



PRIVACY ACT

ANNUAL REPORT TO PARLIAMENT 2023-2024



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TTY only 1-866-553-0554

Catalogue: R119-2E-PDF

ISSN: 2818-8500

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This publication is also available in French under the title: Loi sur la protection des renseignements personnels - Rapport annuel au parlement 2023-2024

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INTRODUCTION

I. Introduction

The purpose of the *Privacy Act* (PA) is to protect the privacy of individuals with respect to their personal information. This Act governs the federal government's responsibilities for the collection, retention, use and disclosure of that information. The Act also provides 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, 2023 to March 31, 2024.

This report, submitted to Parliament pursuant to section 72 of the PA, describes the activities of ISC in compliance with privacy legislation.

Creation and Growth of the Departments

Since the creation of the Department, the Access to Information and Privacy (ATIP) Office has provided a shared service support for ISC and Crown-Indigenous Relations and Northern Affairs (CIRNAC) through a service level agreement (SLA).

Delegation on ministerial responsibilities for the PA remains institutionally specific.

Indigenous Services Canada's Mandate

The primary mandate of ISC is to work collaboratively with partners to improve access to high quality services for First Nations, Inuit and Métis. The Department aims 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

Administration of the *Privacy Act* at Indigenous Services Canada

Under the SLA, CIRNAC's ATIP Office processes requests made under the *Access to Information Act* (ATIA) and the PA. ISC's Corporate Secretary manages the SLA for ISC and is directly accountable to the Deputy Head. The Corporate Secretary is a member of the ISC Senior Management Committee. The ATIP Office 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 Office.

Under a shared service model, ATIP analysts processed requests for both ISC and CIRNAC. Analysts processed requests varying in volume and complexity.

The ATIP Office 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. All requests are monitored using the AccessPro case management tracking system.

The Privacy/Policy Team provides expert advice, maintains and monitors privacy risks, and assists with the creation of privacy training material. 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 PA.

The privacy specialists provided critical advice for new and evolving programs and information sharing initiatives, supporting privacy protection in the department.

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.

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

The ATIP Office will be transitioning away from an unsupported and sunseting case management solution and as such ISC and CIRNAC procured a new case management solution: ATIPXpress. This solution was chosen in the hopes that it will increase efficiency, reduce processing times, and streamline the processing of requests. This in turn could reduce the number of complaints we receive, alleviating pressures from both the Office of the Information Commissioner, and the Privacy Commissioners of Canada and improve service to the public. This new case management system provides a supported, stable, and technologically contemporary tool that provides the ability to manage both department's workloads fluidly within one system, further reducing processing times. The solution is expected to be implemented in fiscal 2024-2025

ATIP Operations has created and implemented a developmental program. The program is based on predetermined performance benchmarks that clearly state the expectations at each level from CR-04 to PM-06. An employee can choose to participate to develop their skills and build experience. With guidance from the team leaders, employees can advance within the organization.

This program was created to be open and transparent in order to develop and retain current staff and provide growth opportunities within the ATIP Office. The Developmental Program is highly successful and each year more and more analysts graduate to higher PM levels. During this reporting period, eleven analysts were promoted or provided acting opportunities based on their success in the program.

The Department is committed to transparency and accountability under the PA and continues to work to improve its performance to deliver the highest standards of service for access to information requests.

The Department continued to use the Microsoft Office 365 tools to communicate internally and engage with key stakeholders. The ATIP office also leveraged these tools for the transfer of information with sectors to allow for business continuity within the hybrid workplace structure.

To better serve our clients, the Department participates in the Access to Information and Privacy Online Request Service. Our clients can submit requests under the Act through this online channel administered by TBS.

In April 2023 the ATIP Office returned on-site in a hybrid model. Pandemic response conditions substantially reduced the use of paper. During this reporting period, the office mostly received electronic requests and records, and in most cases provided release packages electronically to applicants with the use of E-post Connect, which was implemented in February 2020.

The Department continues to use electronic tools to facilitate the collection, consultation and processing of information even with the return to the workplace.

III. Delegation Order

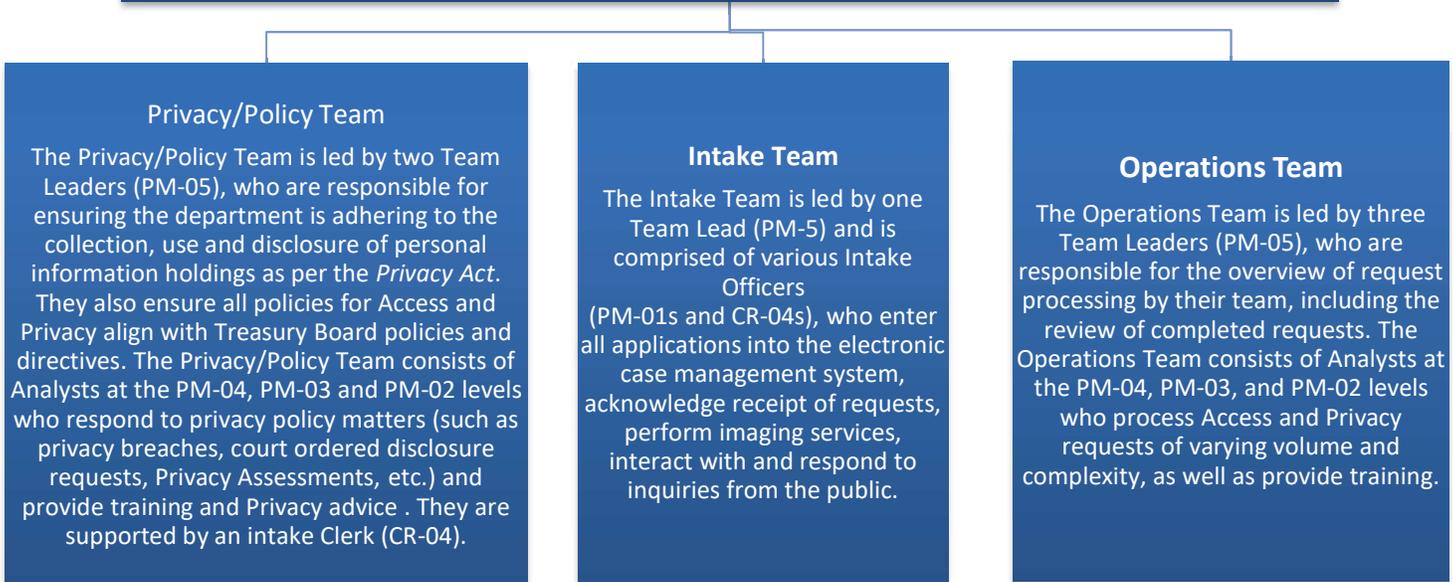
Under section 73 of the PA, the Minister’s authority may be delegated to departmental officials in order to administer the PA within ISC. The delegation order signed by Minister Marc Miller on November 6, 2020, was in effect during this reporting period ([Appendix A](#)).

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

Directors 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 is also supported 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 ensuring the department is adhering to the collection, use and disclosure of personal information holdings as per the *Privacy Act*. They also ensure all policies for Access and Privacy align with Treasury Board policies and directives. 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, court ordered disclosure requests, Privacy Assessments, etc.) and provide training and Privacy advice . They are supported by an intake Clerk (CR-04).

Intake Team

The Intake Team is led by one Team Lead (PM-5) and is comprised of various Intake Officers (PM-01s and CR-04s), 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.

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.

STATISTICS

IV. Interpretation of the Statistical Report

ISC's Statistical Report and Supplemental Report were submitted to the Treasury Board Secretariat (TBS) on July 15th 2024, ([Appendix B](#)). The Report details various aspects of the requests ISC received and processed during the period of April 1, 2023 to March 31, 2024.

1. Requests under the *Privacy Act*

1.1 Number of requests received

In 2023-2024, ISC received 168 requests, representing an decrease of approximately 38% compared to the 272 received in 2022-2023 (Table 1.1.1). Another 25 requests were carried over from the previous year. This reflected a total of 193 requests to be processed in course of the reporting period. The ATIP Office completed 171 requests and carried 22 requests into the next reporting period. (Table 1.1.2)

Table 1.1.1 Number of Requests received and outstanding from 2020-2024

Number of Requests	2020-2021	2021-2022	2022-2023	2023-2024
Received during reporting period	180	202	272	168
Outstanding from previous reporting period	61	52	51	25
Total	241	254	323	193

Table 1.1.2 2020-2024 Number of requests closed and carried over to next reporting period

Number of Requests	2020-2021	2021-2022	2022-2023	2023-2024
Closed during reporting period	192	203	298	171
Carried over to next reporting period	49	51	25	22

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. 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	105
E-mail	53
Mail	9
In person	0
Phone	0
Fax	1
Total	168

2. Informal requests

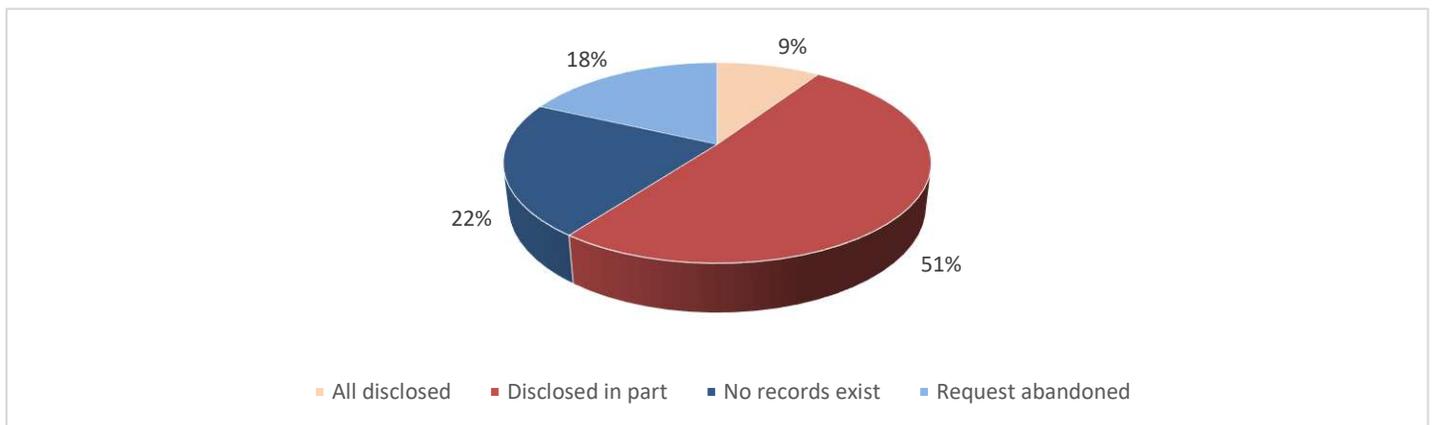
No Informal requests were received pursuant to the PA in 2023-2024.

3. Requests closed during the reporting period

3.1 Disposition and completion time

Of the 171 requests closed during the reporting period, ISC was able to fully or partially disclose records in 103 cases (60% of the requests) (Table 3.1.1). The most frequent outcome of requests processed during the reporting period was a partial disclosure, in 87 cases or 51% of the time. Records were disclosed in their entirety 10% of the time and no records existed in 37 cases or 22% of requests. (Table 3.1.1).

Table 3.1.1 Percentage of completed files relevant to each disclosures



During the course of the current reporting period, 52 requests were processed and completed within the initial 15 days of receipt and another 43 were closed between 16 and 30 days resulting in 55% of received requests completed within 30-days. An additional 36 files were completed between 31 and 60 days of receipt, with or without an extension recorded on the file. The remaining 40 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	1	8	4	3	0	0	0	16
Disclosed in part	0	24	27	16	8	7	5	87
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	22	10	5	0	0	0	0	37
Request abandoned	29	1	0	0	1	0	0	31
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	52	43	36	19	9	7	5	171

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 (85 times). The only other exemptions applied in 2023-2024 was pursuant to section 27 for the purpose of protecting personal information under 12(1) that is subject to solicitor-client privilege or the professional secrecy of advocates and notaries or to litigation privilege and section 25, where the disclosure of personal information could reasonably be expected to threaten the safety of individuals. (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	1
19(1)(e)	0	22(2)	0	26	85
19(1)(f)	0	22.1	0	27	3
20	0	22.2	0	27.1	0
21	0	22.3	0	28	0
		22.3	0		

3.3 Exclusions

No mandatory exclusion provisions were applied to requests that were closed in fiscal year 2023-2024.

3.4 Format of information released

Over the course of this reporting period, all responses (103) were provided to the requesters electronically through E-post Connect or through e-mail. (Table 3.4).

Table 3.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	103	0	0	0	0

3.5 Complexity

The following sections detail several factors affecting the complexity of requests that were completed throughout 2023-2024.

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

Of the requests closed, 134 requests generated 39,067 pages of records. The total amount of pages disclosed was 11,460 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
39,067	11,460	134

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

Of the 134 requests, 98 requests (73%) required the processing of 100 pages or less. Also, a total of 10,080 pages required processing for 29 requests (21%), on files comprising between 101 and 1,000 pages to be reviewed. However, 7 (seven) requests (5%) had more than 1,001 pages to be reviewed, for a total count of 27,307 pages to process.

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	15	88	0	0	0	0	0	0	1	8137
Disclosed in part	52	1529	22	5098	7	4982	5	9327	1	9843
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Abandoned	31	63	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	98	1680	22	5098	7	4982	5	9327	2	17980

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.

3.6 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, 134 requests or 78% were closed within legislated timelines. (Table 3.6.1) These are consistent results from the previous reporting year which saw 78% compliance.

Table 3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	134
Percentage of requests closed within legislated timelines (%)	78.36

3.7 Deemed refusals

The following sections detail the number of, and reasons for requests in deemed refusal (beyond legislative timelines) throughout 2023-2024.

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 and our existing workload. In addition, large volume of records for a few files or large volume of files received in a short time frame created surges in workload that did not align with the resources available. The surges experienced throughout the last reporting period require the dedication of senior staff who are pulled from active files creating a large backlog of complex file review to be completed. (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
37	26	1	0	10

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 19 requests were closed beyond the legislated timelines with no extension taken, and 18 of those were closed beyond the legislated timeline with an extension taken.

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	1	0	1
16 to 30 days	5	1	6
31 to 60 days	5	2	7
61 to 120 days	4	6	10
121 to 180 days	2	2	4
181 to 365 days	2	2	4
> 365 days	0	5	5
Total	19	18	37

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.

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

Permissible disclosure pursuant to subsection 8(2) of the PA 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 2023-2024, ISC made 50 permissible disclosures under 8(2)(e) and one (1) 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 was one (1) disclosure authorized under **8(2)(m)**. 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 must be notified of disclosures pursuant to section 8(2)(m); as required under section 8(5) of the PA. This was completed once as required in 2023-2024.

Other permissible disclosures not captured by the statistical report include:

There were twenty (20) 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 eleven-hundred and fifty-nine (1,159) 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 six (6) 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 seventy-three (73) 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 Indigenous Peoples of Canada.

The ATIP office authorized a combined total of 1,338 disclosures pursuant to section 8(2) of the PA during 2023-2024.

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

	Subsections 8(2)							Subsection (8)(5)
8(2)(a)	8(2)(c)	8(2)(d)	8(2)(e)	8(2)(f)	8(2)(j)	8(2)(k)	8(2)(m)	8(5)
22	7	20	50	1,159	6	73	1	1

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 2023-2024, 54 extensions were taken under subsection 15(a) of the PA. This includes 20 cases where delays were due to difficulties in obtaining records. Extensions were applied pursuant to section 15(a)(i), due to interference with operations, in all 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
54	3	16	15	20	0	0	0	0

7. Consultations received from Other Institutions and Organizations

ISC received one (1) consultation from an organization during 2023-2024.

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 2023-2024 reporting period there were six (6) new complaints or investigation notices received related to the processing of requests under the Act. The Department closed five (5) complaints during this period, processing 1,613 pages under complaint.

Table 9 Complaints and Investigation Notices Received

Section 31	Section 33	Section 35	Court action	Total
5	0	1	0	6

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 new PIAs during the 2023-2024 reporting period.

10.2 Institution-specific and Central Personal Information Banks

The ATIP Office 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.sac-isc.gc.ca/eng/1639748667069/1639748703555>). However, the ATIP Office continues to work with sector to review and update PIBs to ensure their ongoing accuracy and necessity.

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 Office 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.

On October 19, 2023, BGRS confirmed that there had been a breach involving Government of Canada information held by BGRS and SIRVA Canada systems. These companies provide relocation support to federal public service employees and members of the Canadian Armed Forces and RCMP. At least 550 individuals (not including family members) employed, or previously employed at ISC and CIRNAC (formerly INAC) were identified as potentially affected (BGRS could not specify the exact individuals whose information was compromised), and so, out of an abundance of caution, ISC

notified individuals who had used BGRS relocation services in the past ten years. Credit monitoring services were offered to individuals whose information was potentially breached. Due to the large number of individuals potentially affected and the breadth of time associated with the personal information collection, the ATIP Office is continuing breach management efforts. Notification letters were sent out to identified individuals. While not identified as a material privacy breach for which ISC was directly responsible, the ATIP Office still notified the Office of the Privacy Commissioner of our breach management activities.

11.2 Non-Material Privacy Breaches

The ATIP Office completed the investigation and review of four non-material privacy breaches. These reported breaches were determined to have not met the threshold of a material privacy breach. Most privacy breaches were due to administrative errors and identified as low risk.

Number of non-material privacy breaches	4
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12. Resources related to the *Privacy Act*

12.1 Costs

In 2023-2024, ISC spent a total of \$947,204 on staffing and goods and services which includes the purchase of a new case management system. 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

Expenditures		Amount
Salaries		\$474,963
Overtime		\$33,258
Goods and Services		\$438,983
Professional services contracts	\$248,610	
Other	\$190,373	
Total		\$947,204

12.2 Human Resources

In 2023-2024, ISC allocated a total 6.396 full time employees (FTE), which includes the services of one consultant.

HIGHLIGHTS

V. 2023-2024 Points of Interest

Since November 30, 2017, the ATIP Office has administered the *Privacy Act* (PA) as a shared service for both Indigenous Services Canada (ISC) and Crown-Indigenous Relations and Northern Affairs Canada (CIRNAC). This past fiscal year (2023-2024) was the sixth full year of reporting for Indigenous Services Canada under the ATIA and PA.

ISC received 168 new privacy requests and closed 171, with a total of 39,067 pages processed under the PA. The Department maintained a compliance of 78% responding to 134 requests on time.

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

The department received six (6) complaints or investigations from the Office of the Privacy Commissioner of Canada and closed 5 complaints, with a total of 1,613 pages processed.

There were 50 permissible disclosure requests processed under paragraph 8(2)(e) and one under paragraph 8(2)(m) which are standard reporting requirements. There were an additional 1287 permissible disclosures requests processed by the ATIP Office. 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 are receiving 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. In 2023-2024, the ATIP Office completed work on three (3) information sharing arrangements put in place to facilitate the use and disclosure of personal information to support Indigenous rights holders (section 35 of the Constitution Act, 1982), in their exercise

of treaty rights and in support of Canada's commitment to reconciliation.

The focus of the Privacy and Policy unit in 2023-2024 was providing advice, authorization and support for requests related to data sharing activities involving the disclosure of personal information associated to ongoing settlement activities and responsive program developments (Health, Education and Child and Family Services; and internal privacy policy support for Indian Status Registration activities, human resources, health, and child and family services related purposes).

The ATIP Office has worked with and continues to work with Central Agencies, partners, and stakeholders to develop and implement policies and procedures related to the disclosure of personal information to support treaty resolution activities such as shared flexible common language templates for Indigenous Organization's disclosure requests, the development of departmental specific guidance on Privacy Notices, and have continued a comprehensive review of Personal Information Banks to support the Departmental mandate for service transfer.

The ATIP Office trained a total of 160 ISC employees on the ATIA and PA in 2023-2024. The ATIP Office has also developed institution specific training related to the ATIA and PA that will be available internally for departmental employees in the new fiscal year.

The ATIP office continuously monitors progress on all Privacy request files. Reports are prepared monthly to ensure compliance with legislative timelines so that risks can be mitigated. Each quarter reports are produced on the Department's performance in meeting legislative time frames and these are shared with the senior management.

For the 2023-2024 fiscal year, ISC spent \$947,204 to support the Administration of the PA. This includes the purchase of a new case management system.

ANNEX 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

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	•	•	•	•	•
Exemption Provisions of the Access to Information Act / Dispositions d'exception de la Loi sur l'accès à l'information						
13	Information obtained in confidence / Renseignements obtenus à titre confidentiel	•	•	•	•	•
14	Federal-provincial affairs / Affaires fédérales-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	•	•	•	•	•

Provision / Disposition	Description	DM / SM	AsDM / SoMD	Corp Sec / Sec Min	Dir ATIP / Dir, AIPP	Deputy Dir, ATIP / Dir adj, AIPP
24	Statutory prohibitions against disclosure / Interdictions fondées sur d'autres lois	•	•	•	•	•
Other Provisions of the Access to Information Act / Autres dispositions de la Loi sur l'accès à l'information						
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	•	•			
Access to Information Act – Regulations / Règlement sur l'accès à l'information						
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	•	•	•	•	•

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. adi. 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	•	•	•	•	•
Exemption Provisions of the Privacy Act / Dispositions d'exception de la Loi sur la protection des renseignements personnels						
18(2)	Exempt banks / Fichiers in-consultables	•	•	•	•	•
19	Information obtained in confidence / Renseignements obtenus à titre confidentiel	•	•	•	•	•
20	Federal-provincial affairs / Affaires fédérales-provinciales	•	•	•	•	•
21	International affairs and defence / Affaires internationales et défense	•	•	•	•	•
22	Law enforcement and investigations / Application de la loi et enquêtes	•	•	•	•	•
22.3	Public Servants Disclosure Protection Act / Loi sur la protection des fonctionnaires divulgateurs d'actes répréhensibles	•	•	•	•	•
23	Security clearances / Enquêtes de sécurité	•	•	•	•	•
24	Individuals sentenced for an offence / Individus condamnés pour une infraction ⁸¹ 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	•	•	•	•	•
Other Provisions / Autres dispositions						
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	•	•	•	•	
35(4)	Access to be given to complainant / Communication accordée au plaignant	•	•	•	•	

Provision / Disposition	Description	DM / SM	AsDM / SoMD	Corp Sec / Sec Min	Dir ATIP / Dir, AIPP	Deputy Dir, ATIP / Dir.adi. AIPP
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 in-consultables	•	•	•	•	
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					
Privacy Regulations / Règlement sur la protection des renseignements personnels						
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

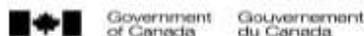
•	Delegated / Délégué
	No Delegation / Pas de délégation

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

ANNEX B

Statistical Report on the Privacy Act



Statistical Report on the Privacy Act

Name of institution: Indigenous Services Canada

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

Section 1: Requests Under the Privacy Act

1.1 Number of requests received

		Number of Requests
Received during reporting period		168
Outstanding from previous reporting periods		25
- Outstanding from previous reporting period	18	
- Outstanding from more than one reporting period	7	
Total		193
Closed during reporting period		171
Carried over to next reporting period		22
- Carried over within legislated timeline	16	
- Carried over beyond legislated timeline	6	

1.2 Channels of requests

Source	Number of Requests
Online	105
E-mail	53
Mail	9
In person	0
Phone	0
Fax	1
Total	168

Section 2: Informal requests

2.1 Number of informal requests

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

2.2 Channels of informal requests

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

2.3 Completion time of informal requests

Completion Time							
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
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							
	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
All disclosed	1	8	4	3	0	0	0	16
Disclosed in part	0	24	27	16	8	7	5	87
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	22	10	5	0	0	0	0	37
Request abandoned	29	1	0	0	1	0	0	31
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	52	43	36	19	9	7	5	171

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	1
19(1)(e)	0	22(2)	0	26	85
19(1)(f)	0	22.1	0	27	3
20	0	22.2	0	27.1	0
21	0	22.3	0	28	0
		22.4	0		

3.3 Exclusions

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

3.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	103	0	0	0	0

3.5 Complexity

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

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
39067	11460	134

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

Disposition	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	15	88	0	0	0	0	0	0	1	8137
Disclosed in part	52	1529	22	5098	7	4982	5	9327	1	9843
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	31	63	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	98	1680	22	5098	7	4982	5	9327	2	17980

3.5.3 Relevant minutes processed and disclosed for audio formats

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

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

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

3.5.5 Relevant minutes processed and disclosed for video formats

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

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

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

3.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	1	0	7	2	10
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	1	0	7	2	10

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	134
Percentage of requests closed within legislated timelines (%)	78.3625731

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
37	26	1	0	10

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	1	0	1
16 to 30 days	5	1	6
31 to 60 days	5	2	7
61 to 120 days	4	6	10
121 to 180 days	2	2	4
181 to 365 days	2	2	4
More than 365 days	0	5	5
Total	19	18	37

3.8 Requests for translation

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

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

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Subsection 8(5)	Total
50	1	1	52

Section 5: Requests for Correction of Personal Information and Notations

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

Section 6: Extensions

6.1 Reasons for extensions

Number of extensions taken	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Translation purposes or conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet Confidence Section (Section 70)	External	Internal	
54	3	16	15	20	0	0	0	0

6.2 Length of extensions

Length of Extensions	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Translation purposes or conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet Confidence Section (Section 70)	External	Internal	
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	3	16	15	20	0	0	0	0
31 days or greater								0
Total	3	16	15	20	0	0	0	0

Section 7: Consultations Received From Other Institutions and Organizations

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

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

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

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	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	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

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

Recommendation	Number of days required to complete consultation requests							Total
	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	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

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

8.2 Requests with Privy Council Office

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

Section 9: Complaints and Investigations Notices Received

Section 31	Section 33	Section 35	Court action	Total
5	0	1	0	6

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
Total	85	0	0	0

Section 11: Privacy Breaches

11.1 Material Privacy Breaches reported

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

11.2 Non-Material Privacy Breaches

Number of non-material privacy breaches	4
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Section 12: Resources Related to the Privacy Act

12.1 Allocated Costs

Expenditures	Amount
Salaries	\$474,963
Overtime	\$33,258
Goods and Services	\$438,983
• Professional services contracts	\$248,610
• Other	\$190,373
Total	\$947,204

12.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	5.361
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	1.035
Students	0.000
Total	6.396

Note: Enter values to three decimal places.