



# Parks Canada

2023-2024

ANNUAL REPORT TO PARLIAMENT

*Privacy Act*

**Table of Contents**

*Privacy Act*.....3

Annual Report (April 1, 2023 to March 31, 2024).....3

Introduction.....3

Purpose of the *Privacy Act*.....3

Mandate of Parks Canada Agency .....3

Organizational Structure.....3

Delegation order .....5

Performance 2023-2024.....7

Training and Awareness .....8

Policies, Guidelines, Procedures and Initiatives.....8

Summary of Key Issues and Actions Taken on Complaints.....9

Monitoring Compliance.....9

Material Privacy Breaches .....9

Privacy Impact Assessments.....9

Public Interest Disclosures.....9

2023-2024 Statistical Report on the *Privacy Act*.....10

2023-2024 Supplemental Report on the *Access to Information Act* and the *Privacy Act*.....24

## ***Privacy Act***

Annual Report (April 1, 2023 to March 31, 2024)

### **Introduction**

Parks Canada Agency is pleased to submit to Parliament its annual report on the administration of the *Privacy Act* for the reporting period commencing on April 1, 2023, and ending on March 31, 2024.

This report is prepared and tabled in accordance with section 72 of the *Privacy Act* which requires that the head of every federal institution prepare and submit an annual report to Parliament on the administration of the *Act* in the institution during the fiscal year.

### **Purpose of the *Privacy Act***

The purpose of the *Privacy Act* is to provide:

- individuals with the right to access and correct personal information about themselves that is under the control of a government institution.
- the legal framework for the collection, retention, use, disclosure, disposition, and accuracy of personal information in the administration of programs and activities by government institutions subject to the *Act*.

### **Mandate of Parks Canada Agency**

The Parks Canada Agency's mandate is to protect and present nationally significant examples of Canada's natural and cultural heritage and to foster public understanding, appreciation and enjoyment in ways that ensure their ecological and commemorative integrity for present and future generations. The Agency is responsible for operations under multiple pieces of federal legislation and protects approximately 450 000 km<sup>2</sup> of Canada's terrestrial, marine, and freshwater ecosystems. It is the steward of 48 national parks, one national urban park, five national marine conservation areas and 171 national historic sites, including nine heritage canals. The Agency is highly decentralized with team members located across the country and often in remote areas.

### **Organizational Structure**


During this reporting period, Parks Canada's Access to Information and Privacy (ATIP) Office was part of the Corporate Communications Branch. The Access to Information and Privacy Office is comprised of six (6) full-time employees responsible of implementing and managing services related to the administration of the *Access to Information Act* and the *Privacy Act*. The team is also responsible of providing advice to Parks Canada employees as they fulfill their obligations under both *Acts* including requirements for the proactive publication of information.

Internal tools and procedures have been developed to support the Agency in meeting its obligations under the *Privacy Act*, regulations and Treasury Board policies and are regularly reviewed and improved.

Parks Canada met its statutory deadlines for all requests during the reporting period and ensured proactive publication requirements were met. Parks Canada is committed to transparency, service to Canadians and the expeditious processing of access to information requests and has put in place the systems and processes necessary to meet this commitment.

Parks Canada did not enter in any service agreements under section 73.1 of the *Privacy Act* during the reporting period.

Delegation order

<b>Arrêté sur la délégation en vertu de la Loi sur l'accès à l'information et de la Loi sur la protection des renseignements personnels</b>	<b>Access to Information Act and Privacy Act Delegation Order</b>
<p>En vertu de l'article 95 de la <i>Loi sur l'accès à l'information</i> et de l'article 73 de la <i>Loi sur la protection des renseignements personnels</i>, le directeur général et président de l'Agence Parcs Canada délègue aux titulaires de postes mentionnés à l'annexe ci-après, ainsi qu'aux personnes occupant à titre intérimaire lesdits postes, les attributions dont il est, en qualité de responsable de l'Agence Parcs Canada désigné par le Décret sur la désignation des responsables d'institutions fédérales (<i>Loi sur l'accès à l'information</i>) et le Décret sur la désignation des responsables d'institutions fédérales (<i>Loi sur la protection des renseignements personnels</i>), investi par les articles de ces lois mentionnés en regard de chaque poste. Le présent arrêté sur la délégation remplace et annule tout arrêté sur la délégation pris précédemment.</p>	<p>The Chief Executive Officer and President of the Parks Canada Agency, pursuant to Section 95 of the <i>Access to Information Act</i> and Section 73 of the <i>Privacy Act</i> and in his capacity as the head of the Parks Canada Agency designated by the <i>Access to Information Act</i> Heads of Government Institutions Designation Order and the <i>Privacy Act</i> Heads of Government Institutions Designation Order, 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 and functions pursuant to the provisions of the aforementioned Acts set out in the schedule below opposite each position. This Delegation Order replaces any delegation order made previously.</p>
Datée, à la Ville de Gatineau, ce Dated, at the City of Gatineau, this	jour de day of <b>MAR 26 2020</b>
 <p><b>Ron Hallman</b> Président et Directeur général, Agence Parcs Canada President &amp; Chief Executive Officer, Parks Canada Agency</p>	

<b>ANNEXE / SCHEDULE</b>		
<b>Poste / Position</b>	<b><i>Loi sur l'accès à l'information et règlements / Access to Information Act and Regulations</i></b>	<b><i>Loi sur la protection des renseignements personnels et règlements / Privacy Act and Regulations</i></b>
Vice-Président, Direction générale des relations externes et de l'expérience du visiteur / Vice-President, External Relations and Visitor Experience Directorate	Autorité absolue / Full authority	Autorité absolue / Full authority
Gestionnaire, Bureau de l'Accès à l'information et de la protection des renseignements personnels (AIPRP) / Manager, Access to Information and Privacy Office (ATIP)	Autorité absolue / Full authority	Autorité absolue / Full authority
Analyste principal (PM-05) / Senior analyst (PM-05)	Sections 7 and 9 of the <i>Access to Information Act</i>	Sections 14 and 15 of the <i>Privacy Act</i>

## Performance 2023-2024

The following report presents an overview of activities carried out within the Agency during the reporting period of April 1, 2023 to March 31, 2024. The Statistical Report (Appendix A) contains detailed statistics on the information requests processed under the *Privacy Act*.

Parks Canada responded to all requests for personal information within legislated timelines.

Thirty-five (35) personal information requests were received under the *Privacy Act*. Four (4) requests were carried over to next reporting period.

The following is a breakdown of the number of completed requests broken down by completion times:

<b>Number of Days</b>	<b>Number of Completed Requests</b>
1 to 15 days	18
16-30 days	10
31 to 60 days	7
61-120 days	0
121-180 days	0
181- 365 days	0
More than 365 days	0

Eight (8) requests were fully disclosed, and fourteen (14) requests resulted in the partial disclosure of the records. Five (5) were abandoned by the applicants.

Four (4) active complaints were outstanding from the previous reporting period.

The following is a percentage breakdown by disclosure types for privacy requests processed in 2023-2024.

<b>Disclosure</b>	<b>Percentage</b>
All disclosed	23%
Disclosed in part	40%
Requests abandoned	14%

Section 15 of the *Privacy Act* permits the statutory time limits to be extended if consultations are necessary, if translation is required or if the request is for a large volume of records and processing it within the original time limit would unreasonably interfere with the operations of the institution.

Parks Canada invoked a total of seven (7) extensions during the 2023-24 reporting period that were deemed necessary to process a large volume of records.

In fiscal year 2023-2024, there has been a 17% increase in the number of privacy requests received as well as an increase on the number of pages reviewed of 485%.

The Agency received one (1) consultation request under the *Privacy Act*. No consultations were carried forward from the previous reporting period and no consultations were carried forward to the next reporting period.

The Agency provides the public with information on an informal basis. Information is provided only when the Agency is satisfied that the information requested concerns the individual making the request or where at least one of the conditions outlined in subsection 8(2) of the *Act* is met.

### **Training and Awareness**

Facilitating efficient and transparent access to information and to personal information for Canadians is a priority for Parks Canada.

To ensure that all Agency employees understand their responsibilities and obligations regarding the legislation, including the proactive publication of Part 2, awareness sessions are offered periodically to provide information on the provisions of the Access to Information Act.

The participation of ATIP Office team members in several meetings on new initiatives, programs and services offered by the agency created opportunities to meet with many employees from different sectors. ATIP focused on customized, program-specific training for the different responsibilities of each Parks Canada program and service.

As a result of the relationships built through these meetings, Parks Canada employees have a better understanding of the impact of access to information and privacy on the programs and activities they deliver. They have the knowledge to provide relevant documents with appropriate recommendations for processing requests.

The development of these relationships has been beneficial to the Agency, with employees in Offices of Primary Interest sending ninety-four (94) questions related to the ATIP request.

The Agency put a focus on training its employees as to their responsibilities pertaining to access to information and privacy during the last reporting period. This year, eighteen (18) training sessions were given to Agency employees in 2023-2024. In total, three hundred and ninety-eight (398) employees attended these sessions.

### **Policies, Guidelines, Procedures and Initiatives**

During the reporting period, the ATIP Office was continuously ensuring that its policies and procedures for processing requests made pursuant to the *Privacy Act* were up to date and that adjustments were made to areas where the need for improvement was identified.



The Agency created an internal privacy breach protocol following the Treasury Board of Canada Secretariat update of the Privacy Policy instruments.

The Agency did not receive authority for any new collection or new consistent use of Social Insurance Numbers during the reporting period.

### **Summary of Key Issues and Actions Taken on Complaints**

Fourteen (14) complaints were filed with the Office of the Privacy Commissioner of Canada during the reporting period under review. Thirteen (13) of them were filed by the same applicant. There have been no audits or investigations.

### **Monitoring Compliance**

The Agency monitors the time required to process personal information requests. When the need for improvements are identified, internal processes are adjusted. No requests for correction of personal information were received during the reporting period.

### **Material Privacy Breaches**

There were no material privacy breaches reported to the Office of the Privacy Commissioner and to the Information and Privacy Policy Division, Treasury Board of Canada Secretariat during this period.

### **Privacy Impact Assessments**

Between April 1, 2023 and March 31, 2024, the Agency reviewed the following three (3) Privacy Impact Assessments: Youth Employment Skills Strategy, the Parks Canada Reservation Service and the Aquatic Invasive Species.

Parks Canada's completed Privacy Impact Assessments: are posted at the following link:

<https://parks.canada.ca/agence-agency/dp-pd/baiprp-atipo/efp-pia>

### **Public Interest Disclosures**

There were no disclosures of personal information made pursuant to 8(2)(m) of the *Privacy Act* during the reporting period.

**2023-2024 Statistical Report on the *Privacy Act***

The Statistical Report on the *Privacy Act* is attached.





























**2023-2024 Supplemental Report on the *Access to Information Act* and the *Privacy Act***

The Statistical Supplemental Report on the *Access to Information Act and the Privacy Act* is attached.