance in 2020-21

Details on performance in the 2020-21 fiscal year can be found in the Statistical Report on the *Privacy Act* and the Supplemental Statistical Report on the Impact of COVID-19 measures, attached as Appendix B.

In summary:

- The Museum did not receive any requests under the *Privacy Act* during the

reporting period.

- There were no complaints or investigations during the reporting period.
- There was one Privacy Impact Assessment conducted.
- There were no disclosures under Section 8 (2) of the *Act* as there were no requests.
- There were no consultations completed for other organizations during the reporting period, and none since becoming a Crown corporation.
- As outlined in table 1 below, there are no multi-year trends to report as the Museum has not received any *Privacy Act* requests since becoming a Crown corporation.
- There were no material privacy breaches during the reporting period.
- The Museum does not have a formal system to monitor the time to process privacy requests.

Table 1: *Privacy Act* Request History

	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Formal requests	0	0	0	0	0	0	0	0	0	0	0
Requests for consultation	0	0	0	0	0	0	0	0	0	0	0

- COVID-19 has not impacted the Museum’s fulfillment of its *Privacy Act* responsibilities as no requests were received while the Museum and its offices were closed. Depending on the nature of the request, the Museum’s ability to fulfill future requests may be impacted if COVID-19 necessitates another closure of the Museum offices.

5. Training and Awareness

There were no formal training sessions on the *Access to Information* and *Privacy Acts* during the reporting period. Over 85% of employees have received training and new employees are informed of their obligations during orientation. Additional training and guidance is provided to individuals and/or teams as required based on their needs and responsibilities.

6. Policies, Guidelines, Procedures and Initiatives

No new Museum-specific privacy policies, guidelines, procedures or initiatives were developed in 2020-21. The Museum follows Treasury Board policies and directives.

7. Summary of Key Issues and Actions Taken on Complaints or Audits

There were no privacy complaints received in 2020-21. There were no audits or

investigations concluded during this reporting period.

8. Monitoring Compliance

The Museum has never received a request under the *Privacy Act* and as such, has not conducted any monitoring of processing times for personal information requests or requests for the correction of personal information.

9. Material Privacy Breaches

There were no material privacy breaches during this period.

10. Privacy Impact Assessments

The Museum contracted The Privacy Impact Agency to complete its first Privacy Impact Assessment (PIA) in 2020-21. The final PIA provides an informed assessment of the privacy risks associated with the Museum's Facility Rentals Service and provides recommendations to mitigate identified privacy risks to an acceptable level. The PIA was submitted for approval to the Privacy Commissioner on May 21, 2021. A hyperlink to the summary will be provided in the 2021-22 Annual Report.

11. Public Interest Disclosures

There were no disclosures made under paragraph 8 (2)(m) of the *Privacy Act* during this period.

Appendix A – Delegation Order

Delegation Order / Arrêté de délégation

The President and Chief Executive Officer of the Canadian Museum of Immigration at Pier 21, pursuant to section 95 (1) of the *Access to Information Act* and section 73 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 President and Chief Executive Officer as the head of the Canadian Museum of Immigration at Pier 21, under the provisions of the Act and related regulations set out in the schedule opposite each position.

Conformément à l'article 95 (1) de la *Loi sur l'accès à l'information* et à l'article 73 de la *Loi sur la protection des renseignements personnels*, le président-directeur général du le Musée canadien de l'immigration du Quai 21 désigne par la présente les personnes occupant les postes figurant dans le tableau ci-dessous, ou les personnes occupant ces postes à titre intérimaire, pour qu'elles exercent les pouvoirs et les fonctions du président-directeur général en tant que chef du Musée canadien de l'immigration du Quai 21, conformément aux modalités de la loi et des règlements afférents, indiqués dans le tableau.

Position Title/ Titre du poste	Scope/ Secteur	Authority/ Délégation	
		<i>Access to Information Act/ Loi sur l'accès à l'information</i>	<i>Privacy Act/ Loi sur la protection des renseignements personnels</i>
Corporate Secretary/ Secrétaire de la Société	Museum/Musée	Total/Complet	Total/Complet

Dated at Halifax, NS, this 1st day of April, 2020.

Daté à Halifax, N.-É., ce 1 jour de avril 2020.



Marie Chapman
Chief Executive Officer, Chef de la direction



Statistical Report on the *Privacy Act*

Name of institution: Canadian Museum of Immigration at Pier 21

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

Section 1: Requests Under the *Privacy Act*

1.1 Number of requests

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

Section 2: Requests Closed During the Reporting Period

2.1 Disposition and completion time

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

TBS/SCT 350-63

2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
18(2)	0	22(1)(a)(i)	0	23(a)	0

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

2.3 Exclusions

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

2.4 Format of information released

Paper	Electronic	Other
0	0	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

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

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	0	0	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

2.5.3 Other complexities

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

2.6 Closed requests

2.6.1 Number of requests closed within legislated timelines

	Requests closed within legislated timelines
Number of requests closed within legislated timelines	0
Percentage of requests closed within legislated timelines (%)	0

2.7 Deemed refusals

2.7.1 Reasons for not meeting legislated timelines

Number of Requests Closed Past the Legislated Timelines	Principal Reason			
	Interference with Operations / Workload	External Consultation	Internal Consultation	Other
0	0	0	0	0

2.7.2 Requests closed beyond legislated timelines (including any extension taken)

Number of Days Past Legislated Timelines	Number of Requests Past Legislated Timeline Where No Extension Was Taken	Number of Requests Past Legislated Timelines Where an Extension Was Taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	0	0

2.8 Requests for translation

5.2 Length of extensions

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

Section 6: Consultations Received From Other Institutions and Organizations

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

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	0	0	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	0	0	0	0
Closed during the reporting period	0	0	0	0
Carried over to the next reporting period	0	0	0	0

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

Number of Days Required to Complete Consultation Requests

16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

7.2 Requests with Privy Council Office

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

Section 8: Complaints and Investigations Notices Received

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

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

9.1 Privacy Impact Assessments

Number of PIA(s) completed	1
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9.2 Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
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Section 10: Material Privacy Breaches

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

Section 11: Resources Related to the *Privacy Act*

11.1 Costs

Expenditures		Amount
Salaries		\$0
Overtime		\$0
Goods and Services		\$15,000
• Professional services contracts	\$15,000	
• Other	\$0	
Total		\$15,000

11.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	0.000
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.167
Students	0.000
Total	0.167

Note: Enter values to two decimal places.