



# ***PRIVACY ACT***

ANNUAL REPORT TO PARLIAMENT **2021-2022**



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# INTRODUCTION

## I. Introduction

The purpose of the *Privacy Act* (PA) is to protect the personal information of individuals under the responsibility and control of federal institutions, and to provide individuals with a right of access to that information.

This report reflects activities of Indigenous Services Canada (ISC), in respect to the stated legislation, for the period of April 1, 2021 to March 31, 2022.

This report, submitted to Parliament pursuant to section 72 of the PA, describes the activities of ISC that support compliance with privacy legislation. The report details the activities and accomplishments of ISC's Access to Information and Privacy (ATIP) Directorate, including highlights such as:

- ▶ Limiting the break in service during Covid-19;
- ▶ Continued training initiatives to increase departmental Privacy capacity and awareness; and
- ▶ Further development of a Privacy/Policy function.

### Creation and Growth of the New Departments

In June 2019, the *Department of Crown-Indigenous Relations and Northern Affairs Act* and the *Department of Indigenous Services Act* received royal ascent. The ATIP Directorate provides shared services to support ISC and Crown-Indigenous Relations and Northern Affairs Canada (CIRNAC) through a Memorandum of Understanding (MOU) between the Departments.

Delegation on ministerial responsibilities for the PA remains institutionally specific.

### Indigenous Services Canada's Mandate

The primary mandate of ISC is improving the quality of services delivered to First Nations, Inuit, and Métis Peoples. The Department will work to close socio-economic gaps and ultimately ensure that Indigenous Peoples have control and responsibility over their services and programs. The Department of ISC will focus, in partnership with Indigenous peoples, on the following five interconnected priority areas: health, education, children and families, infrastructure, and a new fiscal relationship.

ISC works collaboratively with partners to improve access to high quality services for First Nations, Inuit and Métis Peoples.

Our vision is to support and empower Indigenous peoples to independently deliver services and address the socio-economic conditions in their communities.

ISC has been given the responsibility to identify the best models for delivering improved services to Indigenous Peoples and improve accountability to Indigenous Peoples for the quality of services delivered by the Department.

As Canada moves towards greater Indigenous self-government, ISC will oversee the provision of existing services to Indigenous Peoples, and particularly First Nations under the Indian Act, including the provision of community infrastructure, emergency management, water, education, moneys and trusts, and registration.

The Department works in collaboration with its partners to create systemic change in how the federal government delivers health services to Indigenous Peoples.

## II. Organization

### Access to Information Directorate at Indigenous Services Canada

The Access to Information and Privacy Directorate is responsible for the administration of requests made under the *Access to Information Act* (ATIA) and the PA. It was established within the Corporate Secretariat and reports to the Corporate Secretary, who is directly accountable to the Deputy Head and is a member of the ISC Senior Management Team (SMT). The Directorate also coordinates and implements policies, guidelines and procedures to ensure departmental compliance with the ATIA and PA.

Workshop presentations, training courses and awareness sessions designed to increase access to information and privacy capacity across the Department are provided by the ATIP Directorate.

Under a shared service agreement, ATIP analysts processed requests for both ISC and CIRNAC. Requests varied volume and complexity based on their classification level.

The privacy specialists provided critical advice for new initiatives and information sharing activities, resulting in privacy protection in departmental programs.

Policies and procedures continue to be established, under an evolving multi-jurisdictional reality, to ensure that privacy is considered throughout the life cycle of ISC's programs and that informed policy decisions are made concerning the collection, sharing and/or use of personal information.

The ATIP Directorate provides advice and guidance to the Department on a number of topics:

- i. The application of the ATIA and PA;
- ii. The release of sensitive or protected information to the public;
- iii. Education and awareness of access to information and privacy issues throughout the Department;
- iv. Proactive publications;
- v. Departmental Privacy Impact Assessments (PIAs);
- vi. Permissible disclosures of personal information pursuant to subsection 8(2) of the PA;
- vii. Appropriate PA Statements on Data Collection Instruments, i.e. forms, surveys, recorded events, etc.;
- viii. Updates to Info Source and the preparation and registration of Personal Information Banks and their related Classes of Records;
- ix. Protocols surrounding privacy breaches; and
- x. Privacy advice in Memoranda of Understanding, Information Sharing Agreements and more

complicated Multi-Jurisdictional Information Sharing Agreements (MISAs).

The Intake Team triages and coordinates the receipt of requests for information under the control of the Department made pursuant to the ATIA and the PA.

The Operations Team ensures that a response is provided within the legislated timeframe (30 days). All requests are monitored using the tracking system Access Pro Case Management.

ATIP analysts work closely with the relevant program areas to ensure that all responsive documents are provided and the information contained within those documents is treated in accordance with the Acts to allow for government records to be safely disclosed to the Canadian public.

The Privacy/Policy team is available to provide expert advice, maintain and monitor privacy risks and with the creation of privacy policy training. The Privacy/Policy team also supports ISC in the development of Departmental policies that reflect the Department's unique relationship with its clients and Indigenous partners all while ensuring the Department meets its obligations under the *Privacy Act*.

In addition to the ATIP Directorate, each of the sectors and regional offices of ISC are ATIP Liaison Officers (ALOs) who receive callouts from the ATIP Directorate and subsequently task the requests as appropriate to areas within their sector. ALOs plays a crucial role in ensuring the appropriate records, impact statements and approvals are obtained and communicated to ATIP Directorate officials within the designated time allowances.

### Director's Office

The Director (EX-01), as institutional ATIP Coordinator, holds full delegated authority under the ATIA. The Director is supported in day-to-day administrative tasks by the Deputy Director Operations (PM-06), Deputy Director Privacy/Policy (PM-06), an Administrative Assistant (AS-01) and in reporting by the Systems Administrator (AS-04).

### Privacy/Policy Team

The Privacy/Policy Team is led by two Team Leaders (PM-05), who are responsible for the overview of request processing by their team, including the review of privacy/policy requests. The Privacy/Policy Team consists of Analysts at the PM-04, PM-03 and PM-02 levels who respond to Privacy Policy matters (such as privacy breaches, formal/informal and court ordered disclosure requests, Privacy Assessments), provides training and Privacy advice, supported by an intake Clerk (CR-04).

### Operations Team

The Operations Team is led by three Team Leaders (PM-05), who are responsible for the overview of request processing by their team, including the review of completed requests. The Operations Team consists of Analysts at the PM-04, PM-03, and PM-02 levels who process Access and Privacy requests of varying volume and complexity, as well as provide training.

### Intake Team

The Intake Team is led by one Team Lead (PM-5) and is comprised of various Intake Officers (PM-04, PM-01 and CR-04's), who enter all applications into the electronic case management system, acknowledge receipt of requests, perform imaging services, interact with and respond to inquiries from the public.

## III. Delegation Order

Under section 73 of the PA, the Minister's authority may be delegated to departmental officials in order to administer the PA within ISC. The delegation order signed by Minister Marc Miller on November 6, 2020, was in effect during this reporting period ([Appendix A](#)).

Under section 73 of the PA, the order delegates full authority and responsibility for the PA to the following positions:

- Deputy Minister
- Associate Deputy Minister
- Corporate Secretary
- Departmental ATIP Director (Coordinator)
- ATIP Deputy Directors

# STATISTICS

## IV. Interpretation of the Statistical Report

ISC's Statistical Report and Supplemental Report were submitted to the Treasury Board Secretariat (TBS) on August 2, 2022 ([Appendix B](#)). The Report details various aspects of the requests ISC received and processed during the period of April 1, 2021 to March 31, 2022.

### 1. Requests under the *Privacy Act*

In 2021-2022, ISC received 202 requests, representing an increase of approximately 12% compared to the 180 received in 2020-2021 (Table 1.1). Another 52 requests were carried over from the previous year, this reflected a total of 254 requests to be processed in course of the reporting period. The ATIP Directorate completed 203 requests and carried 51 requests into the next reporting period 2022-2023.

#### 1.1 Number of requests received

This fiscal year there was an increase of 181% in privacy requests since the 2018-2019 reporting period.

Table 1.1 Number of Requests from 2018-2022

Number of Requests	2018-2019	2019-2020	2020-2021	2021-2022
Received during reporting period	72	288	180	202
Outstanding from previous reporting period	0	17	61	52
<b>Total</b>	<b>72</b>	<b>305</b>	<b>241</b>	<b>254</b>
Closed during reporting period	61	241	192	203
Carried over to next reporting period	11	64	49	51

#### 1.2 Channels of requests

The channels of requests serve to identify the mechanism used by the Canadian public to request their personal information records: Government of Canada Online Portal, e-mail, mail, phone or fax. The channels of requests are a new reporting requirement. In the course this reporting period, the majority of the informal requests were received through the Government of Canada Online Portal.

Table 1.2 Channels of requests

Source	Number of Requests
Online	112
E-mail	90
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>202</b>

### 2. Informal requests

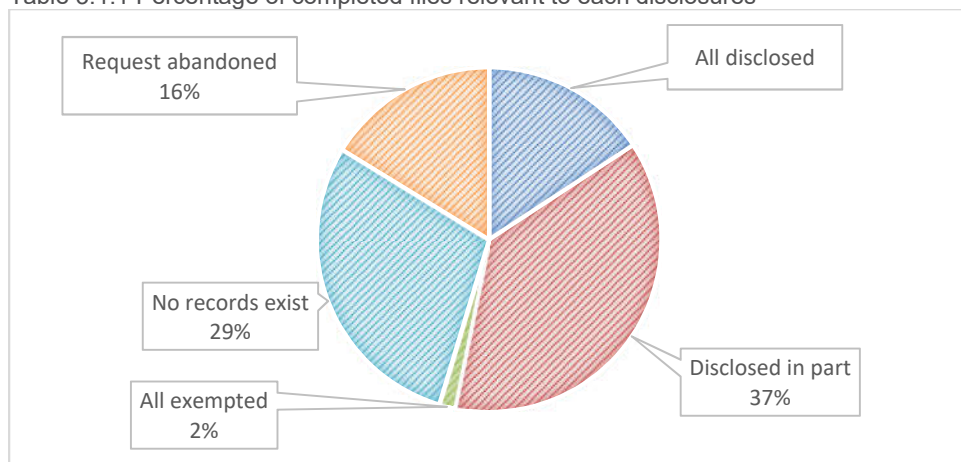
No Informal requests were received pursuant to the PA in 2021-2022.

### 3. Requests closed during the reporting period

#### 3.1 Disposition and completion time

Of the 203 requests closed during the reporting period, ISC was able to fully or partially disclose records in 731 cases (72% of the requests) (Table 3.1.1). The most frequent outcome of requests processed during the reporting period was a partial disclosure, in 476 cases or 33% of the time. No records existed in 214 cases or 21% of the time. (Table 3.1.2).

Table 3.1.1 Percentage of completed files relevant to each disclosures



In course of the current reporting period, 29 requests were processed and completed within the initial 15 days of receipt and another 43 were closed within 30-days. Resulting in 35% of received requests completed within 30-days. An additional 51 files were completed between 31 and 60 days of receipt, with or without an extension recorded on the file. The remaining 80 files were finalized in 61 or more days.

Table 3.1.2 Disposition and completion time

Disposition of requests	Completion Time (days)							Total
	1 to 15	16 to 30	31 to 60	61 to 120	121 to 180	181 to 365	> 365	
All disclosed	2	7	11	4	2	3	3	32
Disclosed in part	3	11	24	16	5	9	8	76
All exempted	0	1	1	1	0	0	0	3
All excluded	0	0	0	0	0	0	0	0
No records exist	4	20	14	10	1	5	5	59
Request abandoned	20	4	1	1	0	3	4	33
Neither confirmed nor denied	0	0	0	0	0	0	0	0
<b>Total</b>	<b>29</b>	<b>43</b>	<b>51</b>	<b>32</b>	<b>8</b>	<b>20</b>	<b>20</b>	<b>203</b>

#### 3.2 Exemptions

As seen in previous years, section 26 (personal information of another individual) was the most common exemption invoked during the reporting period (78 times). The other exemptions applied in 2021-2022 were under sections 27 (Solicitor Client Privilege), which was invoked on four (4) occasions and section 28 (Medical Records), which was applied once (Table 3.2).



Table 3.2 Number of requests closed where exemption provisions were invoked

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	78
19(1)(f)	0	22.1	0	27	4
20	0	22.2	0	27.1	0
21	0	22.3	0	28	1
		22.3	0		

### 3.3 Exclusions

No mandatory exclusion provisions were applied to requests that were closed in fiscal year 2021-2022.

### 3.4 Format of information released

Over the course of this reporting period, the majority of responses (102) were provided to the requesters electronically through E-post Connect or through e-mail. On six (6) occasions, individuals who did not have access to retrieve records electronically were provided with paper copies through regular mail (Table 4.4).

Table 3.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
6	102	0	0	0	

### 3.5 Complexity

The following sections detail several factors affecting the complexity of requests that were completed throughout 2020-2021.

#### 3.5.1 Relevant pages processed and disclosed for paper and e-record formats by size of requests

Of the 203 requests closed, 144 requests generated 22,677 pages processed. The total amount of pages disclosed was 11,250 during the reporting period (Table 3.5.1).

Table 3.5.1 Relevant pages processed and disclosed.

Number of pages processed	Number of pages disclosed	Number of requests
22,677	11,250	144

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

Of the 144 requests, 117 requests (81%) required the processing of 100 pages or less within the files. Also, a total of 8,014 pages required processing for 23 requests (16%), on files comprising between 101 and 1,000 pages to be reviewed. However, four (4) requests (3%) had more than 1,001 pages to be reviewed, for a total count of 13,161 pages to be processed.

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

Disposition	< 100 pages		101-500 pages		501-1000 pages		1001-5000 pages		> 5000 pages	
	Requests	Pages	Requests	Pages	Requests	Pages	Requests	Pages	Requests	Pages
All disclosed	30	334	2	284	0	0	0	0	0	0
Disclosed in part	55	1131	13	3025	4	2618	3	6421	1	6740
All exempted	3	23	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Abandoned	29	14	1	147	3	1940	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>117</b>	<b>1502</b>	<b>16</b>	<b>3456</b>	<b>7</b>	<b>4558</b>	<b>3</b>	<b>6421</b>	<b>1</b>	<b>6740</b>

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

No audio files were provided to the ISC ATIP office in response to an ATIA request.

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

No audio files were provided to the ISC ATIP office in response to an ATIA request.

### 3.5.5 Relevant minutes processed and disclosed for video formats

No video files were provided to the ISC ATIP office in response to an ATIA request.

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

No video files were provided to the ISC ATIP office in response to an ATIA request.

### 3.5.7 Other complexities

During the reporting period, two (2) privacy files required consultation which resulted in a partial disclosure of these file.

Table 3.5.7 Other complexities

Disposition	Consultation required	Legal advice sought	Other	Total
All disclosed	0	0	0	0
Disclosed in part	2	0	0	2
All exempted	0	0	0	0
All excluded	0	0	0	0
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

## 3.6 Closed requests

The following section details the number of privacy requests closed within the legislated timelines.

### 3.6.1 Number of requests closed within legislated timelines

During the reporting period, 143 or 70% of requests were closed within legislated timelines. (Table 2.6.1) These are higher results achieved from the previous reporting year which saw only 53% compliance.

Table 3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	143
Percentage of requests closed within legislated timelines (%)	70.44

### 3.7 Deemed refusals

The following sections detail the number of, and reasons for requests in deemed refusal (past legislative timelines) throughout 2021-2022.

#### 3.7.1 Reason for not meeting legislated timelines

The majority of deemed refusals or late requests were a result of the Department's ability to retrieve records. (Table 3.7.1).

Table 3.7.1 Number of requests closed within legislated timelines

Number of requests closed past the legislated timelines	Principal Reasons			
	Interference with Operations / Workload	External Consultation	Internal Consultation	Other
60	60	0	0	0

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

Requests closed beyond legislated timelines include any files where a request for extension was requested. During this reporting period 60 requests were closed past the legislated timelines and 26 were closed past the timelines where an extension was taken on the file.

Table 3.7.2 Number of days past deadline

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	5	4	9
16 to 30 days	0	6	6
31 to 60 days	1	4	5
61 to 120 days	3	5	8
121 to 180 days	3	0	3
181 to 365 days	7	9	16
> 365 days	7	6	13
<b>Total</b>	<b>26</b>	<b>34</b>	<b>60</b>

### 3.8 Requests for translation

During the reporting period, there were no instances where a requester asked for responsive records be translated to another official language.

Table 3.8 Request for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

## 4. Disclosure under subsections 8(2) and 8(5)

Permissible disclosure pursuant to subsection 8(2) of the Privacy Act describes the circumstances under which personal information under the control of government institutions may be disclosed without the consent of the individual to whom the information pertains. In 2021-2022, ISC made 56 permissible disclosures under 8(2)(e) and three (3) under 8(2)(m). The Treasury Board of Canada Secretariat requires these permissible disclosures to be captured in the statistical report.

The disclosures authorized under 8(2)(e) pursuant to requests made by investigative bodies were completed in accordance with the PA. The PA permits the disclosure of personal information to an investigative body specified in the regulations, on the written request of the body, for the purpose of enforcing any law of Canada or a province or carrying out a lawful investigation, if the request specifies the purpose and describes the information to be disclosed. The Department has the control of a substantial amount of personal information required to provide benefits and services to Indigenous Peoples.

There were three (3) disclosures authorized under 8(2)(m) where the head of the institution found the public interest in disclosure clearly outweighed any invasion of privacy that could result from the disclosure. The PA permits disclosure under 8(2)(m) pursuant to any purpose 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 disclosure would clearly benefit the individual to whom the information relates.

The Office of the Privacy Commissioner was notified of all three (3) disclosures pursuant to section 8(2)(m) as required under section 8(5) of the PA.

### **Other permissible disclosures not captured by the statistical report include:**

There was eight (8) disclosures authorized under **8(2)(d)** pursuant to a request from the Department of Justice and disclosure complied existing criteria for disclosure. The PA permits the disclosure of personal information to the to the Attorney General of Canada for use in legal proceedings involving the Crown in right of Canada or the Government of Canada.

There were 640 disclosures authorized under **8(2)(f)** pursuant to an agreement or arrangement between the Government of Canada and another jurisdiction for the purpose of administering or enforcing any law or carrying out a lawful investigation. The department provides services across multiple-jurisdictions and agreements exist and continue to be drafted to respect the department's obligations under the PA.

There were three (3) disclosures authorized under **8(2)(j)** pursuant to requests to undertake research or statistical activities. The PA permits the disclosure personal information to any person or body for research or statistical purposes with specific provisions

There were two (2) disclosures authorized under **8(2)(k)** pursuant to requests from the authorized researchers identified in the PA. The PA permits the disclosure of personal information for the purpose of researching or validating the claims, disputes or grievances of any of the aboriginal peoples of Canada.

The Privacy/Policy team processed a combined total of 726 requests under section 8(2) of the PA during 2021-2022.

Table 4 Disclosures Under Subsections 8(2) and 8(5)

Paragraph 8(2)(e)	Subsection 8(2)(m)	Subsection 8(5)
56	3	3

## 5. Requests for Correction of Personal Information and Notations

During the reporting period, there were no requests for correction of personal information or notations.

## 6. Extensions

### 6.1 Reasons for extensions

In 2021-2022, 134 extensions were taken under subsection 15(a) of the PA due to volume of requests. This also includes, 51 cases, where delays were due to the difficulties of obtaining records within the Department. Extensions were applied pursuant to section 15(a)(i), due to volume/interference, in the majority of the cases.

Table 6.1 Reasons for extensions

Number of requests where an extension was taken	15(a)(i) Interference with Operations				15(a)(ii) Consultation			15(b)
	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	Translation purposes or conversion
134	0	16	65	51	0	2	0	0

### 6.2 Length of extensions

The majority of extensions, more specifically 65 extensions, requested and applied during the reporting period were due to the volume of requests received.

Table 6.2 Length of extensions

Number of requests where an extension was taken	15(a)(i) Interference with Operations				15(a)(ii) Consultation			15(b)
	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	Translation purposes or conversion
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	0	16	65	51	0	2	0	0
31 days or >								0
<b>Total</b>	<b>0</b>	<b>16</b>	<b>65</b>	<b>51</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>

## 7. Consultations received from Other Institutions and Organizations

ISC did not receive any consultations from another Government of Canada institutions during 2020-2021.

## 8. Completion Time of Consultations on Cabinet confidences

During the reporting period, no consultations on the application of section 70 of the PA were sent to Departmental Legal Services Unit for consultation on potential Cabinet confidences.

## 9. Complaints and Investigations Notices Received

During the 2020-2021 reporting period, there was three (3) complaint received from the Office of the Privacy Commissioner under section 31.

Table 9 Complaints and Investigation Notices Received

Section 31	Section 33	Section 35	Court action	Total
3	0	0	0	3

## 10. Privacy Impact Assessments (PIAs) and Personal Information Banks (PIBs)

### 10.1 Privacy Impact Assessments

A Privacy Impact Assessment (PIA) is a risk evaluation of the flow of personal information held within a program or service. This process enables the Department to determine whether new or substantially modified technologies, information systems, initiatives, and proposed programs or policies meet federal government privacy requirements. It identifies and mediates risks on programs collecting and using personal information.

The Department completed no PIAs during the 2020-2021 reporting period.

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

The ATIP Directorate completed the transfer and realignment of ISC's Institutional Specific Personal Information Banks from the previous departmental designation. This is reflected in the annual publishing of the departmental Info Source Chapter (<https://www.rcaanc-cirnac.gc.ca/eng/1638307261809/1638307285229>).

10.2. Institution-specific and Central Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	37	0	0	0
Central	48	0	0	0
Total	85	0	0	0

## 11. Privacy Breaches

### 11.1 Material Privacy Breaches reported

The ATIP Directorate supports the Department in investigating potential privacy breaches. ISC reported no material breaches during this fiscal year. Material privacy breaches are at the highest risk and impact is defined as: involving sensitive personal information and could reasonably cause serious injury or harm to the individual and or involves a large number of affected individuals.

## 11.2 Non-Material Privacy Breaches

The ATIP Directorate completed the investigation and review of eleven non-material privacy breaches. These reported breaches determined to not meet the threshold of a material privacy. Most privacy breaches were due to administrative errors and identified as low risk.

Table 11.2 Non-Material Privacy Breaches

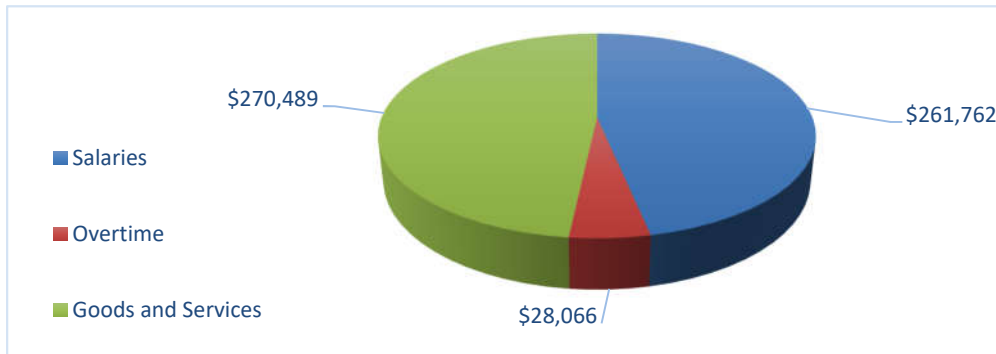
Number of non-material privacy breaches	11
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## 12. Resources related to the Privacy Act

### 12.1 Costs

In 2021-2022, ISC spent a total of \$560,317 on staffing and goods and services which includes Professional services contracts and other related costs. These amounts reflect the level of effort in support of ISC's responsibilities pursuant to the Act (Table 12.1)

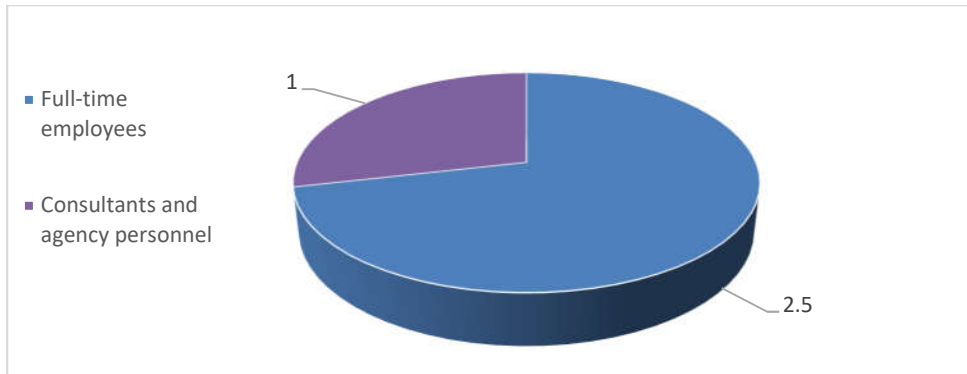
Table 12.1 Allocated Costs



### 12.2 Human Resources

In 2021-2022, ISC allocated a total 3.5 full time employees (FTE), which includes the services of one consultant (Table 12.2).

Table 12.2 Human resources



# HIGHLIGHTS

## V. 2020-2021 Points of Interest

The ATIP Directorate administers the *Privacy Act* (PA) as a shared service for both Indigenous Services Canada (ISC) and Crown-Indigenous Relations and Northern Affairs Canada (CIRNAC) since November 30, 2017. This past fiscal year (2021-2022) was the fourth full year of reporting for Indigenous Services Canada under the *Access to Information Act* and the *Privacy Act*.

ISC received 202 new privacy requests and closed 203, with a total of 22,677 pages processed under the PA. This fiscal year, there was an increase of 181% in privacy requests since the 2018-2019 reporting period.

The most cited exemption under PA was Section 26 for personal information of other individuals.

There were 56 permissible disclosure requests processed under paragraph 8(2)(e), three (3) under paragraph 8(2)(m) and three (3) more under subsection 8(5) of the PA, which allows for the release of personal information without consent. There were an additional 667 permissible disclosures completed. The majority of the permissible disclosures relate to disclosures under provisions of existing agreements. They are primarily disclosures of information about specific Indigenous individuals, who have received services or benefits from the Department or associated multi-jurisdictional partners.

The relationship existing between Indigenous Peoples, Provinces, Territories and the Department leads to a large

volume of requests for permissible disclosures under section 8(2) and necessitates the continuous development and renewal of Information Sharing Agreements and Memorandums of Understanding.

The focus of the Privacy and Policy unit in 2021-2022 was on data sharing activities on the disclosure of personal information related to the ongoing settlement activities and responsive program developments (Health, Education and Child and Family Services; and internal privacy policy support for pandemic response, human resources, health, and child and family services related purposes).

ATIP Directorate also trained a total of 369 ISC Employees on the *Access to Information Act* and *Privacy Act* in 2021-2022.

The ATIP office continuously monitors progress on all Privacy files. Reports are sent monthly and quarterly to senior management and sectors on performance. In addition, monthly and quarterly reports are also extracted on the ATIP office's performance in meeting legislative time frames.

For the 2020-2021 fiscal year, ISC spent \$560,317 and was supported by 3.5 human resources for the administration of the *Privacy Act* on behalf of the Department.

In effort to better serve Canadians, ATIP has continued to provide responses to requesters electronically through E-Post Connect and email. The department continues to monitor new internal procedures options to streamline processes and increase effectiveness.



# APPENDIX A

## Order of Delegation of the Privacy Act dated November 6, 2021

Ministre des Services  
aux Autochtones



Minister of  
Indigenous Services

Ottawa, Canada K1A 0H4

### Delegation Order

### L'ordonnance de délégation de pouvoirs

#### *Access to Information Act and Privacy Act*

#### *Loi sur l'accès à l'information et Loi sur la protection des renseignements personnels*

I, the Minister of Indigenous Services Canada, pursuant to section 95 of the *Access to Information Act* and section 73 of the *Privacy Act*, hereby delegate the persons holding the positions set out in the Delegation of Authority Schedule attached hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister as head of Indigenous Services Canada, under the provisions of the *Act* and related regulations set out in the schedule opposite each position. This delegation supersedes all previous delegation orders.

En ma qualité de ministre de les Services aux Autochtones Canada et en vertu de l'article 95 de la *Loi sur l'accès à l'information* et de l'article 73 de la *Loi sur la protection des renseignements personnels*, je délègue par la présente aux titulaires des postes énoncés à l'annexe de délégation de pouvoirs ci-après, ou aux personnes occupant les dits postes à titre intérimaire, les attributions dont je suis investie, à titre de ministre de Services aux Autochtones Canada, aux termes des dispositions des lois et des règlements connexes mentionnés en regard de chaque poste. Le présent document remplace toute ordonnance de délégation de pouvoirs antérieure.

Minister of Indigenous Services Canada  
Ministre de les Services aux Autochtones Canada

6 November 2020

Date

Canada

# Schedule A

## Delegation of Authority Schedule / Annexe de délégation de pouvoirs

### Access to Information Act Loi sur l'accès à l'information

Provision / Disposition	Description	DM / SM	AsDM / SoMD	Corp Sec / Sec Min	Dir ATIP / Dir, AIPP	Deputy Dir, ATIP / Dir adj, AIPP
	All powers, duties and functions under the <i>Access to Information Act</i> , R.S.C. 1985, c. A-1 (prior to and following February 11, 2020) and related regulations (prior to and following February 11, 2020) / Tous les pouvoirs, tâches et fonctions en vertu de la Loi sur l'accès à l'information, R.S.C. 1985, ch. A-1 (avant et après le 11 février, 2020) et réglementations associées (avant et après le 11 février, 2020)	Full authority unless identified below/ Autorité absolue sauf indication contraire ci-dessous				
4(2.1)	Responsibility of government institutions / Responsable de l'institution fédérale	•	•	•	•	•
6.1(1)	Reasons for declining to act on request / Motifs pour ne pas donner suite à la demande	•	•	•	•	•
6.1(1.3), (1.4), (2)	Notice – suspension, end of suspension/ Avis – de la suspension, de la fin de la suspension	•	•	•	•	•
7	Notice when access requested / Notification	•	•	•	•	•
8(1)	Transfer of request / Transmission de la demande	•	•	•	•	•
9 (1)	Extension of time limits / Prorogation du délai	•	•	•	•	•
9(2)	Notice of extension to Information Commissioner / Avis de prolongation au Commissaire à l'information	•	•	•	•	•
10	Where access is refused / Refus de communication	•	•	•	•	•
11(2)	Application Fee Waiver / Dispense de versement des droits	•	•	•	•	•
12(2)(b)	Language of access / Version de la communication	•	•	•	•	•
12(3)(b)	Access to record in alternative format / Communication sur support de substitution	•	•	•	•	•
<b>Exemption Provisions of the Access to Information Act / Dispositions d'exception de la Loi sur l'accès à l'information</b>						
13	Information obtained in confidence / Renseignements obtenus à titre confidentiel	•	•	•	•	•
14	Federal-provincial affairs / Affaires fédéro-provinciales	•	•	•	•	•
15	International affairs and defence / Affaires internationales et défense	•	•	•	•	•
16	Law enforcement and investigations / Enquêtes	•	•	•	•	•
16.5	<i>Public Servants Disclosure Protection Act / Loi sur la protection des fonctionnaires divulgateurs d'actes répréhensibles</i>	•	•	•	•	•
17	Safety of individuals / Sécurité des individus	•	•	•	•	•
18	Economic interests of Canada / Intérêts économiques du Canada	•	•	•	•	•
18.1	Economic interest of certain government institutions / Intérêts économiques de certaines institutions fédérales	•	•	•	•	•
19	Personal information / Renseignements personnels	•	•	•	•	•
20	Third party information / Renseignements de tiers	•	•	•	•	•
21	Advice, etc. / Avis, etc.	•	•	•	•	•
22	Testing procedures, tests and audits / Examens et vérifications	•	•	•	•	•
22.1	Internal Audits / Vérifications internes	•	•	•	•	•
23	Protected information – solicitors, advocates and notaries / Renseignements protégés : avocats et notaires	•	•	•	•	•
23.1	Protected information – patents and trade-marks / Renseignements protégés : brevets et marques de commerce	•	•	•	•	•
24	Statutory prohibitions against disclosure / Interdictions fondées sur d'autres lois	•	•	•	•	•

Provision / Disposition	Description	DM / SM	AsDM / SoMD	Corp Sec / Sec Min	Dir ATIP / Dir, AIPP	Deputy Dir, ATIP / Dir adj, AIPP
<b>Other Provisions of the Access to Information Act / Autres dispositions de la Loi sur l'accès à l'information</b>						
25	Severability / Prélèvements	.	.	.	.	.
26	Refusal of access if information to be published / Refus de communication en cas de publication	.	.	.	.	.
27(1), (4)	Notice to third parties / Avis aux tiers	.	.	.	.	.
28(1)(b), (2), (4)	Representations of third party and decision / Observations des tiers et décision	.	.	.	.	.
33	Notice to Information Commissioner of notices to third parties / Avis au Commissaire à l'information des avis aux tiers	.	.	.	.	
35(2)(b)	Right to make representations / Droit de présenter des observations	.	.	.	.	
37(1)(c)	Notice of actions to implement recommendations of Commissioner / Avis des mesures pour la mise en œuvre des recommandations du Commissaire	.	.	.	.	
37(4)	Access to be given to complainant / Communication accordée au plaignant	.	.	.	.	
41(2)	Review by Federal Court – government institution / Révision par la Cour fédérale : institution fédérale	.	.	.	.	
43(2)	Service or notice of application to Federal Court for review / Signification et avis de demande à la Cour fédérale pour révision	.	.	.	.	
44(2)	Notice to person who requested record / Avis à la personne qui a fait la demande	.	.	.	.	
52(2)(b), 52(3)	Special rules for hearings / Règles spéciales pour les auditions	.	.	.	.	
94	Annual report – government institutions / Rapport annuel des institutions fédérales	.	.			
96(3)	Notice of Provision of services related to access to information / Avis de fourniture de services liés à l'accès à l'information	.	.			
96(5)	Spending authority / Dépense des recettes	.	.			
<b>Access to Information Act – Regulations / Règlement sur l'accès à l'information</b>						
6(1)	Transfer of request / Transmission de la demande	.	.	.	.	.
8	Method of access / Méthode d'accès	.	.	.	.	.
8.1	Limitations in respect of format / Restrictions applicables au support	.	.	.	.	.

## Delegation of Authority Schedule / Annexe de délégation de pouvoirs

### **Privacy Act Loi sur la protection des renseignements personnels**

Provision / Disposition	Description	DM / SM	AsDM / SoMD	Corp Sec / Sec Min	Dir ATIP / Dir, AIPP	Deputy Dir, ATIP / Dir-adj. AIPP
	All powers, duties and functions under the Act and Regulations	Full authority unless identified below/ Autorité absolue sauf indication contraire ci-dessous				
8(2)(j)	Disclosure for research or statistical purposes / Communication pour des travaux de recherche ou de statistique	•	•	•	•	
8(2)(m)	Disclosure in the public interest or in the interest of the individual / Communication dans l'intérêt public ou de l'individu	•	•	•	•	
8(4)	Copies of requests under paragraph 8(2)(e) / Copies des demandes faites en vertu de l'alinéa 8(2)e)	•	•	•	•	•
8(5)	Notice of disclosure under paragraph 8(2)(m) / Avis de communication dans le cas de l'alinéa 8(2)m)	•	•	•	•	
9(1)	Record of disclosures to be retained / Relevé des cas d'usage	•	•	•	•	•
9(4)	Consistent uses / Usages compatibles	•	•	•	•	•
10	Personal information to be included in personal information banks / Renseignements personnels versés dans les fichiers de renseignements personnels	•	•	•	•	
14(a)	Notice where access requested / Notification de l'auteur de la demande	•	•	•	•	•
14(b)	Giving access to the record / Communication du document	•	•	•	•	•
15	Extension of time limits / Prorogation du délai	•	•	•	•	•
16	Where access is refused / Refus de communication	•	•	•	•	•
17(2)(b)	Language of access / Version de la communication	•	•	•	•	•
17(3)(b)	Access in an alternative format / Communication sur support de substitution	•	•	•	•	•
<b>Exemption Provisions of the Privacy Act / Dispositions d'exception de la Loi sur la protection des renseignements personnels</b>						
18(2)	Exempt banks / Fichiers inconsultables	•	•	•	•	•
19	Information obtained in confidence / Renseignements obtenus à titre confidentiel	•	•	•	•	•
20	Federal-provincial affairs / Affaires fédéro-provinciales	•	•	•	•	•
21	International affairs and defence / Affaires internationales et défense	•	•	•	•	•
22	Law enforcement and investigations / Application de la loi et enquêtes	•	•	•	•	•
22.3	<i>Public Servants Disclosure Protection Act / Loi sur la protection des fonctionnaires divulgateurs d'actes répréhensibles</i>	•	•	•	•	•
23	Security clearances / Enquêtes de sécurité	•	•	•	•	•
24	Individuals sentenced for an offence / Individus condamnés pour une infraction <sup>81</sup> kil b	•	•	•	•	•
25	Safety of individuals / Sécurité des individus	•	•	•	•	•
26	Information about another individual / Renseignements concernant un autre individu	•	•	•	•	•
27	Protected information – solicitors, advocates and notaries / Renseignements protégés : avocats et notaires	•	•	•	•	•
27.1	Protected information – patents and trade-marks / Renseignements protégés : brevets et marques de commerce	•	•	•	•	•
28	Medical records / Dossiers médicaux	•	•	•	•	•
<b>Other Provisions / Autres dispositions</b>						
33(2)	Right to make representations / Droit de présenter des observations	•	•	•	•	
35(1)(b)	Notice of actions to implement recommendations of Commissioner / Avis des mesures pour la mise en œuvre des recommandations du Commissaire	•	•	•	•	

Provision / Disposition	Description	DM / SM	AsDM / SoMD	Corp Sec / Sec Min	Dir ATIP / Dir, AIPP	Deputy Dir, ATIP / Dir adj. AIPP
35(4)	Access to be given to complainant / Communication accordée au plaignant	•	•	•	•	
36(3)(b)	Notice of actions to implement recommendations of Commissioner concerning exempt banks / Avis des mesures pour la mise en œuvre des recommandations du Commissaire au sujet des fichiers inconsultables	•	•	•	•	
51(2)(b),(3)	Special rules for hearings / Règles spéciales pour les auditions	•	•	•	•	
72	Annual report to Parliament / Rapport annuel au Parlement	•	•			
73.1(3)	Notice of Provision of services related to privacy / Avis de fourniture de services liés à la protection des renseignements personnels					
73.1(5)	Spending authority / Dépense des recettes					
<b>Privacy Regulations / Règlement sur la protection des renseignements personnels</b>						
7	Retention of personal information requested under paragraph 8(2)(e) / Conservation des renseignements personnels demandés en vertu de l'alinéa 8(2)e	•	•	•	•	•
9	Examination of information / Consultation sur place	•	•	•	•	•
11(2),11(4)	Notification concerning corrections / Avis concernant les corrections	•	•	•	•	•
13(1)	Disclosure of personal information relating to physical or mental health / Communication des renseignements personnels concernant l'état physique ou mental	•	•	•	•	•
14	Examination in presence of medical practitioner or psychologist / Consultation en présence d'un médecin ou d'un psychologue	•	•	•	•	•

### Legend

•	Delegated / Délégué
	No Delegation / Pas de délégation

### Position Titles / Titres de poste

Deputy Minister / Sous-ministre	DM / SM
Associate Deputy Minister, / Sous-ministre délégué	AsDM / SoMD
Corporate Secretary / Secrétaire du Ministère	Corp Sec / Sec Min
Director (Coordinator), Access to Information and Privacy / Directrice (teur) (Coordinatrice (teur)), Accès à l'information et protection des renseignements personnels (AIPP)	Dir ATIP / Dir, AIPP
Deputy Director, ATIP / Directrice(teur) adjointe, Accès à l'information et de la protection des renseignements personnels	Deputy Dir / Dir adj, AIPP

# APPENDIX B



## Statistical Report on the Privacy Act

Name of institution: Indigenous Services Canada

Reporting period: 4/1/2021 to 3/31/2022

### Section 1: Requests Under the Privacy Act

#### 1.1 Number of requests received

		Number of Requests
Received during reporting period		202
Outstanding from previous reporting periods		52
• Outstanding from previous reporting period	39	
• Outstanding from more than one reporting period	13	
<b>Total</b>		<b>254</b>
Closed during reporting period		203
Carried over to next reporting period		51
• Carried over within legislated timeline	34	
• Carried over beyond legislated timeline	17	

#### 1.2 Channels of requests

Source	Number of Requests
Online	112
E-mail	90
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>202</b>

### 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	
<b>Total</b>		<b>0</b>
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
<b>Total</b>	<b>0</b>

#### 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							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	2	7	11	4	2	3	3	32
Disclosed in part	3	11	24	16	5	9	8	76
All exempted	0	1	1	1	0	0	0	3
All excluded	0	0	0	0	0	0	0	0
No records exist	4	20	14	10	1	5	5	59
Request abandoned	20	4	1	1	0	3	4	33
Neither confirmed nor denied	0	0	0	0	0	0	0	0
<b>Total</b>	<b>29</b>	<b>43</b>	<b>51</b>	<b>32</b>	<b>8</b>	<b>20</b>	<b>20</b>	<b>203</b>

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	78
19(1)(f)	0	22.1	0	27	4
20	0	22.2	0	27.1	0
21	0	22.3	0	28	1
		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	
6	102	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
22677	11250	144





### 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	2	0	0	0	2
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
<b>Total</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>

### 3.6 Closed requests

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

Number of requests closed within legislated timelines	143
Percentage of requests closed within legislated timelines (%)	70.44334975

### 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
60	60	0	0	0

#### 3.7.2 Request 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	5	4	9
16 to 30 days	0	6	6
31 to 60 days	1	4	5
61 to 120 days	3	5	8
121 to 180 days	3	0	3
181 to 365 days	7	9	16
More than 365 days	7	6	13
<b>Total</b>	<b>26</b>	<b>34</b>	<b>60</b>

### 3.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Subsection 8(5)	Total
56	3	3	62

**Section 5: Requests for Correction of Personal Information and Notations**

Disposition for Correction Requests Received	Number
Notations attached	0
Requests for correction accepted	0
<b>Total</b>	<b>0</b>

**Section 6: Extensions**

**6.1 Reasons for extensions**

Number of requests where an extension was taken	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Translation purposes or conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet ConfidenceSection (Section 70)	External	Internal	
134	0	16	65	51	0	2	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 ConfidenceSection (Section 70)	External	Internal	
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	0	16	65	51	0	2	0	0
31 days or greater	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>16</b>	<b>65</b>	<b>51</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>

**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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Section 9: Complaints and Investigations Notices Received**

Section 31	Section 33	Section 35	Court action	Total
3	0	0	0	3

**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	37	0	0	0
Central	48	0	0	0
<b>Total</b>	<b>85</b>	<b>0</b>	<b>0</b>	<b>0</b>

**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	11
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**Section 12: Resources Related to the Privacy Act****12.1 Allocated Costs**

Expenditures		Amount
Salaries		\$261,762
Overtime		\$28,066
Goods and Services		\$270,489
• Professional services contracts	\$253,285	
• Other	\$17,204	
<b>Total</b>		<b>\$560,317</b>

**12.2 Human Resources**

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	2.500
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	1.000
Students	0.000
<b>Total</b>	<b>3.500</b>

Note: Enter values to three decimal places.