



# Access to Information 2023-24

April 2023-March 2024



## Contents

1. Introduction.....	3
1.1 Canada Post’s responsibility.....	3
1.2 Canada Post and the <i>Access to Information Act</i> .....	4
2. Organizational Structure.....	4
2.1 Governance.....	7
3. Delegation Order.....	7
4. Performance of the Access to Information Program in 2023-24.....	7
4.1 Volume of requests.....	9
4.2 Sources.....	11
4.3 Extensions.....	11
4.4 Exemptions.....	12
4.5 Consultations.....	13
4.6 Complaints.....	14
5. Training and Awareness.....	15
6. Policies, Guidelines and Procedures.....	15
7. Proactive Publication Under Part 2 of the Act.....	16
8. Initiatives and Projects to Improve Access to Information.....	18
9. Summary of Key Issues and Actions Taken on Complaints.....	19
10. Monitoring Compliance.....	19
11. Conclusion.....	21
Appendix A – Delegation Order.....	22
Appendix B – Canada Post Corporation’s Wholly Owned Subsidiaries.....	27
Appendix C – Treasury Board of Canada Secretariat Statistical Report.....	28
Appendix D – Supplemental Statistical Report on the <i>Access to Information Act</i> and <i>Privacy Act</i> .....	41

## 1. Introduction

The *Access to Information Act* (the Act) gives Canadian citizens, as well as corporations in Canada, the right to request access to records held by federal institutions including Crown corporations subject to the Act.

Canada Post Corporation (Canada Post or the Corporation) is pleased to submit to Parliament its Annual Report related to the administration of the Act, prepared in accordance with section 94 of the Act. Canada Post's financial year aligns with the calendar year and reporting is done annually. As required by the Treasury Board of Canada Secretariat (TBS), this report covers the period from April 1, 2023, to March 31, 2024.

### 1.1 Canada Post's responsibility

During the reporting period, the Canada Post Group of Companies consisted of the Canada Post segment and subsidiaries Purolator Holdings Ltd., SCI Group Inc. (up to March 1, 2024) and Innovapost Inc. The Group of Companies employed more than 84,000 people (paid full-time and part-time employees, including temporary, casual and term employees) in 2023, including over 68,000 in the Canada Post segment. The Group of Companies delivered over 6.6 billion pieces of mail, parcels and messages in 2023 to nearly 17.4 million addresses across Canada. The Canada Post segment operates the largest retail network in Canada with close to 5,800 retail post offices across the country. It has a responsibility to securely serve every Canadian address and have regard for the need to conduct its operations on a self-sustaining financial basis.

In 2023, digital communications continued to replace our traditional Lettermail™ service in this eroding line of business. Lettermail volumes have declined significantly and steadily for more than 16 years. Canada Post delivered 66% fewer pieces of mail per address in 2023 than in the peak year of 2006.

Although we expect the Canadian ecommerce market to double over the next decade, our Parcels revenue continued to decline in 2023 compared to 2022 in this incredibly competitive market. To capture additional market share, we are actively addressing competitive pressures with a focus on improving service performance, meeting rising consumer expectations, capitalizing on the growing returns business and aligning our services with customer demands for environmental sustainability.

Canada Post's revenue is generated in a highly competitive market; its Parcels line of business earned 50% (nearly \$3.5 billion) of Canada Post's revenue in 2023, compared to 22% in 2012. We are obligated to fund our operations through the revenue generated from the sale of products and services – rather than relying on taxpayer funding. It is critical that we protect commercially sensitive information. While most government documents are non-commercial by definition, the opposite is true at Canada Post.

## 1.2 Canada Post and the *Access to Information Act*

Canada Post has been subject to the *Access to Information Act* since September 1, 2007. The Corporation is strongly committed to meeting its statutory obligations. It is of paramount importance that a requesters' right of access is respected and balanced with the protection of commercially sensitive, confidential and third-party information.

Considering that approximately half of Canada Post's revenue is earned in the highly competitive ecommerce and parcel markets, it is even more critical that certain information not be disclosed due to its commercial sensitivity and the potential prejudice to Canada Post's position in this marketplace. To reflect this operating reality, section 18.1(1)(a) was added to the Act in 2007, for Canada Post's exclusive use and to acknowledge the unique commercial context in which it operates.

As a Crown corporation that serves all Canadians, Canada Post embraces the principle of transparency. It is committed to its environmental, social and governance (ESG) strategy that considers transparency as an important foundational value and objective. This commitment is demonstrated in several ways, including the publication of a comprehensive annual report detailing its business and financial performance, the *Canada Postal Guide*, the *Sustainability Report* and through regular disclosures on **canadapost.ca**. In the context of access to information, transparency informs the approach to requests for information made under the Act.

## 2. Organizational Structure

The Access to Information and Privacy Directorate (the Directorate) is led by the ATI and Privacy Director, who also acts as the ATIP Coordinator. It is one of the portfolios under the responsibility of the General Manager of Corporate Compliance and Regulatory Affairs (CCRA), who is also Canada Post's Chief Privacy Officer. The CCRA team is within the Environment, Social and Governance (ESG) portfolio.

The Directorate is responsible for the administration of the *Access to Information Act* and the *Privacy Act*, the operational accountability for the programs, the administration and processing of access requests received by Canada Post under both acts and the response to complaints from the Office of the Privacy Commissioner of Canada (OPC) and the Office of the Information Commissioner of Canada (OIC). The Directorate's portfolio is divided among three managers.

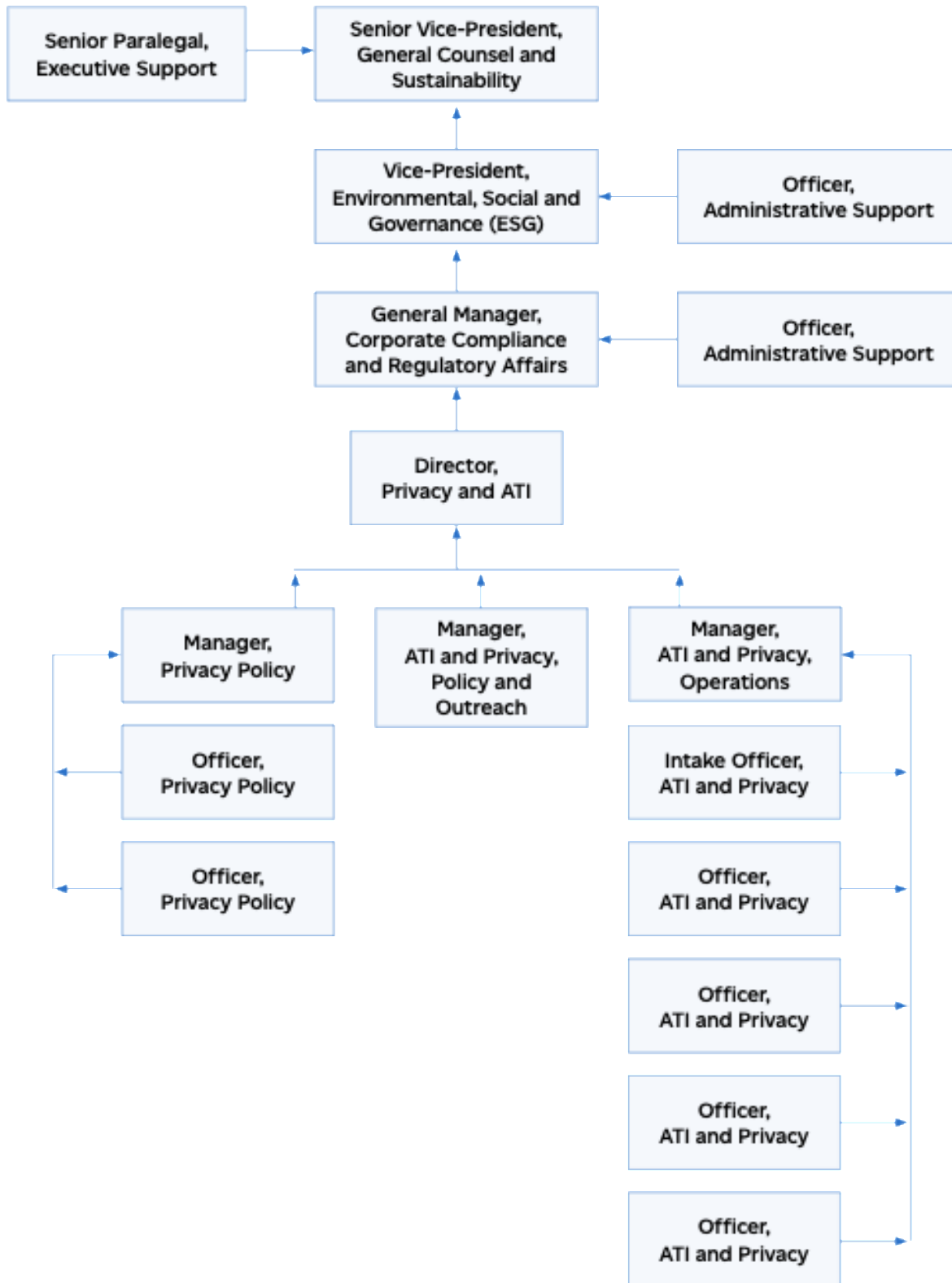
The ATI and Privacy Manager, Operations, oversees the processing of active access requests (under both acts), the performance of the program, and acts as the first level of approval of access requests. In 2023-24, four ATI and Privacy officers and one intake officer were reporting to the ATI and Privacy Manager, Operations. A consultant also completed their mandate during the first months of the reporting period.

The responsibilities of the ATI and Privacy Manager, Policy and Outreach, include the oversight of access policies compliance, the development, implementation and maintenance of internal processes, the development and implementation of the ATI and Privacy Awareness Strategy as well as the delivery of training and awareness sessions throughout the Corporation.

In 2023-24, Canada Post was not a party to any service agreements under section 96 of the *Access to Information Act*.

The chart below outlines our organizational structure as of March 31, 2024.

### Corporate Compliance and Regulatory Affairs organizational chart



## 2.1 Governance

The Directorate has the commitment and support of senior management and the Board of Directors to ensure that the Corporation meets its obligations under the *Access to Information Act*.

The ATI Advisory Committee, composed of Canada Post executives from key lines of business, has a mandate to support the Directorate from a corporate perspective. It was created in 2007 when Canada Post first became subject to the Act, and meets monthly to provide strategic advice and guide the ATI Directorate with respect to new requests received during the month. It also helps resolve and escalate issues related to the processing of active ATI requests.

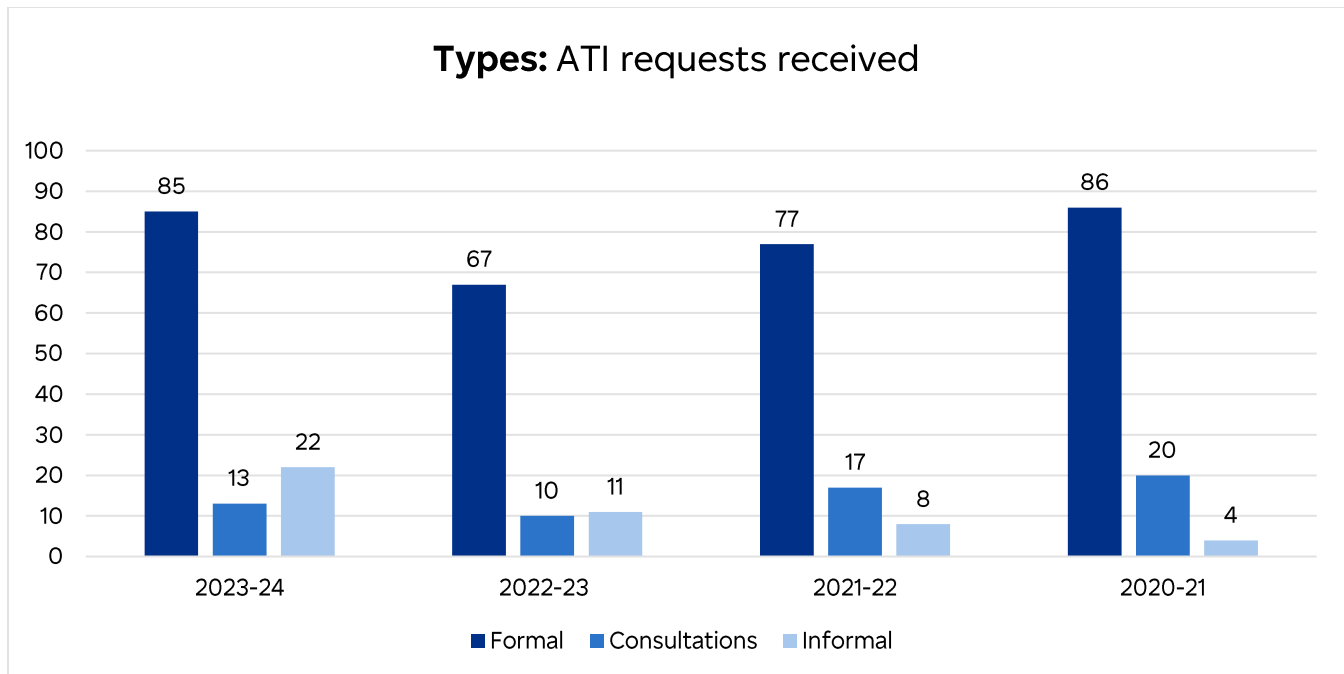
In addition, offices of primary interest (OPIs) have been identified under general managers across the Corporation. A network of liaison officers (LOs) represents OPIs to coordinate and liaise with the Access to Information Directorate in processing records for ATI requests.

## 3. Delegation Order

As required by the Treasury Board of Canada Secretariat, a copy of the delegation order is included in Appendix A.

## 4. Performance of the Access to Information Program in 2023-24

For the first time in three years, all types of ATI requests have increased during the reporting period. While the informal requests have increased by 50%, the formal requests have increased by 27%.



**Formal ATI requests:** Requesters can seek to obtain corporate records under the control of Canada Post.

**ATI consultations:** Any record or set of records responding to a particular request that is transmitted from the ATI and Privacy Directorate of another government institution to Canada Post’s ATI and Privacy Directorate for its review as well as the review of Canada Post’s offices of primary interest. The consultations allow Canada Post to express any concerns with the disclosure of information contained in the set of records.

**Informal ATI requests:** Requesters can seek to obtain records that were released in a previous ATI request completed by the ATI and Privacy Directorate.

Although every ATI request is unique, the following topics were of particular interest to Canadians in 2023-24:

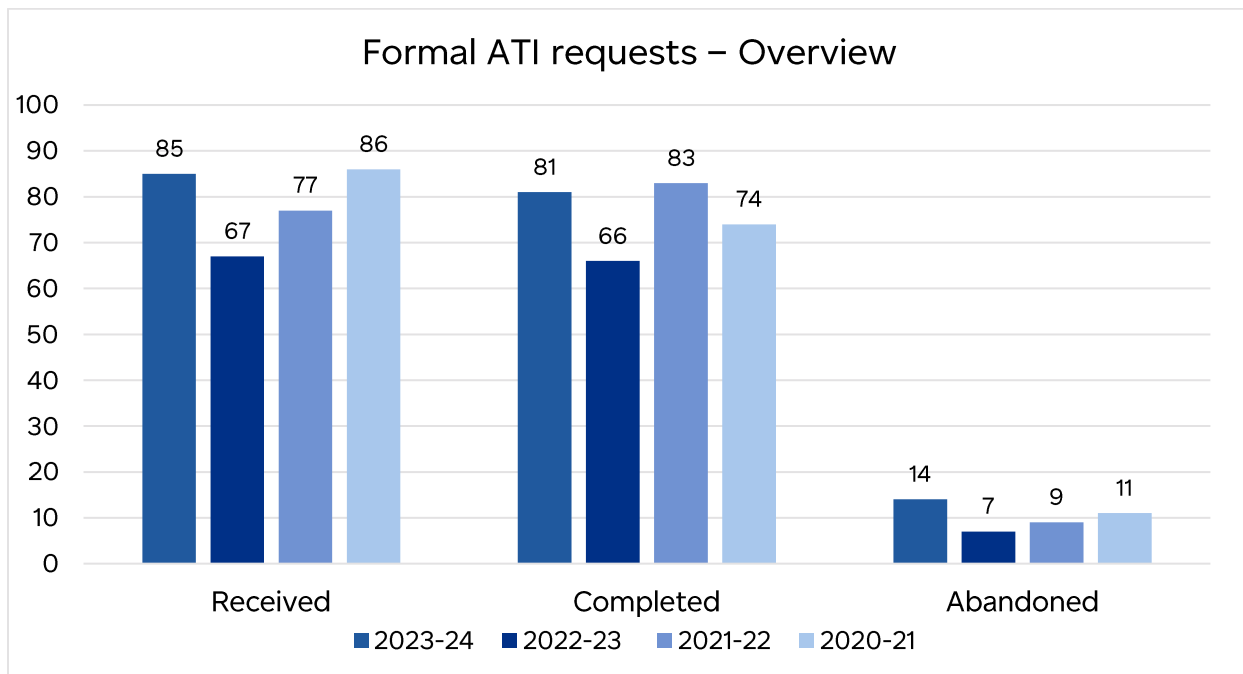
- Costs and expenses pertaining to certain programs, products, projects or purchases (for example, development and creation of a specific stamp, specific promotional campaign, office furniture)
- Information pertaining to PO boxes, community mailboxes and postal offices
- Information pertaining to internal communications and the decision-making process
- Information about specific request for proposal processes and specific contracts

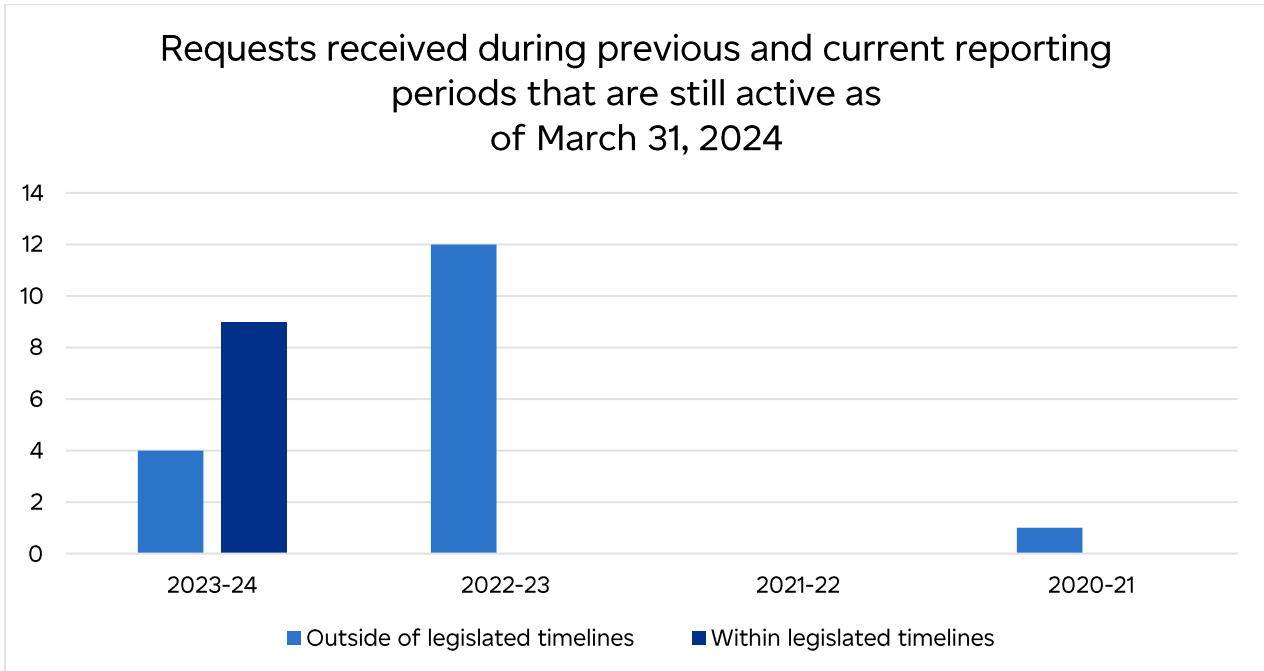
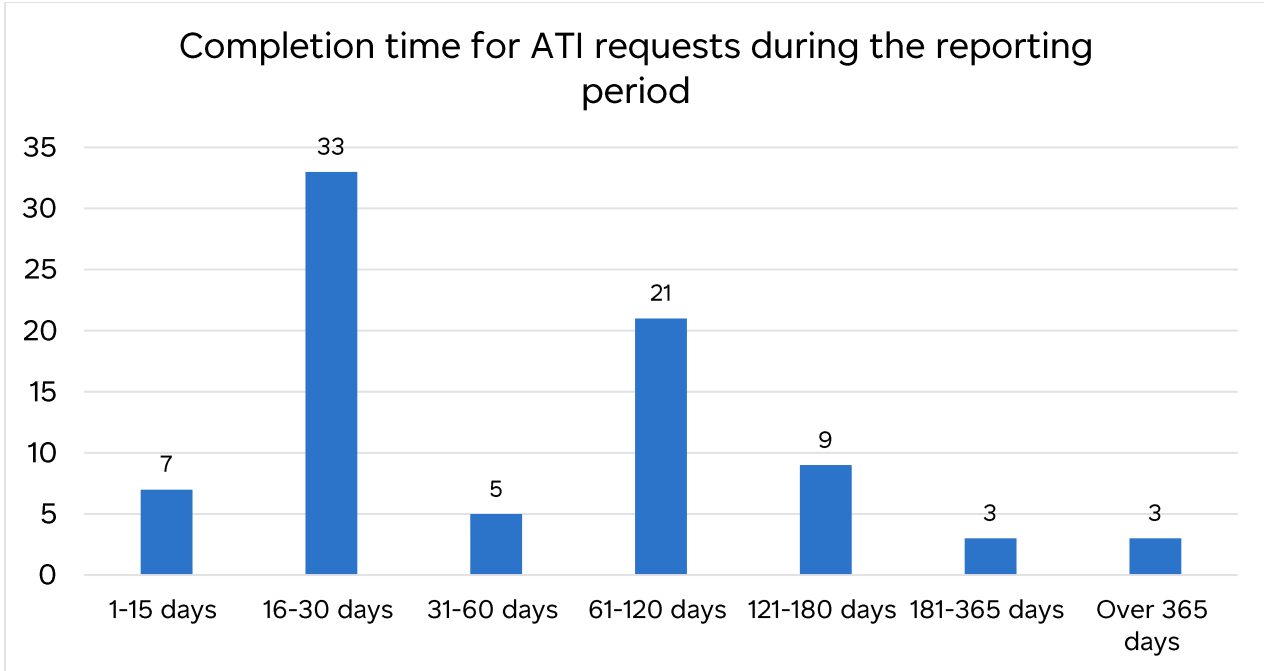


- Information pertaining to health and safety and human resources at Canada Post (for example, statistics about employee leaves, health and safety claims, workplace reports, etc.)

### 4.1 Volume of requests

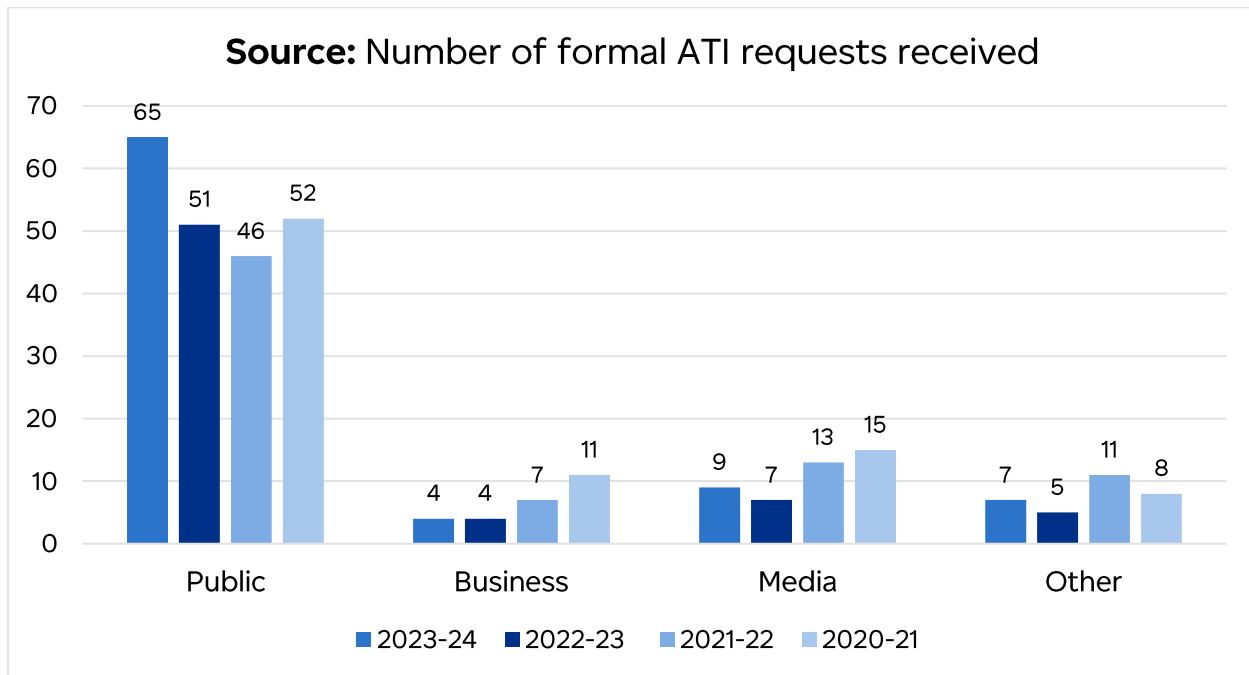
In 2023-24, the number of requests received and closed have increased, proportionally. The number of abandoned requests has doubled, compared to the previous reporting period. Among the main causes of the requests being abandoned are the conversion of a formal request into an informal request, the requested information being publicly available or the lack of response from the requester when being asked to clarify the scope or object of their request.





Of note is that for many of the requests received in previous reporting periods, a partial response has already been sent to the requesters.

## 4.2 Sources



**Public:** Includes any requester who has identified themselves as a Canada Post employee, customer or generally as a member of the public when submitting their request.

**Business:** Includes but is not limited to representatives of private sector companies or corporations, information brokers, lawyers, agents, consultants and paid lobbyists. This category also includes any requesters who have identified themselves as “Business” when submitting their request.

**Media:** Includes but is not limited to journalists, reporters (newspapers, television or other media sources) and researchers (newspapers, television or other media sources). This category also includes any requesters who have identified themselves as “Media” when submitting their request.

**Other:** Includes requests originating from academia and organizations (e.g., non-profit) when submitting their request.

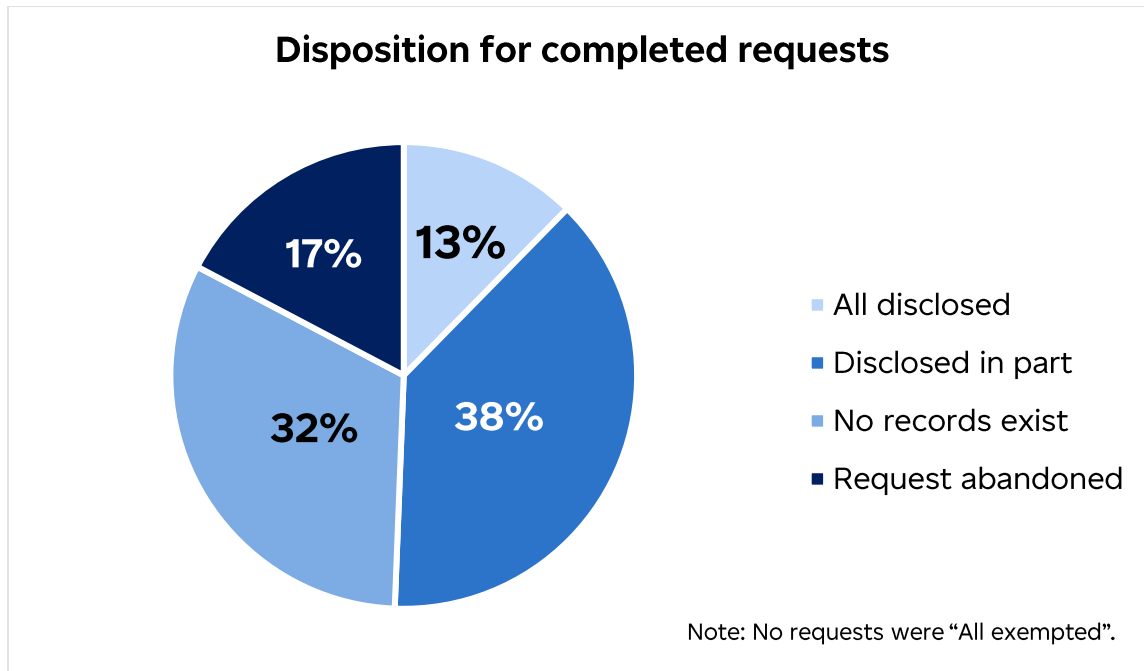
## 4.3 Extensions

A total of 43 extensions were taken during the reporting period. Most extensions (74%) were required under section 9(1)(a) of the Act due to the large number of records involved and the fact that meeting the original time limit would unreasonably interfere with operations. Many of these requests involved retrieval of records from multiple record holders, a significant number of pages to review or a combination of these two factors.

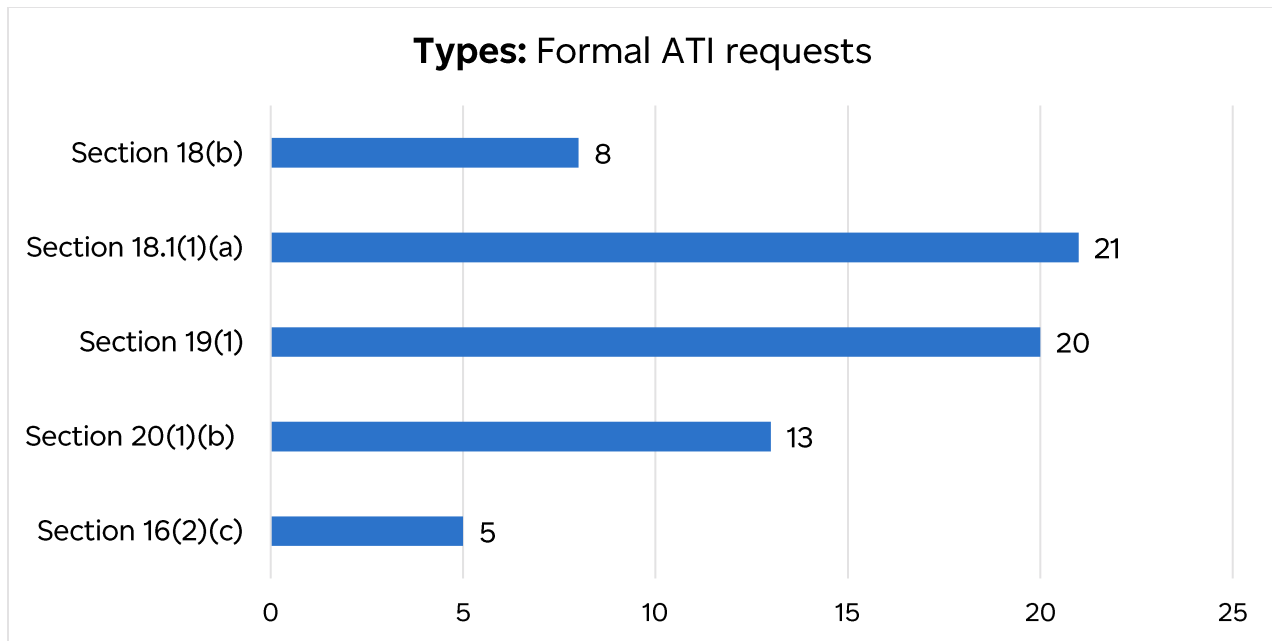
Eight extensions were taken under section 9(1)(b) for internal consultations or consultations with other government departments.

#### 4.4 Exemptions

In 2023-24, the number of requests for which no records were found and for abandoned requests has more than doubled.



Overall, compared to last reporting period, a smaller proportion of completed requests were partially disclosed. However, the categories of exemptions applied most frequently remain the same. They continue to reflect the reality of Canada Post as a Crown corporation that is required to be financially self-sustaining while competing in the highly competitive ecommerce and parcel delivery environment.



Section 16(2)(c) – Information pertaining to the vulnerability of buildings or systems that could be expected to facilitate the commission of an offence.

Section 18(b) – Prejudice to the competitive position of a government institution or to interfere with contractual or other negotiations of a government institution.

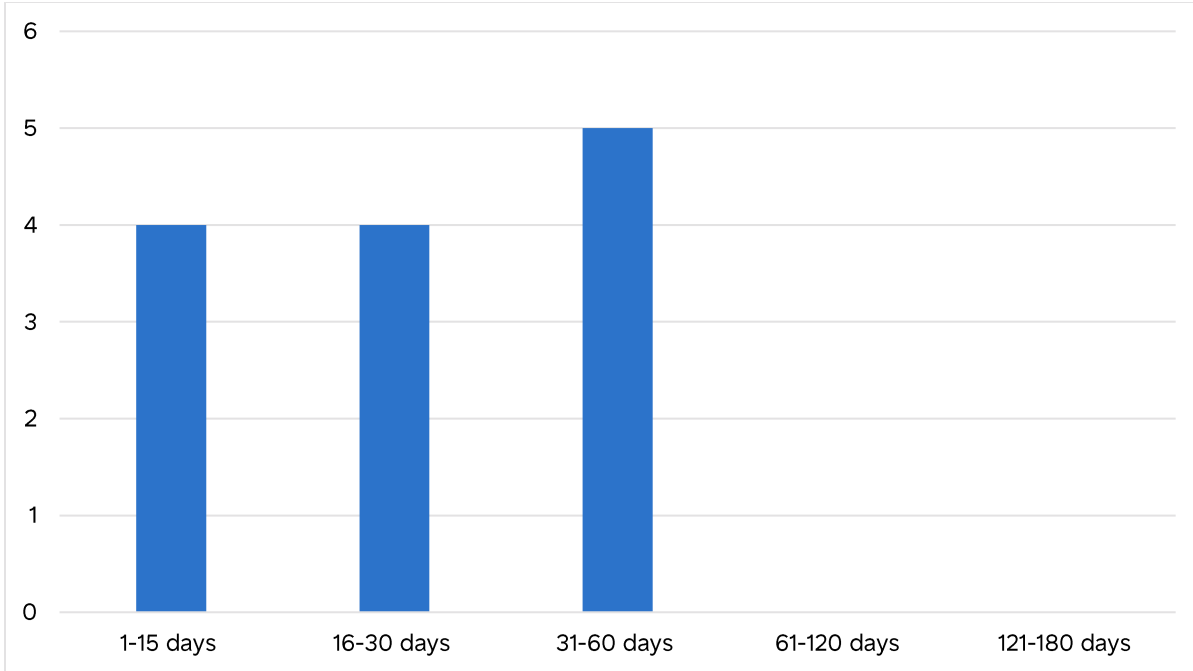
Section 18.1(1)(a) – Canada Post’s financial, commercial or technical information that has consistently been treated as confidential.

Section 19(1) – Personal information.

Section 20(1)(b) – Financial, commercial, scientific or technical information that is confidential information supplied to a government by a third party and is treated consistently in a confidential manner by the third party.

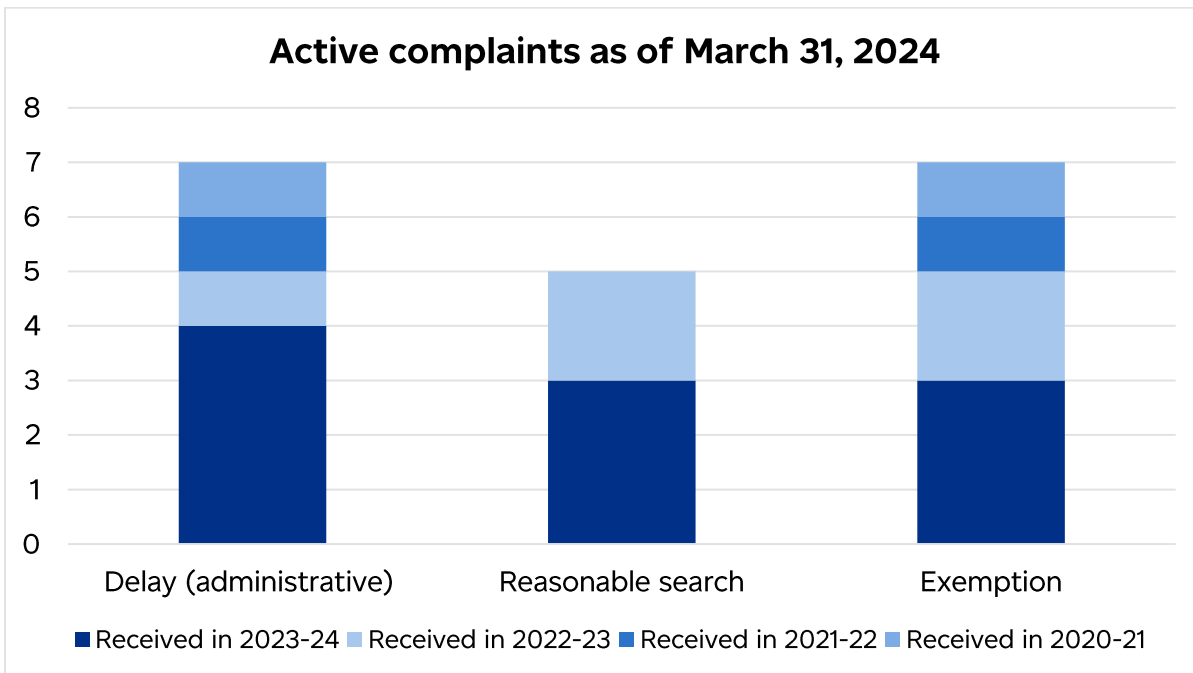
#### 4.5 Consultations

During the reporting period, the Directorate received a total of 13 consultations from other government institutions and departments. The chart below illustrates the number of days Canada Post has required to review the records and provide a response to the consultation.



### 4.6 Complaints

Canada Post received 11 complaints in 2023-24, which represents a 21% decrease, compared to the last reporting period. The most significant decrease pertains to the complaints about delays; nine in 2022-23 to only two in 2023-24. The three complaints about the length of the extension taken to process a request have all been closed within the same reporting period. Two of them were closed at an early stage.



## 5. Training and Awareness

Awareness and education about the requirements and obligations of the *Access to Information Act* were provided throughout the year to OPIs, LOs and key stakeholders. The goal of these tailored awareness sessions was to provide an orientation to the Act and an understanding of the roles, responsibilities, and legislated requirements of both record holders and the Directorate.

Throughout the reporting period, the ATI and Privacy Managers held a series of workshop sessions on the interpretation and application of various sections and principles of the Act. During 2023-24, new members joined the broader team. As a complementary training opportunity, one-on-one coaching sessions on the application of specific sections of the Act were also provided to the newest members of the Directorate.

The Directorate has also continued to collaborate with other areas of Corporate Compliance and Regulatory Affairs, including the Privacy Office and the Information and Records Management Office to ensure that the training and awareness strategy is comprehensive. These joint efforts positively contribute to increase awareness of the importance of access to information and privacy as well as the need to manage records appropriately.

## 6. Policies, Guidelines and Procedures

During the reporting period, new and improved procedures, guidelines and tools have been implemented, including the manual for ATI and Privacy officers and managers. This manual contains a detailed description of the roles and responsibilities of the officers and managers within the Directorate with related tools and guidance documents. For example:

- revised OPI retrieval questionnaire;
- duty to assist guidance, team principles and norms;
- detailed work plan to be completed by analysts when they are assigned complex ATI requests;
- extension working document and checklist for ATI and Privacy officers;
- mapping of the team member's responsibilities regarding the processing of complaints;
- guidance document on the application of s. 6.1 of the *Access to Information Act*.

These guidelines are evergreen and, therefore, will be reviewed and revised as needed.

## 7. Proactive Publication Under Part 2 of the Act

Canada Post is a Crown corporation listed in Schedule III, Part I of the *Financial Administration Act*. As such, the table below contains the proactive publication requirements that apply to Canada Post:

Legislative requirement	Section	Publication timeline	Canada Post requirement
<b>All government institutions as defined in section 3 of the <i>Access to Information Act</i></b>			
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	X
<b>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></b>			
Contracts over \$10,000	86	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	
Grants and 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	
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	
<b>Government institutions that are departments named in Schedule I to the <i>Financial Administration Act</i> 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)</b>			
Reclassification of positions	85	Within 30 days after the quarter	
<b>Ministers</b>			
Packages of briefing materials prepared by a government institution for new or incoming ministers	74(a)	Within 120 days after appointment	



Legislative requirement	Section	Publication timeline	Canada Post requirement
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	
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 Common in June and December	
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	

In 2023-24, the entirety of the information above was published within the legislated timelines and requirements.

The publication of travel and hospitality expenses is the responsibility of the Corporate Travel team. As such, they prepare monthly disclosure reports, pertaining to travel and hospitality expenses. Each executive reviews these monthly reports. Once approved, they are provided to the Canada Post Web team to be published on the Canada Post website. The Corporate Travel team also prepares the annual travel aggregate report for publication on Canada Post's website.

The travel and hospitality expenses of Canada Post's Board of Directors and senior management is published on Canada Post's website on a monthly basis online: [Travel and hospitality expenses](#).

The Directorate is responsible for publishing the Annual Reports tabled in Parliament on the following webpages of the Canada Post website:

- [Access to information](#)
- [Privacy centre](#)

The Directorate also sends the annual reports to the required institutions (the Office of the Information Commissioner of Canada and the Treasury Board of Canada Secretariat).

During the reporting period, Canada Post met its proactive publication requirements at a compliance rate of one hundred per cent (100%).

## 8. Initiatives and Projects to Improve Access to Information

During the reporting period, the Directorate initiated the acquisition of a major upgrade to the case management software that provides the technology to process and manage ATI requests. This technological improvement will include the automation of certain key actions that are currently done manually by ATI and Privacy officers. This is expected to have a noticeably positive impact on the time required to process a request. The newest version of the software should be fully implemented before the end of the next reporting period.

The ATI and Privacy Manager, Policy and Outreach, continues to collaborate with the Manager of Information Management to discuss common issues and develop new awareness materials for stakeholders to better understand roles and responsibilities and develop better information management habits. This collaboration will ultimately facilitate the search and retrieval of records in response to an ATI request. Specific business areas within Canada Post with a high volume of records have been identified and will receive tailored training during the next reporting period.

In 2022-23, the Directorate identified types of frequently requested records and sought the collaboration with specific business areas (the record holders) to develop alternate informal processes by which Canadians could access the information quicker and without the need to go through the formal ATI process. Toward the end of the 2023-24 reporting period, a new process was developed and implemented with one of the business areas that now provides information directly to the requesters. As a result, the ATI and Privacy Directorate has noticed a significant decrease in the volume of similar types of requests, which allows the team to allocate more time to the processing of formal requests.

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

The Directorate proactively engages the OIC and maintains an ongoing dialogue to foster the relationship and encourage a collaborative approach. There is a focus and intention on both sides to effectively resolve outstanding complaints as well as aim for an early resolution of the complaints, where possible.

Additional efforts were deployed by ATI and Privacy officers and managers to conduct further searches when possible or to provide detailed justifications regarding the searches that were initially conducted where Canada Post was of the view that it had exhausted its search capacities. With respect to complaints on the application of exemptions, a thorough analysis of the redacted information was conducted, including a focus on the duty to exercise discretion where required.

One of the main challenges that was faced by the Directorate during the reporting period is the balancing of priorities between the processing of requests that are the object of administrative (delay) complaints, while dedicating sufficient resources to process access to information and privacy active requests to meet legislated time limits. The ATI and Privacy officers are integrally involved in processing the complaint files as well as access requests. To mitigate the risks of active complaints being delayed, ATI and Privacy managers have taken a more significant role in processing complaints. Furthermore, the case management system upgrade is expected to greatly improve the processing time for requests.

## 10. Monitoring Compliance

The Directorate continued to seek opportunities to strengthen accountability to meet the legislative requirements. Several measures continue to be in place to monitor and evaluate the processing of ATI requests.

Canada Post uses *Amanda 7* software by Granicus to manage all requests received under the *Access to Information Act*. The software has a functionality that allows the ATI and Privacy managers to monitor the status and time taken to process ATI requests.

On a weekly basis, the ATI and Privacy managers meet with the ATI and Privacy Director to discuss status updates and challenges of all active ATI requests and strategize on approaches for specific requests. The frequency of these meetings has allowed the team to quickly work toward solutions and revise priorities to address any obstacles that would put files at risk of being late.

On a monthly basis, the Directorate prepares an internal report, which contains various statistics pertaining to the processing of access requests stemming from both acts, as well as status updates on active complaints received from the Office of the Privacy Commissioner of Canada and the Office of the Information Commissioner of Canada.

This report is also presented to the General Manager of Corporate Compliance and Regulatory Affairs who leverages this information to provide briefings to senior executives and offices of primary interest on key requests and broader issues or challenges pertaining to access to information.

The Directorate has continued to improve its internal process to identify incoming requests that could potentially be addressed informally and develop a collaborative approach with key stakeholders and business areas within the Corporation. The Directorate also thoroughly tracks the types of records and information requested. This allows Canada Post to identify important trends as well as flag the type of information that could be proactively disclosed by various means, such as the website, or other reports issued by Canada Post throughout the year. In addition, on a quarterly basis, this internal report is enhanced by information on legislative, policy and case law updates.

With respect to the inter-institutional consultations, a concerted effort has been made to exercise discretion to conduct consultations and only in instances where a full or partial release of the information contained in their records was considered. A reasonable timeline is provided to other institutions including status update inquiries. There is no formal monitoring of the frequency and the length of consultations with ATI and Privacy management.

The Corporate Travel team provides updates of the proactive publication of travel and hospitality expenses to the External Finance Reporting team. This internal monitoring is part of the Finance team's quarterly compliance monitoring.

In 2023-24, a thorough gap analysis of the ATI and Privacy program was conducted by management. This tool has been instrumental in identifying the areas of the program that required improvements and a key indicator of the Directorate's successes and strengths. This analysis will be reviewed on an ongoing basis with the objective of improving the maturity level of the program.

While measures are in place to ensure compliance with section 4.2.8 of the Directive on Access to Information Requests, Canada Post did not actively monitor the right of public access to information being reflected in contracts, information-sharing agreements and information-sharing arrangements. In 2025, a formal mechanism will be implemented to reflect the monitoring requirements in the section.

## 11. Conclusion

Canada Post is committed to an approach to access to information that is aligned with the needs of Canadians for accountability and transparency of information. To that end, we continue to develop and implement the vision for the program. It is imperative to challenge the status quo, develop internal processes and innovative and tailored awareness and education. This improves operational efficiencies to ensure legislative obligations are met, develops accountabilities across the organization and increases transparency. While doing so, it is critical that the Corporation protects its proprietary and commercially sensitive information as well as the information of its partners, suppliers and customers in accordance with the *Access to Information Act*. This accountability is fundamental to these relationships and the trust they have in the Corporation.

## Appendix A – Delegation Order

### Canada Post Corporation Delegation Order

The President and Chief Executive Officer of the Canada Post Corporation, Doug Ettinger, on this 23 day of Sept. 2021 pursuant to section 96(1) of the *Access to Information Act*, hereby designates the persons holding the positions set out in the schedule hereto to exercise the powers and perform the duties and functions of the President and Chief Executive Officer, the Head of the Institution, for the purposes of the *Access to Information Act*, as set out hereto in the schedule below.

#### **Delegation of Powers, Duties or Functions Pursuant to Section 96(1) of the Access to Information Act**

<b>Delegation Order</b>							
<b>Section</b>	<b>Power, Duties or Functions</b>	<b>Chief Executive Officer</b>	<b>Senior Vice-President, General Counsel and Sustainability</b>	<b>General Manager and Chief Privacy Officer (CPO)</b>	<b>Director, Access to Information and Privacy</b>	<b>Manager, Access to Information and Privacy</b>	<b>Officer, Access to Information and Privacy</b>
<b>4(2.1)</b>	Duty to Assist: Responsibility of government institutions	X	X	X	X		
<b>7(a)</b>	Notice when access requested within 30 days	X	X	X	X	X	
<b>7(b)</b>	Giving access to record or part thereof	X	X	X	X		
<b>8(1)</b>	Transfer of request to another government institution	X	X	X	X		
<b>9</b>	Extension of time limits for responding to request and issue notice	X	X	X	X		
<b>11 (2)(3)(4)(5)(6)</b>	Administration and Collection of fees	X	X	X	X	X	
<b>12(2)(b)</b>	Language of access	X	X	X	X	X	
<b>12(3)(b)</b>	Access in an alternative format	X	X	X	X	X	

### Exemption Provisions of the Access to Information Act

Section	Power, Duties or Functions	Delegation Order					
		Chief Executive Officer	Senior Vice-President, General Counsel and Sustainability	General Manager and Chief Privacy Officer (CPO)	Director, Access to Information and Privacy	Manager, Access to Information and Privacy	Officer, Access to Information and Privacy
13	Exemption – Information obtained in confidence from other gov'ts/organizations	X	X	X	X		
14	Exemption – Federal-provincial affairs	X	X	X	X		
15	Exemption – International affairs and defence	X	X	X	X		
16	Exemption – Law enforcement and investigations	X	X	X	X		
16.5	Exemption – <i>Public Servants Disclosure Protection Act</i>	X	X	X	X		
17	Exemption – Safety of Individuals	X	X	X	X		
18	Exemption – Economic interests of Canada	X	X	X			
18.1	Exemption – Economic interests of the Canada Post Corporation	X	X	X			
19	Exemption – Personal information	X	X	X	X		
20	Exemption – Third-party information	X	X	X	X		
21	Exemption – Operations of Government	X	X	X	X		
22	Exemption – Testing procedures, tests and audits	X	X	X	X		

		<b>Delegation Order</b>					
<b>Section</b>	<b>Power, Duties or Functions</b>	<b>Chief Executive Officer</b>	<b>Senior Vice-President, General Counsel and Sustainability</b>	<b>General Manager and Chief Privacy Officer (CPO)</b>	<b>Director, Access to Information and Privacy</b>	<b>Manager, Access to Information and Privacy</b>	<b>Officer, Access to Information and Privacy</b>
22.1	Exemption – Audit working papers and draft audit reports	X	X	X	X		
23	Exemption – Solicitor-client privilege	X	X	X	X		
24	Exemption – Statutory prohibitions against disclosure	X	X	X	X		

**Other Provisions of the Access to Information Act**

		<b>Delegation Order</b>					
<b>Section</b>	<b>Power, Duties or Functions</b>	<b>Chief Executive Officer</b>	<b>Senior Vice-President, General Counsel and Sustainability</b>	<b>General Manager and Chief Privacy Officer (CPO)</b>	<b>Director, Access to Information and Privacy</b>	<b>Manager, Access to Information and Privacy</b>	<b>Officer, Access to Information and Privacy</b>
25	Severability	X	X	X	X		
26	Exception – refusal of access where info to be published	X	X	X	X		
27(1),(4)	Third-party notification	X	X	X	X	X	
28(1)(b)(2),(4)	Third-party representations and decision	X	X	X	X		
29(1)	Disclosure of record where the Information Commissioner recommends disclosure	X	X	X			
33	Shall advise Information Commissioner of third party that has been notified when refusing to disclose record	X	X	X	X		
35(2)(b)	Right to make representations in course of investigation	X	X	X			



		<b>Delegation Order</b>					
<b>Section</b>	<b>Power, Duties or Functions</b>	<b>Chief Executive Officer</b>	<b>Senior Vice-President, General Counsel and Sustainability</b>	<b>General Manager and Chief Privacy Officer (CPO)</b>	<b>Director, Access to Information and Privacy</b>	<b>Manager, Access to Information and Privacy</b>	<b>Officer, Access to Information and Privacy</b>
<b>37(4)</b>	Notice to Information Commissioner where access to record given previously withheld records	X	X	X			
<b>43(1)</b>	Provide notice to third party upon application to Federal Court for judicial review by third party or OIC	X	X	X	X		
<b>44(2)</b>	Provide notice to applicant upon application to Federal Court for judicial review by third party or OIC	X	X	X	X		
<b>52(2)(b)(3)</b>	Request special rules for hearings	X	X	X	X		
<b>71(1)</b>	Provide facilities for inspection of manuals and exclude exempted information	X	X	X	X		
<b>72</b>	Prepare for submission of Annual Report to Parliament of the administration of this Act	X	X	X			

### Delegation of Powers, Duties or Functions Pursuant to the Access to Information Regulations

		Delegation Order					
Section	Power, Duties or Functions	Chief Executive Officer	Senior Vice-President, General Counsel and Sustainability	General Manager and Chief Privacy Officer (CPO)	Director, Access to Information and Privacy	Manager, Access to Information and Privacy	Officer, Access to Information and Privacy
6(1)	Transfer of request	X	X	X	X	X	
7(2)	Search and preparation fees						
7(3)	Production and programming fees						
8	Providing access to record(s)	X	X	X	X	X	
8.1	Limitations in respect to format	X	X	X	X	X	

NB: The Director, Access to Information and Privacy, and the Managers of the Access to Information and Privacy programs are authorized to designate in writing a member of their staff to act on their behalf in case of absence or unavailability.

DATED, at the City of Ottawa, this 23 day of Sept. 2021.

Doug Ettinger, President and CEO, Canada Post Corporation

## Appendix B – Canada Post Corporation’s Wholly Owned Subsidiaries

### 1. Introduction

The information contained in this report relates to the administration of the *Access to Information Act* by the following wholly owned subsidiaries of the Corporation from April 1, 2023, to March 31, 2024.

### 2. Activities

#### 2.1 2875039 Canada Limited

As a holding company, 2875039 Canada Limited does not employ staff, but elects a director who is also the president and secretary of the company.

2875039 Canada Limited was incorporated on December 4, 1992, under the *Canada Business Corporations Act*. The company is a wholly owned subsidiary of Canada Post Corporation and holds interests in Purolator Holdings Ltd.

#### 2.2 2875047 Canada Limited

As a holding company, 2875047 Canada Limited does not employ staff, but elects a director who is also the president and secretary of the company.

2875047 Canada Limited was incorporated on December 4, 1992, under the *Canada Business Corporations Act*. The company is a wholly owned subsidiary of Canada Post Corporation. It is currently inactive.

#### 2.3 3906949 Canada Inc.

As a holding company, 3906949 Canada Inc. does not employ staff, but elects a director who is also the president and secretary of the company.

3906949 Canada Inc. was incorporated on June 15, 2001, under the *Canada Business Corporations Act*. The company is a wholly owned subsidiary of Canada Post Corporation and holds interests in SCI Group Inc.

### 3. Delegation of Authority

There is no delegation of authority applicable to any wholly owned subsidiary of the Corporation.

### 4. Request Activity

Canada Post’s wholly owned subsidiaries did not receive any *Access to Information Act* requests in 2023-24.

## Appendix C – Treasury Board of Canada Secretariat Statistical Report



Government of Canada  
Gouvernement du Canada

### Statistical Report on the Access to Information Act

Name of institution: Canada Post Corporation

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

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

##### 1.1 Number of requests

		Number of Requests
Received during reporting period		85
Outstanding from previous reporting period		19
• Outstanding from previous reporting period	16	
• Outstanding from more than one reporting period	3	
<b>Total</b>		<b>104</b>
Closed during reporting period		81
Carried over to next reporting period		23
• Carried over within legislated timeline	10	
• Carried over beyond legislated timeline	13	

##### 1.2 Sources of requests

Source	Number of Requests
Media	9
Academia	5
Business (private sector)	4
Organization	2
Public	65
Decline to Identify	0
<b>Total</b>	<b>85</b>

##### 1.3 Channels of requests

Source	Number of Requests
Online	64
E-mail	12
Mail	9
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>85</b>

Canada

## Section 2: Informal requests

### 2.1 Number of informal requests

		Number of Requests
Received during reporting period		21
Outstanding from previous reporting periods		4
• Outstanding from previous reporting period	4	
• Outstanding from more than one reporting period	0	
<b>Total</b>		<b>25</b>
Closed during reporting period		18
Carried over to next reporting period		7

### 2.2 Channels of informal requests

Source	Number of Requests
Online	1
E-mail	20
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>21</b>

### 2.3 Completion time of informal requests

#### Completion Time

1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
5	5	4	4	0	0	0	18

### 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 Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released
6	51	5	1636	6	3395	1	4182	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
<b>Total</b>	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
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	0	3	1	5	0	1	0	10
Disclosed in part	2	3	3	11	8	2	2	31
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	1	19	1	5	0	0	0	26
Request transferred	0	8	0	0	0	0	0	0
Request abandoned	4	0	0	0	1	0	1	14
Neither confirmed nor denied	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
<b>Total</b>	7	33	5	21	9	3	3	81

### 4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	3	18(a)	1	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	8	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	5	18(d)	0	21(1)(a)	2
13(1)(e)	0	16(3)	0	18.1(1)(a)	21	21(1)(b)	4
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	20	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	2
15(1) - Def.*	0	16.3	0	20(1)(b)	13	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	3	26	0
16(1)(a)(ii)	0	16.5	0	20(1)(d)	3		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	0	17	0				
16(1)(c)	1						
16(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)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

### 4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	41	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
13123	9730	55

### 4.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less than 100 Pages Processed		101-500 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
All disclosed	8	133	2	354	0	0	0	0	0	0
Disclosed in part	18	1243	5	1184	4	5960	4	4239	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	14	10	0	0	0	0	0	0	7	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
<b>Total</b>	40	1386	7	1538	4	5960	4	4239	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
<b>Total</b>	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
<b>Total</b>	0	0	0	0	0	0

### 4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	1	0	0	1
Disclosed in part	8	0	0	8
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
<b>Total</b>	10	0	0	10

### 4.6 Closed requests

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

	Requests closed within legislated timelines
Number of requests closed within legislated timelines	71
Percentage of requests closed within legislated timelines (%)	87.65432099

### 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
10	8	0	1	1

**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 Timelines Where an Extension Was Taken	Total
1 to 15 days	0	1	1
16 to 30 days	0	1	1
31 to 60 days	0	1	1
61 to 120 days	1	0	1
121 to 180 days	1	2	3
181 to 365 days	0	2	2
More than 365 days	0	1	1
<b>Total</b>	2	8	10

**4.8 Requests for translation**

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	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	6	0	1	0
Disclosed in part	20	0	6	2
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	1	0	0	1
No records exist	5	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	32	0	7	3

## 5.2 Length of extensions

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	
30 days or less	7	0	4	0
31 to 60 days	8	0	3	1
61 to 120 days	15	0	0	0
121 to 180 days	2	0	0	0
181 to 365 days	0	0	0	2
365 days or more	0	0	0	0
<b>Total</b>	<b>32</b>	<b>0</b>	<b>7</b>	<b>3</b>

## Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	24	\$120.00	58	\$290.00	3	\$15.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
<b>Total</b>	<b>24</b>	<b>\$120.00</b>	<b>58</b>	<b>\$290.00</b>	<b>3</b>	<b>\$15.00</b>

## Section 7: Consultations Received from Other Institutions and Organizations

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

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	10	576	3	3
Outstanding from the previous reporting period	0	0	0	0
<b>Total</b>	<b>10</b>	<b>576</b>	<b>3</b>	<b>3</b>
Closed during the reporting period	10	576	3	3
Carried over to the next reporting period	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	3	2	0	0	0	0	0	5
Disclose in part	0	1	3	0	0	0	0	4
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	1	1	0	0	0	0	1
<b>Total</b>	3	3	4	0	0	0	0	10

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

Recommendation	Number of days required to complete consultation requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	0	1	1	0	0	0	0	2
Disclosed in part	1	0	0	0	1	0	0	1
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	1	1	1	0	1	0	0	3

## Section 8: Completion Time of Consultations on Cabinet Confidences

### 8.1 Requests with Legal Services

Number of Days	Fewer than 100 Pages Processed		101-500 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

Number of Days	Fewer than 100 Pages Processed		101-500 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
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

**8.2 Requests with Privy Council Office**

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	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
11	4	2

## 9.2 Investigations and Reports of finding

### Section 37(1) Initial Reports

Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
2	1	1

### Section 37(2) Final Reports

Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
1	0	1

## 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	\$194,908
Overtime	\$0
Goods and Services	\$13,259
Professional services contracts	\$12,061
Other	\$1,198
<b>Total</b>	<b>\$208,167</b>

### 11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	2.384
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.100
Students	0.000

Resources	Person Years Dedicated to Access to Information Activities
<b>Total</b>	2.484

**Note:** Enter values to three decimal places.



## Appendix D – Supplemental Statistical Report on the Access to Information Act and Privacy Act



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

Name of institution: Canada Post Corporation

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

#### Section 1: Open Requests and Complaints Under the Access to Information 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 Within Legislated Timelines as of March 31, 2022	Open Requests that are Beyond Legislated Timelines as of March 31, 2022	Total
Received in 2023-24	8	4	12
Received in 2022-23	0	10	10
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
<b>Total</b>	<b>8</b>	<b>15</b>	<b>23</b>

## 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	11
Received in 2022-23	5
Received in 2021-22	2
Received in 2020-21	1
Received in 2019-20	1
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
<b>Total</b>	<b>20</b>

## Section 2: Open Requests and Complaints Under 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 <i>Within</i> Legislated Timelines as of March 31, 2022	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2022	Total
Received in 2023-24	7	38	<b>45</b>
Received in 2022-23	0	38	<b>38</b>
Received in 2021-22	0	7	<b>7</b>
Received in 2020-21	0	0	<b>0</b>
Received in 2019-20	0	0	<b>0</b>
Received in 2018-19	0	0	<b>0</b>
Received in 2017-18	0	0	<b>0</b>
Received in 2016-17	0	0	<b>0</b>
Received in 2015-16	0	0	<b>0</b>
Received in 2014-15	0	0	<b>0</b>
Received in 2013-14 or earlier	0	0	<b>0</b>
<b>Total</b>	<b>7</b>	<b>83</b>	<b>90</b>

## 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	1
Received in 2021-22	0
Received in 2020-21	0
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
<b>Total</b>	<b>2</b>

### Section 3 : Social Insurance Number (SIN)

Did your institution receive authority for a new collection or new consistent use of the SIN in 2021-2022?	No
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### Section 4: Universal Access under the *Privacy Act*

How many requests were received from confirmed foreign nationals outside of Canada in 2022-2023?	0
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