

Annual Report to Parliament: *Access to Information Act*

April 1, 2023 to
March 31, 2024

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About the Corporation

Introduction

The *Access to Information Act* (the Act) gives Canadians, permanent residents, or any person or entity present in Canada the right to obtain certain information that is under the control of a government institution. As a Crown Corporation, Canada Mortgage and Housing Corporation (CMHC) is subject to the Act and we are required to submit an annual report to Parliament on the administration of the Act during the fiscal year in accordance with section 94. This report describes how we administered the Act throughout the 2023-2024 fiscal year.

This year, we saw an increase in the number of access to information requests (5% increase), and a decrease in pages reviewed (52% decrease) over the previous reporting period.

While the global pandemic caused by COVID-19 impacted operations across government, our release trends remained stable. This is the result of our early, pre-pandemic investment in technology and business transformation that digitized our operations and included strong records retention policies. This cycle will be our final update on COVID-19.

Who we are

Canada Mortgage and Housing Corporation (CMHC) is a financial institution. We know that housing helps people stay employed, do better in school and participate more fully in society. Housing affordability and a stable housing finance system support a stronger, safer Canada where everyone can live with dignity.

We derive our authorities from the *Canada Mortgage and Housing Corporation Act* (CMHC Act) and the *National Housing Act* (NHA). The CMHC Act established us as a Crown Corporation and sets out the various powers and functions of the corporation.

The NHA provides us with our mandate which, pursuant to section 3, is to “promote housing affordability and choice, to facilitate access to, and competition and efficiency in the provision of housing finance, to protect the availability of adequate funding for housing at low cost, and generally to contribute to the well-being of the housing sector in the national economy.”

Administration of the *Access to Information Act*

Organizational Structure

We have approximately 2500 employees located across Canada. The Access to Information and Privacy Office (ATIP Office) is staffed by two senior analysts, a full-time junior analyst and a director with responsibilities split between ATIP and other functions. CMHC has no service agreements described under section 96 of the *Access to Information Act*.

Delegation of authority

The President and Chief Executive Officer delegates their powers and duties to the Senior Vice President, Corporate Affairs, the Director, Corporate Governance (ATIP Coordinator) , and Senior Analysts to allow us to meet our legislated requirements. See Appendix B for the Delegation Order.

The ATIP Office's main responsibilities include:

- Responding to all requests and enquiries under the ATIA and the *Privacy Act* (PA);
- Providing advice and guidance to employees and senior management on Access to Information and Privacy matters;
- Delivering training and awareness on Access to Information and Privacy;
- Developing and implementing policies, procedures and guidelines in support of the ATIP legislation;
- Preparing the annual reports to Parliament on the administration of the ATIA and the PA.

Improving training and awareness

As we continue to see an increase in the complexity and volume of pages requested, we continue to provide employee training about the Act and provide additional resources to help our colleagues identify, retrieve, and process records.

Beginning in Q2 and continuing through the end of the fiscal year, we delivered formal training sessions to three different sectors, training approximately 58 employees. These sessions focused on the administration of the ATIA and the PA. Additionally, CMHC has been posting monthly tips from the ATIP Office for all employees, which have generated significant interest and led to an increase in training requests and questions on ATIP-related topics.

Policies, Guidelines, Procedures and Initiatives

Proactive Disclosure

As a crown corporation, CMHC is keeping with the Government of Canada's commitment to openness and accountability and in continuing our commitment to transparency, the Procurement sector continues to proactively publish contracts over \$10,000 (voluntarily) and the travel and hospitality expenses of senior officials (per proactive disclosure requirements in the ATIA) compiled by our Finance sector. In addition, we publish request texts for completed requests (not personal in nature) on open.canada.ca. All required proactive disclosures have been published within legislated timelines.

Proactive Publication Requirements Table

Legislative Requirement	Section	Publication Timeline	Institutional Requirement
All Government Institutions as defined in section 3 of the <i>Access to Information Act</i>			
Travel Expenses	82	Within 30 days after the end of the month of reimbursement	X
Hospitality Expenses	83	Within 30 days after the end of the month of reimbursement	X
Reports tabled in Parliament	84	Within 30 days after tabling	
Government entities or Departments, agencies, and other bodies subject to the Act and listed in Schedules I, I.1, or II of the <i>Financial Administration Act</i>			
Contracts over \$10,000	86	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	
Grants & Contributions over \$25,000	87	Within 30 days after the quarter	
Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment	

Titles and reference numbers of memoranda prepared for a deputy head or equivalent, that is received by their office	88(b)	Within 30 days after the end of the month received
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Packages of briefing materials prepared for a deputy head or equivalent's appearance before a committee of Parliament	88(c)	Within 120 days after appearance
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Government institutions that are departments named in Schedule I to the *Financial Administration Act* or portions of the core public administration named in Schedule IV to that Act (i.e. government institutions for which Treasury Board is the employer)

Reclassification of positions	85	Within 30 days after the quarter
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Ministers

Packages of briefing materials prepared by a government institution for new or incoming ministers	74(a)	Within 120 days after appointment
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Titles and reference numbers of memoranda prepared by a government institution for the minister, that is received by their office	74(b)	Within 30 days after the end of the month received
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Package of question period notes prepared by a government institution for the minister and in use on the last sitting day of the House of Commons in June and December	74(c)	Within 30 days after last sitting day of the House of Commons in June and December
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Packages of briefing materials prepared by a government institution for a minister's appearance before a committee of Parliament	74(d)	Within 120 days after appearance
Travel Expenses	75	Within 30 days after the end of the month of reimbursement
Hospitality Expenses	76	Within 30 days after the end of the month of reimbursement
Contracts over \$10,000	77	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter
Ministers' Offices Expenses *Note: This consolidated report is currently published by TBS on behalf of all institutions.	78	Within 120 days after the fiscal year

Monitoring Compliance

We use an automated case management solution to monitor the time to process Access to Information requests. This software provides us with a secure and flexible system to manage requests for information and record project details.

In addition, our ATIP Office circulates a weekly report of requests, including the legislated due dates for the requests, to our Corporate Affairs sector and senior management on a weekly basis.

Information Holdings

A description of institutional classes of records and personal information banks for CMHC are found in the publication [Info Source 2023](#) - Sources of Federal Government and Employee Information – Canada Mortgage and Housing Corporation, available on CMHC's website.

Report on the Access to Information Act

Performance 2023-2024

During the reporting period, April 1, 2023, to March 31, 2024, we received 121 new requests under the Act. In addition, 12 requests were carried over from 2022-2023.

One hundred and sixteen requests were completed during the reporting period and 17 requests will be carried forward to the next reporting period. Table I provides the request processing trends of the past three reporting periods.

Table I: Processing Trends of Requests under the Act

Fiscal Year	Outstanding	Received	Completed	Carried Forward
2021-2022	13	189	173	29
2022-2023	29	115	132	12
2023-2024	12	121	116	17

The public was the main source, accounting for 49 requests. Table II provides a comparison of sources of requests received over the last three reporting periods.

Table II: Requests Received Under the Act by Source

Fiscal Year	Academia	Business	Decline to Identify	Media	Organization	Public
2021-2022	4	7	12	48	4	114
2022-2023	5	7	13	24	0	66
2023-2024	7	14	25	25	1	49

Responses to formal Access to Information requests involved a page-by-page review of 29 759 pages, representing a 52% decrease in pages reviewed over the previous fiscal year. Table III outlines trends for relevant pages reviewed and released by CMHC over the last three reporting periods.

Table III: Relevant Pages Review and Released

Fiscal Year	Pages Released	Pages Reviewed
2021-2022	15,483	50,297
2022-2023	20,366	61,961
2023-2024	11,380	29,759

The substance of the requests covered the entire range of our programs and business activities, including the Housing Accelerator Fund (HAF), National Housing Strategy (NHS), Mortgage Loan Insurance, Innovation, Research and Policy. Requesters asked for and received paper or electronic copies (via email or on a USB) of requested information.

Other Requests

We also received 35 consultation requests from other Government of Canada Institutions. No consultation from another Government of Canada Institution is outstanding from 2023-2024. We did not receive any consultation requests from other organizations.

Table IV outlines consultation request processing trends of the last three reporting periods.

Table IV: Processing Trends for Consultations

Fiscal Year	Outstanding	Received	Completed	Carried Forward
2021-2022	5	37	36	5
2022-2023	1	32	33	0
2023-2024	0	35	35	0

We were asked to review 2,078 pages of information, compared to 1,288 pages in total during the 2022-2023 reporting period.

In addition, we processed 115 informal requests which 24,489 pages were to be processed.

The ATIP Office acted as a resource for CMHC staff, offering advice and guidance on provisions of the legislation and its application to various CMHC activities.

Disposition of Completed Requests

The disposition of the 116 requests completed in 2023-2024 is as follows:

- 17 fully disclosed;
- 52 partially disclosed;
- 1 excluded in entirety;
- 3 exempted in entirety;
- 0 transferred to another institution;
- 16 abandoned by applicant; and
- 27 No records exist.

Table V: Percentages of Disclosures

All Disclosed	Disclosed in Part	Excluded in Entirety	Exempted in Entirety	Transferred	Abandoned	No Records Exist
15%	45%	1%	3%	0%	14%	23%

Completion Time and Extensions

We responded to 116 requests in 2023-2024. Table VI compares the percentage of requests completed within specified time frames over the last three reporting periods.

Table VI: Percentage of requests completed over the last three reporting periods

Fiscal Year	30 days or less	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days
2021-2022	55%	13%	20%	9%	3%	0%
2022-2023	41%	22%	31%	1%	4%	1%
2023-2024	22%	16%	27%	3%	0%	0%

In 78 instances, we sought an extension to the prescribed time limit to search through a large volume of records or to consult other government institutions or third parties.

Exemptions Invoked

In 2023-2024, we invoked 542 exemptions pursuant to specific sections of the *Access to Information Act*. Among the exemptions, the most commonly applied were as follows:

- Section 19(1): Personal information (86);
- Section 20(1): Third party information (92);
- Section 21: Operations of Government (91);

Exclusions Cited

Eight requests had exclusions cited under section 69 for Confidences of the Queen's Privy Council for Canada.

Complaints and Investigations

A total of 6 new complaints were filed on CMHC requests under the Act with the Information Commissioner during the reporting period and 3 complaints were concluded during the 2023-2024 reporting period. There are 14 ongoing complaints. Additionally, the Information Commissioner issued two orders this year based on information belonging solely to third parties.

No court cases related to the Act involving CMHC were filed in 2023-2024.

No audits in relation to our obligations under the Act were carried out during the reporting period.

Fiscal Year	Outstanding	Received	Completed	Carried Forward
2021-2022	3	4	2	2
2022-2023	2	5	5	2
2023-2024	3	6	3	6

Fee payable

During the reporting period, we collected \$570.00 in application fees for a total of 114 requests. The fees were waived or refunded on 2 requests.

Costs

During 2023-2024, we incurred an estimated \$266,944 in salary costs. No other costs were required by the ATIP Office to administer the Act.

The 2023-2024 Statistical Report is included as Annex A of this report.

Annex A – Statistical Report on the *Access to Information Act*



Government
of Canada

Gouvernement
du Canada

Name of institution: Canada Mortgage and Housing Corporation

Reporting period: 01/04/2023 to 31/03/2024

Section 1: Requests Under the *Access to Information Act*

1.1 Number of requests

	Number of Requests
Received during reporting period	121
Outstanding from previous reporting periods	12
<ul style="list-style-type: none"> Outstanding from previous reporting period 	12
<ul style="list-style-type: none"> Outstanding from more than one reporting period 	0
Total	133
Closed during reporting period	116
Carried over to next reporting period	17
<ul style="list-style-type: none"> Carried over within legislated timeline 	17
<ul style="list-style-type: none"> Carried over beyond legislated timeline 	0

	Number of Requests
Received during reporting period	109
Outstanding from previous reporting periods	6
<ul style="list-style-type: none"> • Outstanding from previous reporting period 	6
<ul style="list-style-type: none"> • Outstanding from more than one reporting period 	0
Total	115
Closed during reporting period	115

1.2 Sources of requests

Source	Number of Requests
Media	25
Academia	7
Business (private sector)	14
Organization	1
Public	49
Decline to Identify	25
Total	121

1.3 Channels of requests

Source	Number of Requests
Online	112
E-mail	2
Mail	7
In person	0
Phone	0
Fax	0
Total	121

Section 2: Informal Requests

2.1 Number of informal requests

Carried over to next reporting period	0
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2.2 Channels of informal requests

Source	Number of Requests
Online	109
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	109

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
95	20	0	0	0	0	0	115

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

2.5 Pages re-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 Re-Released	Number of Requests	Pages Re-Released	Number of Requests	Pages Re-Released	Number of Requests	Pages Re-Released	Number of Requests	Pages Re-Released
61	1400	40	9289	12	9244	2	4556	0	0

Section 3: Applications to the Information Commissioner on Declining to Act on Requests

	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	0
Total	0
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Withdrawn during reporting period	0
Carried over to next reporting period	0

Section 4: Requests Closed During the Reporting Period

4.1 Disposition and completion time

Disposition of Requests	Completion Time							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	
All disclosed	0	13	2	2	0	0	0	17
Disclosed in part	0	17	11	17	5	2	0	52
All exempted	0	3	0	0	0	0	0	3
All excluded	0	1	0	0	0	0	0	1
No records exist	8	19	0	0	0	0	0	27
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	11	2	1	1	1	0	0	16
Neither confirmed nor denied	0	0	0	0	0	0	0	0

Disposition of Requests	Completion Time							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	
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	19	55	14	20	6	2	0	116

4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)(c)	2	19(1)	23
13(1)(b)	0	16(3)	0	20(1)(a)	4
13(1)(c)	6	16.1(1)(a)	0	20(1)(b)	34
13(1)(d)	2	16.1(1)(b)	0	20(1)(b.1)	0
13(1)(e)	0	16.1(1)(c)	0	20(1)(c)	24
14	3	16.1(1)(d)	0	20(1)(d)	23
14(a)	4	16.2(1)	0	20.1	0
14(b)	4	16.3	0	20.2	0
15(1)	0	16.4(1)(a)	0	20.4	0
15(1) - I.A.*	0	16.4(1)(b)	0	21(1)(a)	22
15(1) - Def.*	0	16.5	0	21(1)(b)	28
15(1) - S.A.*	0	16.6	0	21(1)(c)	19
16(1)(a)(i)	0	17	6	21(1)(d)	0
16(1)(a)(ii)	0	18(a)	23	22	0
16(1)(a)(iii)	0	18(b)	20	22.1(1)	0
16(1)(b)	0	18(c)	0	23	4
16(1)(c)	0	18(d)	11	23.1	0
16(1)(d)	0	18.1(1)(a)	0	24(1)	0
16(2)	0	18.1(1)(b)	0	26	0
16(2)(a)	0	18.1(1)(c)	0		
16(2)(b)	0	18.1(1)(d)	0		

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

4.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(b)	0	69(1)(b)	0	69(1)(g) re (c)	0
68(c)	0	69(1)(c)	0	69(1)(g) re (d)	1
68.1	0	69(1)(d)	0	69(1)(g) re (e)	8
68.2(a)	0	69(1)(e)	0	69(1)(g) re (f)	1
68.2(b)	0	69(1)(f)	0	69.1(1)	0
69(1)	0	69(1)(g) re (a)	1		

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
6	63	0	0	0	0

4.5 Complexity

4.5.1 Relevant pages processed and disclosed for **paper** and **e-record** formats

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
29759	11380	89

4.5.2 Relevant pages processed per request disposition for **paper** and **e-record** 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	16	98	1	364	0	0	0	0	0	0
Disclosed in part	21	594	22	5214	3	2370	6	10014	0	0
All exempted	1	2	2	535	0	0	0	0	0	0
All excluded	1	0	0	0	0	0	0	0	0	0
Request abandoned	12	0	0	0	0	0	4	10568	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
Total	51	694	25	6113	3	2370	10	20582	0	0

4.5.3 Relevant minutes processed and disclosed for **audio** formats

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

4.5.4 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
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.5 Relevant minutes processed and disclosed for **video** formats

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

4.5.6 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
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	3	0	0	3
Disclosed in part	25	1	0	26
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	1	0	0	1
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	29	1	0	30

4.5 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	Percentage of requests closed within legislated timelines (%)
116	100

4.7 Deemed refusals

4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with operations / Workload	External Consultation	Internal Consultation	Other
0	0	0	0	0

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

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	0	0

4.8 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 5: Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	3	0	0	0
Disclosed in part	40	0	14	13
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
No records exist	0	0	0	1
Declined to act with the approval of the Information Commissioner	4	0	0	3
Total	47	0	14	17

5.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	19	0	3	3
31 to 60 days	9	0	5	4
61 to 120 days	16	0	5	10
121 to 180 days	3	0	1	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	47	0	14	17

Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	114	\$570.00	2	\$10.00	5	\$25.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	114	\$570.00	2	\$10.00	5	\$25.00

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	35	2078	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	35	2078	0	0
Closed during the reporting period	35	2078	0	0
Carried over within negotiated timelines	0	0	0	0
Carried over beyond negotiated timelines	0	0	0	0

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

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	17	0	0	0	0	0	0	17
Disclose in part	5	7	3	1	0	0	0	16
Exempt entirely	1	0	0	0	0	0	0	1
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	1	0	0	0	0	0	0	1
Total	24	7	3	1	0	0	0	35

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	1	22	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	1	22	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: Investigations and Reports of finding

9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
6	1	2

9.2 Investigations and Reports of finding

Section 37(1) Initial Reports			Section 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
2	0	2	2	0	2

Section 10: Court Action

10.1 Court actions on complaints

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

10.2 Court actions on third party notifications under paragraph 28(1)(b)

Section 44 - under paragraph 28(1)(b)
0

Section 11: Resources Related to the *Access to Information Act*

11.1 Allocated Costs

Expenditures	Amount
Salaries	\$266,944
Overtime	\$0
Goods and Services	\$0
<ul style="list-style-type: none"> • Professional services contracts 	\$0
<ul style="list-style-type: none"> • Other 	\$0
Total	\$266,944

11.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	3.350
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	3.350

Note: Enter values to three decimal places.

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



Government
of Canada

Gouvernement
du Canada

Name of institution: Canada Mortgage and Housing Corporation

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

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

1.1 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, 2024	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	3	0	3
Received in 2022-23	0	0	0
Received in 2021-22	0	0	0
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0
Received in 2015-16	0	0	0

Received in 2014-15 or earlier	0	0	0
Total	3	0	3

1.2 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 2023-24	6
Received in 2022-23	5
Received in 2021-22	0
Received in 2020-21	1
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16	0
Received in 2014-15 or earlier	0
Total	12

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

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

Fiscal Year Open Requests Were Received	Open Requests that are Within Legislated Timelines as of March 31, 2024	Open Requests that are Beyond Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	0	0	0
Received in 2022-23	0	0	0
Received in 2021-22	0	0	0
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0
Received in 2015-16	0	0	0
Received in 2014-15 or earlier	0	0	0
Total	0	0	0

2.2 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 2023-24	1
Received in 2022-23	0
Received in 2021-22	0

Received in 2020-21	1
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16	0
Received in 2014-15 or earlier	0
Total	2

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

Has your institution begun a new collection or a new consistent use of the SIN in 2023-24? **No**

Section 4: Open Requests and Complaints Under the Privacy Act

How many requests were received from foreign nationals outside of Canada in 2023-24? **0**

Annex B – Delegation Order

Order Under Section 73 of the *Access to Information Act* and Section 73 of the *Privacy Act*

Pursuant to the authority conferred upon me by Section 95(1) of the *Access to Information Act* and Section 73(1) of the *Privacy Act*, I designate the persons holding the positions set out in the attached Schedule, including any person designated in writing to act in the place of the holder of such position, to exercise the powers, duties and perform the functions of the President as the head of a government institution under the Acts as set out in the Schedule opposite each position.



President
Canada Mortgage and Housing Corporation

Date: August 27, 2024

Schedule

Access to Information Act

Position	Sections
Senior Vice President, Corporate Affairs	4(2.1); 7(a); 7(b); 8(1); 9; 11(2); 11(3); 11(4); 11(5); 11(6); 12(2); 12(3); 13; 14; 15; 16; 16.5; 17; 18; 18.1; 19; 20; 21; 22; 22.1; 23; 24; 25; 26; 27(1); 27(4); 28(1); 28(2); 28(4); 29(1); 33; 35(2); 37(4); 43(1); 44(2); 52(2); 52(3); 71; 77.
Director, Corporate Governance	4(2.1); 7(a); 7(b); 8(1); 9; 11(2); 11(3); 11(4); 11(5); 11(6); 12(2); 12(3); 13; 14; 15; 16; 16.5; 17; 18; 18.1; 19; 20; 21; 22; 22.1; 23; 24; 25; 26; 27(1); 27(4); 28(1); 28(2); 28(4); 29(1); 33; 35(2); 37(4); 43(1); 44(2); 52(2); 52(3); 71; 77.
Senior Analyst, Access to Information and Privacy	4(2.1); 7(a); 7(b); 8(1); 9; 11(2); 11(3); 11(4); 11(5); 11(6); 12(2); 12(3); 13; 14; 15; 16; 16.5; 17; 18; 18.1; 19; 20; 21; 22; 22.1; 23; 24; 25; 26; 27(1); 27(4); 28(1); 28(2); 28(4).

Access to Information Act Regulations

Position	Sections
Senior Vice President, Corporate Affairs	6(1); 7(2); 7(3); 8
Director, Corporate Governance	6(1); 7(2); 7(3); 8
Senior Analyst, Access to Information and Privacy	6(1); 7(2); 7(3); 8

Privacy Act

Position	Sections
Senior Vice President, Corporate Affairs	8(2)(j); 8(2)(m); 8(4); 8(5); 14; 15; 16; 17(2)(b); 19(1); 19(2); 20; 21; 22; 22.3; 23; 24; 25; 26; 27; 28; 31; 33(2); 35(1); 35(4); 37(3); 51(2)(b); 51(3); 72(1); 77
Director, Corporate Governance	8(2)(j); 8(2)(m); 8(4); 8(5); 14; 15; 16; 17(2)(b); 19(1); 19(2); 20; 21; 22; 22.3; 23; 24; 25; 26; 27; 28; 31; 33(2); 35(1); 35(4); 37(3); 51(2)(b); 51(3); 72(1); 77
Senior Analyst, Access to Information and Privacy	8(2)(j); 8(2)(m); 8(4); 8(5); 14; 15; 16; 17(2)(b); 19(1); 19(2); 20; 21; 22; 22.3; 23; 24; 25; 26; 27; 28; 31; 33(2); 35(1); 35(4); 37(3); 51(2)(b); 51(3); 72(1); 77
Chief Risk Officer, Privacy Officer	8(2)(j); 8(2)(m); 8(5); 9(1); 9(4); 10; 18(2); 19(2); 33(2); 35(1); 36(3); 37(3); 72(1).
Director, Compliance and Governance, Delegated Privacy Officer	8(2)(j); 8(2)(m); 8(5); 9(1); 9(4); 10; 18(2); 19(2); 33(2); 35(1); 36(3); 37(3); 72(1).
Advisor, Privacy and Data Governance	8(2)(j); 8(2)(m); 8(5); 9(1); 9(4); 10; 18(2); 19(2); 33(2); 35(1); 36(3); 37(3); 72(1).
Senior Specialist, Compliance and Quality Assurance	8(2)(j); 9(1); 9(4); 10; 19(2); 35(1); 36(3); 37(3); 72(1).
Specialist, Quality Assurance	8(2)(j); 9(1); 9(4); 10; 19(2); 35(1); 36(3); 37(3); 72(1).

Privacy Act Regulations

Position	Sections
Senior Vice President, Corporate Affairs	7, 9; 11(2); 11(4); 13(1); 14
Director, Corporate Governance	7, 9; 11(2); 11(4); 13(1); 14
Senior Analyst, Access to Information and Privacy	7, 9; 11(2); 11(4); 13(1); 14
Director, Compliance and Governance, Delegated Privacy Officer	9; 11(2); 11(4); 13(1); 14
Advisor, Privacy and Data Governance	9; 11(2); 11(4); 13(1); 14
Senior Specialist, Compliance and Quality Assurance	11(2); 11(4)
Specialist, Quality Assurance	11(2); 11(4)