

CORRECTIONAL SERVICE CANADA

CHANGING LIVES. PROTECTING CANADIANS.



Annual Report to Parliament on the *Privacy Act* 2022-2023



Table of Contents

1. Introduction.....	3
2. Organizational Structure.....	3
2.1 <i>About the Correctional Service of Canada</i>	3
2.2 <i>The Access to Information and Privacy Division</i>	4
2.3 <i>Initiatives and Priorities</i>	6
3. Delegation Order.....	14
4. Performance 2022-2023.....	14
4.1 <i>Requests Processed Under the Privacy Act</i>	14
4.2 <i>Disposition of Requests</i>	15
4.3 <i>Exemptions and Exclusions</i>	16
4.4 <i>Extensions</i>	16
4.5 <i>Completion Time</i>	17
4.6 <i>Deemed Refusals</i>	18
4.7 <i>Outstanding Requests</i>	19
4.8 <i>Outstanding Active Complaints</i>	19
4.9 <i>Consultations from Other Institutions and Organizations</i>	20
4.10 <i>Disclosures Made Pursuant to Paragraph 8(2)(e) of the Privacy Act</i>	20
4.11 <i>Informal Requests</i>	20
4.12 <i>COVID-19 Impact</i>	20
5. Training and Awareness.....	21
6. Policies, Guidelines and Procedures.....	22
7. Initiatives and Projects to Improve Privacy.....	22
8. Complaints, Compliance Investigations and Audits.....	23
9. Monitoring Compliance.....	24
10. Material Privacy Breaches.....	24
11. Privacy Impact Assessments.....	25
12. Public Interest Disclosures.....	25
13. Federal Court.....	25
14. Appendix A – Delegation Order.....	26
15. Appendix B – Statistical Report on the <i>Privacy Act</i>	27
16. Appendix C – 2022-2023 Supplemental Statistical Report on the Access to Information and Privacy Act.....	39

1. Introduction

The *Privacy Act* (PA) protects the privacy of Canadian citizens and permanent residents against the unauthorized use and disclosure of personal information about them held by a government institution. It also provides individuals with a right of access to that information and the right to correct inaccurate personal information. In addition, the PA legislates how the government collects, stores, disposes of, uses and discloses personal information.

Section 72 of the PA requires that the Head of every federal government institution submits an Annual Report to Parliament on the administration of this Act over the fiscal year. The Minister of Public Safety, Democratic Institutions and Intergovernmental Affairs has delegated the administration of the PA, including the reporting of the Annual Report, to the Commissioner of the Correctional Service of Canada (CSC).

This report describes how CSC fulfilled compliance with the PA during the reporting Fiscal Year (FY) period of April 1, 2022 to March 31, 2023.

2. Organizational Structure

2.1 About the Correctional Service of Canada

The purpose of the federal correctional system, as defined in law, is to contribute to the maintenance of a just, peaceful and safe society by carrying out sentences for offenders sentenced to two years or more imposed by courts. This is done through the safe and humane custody and supervision of offenders, and by assisting the rehabilitation of offenders and their safe reintegration into the community as law-abiding citizens through the provision of programs in penitentiaries and in the community (*Corrections and Conditional Release Act (CCRA)*, s.3).

CSC works closely with its Public Safety portfolio partners, including the Royal Canadian Mounted Police (RCMP), the Parole Board of Canada (PBC), the Canada Border Services Agency (CBSA), and the Canadian Security Intelligence Service (CSIS), in addition to oversight bodies including the Office of the Correctional Investigator (OCI).

2.2 The Access to Information and Privacy Division

The Access to Information and Privacy (ATIP) Division reports to the Director General of Rights, Redress and Resolution under the Policy Sector and has nine units:

- Intake, Processing and Retention Unit (ATIP Administrative Team)
- Access to Information Operations
- Privacy Operations
- Policy and Governance
- Disclosure and Law Enforcement
- ATIP Transformation (Backlog)
- Digitization and Stakeholder Liaison
- Strategic Compliance, Reporting and Client Management
- ATIPXPress Migration

The Intake, Processing and Retention Unit (IPRU), is responsible for processing incoming requests, generating routine correspondence, tasking retrievals of records to Offices of the Primary Interest (OPIs), fostering the quality assurance of the ATIP process, preparing final release packages, responding to inquiries received on ATIP's Toll Free number (1-844-757-8031), and providing general support to the office.

The Access to Information Operations team is responsible for reviewing records, conducting consultations with internal and external stakeholders, applying exemptions and exclusions, preparing release packages for requesters, and responding to complaints from the Office of the Information Commissioner (OIC).

The Privacy Operations team processes formal and informal requests under the PA and responds to complaints from the Office of the Privacy Commissioner (OPC). This team has been organized into three teams:

- 1) **The Privacy Urgent Team** is responsible for responding to urgent formal privacy requests (e.g. documents requested by offenders/requesters for upcoming parole hearings, court purposes or other legal proceedings where time is of the essence, and where the individual consents to release of their personal information).
- 2) **The Strategic Privacy Response Team (SPRT) Team** is responsible for reviewing offenders' records related to health care, employment, admission and discharge, visits and correspondence, and education and training.
- 3) **The Privacy Complaint Team** is responsible for responding to delay-complaints received by the OPC and to any judicial review applications related to these complaints.

The Policy and Governance Unit (PGU) acts as a single point of contact for privacy within CSC. It develops privacy policies, guidelines, tools and procedures to support ATIP requirements within CSC. In addition, the unit provides advice, guidance and support regarding ATIP legislation and related policies; promotes privacy awareness; and manages privacy breaches, and any improper collection, use and disclosure complaints filed with the OPC. The unit also oversees Privacy Impact Assessments (PIAs); reviews Memoranda of Understanding, Information Sharing Agreements, contracts, forms and Commissioner's Directives; and delivers privacy training. The PGU is also responsible for the informal review of disciplinary, harassment and workplace violence reports for the department. This also includes complex privacy requests related to investigations as well as other sensitive files such as public interest disclosures.

The Disclosure and Law Enforcement Team oversees releases under 8(2) of the PA, including files for litigation; dangerous offender applications and long-term supervision orders; other court purposes; and on-going investigations.

The ATIP Transformation Teams (Backlog Teams) are responsible for processing files from CSC ATIP's backlog, including assessing areas of ATIP operations that could be streamlined to foster efficiencies in addressing current legacy requests and preventing future backlog of requests.

The Strategic Compliance, Reporting and Client Management Team (SCRCM) is responsible for collecting, analyzing and presenting information using various search engines and data tools to support ATIP in its reporting requirements (including the ATIP Annual Reports) and compliance rates. When fully operational, this team will also be responsible for managing CSC ATIP's relationships with its clients, and build on the existing work to promote and foster a culture of client satisfaction within CSC's ATIP Division.

The ATIPXPress Migration Team is responsible to find or develop modern software solutions to assist the Rights Redress and Resolution Branch to increase productivity and efficiency through the use of new technological solutions.

The Digitization and Stakeholder Liaison Team was responsible for CSC ATIP's digitization and modernization initiative, including leveraging new technology and the digitization of the ATIP process within CSC. This team was active until March 31, 2023, at which time its objectives were absorbed into the SCRC team and the ATIPXPress Migration Team.

In addition, each sector, region, institution, district, parole office and community correctional centre has an ATIP liaison who assists the national ATIP Division in administering its overall responsibilities.

During the next (FY), ATIP will continue to build its capacity, including completing staffing for the second Access team, completing staffing on the Privacy Teams, adding a second dedicated team for the review of disciplinary, harassment and workplace violence reports and related privacy formal requests, and increase capacity to support policy work. Overall, CSC is currently in the process of adding another EX01 (Director, ATIP Modernization, Disclosure and Law Enforcement) position to support the management of the newly created teams in order to adequately increase CSC's compliance with its statutory obligations under both the *Access to Information Act* (ATIA) and PA.

During the 2022-2023 fiscal year, there were 86.3 employees dedicated to privacy activities as follows:

- 84 full-time employees
- 2.3 part-time and casual employees

CSC was not party to any service agreements under section 73.1 of the *PA* during this reporting period.

2.3 Initiatives and Priorities

This section will outline CSC's initiatives and priorities for ATIP, and unless otherwise noted is referring to both the ATIA and the PA, as well as both formal requests and informal requests such as information sharing with our public safety partners.

CSC is a large organization that employs approximately 18,000 employees across Canada while managing a yearly average of 21,000 offenders. The highest proportion of ATIP Division work in CSC are Privacy requests, effectively accounting for more than 90% of the total workload, while Access requests represent about 10% of all ATIP requests. Offenders and their legal representatives make 89% of the privacy requests.

Like several federal institutions, CSC has been facing many compelling challenges that have significantly increased during the past six fiscal years. However, CSC has taken important steps and launched many initiatives to address its challenges and better position ATIP for the future. At the beginning of the 2021-2022 fiscal year, CSC developed an ambitious Strategic Action Plan with the following objectives:

1. Gradually increase ATIA and PA compliance rates to attain the Treasury Board Secretariat (TBS) compliance standards;
2. Increase customer satisfaction;
3. Ensure production outpaces requests;
4. Minimize and eventually eliminate existing backlog requests;
5. Reduce the number and frequency of complaints submitted by requesters to both the OIC and OPC;
6. Sustain productivity to prevent future backlog of requests; and
7. Take measures to become an employer of choice and a leader in the ATIP Community.

CSC's Strategic Action Plan was outlined in detail in CSC's 2021-22 Annual Reports.

Some of the challenges that CSC continues to manage include:

- A persistent backlog: 7.2 million pages at the end of fiscal year 2022-2023. An average of 2 million pages (7,000 requests) received annually, with 1.7 million pages (6,408 requests) received in 2022-2023;
- A high number of historical backlog files, some dating back to 2014;
- An increase in requests for review of high risk and sensitive files (e.g. litigation files)
- A disproportionately low number of staff to respond to the demands; however significant hiring has begun and further staffing processes are underway as per pillar 1 of the Strategic Action Plan to improve results (54 Full Time Equivalents [FTEs] before 2021-2022 compared to 93 FTEs in 2022-2023);
- Requests becoming increasingly more complex, multi-faceted, inter-connected (multiple requests submitted by same requestor – largely from offenders or their legal counsel);

- A limited interest on the part of offenders to use their Case Management Team as an immediate source of request for information on their files, which drives formal ATIP requests for information;
- Technology challenges (e.g. Protected B server not suitable for Protected C or Secret documents and inmates with no access to internet);
- Staff turnover due to heavy workload, high stress and multiple competing priorities;
- A shortage of ATIP experts broadly in the federal community thereby leading to competition with other employers and ATIP community both in public and private agencies.

Given the continuing need to address these challenges and foster an environment to support CSC's ability to comply with its legislative obligations, CSC refocused its activities to respond to its ATIP requirements through the following actions:

1. Temporary Funding to Increase Production

From 2017-2018 to 2021-2022, CSC ATIP implemented and examined many initiatives to address its challenges, which were described in its previous Annual Reports.

During the current period, CSC ATIP received 2.84 million dollars in funding and succeeded in augmenting its overall complement on a permanent basis to 93 FTEs.

During the same period, the ATIP Division also continued to manage many competing priorities, including an increasing number of requests related to legal proceedings, which are sensitive and urgent in nature. To manage its backlog and its numerous competing priorities, CSC ATIP used its resources as efficiently and as strategically as possible, which has yielded significant results, described further in this section.

2. The 2021 Strategic Action Plan

In fiscal year 2021-2022, CSC developed a Strategic Action Plan for ATIP to address all issues/challenges described above on a more permanent basis. This framework continued into 2022-23 and yielded positive results, which will be described below. The comprehensive Strategic Action Plan focuses on four pillars: (1) Our Resources and People; (2) Our Infrastructure; (3) Our Culture and Practices; and (4) Our Results.

These four pillars identify various opportunities for (i) additional resources, including leveraging partnerships with academic institutions; (ii) working with our Information Management experts to strengthen our technological capabilities to fully digitize our ATIP processes; (iii) promoting a culture of client satisfaction; and (iv) ensuring accountability for timely and sustainable results.

Pillar 1: Our Resources and People

Improving compliance with obligations under the PA and the ATIA is a high priority for CSC. The organization has forecasted it will require approximately 130 FTEs to meet all its obligations under both Acts. During fiscal year 2022-2023, CSC ATIP has already secured human and financial resources for CSC's ATIP program/function to allow a gradual increase in its production and compliance rates for both Acts. As such, from FY 2021-22 to FY 2022-23, CSC increased its complement from 54 to 93 FTEs. During fiscal year 2023-2024, CSC ATIP will continue to focus on hiring the outstanding additional staff required to meet its legal obligations under the ATIP legislation.

To provide high quality service standards to requesters, the ATIP Division must attract the right people for the job. To overcome the shortage of ATIP experts in the community, CSC has been hiring and training individuals with transferable skills who are seeking careers in the Public Service and ATIP. To that effect, CSC is increasing its presence in local universities and colleges to recruit students who are interested in pursuing a career in ATIP at CSC.

It is also CSC's desire to position itself as an employer of choice. CSC ATIP is therefore also focusing on the continuing education and well-being of its staff. This includes equipping staff with proper tools, and training and mentoring analysts to increase their knowledge and application of the Acts.

CSC ATIP is also using talent management to invest in the organization's most important resource – its people. To this end, CSC will continue to recruit candidates with highly desirable skill sets and provide ongoing learning and development opportunities. It will also recognize the value of its team members and encourage them to advance within the organization. Talent management is one of the many tools that CSC ATIP is using to recruit, retain and develop a workforce that is as productive as possible and likely to stay with the organization on a long-term basis.

Equally important, CSC ATIP is working on creating a Developmental Program for ATIP analysts. At the same time, CSC is focusing on promoting the well-being of staff and ensuring there is appropriate mental and physical health support in managing the demands of their duties and functions.

Pillar 2: Our Infrastructure

Together with investments in resources and people, CSC is also putting the emphasis on modernizing its infrastructure to keep up with the changing reality of the ATIP environment and its associated challenges.

A team of specialists, led by a Deputy Director, ATIPXPress Migration, is responsible for CSC ATIP's modernization initiative (including but not limited to the migration from AccessPro Case Management to ATIPXPress). CSC will leverage technology to streamline the ATIP process. As an interim measure, CSC worked with its Preventive Security experts to use its Security Intelligence Network (SiNET) as a platform to collect Protected C documents when it must process information requests from the courts and law enforcement agencies. Ultimately, the longer-term solution is to migrate to ATIPXPress, which will allow CSC to appropriately process and store Protected C information.

Given that offenders' requests account for most of the privacy workload, and offenders and their legal representatives make 89% of the privacy requests, CSC continues to explore an Offender ATIP Portal. This option has many benefits including: (1) providing inmates access to technology with the opportunity to submit their ATIP requests electronically; (2) reducing the delays in receiving offender requests; (3) reducing/eliminating the amount of paper used to print the release packages to provide them to the offenders; and (4) significantly reducing mailing costs and delays in releasing documents to offenders.

Concurrently, CSC is exploring the piloting of tablets mobile devices for correctional institutions that provide inmates with communication, education and entertainment resources. These tablets will present an excellent opportunity to make an Offender ATIP Portal a reality, and ATIP will continue to explore this solution.

Additionally, to improve access to information, the CSC ATIP has been using the ATIP Online (AOMT) since 2020.

Pillar 3: Our Culture and Practices

From the initial ATIP request to ultimate disclosure, CSC's practices must embody a culture of responsibility and client satisfaction. To achieve this goal, CSC will continue to foster close relationships with key external organizations and keep apprised of best practices, including improving our engagement and consultation with the Offices of the Privacy and Information Commissioners, and TBS's Office of the Chief Information Officer.

CSC continues to also promote a right-of-access and client satisfaction culture. This culture shift encourages employees to recognize the rights of individuals to access their personal information and CSC's duty to enhance government accountability and transparency. CSC also continues to enhance engagement with ATIP requesters to swiftly seek clarity where required and minimize delays in fulfilling their requests.

To serve our clients to the best of our abilities, the ATIP Division is also exploring ways of processing requests more efficiently. To this end, CSC is increasing consultation with Offices of Primary Interest (OPIs) in collecting and assessing information to ensure timely responses to requesters' needs.

Furthermore, with additional resources, the ATIP teams will be able to play key and proactive roles in providing orientation, training and awareness to minimize legal risks and privacy breaches within the organization. In doing so, CSC ATIP will engage with regional management committees, institutional management committees, executive committees, sectors and regions to share best privacy practices and bring much-needed awareness in the areas of privacy and access to information.

Pillar 4: Our results

The ATIP Division is positioning itself not only to become an employer of choice, but also to be seen as a leader, a model and a flagship in the ATIP Community. CSC ATIP is therefore committed to increase PA and ATIA compliance rates over time, with the goal of attaining TBS compliance standards. It is very confident these three objectives will be achieved when its Strategic Action Plan is fully implemented, as shown by the positive results so far. As CSC continues to implement its plan, we will build on the existing results outlined below:

Positive and Promising Results:

Phase 1 of the 2021 Strategic Action Plan entailed, the creation of new teams including the Backlog Transformation Teams and the Disclosure and Law Enforcement Teams (DLET).

In fall 2022, CSC established the ATIP DLET responsible for engaging with Provincial and Territorial Crown Attorneys, Law Enforcement agencies and other public safety organizations to exchange information to foster public safety and protection of Canadians. Since commencing operations in fall 2022, DLET has responded to over 700 requests, reviewed 770,000 pages, and released approximately 550,000 pages to the requesting agencies. While these are not formal requests under the Access to Information Act or the Privacy Act, they are an important function of ATIP to meet CSC's disclosure and information sharing requirements with its criminal justice and law enforcement partners.

Phase 2 of the Strategic Action Plan effectively entails the creation of new ATIP teams to gradually increase ATIA and PA compliance rates to meet TBS compliance standards.

The ATIP Division has created four of these new teams dedicated to Privacy requests and one to Access requests. These teams are currently partially staffed, and CSC will continue to fully staff them in 2023-2024. The full implementation of Phase 2 of the Strategic Action Plan will allow CSC to comply with the ATIA and PA and to uphold the right of access of requesters.

The new teams and initiatives from Phase 1 and 2 continue to yield positive results with an approximate 145% increase in overall production in 2022-2023 (from approximately 2.2 million pages closed in 2021-2022 to approximately 3.2 million pages closed in 2022-2023). Furthermore, it is worth noting that CSC is closing almost twice the number of pages received (3.2 million pages closed in 2022-2023 versus 1.7 million pages received). Over the next three years, CSC will aim to minimize and eliminate the existing legacy backlog requests, will strive to sustain productivity to prevent developing future backlog, and improve its compliance rate.

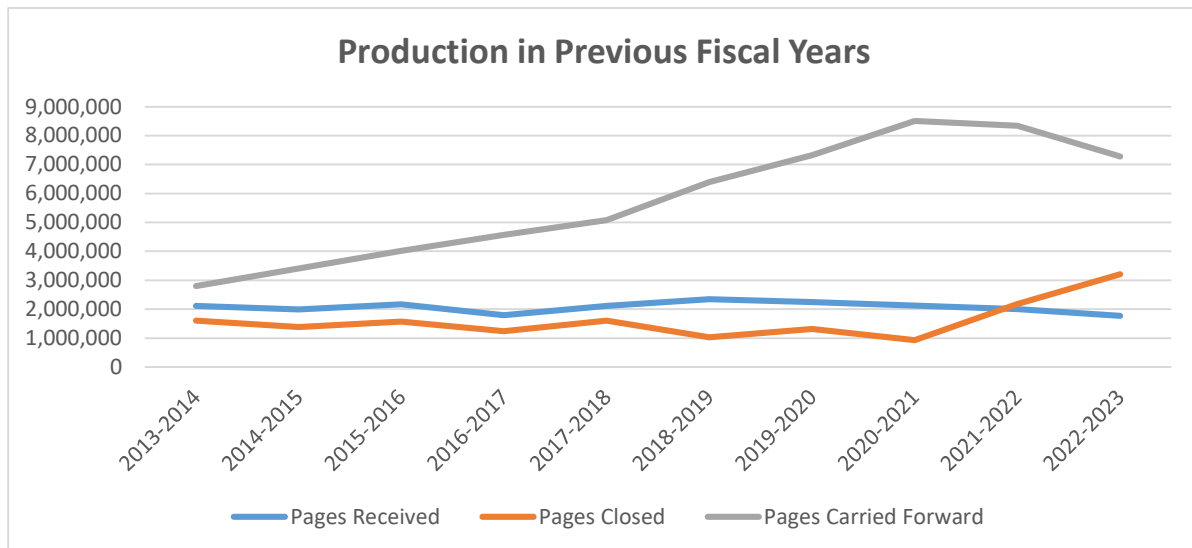
The following table and graph will show CSC’s overall production, including formal and informal requests under both acts, and including both pages processed and pages resolved (abandoned, not relevant, etc.).

Production in Previous Years:

All Teams	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Pages Received	2,131,480	2,067,068	2,192,854	1,801,525	2,117,156	2,361,032	2,252,793	2,227,645	2,245,510	1,772,039
Pages Closed	1,609,364	1,389,448	1,578,083	1,244,846	1,629,940	1,033,272	1,343,565	942,540	2,216,879	3,211,619
Carried Forward	2,831,094	3,508,714	4,123,485	4,680,164	5,167,380	6,495,140	7,404,368	8,689,473	8,718,104	7,278,524

Source: *ATIP Dashboard 2023-03-31*

The following graph shows that during fiscal years 2021-2022 and 2022-23, CSC ATIP was successful in changing the previous trend, and making significant progress in addressing the backlog.



CSC aims to increase and maintain efficiency in processing ATIP requests, eliminate the current backlog, avoid accumulating further legacy requests while improving CSC's compliance rate. To achieve this goal, CSC ATIP production must continue to outpace the number of requests received.

Success will only be sustainable if CSC addresses both those historical requests as well as new requests simultaneously. These efforts, combined with targeted investments and cultural changes, will better equip CSC ATIP to move from reactive to proactive, and to deal with inevitable new complexities and challenges in the future.

CSC has also achieved positive results managing complaints.

3. Informal Information Sharing

Cultural changes and related options to avoid/curb future workload increases will also assist CSC ATIP to achieve its goals. For example, CSC ATIP continues to explore informal release of documents. To that effect, CSC launched a Pilot Project in two operational sites at the end of 2022-2023 – Stony Mountain Institution and Bowden Institution. In 2023-2024, CSC launched the Pilot Project in an additional operational site- Saskatchewan Penitentiary. Results of the pilot project will be communicated during the next reporting period.

4. Pilot Project with the Department of Justice

In 2021-2022, CSC ATIP and CSC Legal Services Unit (LSU), in conjunction with the Department of Justice (DOJ) launched a Pilot Project entitled the Disclosure Review Process (DRP) 2.0 for litigation files. The DRP developed a process for the collection and review of documents that needed to be processed on an urgent basis and in a timely fashion for litigation purposes. Through this process, litigation teams lead the review of the collected CSC documents and determine what information is relevant, carry out the review and apply protections to all files, except for more sensitive files, including the Preventive Security and Discipline and Dissociation files. They also determine whether there are concerns with release, such as privileged information.

CSC's LSU and DOJ litigation teams engage the DLET for their review of all relevant information contained in the Preventive Security and Discipline and Dissociation files, and any other security-related information. This approach prevents "double-work" e.g. where files are reviewed more than once or where second reviews are unnecessary. DOJ lawyers are trained to recognize personal information and protect it if it is not relevant for court purposes. As such, there is no value added for them to consult CSC ATIP to confirm and identify personal information included in these files. However, DOJ will consult the DLET to obtain expert advice on complex files involving security matters.

This pilot project continued in 2022-2023 and was improved as needed based on experience. The intention is to transition to a permanent process in 2023-2024.

5. Strategy for Transforming our inventory of backlog files

During this period, CSC took significant steps to address our inventory of older files (backlog). We closed all 2013 Access and Privacy files and made significant progress in other areas as well. Two such areas include:

- Continuing a project starting in the previous fiscal year to contact requesters to determine their ongoing interest in their legacy request. CSC managed to resolve 4,474 requests totaling 1,651,857 pages (Access and Privacy requests) with this initiative.
- Starting and completing a project to resolve all requests where the requester (offender) has reached their Warrant Expiry (no longer under CSC supervision) and did not leave CSC with their updated contact information. CSC managed to resolve 3,210 Privacy requests totaling 793,326 pages with this initiative.

This transformation is a significant step to targeting our focus on requests where the requester still wants the records, which ultimately assists our clients and reduces our backlog.

6. ATIPXPress Migration

Similar to other federal departments, CSC has been using AccessPro Case Management (APCM), an ATIP software for the management of both internal and external ATIP requests since the mid-2000s. In late 2021, CSC and other federal departments were notified by Treasury Board Secretariat (TBS) that APCM will become a legacy application effective June 2023. Given that this will affect several federal departments, TBS' Office responsible for ATIP within the Government of Canada commenced the collection and coordination of business requirements to initiate a horizontal procurement process to replace APCM.

TBS finalized the Request for Proposal (RFP) in summer 2022. CSC has selected ATIPXpress, given the size of ATIP team and the complexity of requests (particularly privacy requests). CSC secured 1.2 million dollars for this purpose and initiated a procurement process in November 2022. In March 2023, CSC finalized a contract with the supplier and launched an implementation project for the new system.

The new Request for Proposal Software Solution (RPSS) solution will provide powerful new tools to the ATIP division to allow them to be more productive and effective in responding to requesters. Tools such as the Collaboration Portal and the Public Access Link (PAL) will allow our stakeholders to communicate and provide ATIP with requested documents safely and efficiently within the ATIPXpress system. The Electronic Document Review and Optical Character Recognition will add automation to the organization of records and the search for duplicate documents in larger files. Lastly, the selected product contains an Artificial Intelligence (AI) component that will provide support to the analyst by suggesting what could be redacted and will support new analysts on how to analyze a certain file.

We are very confident that the implementation of the new ATIPXpress will increase CSC's ATIP division's productivity and effectiveness to respond to all our requesters.

Goals and Vision Moving Forward

In the 2023-2024 fiscal year, CSC ATIP will turn its focus to:

- Strengthening areas of opportunity for improvement as an employer of choice;
- Increasing customer satisfaction;
- Ensuring production continues to outpace requests;
- Minimizing and eventually eliminating the existing backlog;
- Sustaining productivity to prevent future backlogs;
- Examining options to avoid future workload increases;
- Researching and implementing digitization of services; and
- Providing training and awareness to prevent beaches of personal information and increase employees' ATIP knowledge.
- The migration of Access to Information and Privacy (ATIP) AccessPro platform to ATIPXpress to enhance ATIP's capacity to respond to information requests by requesters. This work will continue into 2023-2024, including training staff and officially adopting ATIPXpress as ATIP's request processing software.
- Complementing its previous work on resolving backlog requests by also focusing on current requests to better meet TBS compliance standards. In addition, we are refocusing our efforts on backlog requests to more recent late files. This is expected to result in fewer complaints, allowing CSC to focus even more resources on current files.
- Increasing capacity for reviewing video and audio.

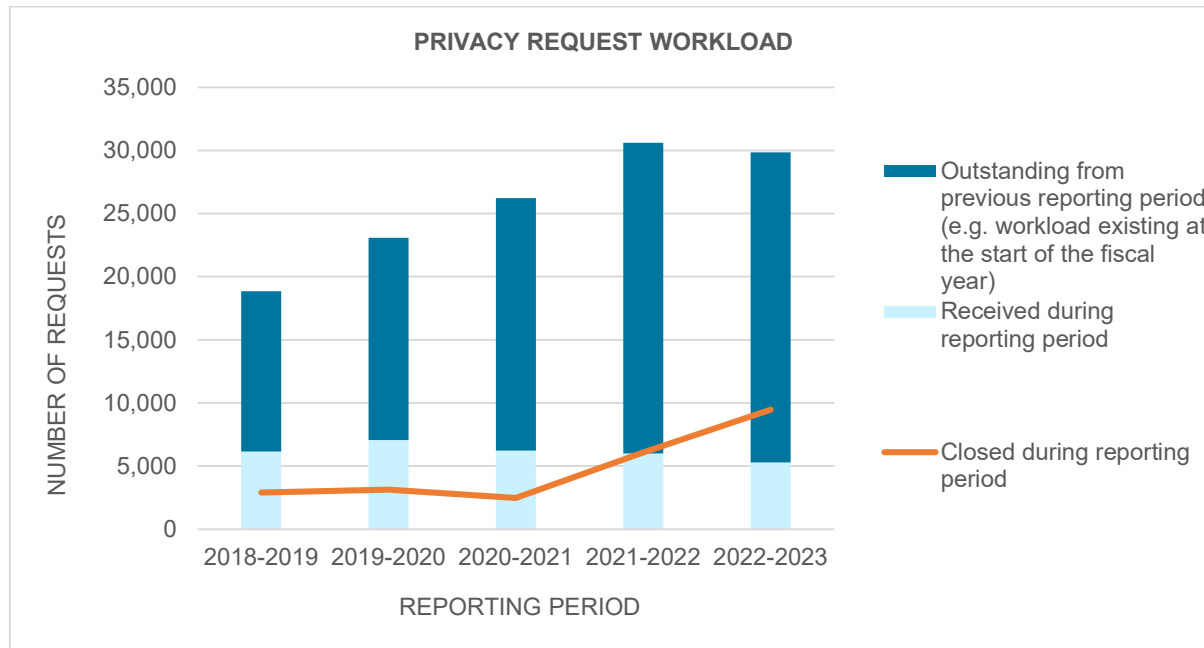
3. Delegation Order

The Commissioner of CSC is responsible for the administration of the PA. The Minister delegates this authority to members of departmental senior management, including the ATIP Division Departmental Coordinator (ATIP Director), to carry out their powers, duties, and functions under the Act, in relation to ATIP requests. Certain authorities are delegated to positions in the ATIP Division at National Headquarters (NHQ) as shown in Appendix A of this report.

4. Performance 2022-2023

4.1 Requests Processed Under the *Privacy Act*

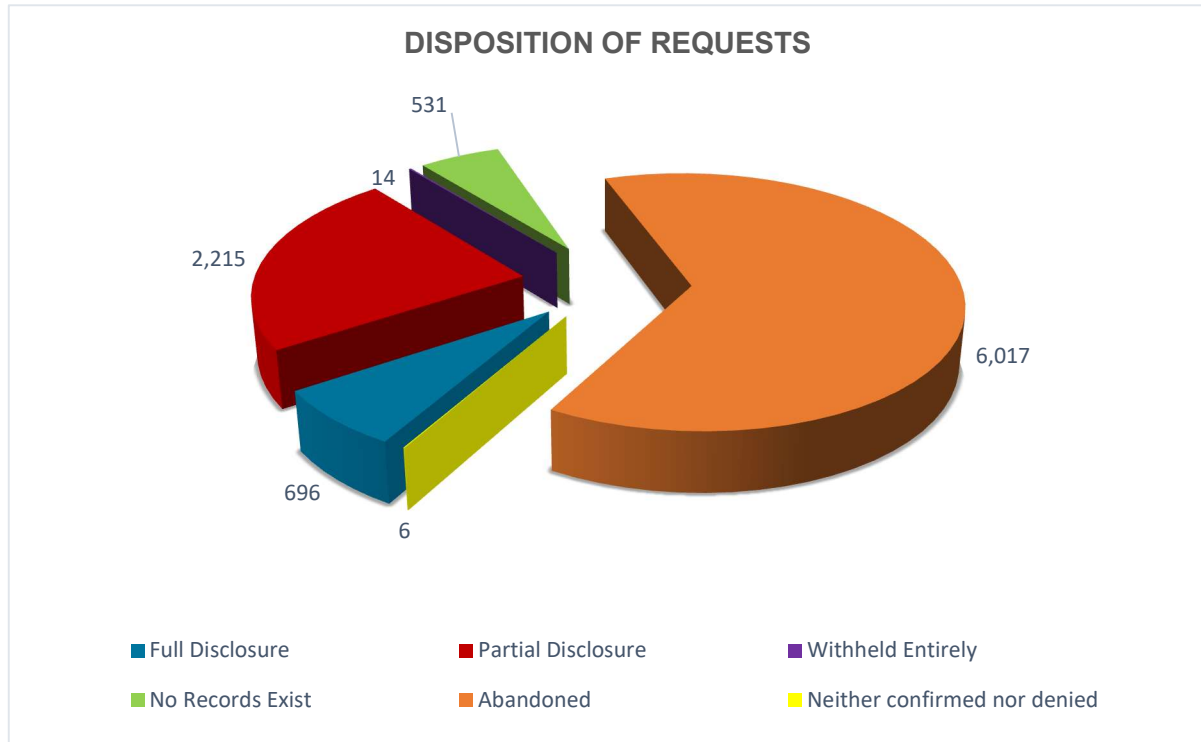
In 2022-2023, CSC received 5,292 requests for personal information, an approximate 12% decrease from the previous year. A total of 24,544 requests were carried over from the previous reporting year, totaling 29,836 requests requiring processing in 2022-2023. CSC responded to 9,479 requests for personal information, representing 39% of the total number of requests received and outstanding from the previous reporting period. Please refer to Appendix B for the Statistical Report.



This graph shows the total workload of privacy requests as a sum of requests received during the reporting period and requests outstanding from the previous reporting period. The line illustrates the trend of files closed. As the graph outlines, there was a significant increase in the number of requests closed in 2022-2023, which can be attributed to the work completed by the new Transformation (Backlog) teams. This trend will continue as efficiencies continue to be implemented to address the long-standing backlog.

4.2 Disposition of Requests

Of the 9,479 requests completed during the 2022-2023 reporting period, 696 requests were full disclosures; 2,215 were partial disclosures; 14 were withheld in their entirety; no records existed for 531; 6,017 were abandoned by the requesters; and six were neither confirmed nor denied. In summary, 7% of requests were full disclosures and 23% were partial disclosures.



4.3 Exemptions and Exclusions

During this reporting period, there were 6,037 exemptions applied and three exclusions applied. Most exemptions invoked by CSC were under three sections of the PA:

- Section 19 was applied in 943 cases (16%) to protect information obtained in confidence;
- Section 22 was applied in 1,654 cases (27%) to protect information relating to law enforcement and investigations; and
- Section 26 was applied in 3,117 cases (52%) to protect personal information of individuals.

A complete breakdown of the exemptions applied during this reporting period is as follows:

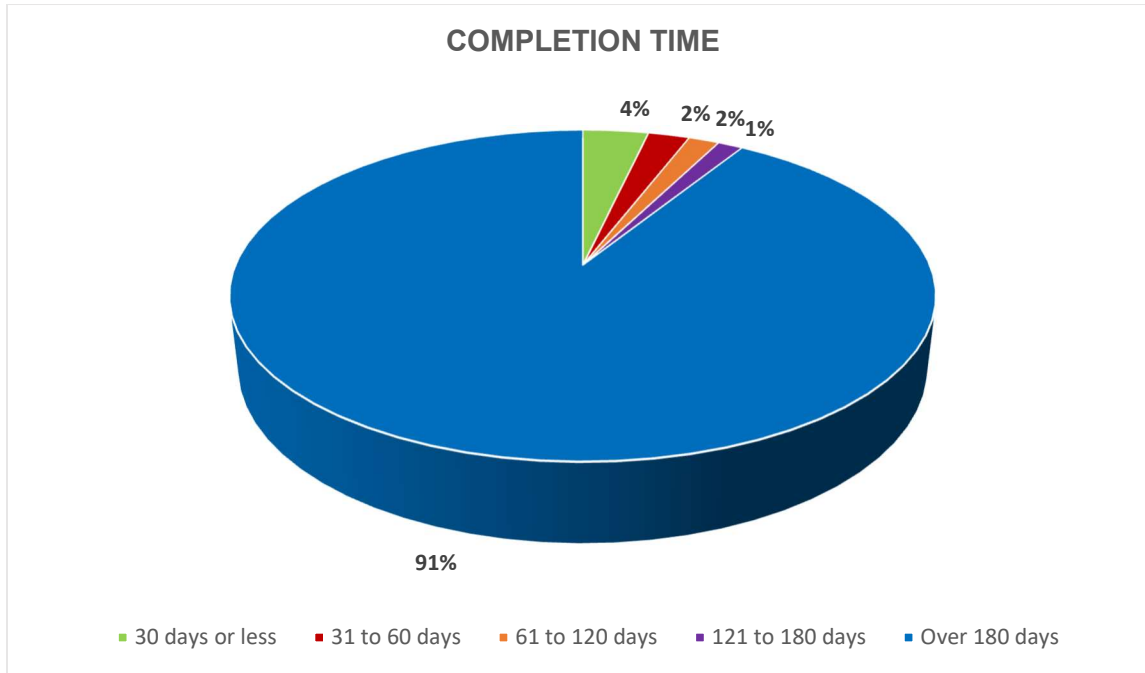
Exemption Description	Number of Times Applied
Obtained in Confidence	943
International Affairs and Defence	3
Law Enforcement and Investigation	1,654
Information Obtained by Privacy Commissioner	1
Individuals Sentenced for an Offence	173
Safety of Individuals	14
Personal Information	3,117
Solicitor-Client Privilege	113
Medical Records	19
Library/Museum Material	3
Total	6,040

4.4 Extensions

A total of 4,512 extensions were required during this reporting period. Most of the extensions were taken due to a large volume of requests (4,500), and the others were due to a large volume of pages (11) and requiring further review to determine if any exemptions were warranted (1).

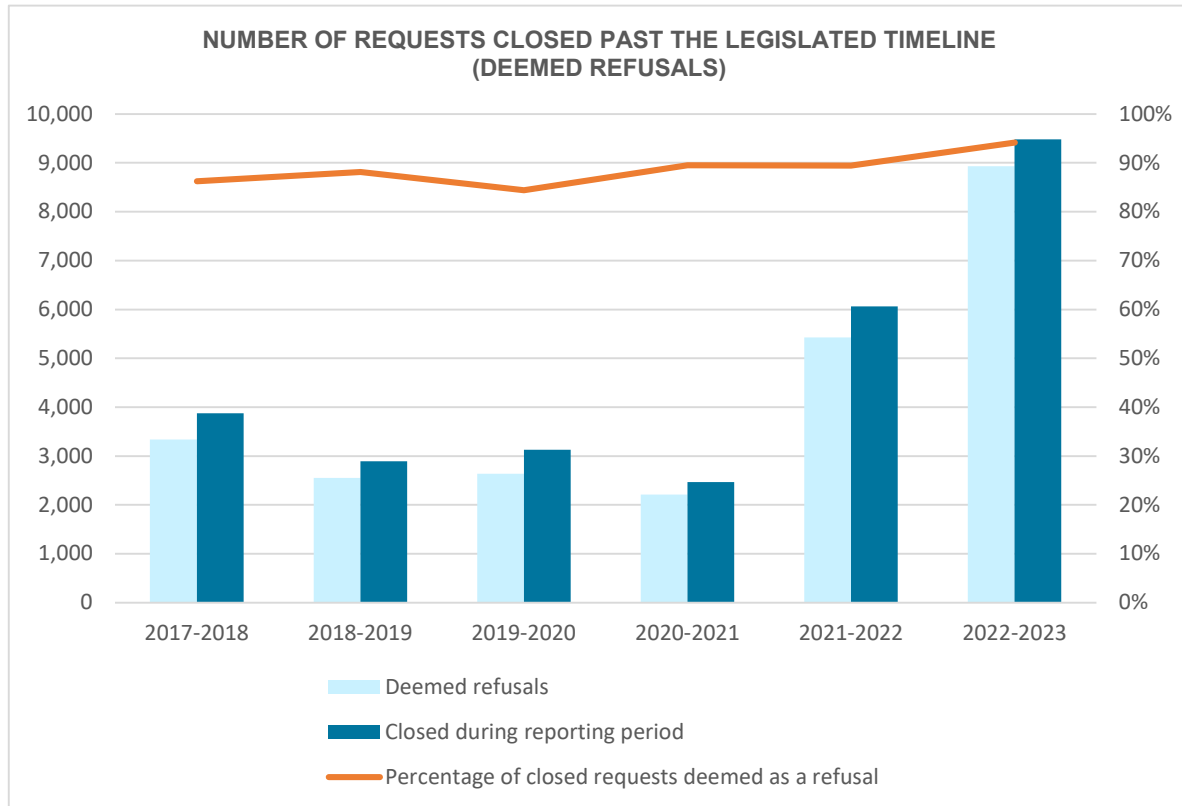
4.5 Completion Time

During the reporting period, CSC completed 340 requests in 30 days or less; 214 requests between 31 and 60 days; 159 requests between 61 and 120 days; 130 requests between 121 and 180 days; and 8,636 requests in over 180 days.



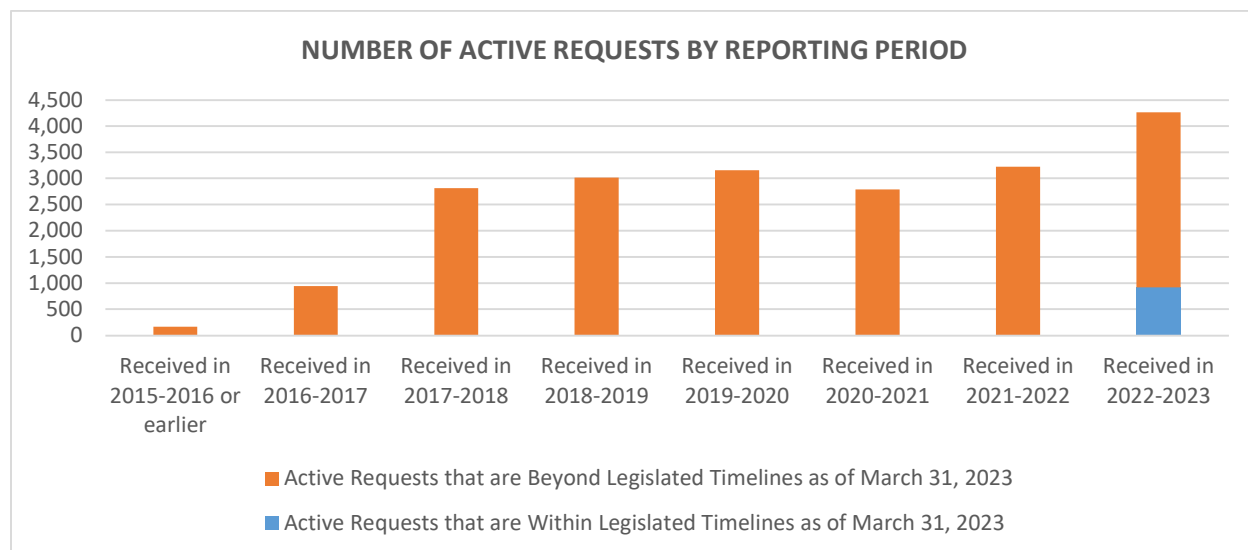
4.6 Deemed Refusals

Over the years, an increasing number of files have been closed beyond the legislated timeline. During this fiscal year, 94% of the requests (8,930) were closed beyond the legislated timeline, representing a 5% increase from last fiscal year (89%). The increased proportion of requests closed beyond legislated timelines is largely attributed to the team continuing to work on older files. The ratio this year of files closed after 365 days and files closed before 365 days is 4.8 to 1; whereas last year, the ratio was 2.4 to 1.



4.7 Outstanding Requests

At the end of this fiscal year, 20,357 requests were outstanding and were carried over to the 2023-2024 reporting period. Of those requests, 4,264 were received during this fiscal year, whereas 3,221 were received during the previous fiscal year. Also, 167 outstanding requests were received during fiscal year 2015-2016 or earlier; 943 in 2016-2017; 2,811 in 2017-2018; 3,016 in 2018-2019; and 3,155 in 2019-2020. Most of these requests, 19,441 in total, were beyond the legislated timelines as of March 31, 2023.



4.8 Outstanding Active Complaints

During this reporting period, CSC received a total of 151 complaints, a 6% increase in the number of complaints received during the last fiscal year (143 complaints in 2021-2022). Of those 151 complaints, 54 remained active and were carried over to the next fiscal year 2023-2024. Other complaints carried over to fiscal year 2023-2024 include 26 complaints received during fiscal year 2021-2022, 15 complaints received in 2020-2021, four complaints received in 2019-2020, four complaints received in 2018-2019, three complaints received in 2017-2018, and one complaint received in 2016-2017. A total of 107 complaints were therefore still active as of March 31, 2023. Finally, a total of 144 findings were issued.

Most privacy complaints received during this reporting period are related to delay/time limit complaints, followed by denial of access.

4.9 Consultations from Other Institutions and Organizations

The ATIP Division's workload involves responding to consultations in response to formal requests received by other institutions and organizations. CSC works closely with its partners in the Public Safety portfolio such as CBSA, RCMP, CSIS and PBC to respond to consultations in a timely fashion. CSC is consulted on such subjects as court cases, offender grievances, Office of the Correctional Investigator (OCI) matters, offender files, and deported individuals.

During the 2022-2023 reporting period, the ATIP Division received a total of 14 consultations from other government institutions and organizations, and started the fiscal year 2022-2023 with an additional 12 consultations carried over from the previous fiscal year 2021-2022.

4.10 Disclosures Made Pursuant to Paragraph 8(2)(e) of the *Privacy Act*

During the 2022-2023 fiscal year, 189 disclosures pursuant to paragraph 8(2)(e) of the PA were made by CSC.

4.11 Informal Requests

During the reporting period, CSC received 455 informal requests. A total of 183 requests were carried over from the previous reporting year, totaling 638 informal requests requiring processing in 2022-2023. These include:

- releasing information through informal means where possible; and
- processing requests under subsection 8(2) of the PA, excluding paragraphs 8(2)(e) and (m).

A total of 569 informal requests were closed during 2022-2023, with a total of 421,738 pages released.

In addition, the PGU reviewed records informally for CSC with the spirit of the Act at the forefront, including disciplinary, harassment and workplace violence reports. The PGU processed 328 of these requests, totaling 21,447 pages reviewed and 14,834 pages released. The PGU also reviewed information sharing agreements/Memoranda of Understanding; contracts; Commissioner's Directives; and forms. The PGU processed 162 of these requests, totaling 890 countable pages reviewed.

4.12 COVID-19 Impact

During this reporting period, ATIP operations were not affected by COVID-19 pandemic.

5. Training and Awareness

CSC offered several training and awareness sessions in this period. In general, the sessions covered both Access to Information and Privacy topics, with some variance based on the training participants.

The PGU plays a fundamental role in developing and delivering training to employees at NHQ, Regional Headquarters and at the institutional level across Canada, as well as the ATIP staff, on ATIP related matters. PGU also continues to provide advice, and address questions and concerns regarding training, policy and guidelines, and interpretations of the Acts through its generic email account. Through the use of these email accounts, CSC staff is provided with a single point of contact to increase their knowledge of the ATIP legislation and related policies.

During this fiscal year, the ATIP Division offered three formal training and awareness sessions. The first was delivered in May 2022 to 15 participants concerning the management of protected information and privacy breaches. The second training was delivered in December 2022 in both official languages (15 participants for the English session and 17 participants of the French session) focusing on ATIP awareness for Independent External Decision-Makers. Finally, a third training session was delivered in March 2023 to 11 participants about ATIP basics and essentials.

In addition, two training sessions were provided by staff at the Prairies Regional Headquarters about ATIP awareness. One was provided to the Chiefs of Health Services and Regional Managers of Health Services, where approximately 25 participants were in attendance. The second session was delivered to health care and mental health staff at Saskatchewan Penitentiary with approximately 45 participants in attendance. Staff in the Atlantic Region also delivered one training session about general and region-specific ATIP topics to two staff members.

CSC ATIP delivered presentations to Stony Mountain Institution's inmates, Warden and parole officers on the ATIP process in June 2022, where approximately 25-30 participants attended. CSC ATIP also delivered presentations to approximately 20-30 staff in the Offender Redress Division and seven staff in the Human Rights Division, to explain the role of ATIP and provide an overview of ATIP's operations. Additionally, CSC ATIP delivered a presentation at Government of Canada wide Mentoring (Career Boot camp): Mentorship presentation to approximately 300-400 participants in February 2023. Lastly, CSC ATIP delivered a presentation at CSC-wide mentorship/learning sessions where 75 participants were in attendance and occurred several times over the reporting period. All employees have mandatory training on information management practices, as well as training specific to protecting and sharing offender information.

6. Policies, Guidelines and Procedures

Over the past year, the ATIP Division has continued to update internal guidelines and procedures as required, including:

- Continued working with provincial Crown Attorneys to finalize the Memorandum of Understanding for a streamlined process in response to court proceedings for dangerous offender designation and long-term supervision orders;
- Work on ensuring the ATIP's information on CSC's intranet and internet sites are kept up-to-date;
- Participated in the Working Group on the Privacy Breach Management Toolkit
- Conducted statistical reporting in response to PA requests to ensure accuracy and improved coordination; and
- Started an IT Server Search Process and Procedure to Respond to Privacy Act Requests for emails.

7. Initiatives and Projects to Improve Privacy

Informal Sharing Pilot Project

The Rights, Redress and Resolution (RRR) division is advancing towards the modernization and digitization of the ATIP as it relates to offenders. A key component of the modernization process is to find new ways to increase offenders' access to these services, including access to their personal information. In partnership between NHQ Policy sector (Rights, Redress and Resolution Branch), the Prairie Region has agreed to host the Informal Sharing Pilot Project at Stony Mountain Institution, Bowden Institution and Saskatchewan Penitentiary from winter 2022 to September 2023.

CSC-ATIP receives a high volume of requests under the Privacy Act and the Access to Information Act – approximately 7,000 requests each year. In reviewing the statistical breakdown of the types of ATIP requests over the last seven years, statistics show that requests for Case Management and Health Care information make up over 40% of all offender driven ATIP requests.

Some of the information within offender Case Management and Health Care/other files can be shared with an offender without requiring the offender to go through the formal ATIP request process. The implementation of informal information sharing at the site, would lead to a better avenue for sites to share information with offenders in a timely manner, and substantially reduce the number of ATIP requests for Case Management and Health Care files.

Modernizing these processes will allow CSC to strengthen its analytical capabilities and improve its response rate. In addition, the modernization of processes lay the required foundation for future digitization, which is essential in the current digital age. It is of the utmost importance in advancing CSC's mandate both on a strategic, policy and operational fronts. Additionally, the process of consultation, awareness and implementation, can be used to shift the current culture to embrace modernization and digitization not as a system modification but as a transformative tool enabling both employees and offenders.

The Informal Sharing Pilot project is still underway. Results of the pilot project will be communicated during the next reporting period.

Information Sharing with Public Safety Partners under Section 8(2)

Disclosure and Law Enforcement Team (DLET) is a new team in ATIP with specialized knowledge in security operations and law. This team manages all requests from Crown Attorneys, Department of Justice and CSC's law enforcement partners. CSC is in the process of working with our public safety partners to ensure we can share crucial information with them while still appropriately respecting the privacy and charter rights of our offender population. The recent ruling of the Supreme Court of British Columbia in *R. v. Flintroy*, 2018 BCSC 1777 confirms that, for the purposes of section 8 of the Charter, paragraph 8(2)(f) of the Privacy Act is unlikely to constitute reasonable lawful authority for law enforcement to be provided with personal information subject to a reasonable expectation of privacy for the purposes of furthering a criminal investigation. Internally, CSC is working to establish a framework that will assist in maintaining our information sharing practices without imposing a significant burden on our partners. We are examining measures to facilitate information sharing with our partners including potential legislative reform, and requiring Court/Production Orders in the interim. This work is underway and will continue into 2023-2024.

8. Complaints, Compliance Investigations and Audits

As a result of the OPC's investigations, recommendations, and the number of privacy complaints received (and carried over), CSC's ATIP Division undertook several strategic measures to respond to complaints during this 2022-2023 period. For example:

- CSC ATIP continues to prioritize providing timely responses. The Division remains focused on building its human resource component and dedicating staff to reducing the backlog.
- CSC ATIP worked closely with OPIs to resolve complaints and implement necessary corrective measures.
- CSC ATIP worked closely with the OPC on outstanding complaints and will continue to make this a priority in the new fiscal year.
- The ATIP Division has continued to make use of a divisional complaints coordinator to work closely with the OPC to respond to formal complaints and inquiries using a single point of contact.
- To resolve privacy complaints for missing records, CSC ATIP re-tasks the OPI to conduct new searches for missing records. Should new records be provided, CSC ATIP conducts a review of the records and discloses them accordingly.

These measures have shown significant result in reducing the number of privacy complaints received by CSC.

There were no audits undertaken during this fiscal year.

CSC received one new complaint related to the improper collection, use and disclosure of personal information – 13 complaints were carried over from previous fiscal years. During this fiscal year, six complaints were closed and eight were carried over to fiscal year 2023-2024, eight of which were pending a finding from the OPC.

9. Monitoring Compliance

The Strategic Compliance, Reporting and Client Management Team (SCRCM) produces weekly reports for senior management that outlines various outputs, including the number of requests received, closed and outstanding. The SCRCM also generates ad hoc reports to monitor and report on strategic areas or “quick wins” with the objective of identifying trends and measuring performance to increase compliance with legislated timeframes.

In addition, the IPRU actively monitors, triages, and clarifies incoming requests, regularly reporting to senior management any requirement to reassess priorities and redistribute workload to improve performance.

To monitor compliance with portions of the *Privacy Act* that are not related to formal requests, CSC shares draft copies of contracts, agreements and arrangements with the PGU. A Senior Policy Advisor from the PGU reviews these documents to ensure the appropriate privacy protections have been included. Statistics related to the PGU’s tasks are shared with ATIP’s Director and with the Rights, Redress and Resolutions’ Director General.

CSC is limiting inter-institutional consultation to only when required for the proper exercise of discretion, a process in which OPIs actively participate. CSC ATIP monitors statistics regarding extensions letters and no records responses on a weekly basis to ensure timely processing.

10. Material Privacy Breaches

During the 2022-2023 reporting period, the ATIP Division reported 13 material privacy breaches to the OPC and TBS. These breaches consisted of disclosure of personal information (1) due to human error; (2) to outside parties on actions taken as a result of these breaches include meeting with and providing reminders to staff of their obligations regarding the protection of personal information and revisiting procedures. These updates included ensuring documents belonging to different individuals are kept separate, reviewing shared drives to ensure sensitive documents are removed or their access is restricted, incorporating document sensitivity notices in emails.

CSC takes breaches of personal information seriously and continues to educate staff on the protection of personal information as follows:

- A continued and ongoing component of CSC training includes a comprehensive section on privacy breaches.
- Staff are continuously reminded of their obligations to safeguard and protect personal information and adopt privacy-sensitive approaches in the workplace.
- The ATIP Division continues to work with all liaisons and management regarding reporting requirements, implementing corrective measures and prevention.
- CSC ATIP leveraged relationships with the OPC and TBS to provide specialized expertise to senior management on the protection of personal information, including delivering an information session on breaches in one of our regions.

- ATIP continues to monitor Situation Reports on a daily basis to ensure breaches are reported in accordance with TBS's Guidelines for Privacy Breaches and CSC's Breach Guidelines.

11. Privacy Impact Assessments

In accordance with TBS policy, CSC undertakes Privacy Impact Assessments (PIA) to ensure new and re-designed programs, initiatives and projects involving the collection, use, disclosure and retention of personal information are complying with the PA.

No PIAs were completed during the 2022-2023 fiscal year.

One new initiative was reported to the OPC regarding the use of body scanners in CSC's institutions. CSC pursued a new legal authority to introduce body scanners to scan individuals and detect contraband or unauthorized items hidden in or on a person. Two body scanners are being piloted and a PIA is currently underway to identify any risks and the corresponding mitigation strategies.

12. Public Interest Disclosures

Paragraph 8(2)(m) of the PA permits the disclosure of personal information where the public interest in disclosure clearly outweighs any invasion of privacy that could result from the disclosure, or where the disclosure would clearly benefit the individual to whom the information relates.

During the 2022-2023 fiscal year, three disclosures pursuant to paragraph 8(2)(m) of the PA were made by CSC. Three of the public interest disclosures were made to family members/next of kin and the executor of the estate following a death while in the care and custody of CSC. The OPC was notified before all of the disclosures occurred.

13. Federal Court

The ATIP Division received two Notices of Application for Judicial Review in this reporting period, both stemming from time delay complaints by the OPC.

14. Appendix A – Delegation Order

***Privacy Act* Delegation Order**

The Minister of Public Safety, pursuant to section 73(1) of the *Privacy Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister as the head of Correctional Service Canada, under the provisions of the *Privacy Act* and related regulations set out in the schedule opposite each position. The designation replaces all previous delegation orders.

Delegates	Authorities under the <i>Privacy Act</i> and <i>Privacy Act Regulations</i>
Commissioner Senior Deputy Commissioner Assistant Commissioner, Policy	Full authority
Director General, Rights, Redress and Resolution Director, ATIP Deputy Directors, ATIP	Full authority excluding sections 8(2)(m) 8(2)(j), and 8(5) of the <i>Privacy Act</i>
ATIP Team Leaders / Senior Policy Advisor	Sections 8(2)(e), 8(2)(f), 8(4), 9(1), 10(1), 14, 15, 17(2)(b), 17(3)(b), 19(1), 19(2), 20-22, 22.3, 23-27, 27.1, 28, 31, 35(1), 35(4), 36(3), 37(3), 51(3), and 70 of the <i>Privacy Act</i> and sections 9, 11(2), 11(4), 13(1) and 14 of the <i>Privacy Act Regulations</i>
ATIP Analysts ATIP Manager, Administrative Unit ATIP Junior Information Officer ATIP Clerks	Section 15 of the <i>Privacy Act</i>
Regional Deputy Commissioners Wardens and District Directors Regional Administrators, Communications and Executive Services	8(2)(e), 8(2)(f), 8(4), 9(1), 31, 35(1), 35(4), 36(3), 37(3), and 51(3) of the <i>Privacy Act</i>

Dated, at the City of Ottawa, this 29 th day of June, 2022



The Honourable Marco E. L. Mendicino, P.C., M.P.

Minister of Public Safety

15. Appendix B – Statistical Report on the *Privacy Act*



Government of Canada
Gouvernement du Canada

Statistical Report on the *Privacy Act*

Name of institution: Correctional Service of Canada

Reporting period: 2022-04-01 to 2023-03-31

Section 1: Requests Under the *Privacy Act*

1.1 Number of requests received

	Number of Requests
Received during reporting period	5,292
Outstanding from previous reporting periods	24,544
• Outstanding from previous reporting period	4,975
• Outstanding from more than one reporting period	19,569
Total	29,836
Closed during reporting period	9,479
Carried over to next reporting period	20,357
• Carried over within legislated timeline	916
• Carried over beyond legislated timeline	19,441

1.2 Channels of requests

Source	Number of Requests
Online	194
E-mail	2,928
Mail	723
In person	0
Phone	0
Fax	1,447
Total	5,292

Section 2: Informal Requests

2.1 Number of informal requests

	Number of Requests
Received during reporting period	455
Outstanding from previous reporting periods	183
• Outstanding from previous reporting period	129
• Outstanding from more than one reporting period	54
Total	638
Closed during reporting period	569
Carried over to next reporting period	69

2.2 Channels of informal requests

Source	Number of Requests
Online	1
E-mail	404
Mail	12
In person	27
Phone	0
Fax	11
Total	455

2.3 Completion time of informal requests

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
200	64	77	77	37	38	76	569

2.4 Pages released informally

	Less Than 100 Pages Released	100-500 Pages Released	501-1,000 Pages Released	1,001-5,000 Pages Released	More Than 5,000 Pages Released
Number of Requests	303	90	48	110	18
Pages Released	5,472	23,738	34,529	220,788	137,211

Section 3: Requests Closed During the Reporting Period

3.1 Disposition and completion time

Disposition of Requests	Completion Time: 1 to 15 Days	Completion Time: 16 to 30 Days	Completion Time: 31 to 60 Days	Completion Time: 61 to 120 Days	Completion Time: 121 to 180 Days	Completion Time: 181 to 365 Days	Completion Time: More Than 365 Days	Completion Time: Total
All disclosed	5	7	9	14	24	204	433	696
Disclosed in part	17	28	69	72	71	452	1,506	2,215
All exempted	0	0	0	1	0	4	7	12
All excluded	0	0	0	0	0	0	2	2
No records exist	108	137	129	54	26	16	61	531
Request abandoned	25	13	7	18	9	99	5,846	6,017
Neither confirmed nor denied	0	0	0	0	0	2	4	6
Total	155	185	214	159	130	777	7,859	9,479

3.2 Exemptions

Section	Number of Requests
18(2)	0
19(1)(a)	10
19(1)(b)	1
19(1)(c)	605
19(1)(d)	327
19(1)(e)	0
19(1)(f)	0
20	0
21	3

Section	Number of Requests
22(1)(a)(i)	380
22(1)(a)(ii)	52
22(1)(a)(iii)	6
22(1)(b)	1
22(1)(c)	1,215
22(2)	0
22.1	1
22.2	0
22.3	0
22.4	0

Section	Number of Requests
23(a)	0
23(b)	0
24(a)	5
24(b)	168
25	14
26	3,117
27	113
27.1	0
28	19

3.3 Exclusions

Section	Number of Requests
69(1)(a)	3
69(1)(b)	0
69.1	0

Section	Number of Requests
70(1)	0
70(1)(a)	0
70(1)(b)	0
70(1)(c)	0

Section	Number of Requests
70(1)(d)	0
70(1)(e)	0
70(1)(f)	0
70.1	0

3.4 Format of information released

Paper	Electronic: E-record	Electronic: Data set	Electronic: Video	Electronic: Audio	Other
2,818	93	0	28	7	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
1,170,143	753,394	8,948

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

Number of Requests for Paper and Electronic Records Processed by Disposition Type and Pages Processed

Disposition	Less Than 100 Pages Processed	100-500 Pages Processed	501-1,000 Pages Processed	1001-5,000 Pages Processed	More Than 5,000 Pages Processed
All disclosed	586	95	13	2	0
Disclosed in part	856	910	247	195	7
All exempted	10	1	0	0	1
All excluded	1	1	0	0	0
Request abandoned	5,536	350	85	46	0
Neither confirmed nor denied	6	0	0	0	0
Total	6,995	1,357	345	243	8

Number of Pages of Paper and Electronic Records Processed by Disposition Type and Pages Processed

Disposition	Less Than 100 Pages Processed	100-500 Pages Processed	501-1,000 Pages Processed	1001-5,000 Pages Processed	More Than 5,000 Pages Processed
All disclosed	15,811	18,593	9,822	5,190	0
Disclosed in part	36,759	212,232	169,969	334,096	110,568
All exempted	53	348	0	0	23,084
All excluded	1	326	0	0	0
Request abandoned	12,297	84,868	58,923	77,203	0
Neither confirmed nor denied	0	0	0	0	0
Total	64,921	316,367	238,714	416,489	133,652

3.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
197	185	7

3.5.4 Relevant minutes processed per request disposition for audio formats by size of requestsNumber of Audio Requests Processed by Disposition Type and Length of Recording

Disposition	Less Than 60 Minutes Processed	60 - 120 Minutes Processed	More than 120 Minutes Processed
All disclosed	3	0	0
Disclosed in part	3	1	0
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	0	0	0
Neither confirmed nor denied	0	0	0
Total	6	1	0

Length of Audio Requests Processed by Disposition Type and Length of Recording

Disposition	Less Than 60 Minutes Processed	60 - 120 Minutes Processed	More than 120 Minutes Processed
All disclosed	73	0	0
Disclosed in part	25	99	0
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	0	0	0
Neither confirmed nor denied	0	0	0
Total	98	99	0

3.5.5 Relevant minutes processed and disclosed for video formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
6,658	3,556	57

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

Number of Video Requests Processed by Disposition Type and Length of Recording

Disposition	Less Than 60 Minutes Processed	60 - 120 Minutes Processed	More than 120 Minutes Processed
All disclosed	2	0	0
Disclosed in part	15	2	6
All exempted	1	0	1
All excluded	0	0	0
Request abandoned	29	0	0
Neither confirmed nor denied	1	0	0
Total	48	2	7

Length of Video Requests Processed by Disposition Type and Length of Recording

Disposition	Less Than 60 Minutes Processed	60 - 120 Minutes Processed	More than 120 Minutes Processed
All disclosed	59	0	0
Disclosed in part	285	148	3,758
All exempted	8	0	2,400
All excluded	0	0	0
Request abandoned	0	0	0
Neither confirmed nor denied	0	0	0
Total	352	148	6,158

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	0	0	0	0	0
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
Total	0	0	0	0	0

3.6 Closed requests**3.61 Number of requests closed within legislated timelines**

Number of requests closed within legislated timelines	549
Percentage of requests closed within legislated timelines (%)	5.791750185

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	Principal reason: External Consultation	Principal reason: Internal Consultation	Principal reason: Other
8,930	8,930	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	52	57
16 to 30 days	8	26	34
31 to 60 days	24	47	71
61 to 120 days	16	113	129
121 to 180 days	9	154	163
181 to 365 days	55	987	1,042
More than 365 days	4,519	2,915	7,434
Total	4,636	4,294	8,930

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
189	3	3	195

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

15(a)(i) Interference with operations

Reason for Extension	Number of Extensions Taken
Further review required to determine exemptions	1
Large volume of pages	11
Large volume of requests	4,500
Documents are difficult to obtain	0
Total	4,512

15 (a)(ii) Consultation

Reason for Extension	Number of Extensions Taken
Cabinet Confidence Section (Section 70)	0
External	0
Internal	0
Total	0

15(b) Translation purposes or conversion

Reason for Extension	Number of Extensions Taken
15(b) Translation purposes or conversion	0
Total	0

6.2 Length of extensions

15(a)(i) Interference with operations

Length of Extensions	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain
1 to 15 days	0	0	1	0
16 to 30 days	1	11	4,999	0
31 days or greater	0	0	0	0
Total	1	11	4,500	0

15 (a)(ii) Consultation

Length of Extensions	Cabinet Confidence Section (Section 70)	External	Internal
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 days or greater	0	0	0
Total	0	0	0

15(b) Translation purposes or conversion

Length of Extensions	15(b) Translation purposes or conversion
1 to 15 days	0
16 to 30 days	0
31 days or greater	0
Total	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	13	340	1	97
Outstanding from the previous reporting period	6	703	6	93
Total	19	1,043	7	190
Closed during the reporting period	15	414	1	8
Carried over within negotiated timelines	0	0	1	97
Carried over beyond negotiated timelines	4	629	5	85

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

Number of Days to Complete Consultation Requests by Recommendation

Recommendation	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
Disclose entirely	0	0	0	0	1	1	0	2
Disclose in part	6	1	1	1	0	0	1	10
Exempt entirely	0	0	0	1	0	0	0	1
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	2	0	0	0	0	0	0	2
Other	0	0	0	0	0	0	0	0
Total	8	1	1	2	1	1	1	15

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

Number of Days to Complete Consultation Requests by Recommendation

Recommendations	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
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	1	1
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	1	1

Section 8: Completion Time of Consultations on Cabinet Confidences**8.1 Requests with Legal Services**

Number of Requests with Legal Services by Number of Days and Number of Pages Processed

Number of Days	Fewer Than 100 Pages Processed	100-500 Pages Processed	501-1,000 Pages Processed	1,001-5,000 Pages Processed	More Than 5,000 Pages Processed
1 to 15	0	0	0	0	0
16 to 30	0	0	0	0	0
31 to 60	0	0	0	0	0
61 to 120	0	0	0	0	0
121 to 180	0	0	0	0	0
181 to 365	0	0	0	0	0
More than 365	0	0	0	0	0
Total	0	0	0	0	0

Pages Disclosed by Requests with Legal Services by Number of Days and Number of Pages Processed

Number of Days	Fewer Than 100 Pages Processed	100-500 Pages Processed	501-1,000 Pages Processed	1,001-5,000 Pages Processed	More Than 5,000 Pages Processed
1 to 15	0	0	0	0	0
16 to 30	0	0	0	0	0
31 to 60	0	0	0	0	0
61 to 120	0	0	0	0	0
121 to 180	0	0	0	0	0
181 to 365	0	0	0	0	0
More than 365	0	0	0	0	0
Total	0	0	0	0	0

8.2 Requests with Privy Council Office

Number of Requests with Privy Council Office by Number of Days and Number of Pages Processed

Number of Days	Fewer Than 100 Pages Processed	100-500 Pages Processed	501-1,000 Pages Processed	1,001-5,000 Pages Processed	More Than 5,000 Pages Processed
1 to 15	0	0	0	0	0
16 to 30	0	0	0	0	0
31 to 60	0	0	0	0	0
61 to 120	0	0	0	0	0
121 to 180	0	0	0	0	0
181 to 365	0	0	0	0	0
More than 365	0	0	0	0	0
Total	0	0	0	0	0

Pages Disclosed by Requests with Privy Council Office by Number of Days and Number of Pages Processed

Number of Days	Fewer Than 100 Pages Processed	100-500 Pages Processed	501-1,000 Pages Processed	1,001-5,000 Pages Processed	More Than 5,000 Pages Processed
1 to 15	0	0	0	0	0
16 to 30	0	0	0	0	0
31 to 60	0	0	0	0	0
61 to 120	0	0	0	0	0
121 to 180	0	0	0	0	0
181 to 365	0	0	0	0	0
More than 365	0	0	0	0	0
Total	0	0	0	0	0

Section 9: Complaints and Investigations Notices Received

Section 31	Section 33	Section 35	Court action	Total
151	155	144	2	452

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	25	0	0	0
Central	0	0	0	0
Total	25	0	0	0

Section 11: Privacy Breaches

11.1 Material Privacy Breaches reported

Number of material privacy breaches reported to TBS	13
Number of material privacy breaches reported to OPC	13

11.2 Non-Material Privacy Breaches

Number of non-material privacy breaches	23
---	----

Section 12: Resources Related to the *Privacy Act*

12.1 Allocated Costs

Expenditures	Amount
Salaries	\$6,440,999
Overtime	\$54,962
Goods and Services	\$1,265,478
• Professional services contracts	\$0
• Other	\$1,265,478
Total	\$7,761,439

12.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	84.000
Part-time and casual employees	2.333
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	86.333

16. Appendix C – 2022-2023 Supplemental Statistical Report on the *Access to Information and Privacy Act*

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

Name of institution: Correctional Service of Canada

Reporting period: 2022-04-01 to 2023-03-31

Section 1: Capacity to Receive Requests under the *Access to Information Act* and the *Privacy Act*

Enter the number of weeks your institution was able to receive ATIP requests through the different channels.

	Number of Weeks
Able to receive requests by mail	52
Able to receive requests by email	52
Able to receive requests through the digital request service	52

Section 2: Capacity to Process Records under the *Access to Information Act* and the *Privacy Act*

2.1 Enter the number of weeks your institution was able to process paper records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Paper Records	0	0	52	52
Protected B Paper Records	0	0	52	52
Secret and Top Secret Paper Records	0	0	52	52

2.2 Enter the number of weeks your institution was able to process electronic records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Electronic Records	0	0	52	52
Protected B Electronic Records	0	0	52	52
Secret and Top Secret Electronic Records	0	52	0	52

Section 3: Open Requests and Complaints Under the *Access to Information Act*

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

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2023	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2023	Total
Received in 2022-2023	59	101	160
Received in 2021-2022	28	141	169
Received in 2020-2021	10	71	81
Received in 2019-2020	0	54	54
Received in 2018-2019	4	23	27
Received in 2017-2018	1	9	10
Received in 2016-2017	0	2	2
Received in 2015-2016	1	2	3
Received in 2014-2015	0	6	6
Received in 2013-2014 or earlier	0	0	0
Total	103	409	512

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

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2022-2023	27
Received in 2021-2022	17
Received in 2020-2021	6
Received in 2019-2020	7
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
Total	57

Section 4: Open Requests and Complaints Under the *Privacy Act*

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

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2023	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2023	Total
Received in 2022-2023	916	3,348	4,264
Received in 2021-2022	0	3,221	3,221
Received in 2020-2021	0	2,780	2,780
Received in 2019-2020	0	3,155	3,155
Received in 2018-2019	0	3,016	3,016
Received in 2017-2018	0	2,811	2,811
Received in 2016-2017	0	943	943
Received in 2015-2016	0	81	81
Received in 2014-2015	0	86	86
Received in 2013-2014 or earlier	0	0	0
Total	916	19,441	20,357

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

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2022-2023	54
Received in 2021-2022	26
Received in 2020-2021	15
Received in 2019-2020	4
Received in 2018-2019	4
Received in 2017-2018	3
Received in 2016-2017	1
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
Total	107

Section 5: Social Insurance Number (SIN)

Did your institution receive authority for a new collection or new consistent use of the SIN in 2021-2022?	No
--	----

Section 6: Universal Access under the Privacy Act

How many requests were received from confirmed foreign nationals outside of Canada in 2022-2023?	3
--	---