



Canadian Security
Intelligence Service

Service canadien du
renseignement de sécurité

Administration of the *Access to Information Act*

ANNUAL REPORT 2023-24

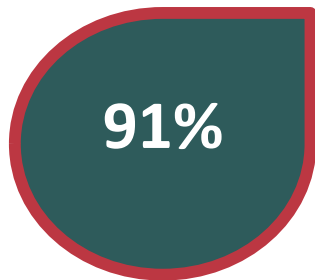


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1. 2023-2024 Highlights



- During the 2023-2024 fiscal year, the **on-time compliance** rates for *Access to Information Act* requests stood at 91%



- **822 Access to Information Act requests** were received during the 2023-2024 fiscal year (36% decrease from the 2022-2023 fiscal year)



- **677 informal requests** were received during the 2023-2024 fiscal year (16% decrease from the 2022-2023 fiscal year)

2. Introduction

The *Access to Information Act* (hereafter the “ATIA”) provides Canadian citizens, as well as individuals and corporations present in Canada, the right to access federal government records of a non-personal nature. The public’s right of access to information is balanced against the legitimate need to protect sensitive information and to maintain the effective functioning of government, while promoting transparency and accountability in government institutions. The ATIA complements, but does not replace, other means of obtaining government information.

This report is submitted and tabled in Parliament in accordance with section 94 of the *Access to Information Act* and with section 20 of the *Service Fees Act*. It covers the way in which the Canadian Security Intelligence Service (CSIS) administered the ATIA from April 1, 2023 to March 31, 2024.

CSIS is not reporting on behalf of wholly owned subsidiaries or non-operational institutions.

3. CSIS Mandate

CSIS has, since 1984, continued to demonstrate its value to Canadians by providing the Government of Canada with crucial information and advice linked to threats to the security of Canada and to Canadian interests. The *CSIS Act* gives CSIS the mandate to investigate activities suspected of constituting threats to the security of Canada, including terrorism and violent extremism, espionage and sabotage, foreign influenced activities, and subversion of government. In addition to providing advice to Government on these threats, CSIS may also take lawful measures to reduce them. CSIS also provides security assessments on individuals who require access to classified information or sensitive files within the Government of Canada as well as security advice relevant to the exercise of the *Citizenship Act* and the *Immigration and Refugee Protection Act*. Foreign intelligence collection within Canada is also conducted by CSIS at the request of the Minister of Foreign Affairs or the Minister of National Defence.

The new, ever-evolving and persistent threat environment requires a nimble and dynamic operational approach. Canadians can be confident that when CSIS carries out its duties and functions, it acts in a manner consistent with fundamental Canadian rights and freedoms and in line with its democratic values.

4. Organizational Structure

During the 2023-2024 fiscal year, the Access to Information and Privacy (ATIP) Section remained under the Deputy Director, Policy and Strategic Partnerships Directorate. Within the Directorate, the ATIP Section is part to the Litigation and Disclosure Branch headed by the Director General. The employees of the ATIP Section are fully dedicated to the administration of both the ATIA and the *Privacy Act* programs within CSIS, providing high quality and timely responses to internal and external clients including other government departments as well as providing advice to CSIS employees as they fulfill their obligations under both Acts. CSIS Legal Services Branch, staffed by Department of Justice lawyers, provides legal advice as required.

The CSIS ATIP Section had 20 full-time positions and one part-time position to fulfill CSIS' obligations under the ATIA and *the Privacy Act*. Throughout this reporting period, the ATIP Section welcomed three new employees to fill vacant positions. As such, the team comprised of one chief (coordinator), one deputy chief, three unit heads, 12 full-time analysts, and two administrative officers. Two of the 12 analysts and one part-time analyst worked solely on the processing of historical records under the ATIA. The team also included one senior coordinator responsible for the proactive publication obligations under Part 2 of the ATIA.

During the 2023-2024 fiscal year, the ATIP Section continued to experience similar resourcing challenges as other ATIP sections across government. In order to relieve some of those pressures, the ATIP Section's management team examined a variety of options, including the reclassification of certain positions to reflect the realities of the workload and its complexity, the creation of career progression within the Section, and resourcing levels. The ATIP Section will continue to explore options in order to meet its obligations.

The ATIP Section's responsibilities vis-à-vis the ATIA are divided in two categories:

Operations

- receiving and processing all requests in accordance with the ATIA;
- assisting requesters in formulating their requests when required;
- gathering all pertinent records and ensuring that the search for information is rigorous and complete;
- conducting the initial review of the records and providing recommendations to the program areas;
- conducting and responding to all internal and external consultations;
- consolidating the recommendations;
- applying all discretionary and mandatory exemptions under the ATIA;
- assisting the Office of the Information Commissioner (OIC) in all access to information related matters including complaints against CSIS; and
- representing CSIS in access to information litigation cases.

Policies and Procedures

- coordinating the annual Info Source update and submission to the Treasury Board Secretariat of Canada (TBS);
- preparing the annual report on the administration of the ATIA;
- providing ongoing advice and guidance to senior management and departmental staff on all matters related to the access to information program;
- promoting access to information awareness and training sessions and ensuring all employees are aware of the obligations imposed by the legislation;
- monitoring departmental compliance with the ATIA, regulations and relevant procedures and policies;
- posting summaries of ATIA requests to Open Canada and processing informal requests;

- maintaining the CSIS public reading room;
- ensuring the CSIS meets its obligations under Part 2 of the ATIA; and
- participating in ATIP community activities, such as TBS ATIP community meetings and various working groups.

As defined by Section 96 of the ATIA, CSIS did not provide or receive services related to any power, function to or from another government institution during this reporting period.

5. Delegation Order

In accordance with Section 95(1) of the ATIA, a delegation order signed by the Minister of Public Safety and Emergency Preparedness designates the persons holding the positions of Director of CSIS, Deputy Director of the Policy and Strategic Partnerships Directorate, Director General of the Litigation and Disclosure Branch as well as the Chief of the ATIP Section to exercise and perform the duties of the Minister as Head of the institution.

The delegation order issued by the Honourable Marco E. L. Mendicino, P.C., M.P. issued on May 19, 2022 remained in effect at the end of this reporting period. A new delegation order issued by the Honourable Dominic LeBlanc, P.C., M.P. will be included as part of the 2024-2025 ATIA annual report.

6. Interpretation of the 2023-2024 statistical report for requests under the *Access to Information Act*

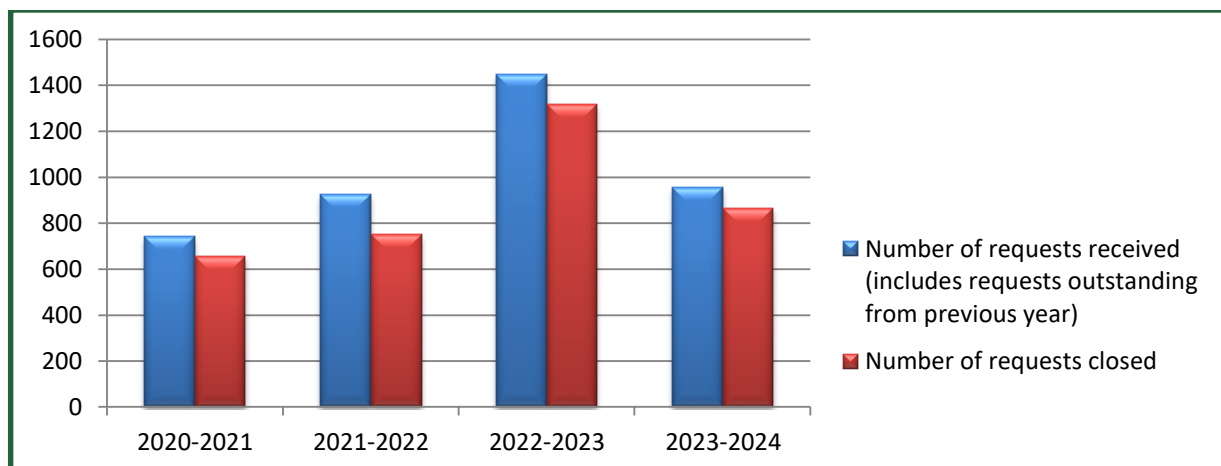
Every year, TBS requires institutions to submit a statistical report on their administration of the ATIA, which contains cumulative data on the application of the legislation during the fiscal year. The CSIS Statistical Report for 2023-2024 as well as the Supplemental Report are included in Annex B and Annex C of this report. The statistics included in this report have been rounded to the nearest decimal point.

Table 1. Overview of the 2023-2024 statistics on the CSIS's administration of access to information requests in relation to statistics from the three previous years.

Fiscal year	Requests received	Outstanding requests	Requests closed	Requests carried over	Number of pages processed	Number of pages released	On-time compliance rate
2023-2024	822	132	867	87	35,402	13,298	91%
2022-2023	1,276	176	1,320	132	76,424	28,476	91%
2021-2022	844	84	752	176	45,243	17,428	94%
2020-2021	624	119	658	85	41,415	11,887	81% *

* The Covid-19 pandemic had a significant impact on the on-time compliance rate during the 2020-2021 fiscal year.

Figure 1 - Multi-year trend: Number of requests received vs. number of requests closed



As indicated in table 1, CSIS received 822 requests under the ATIA between April 1, 2023 and March 31, 2024. This represents a 36% decrease from requests received during the previous reporting period. The decrease is a direct result of the coming into effect of Universal Access wherein foreign nationals were given the right to make requests under the *Privacy Act*. Prior to this, foreign nationals would request records under the ATIA via a third party in Canada. Since the introduction of Universal Access, the ATIP Section saw a drastic shift in requests previously made under the ATIA to requests made under the *Privacy Act*.

CSIS had 132 outstanding requests at the end of the 2023-2024 reporting period. Of those 132 requests, 100 were received during the 2022-2023 fiscal year and 32 were received before April 1, 2022. As of the end of the 2023-2024 fiscal year, 87 requests were carried over to the next fiscal year (see section 1.1 of Annex C). Seventy-seven percent of those open requests were within their legislated timelines as of March 31, 2024 and twenty-three percent were beyond their legislated timelines as of that same date.

Table 2. Number of open requests outstanding from previous reporting periods (Section 1.1 of Annex C)

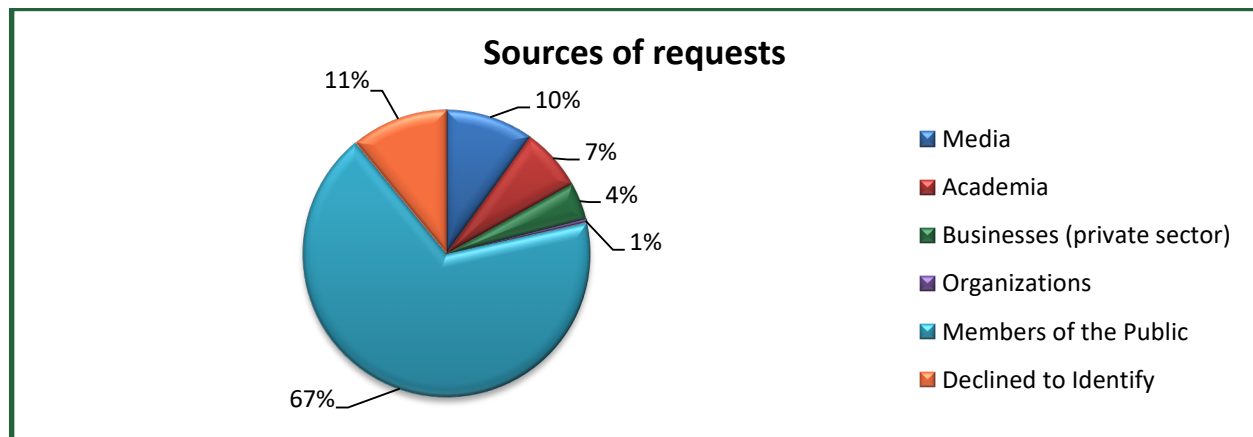
Fiscal year open requests were received	Open requests that are <i>within</i> legislated timelines as of March 31, 2024	Open requests that are <i>beyond</i> legislated timelines as of March 31, 2024	Total
2023-2024	67	11	78
2022-2023	0	6	6
2021-2022	0	3	3
2020-2021	0	0	0
2019-2020 or earlier	0	0	0
Total	67	20	87

6.1 - Sources of requests

The 822 requests received during this reporting period came from various sources. Sixty-seven percent of requests came from members of the public who, in most part, were seeking the status of their

citizenship and immigration application or seeking to discover whether CSIS had investigative information on them. A total of 4% of requests came from businesses such as law offices looking for access to the immigration and citizenship information of their clients. A total of 10% of requests came from members of the media, 7% came from academics, and 11% of requesters declined to identify themselves. A total of 90% of requests received were submitted through the ATIP Online Request Service (AORS).

Figure 2 - Sources of requests



6.2 - Disposition of completed requests

The ATIP Section successfully closed 867 requests during the 2023-2024 reporting period: 27% were closed within one to 15 days, 47% were closed within 16 to 30 days and 11% took over 121 days to close. Of the records relevant to these requests, less than 1% were all disclosed, 33% were disclosed in part, 32% were all exempted, 18% did not exist, and for 9%, the existence could be neither confirmed nor denied. Six percent of requests were abandoned, in most part due to proof of identification or clarifications sought from the requester but never received. No requests were denied for being vexatious, submitted out of bad faith or an abuse of right.

Figure 3 - Multi-year trend: Disposition of closed requests

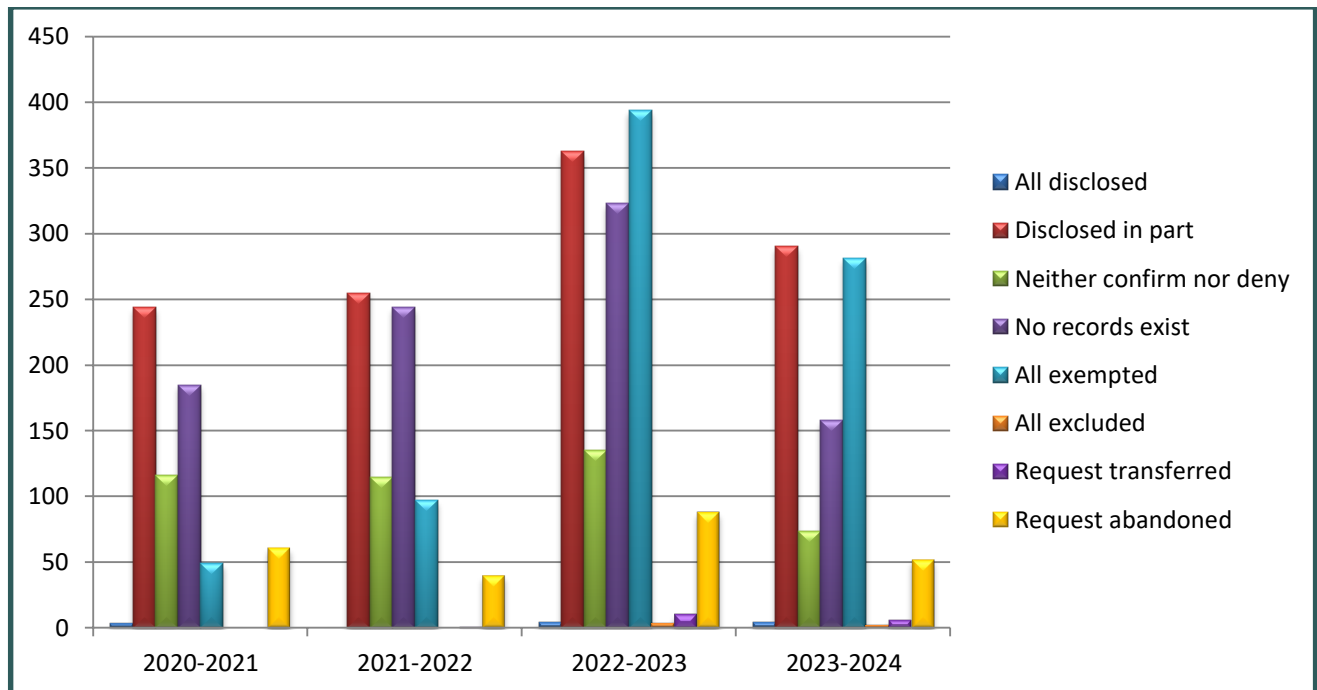
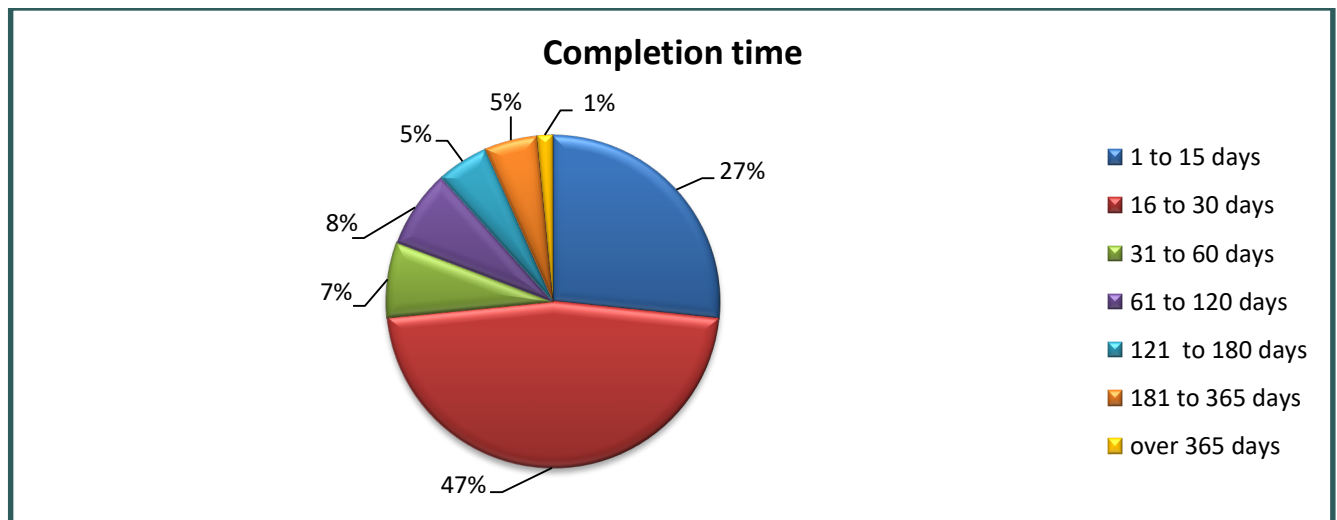


Figure 4 - Completion time



6.3 - Deemed refusals

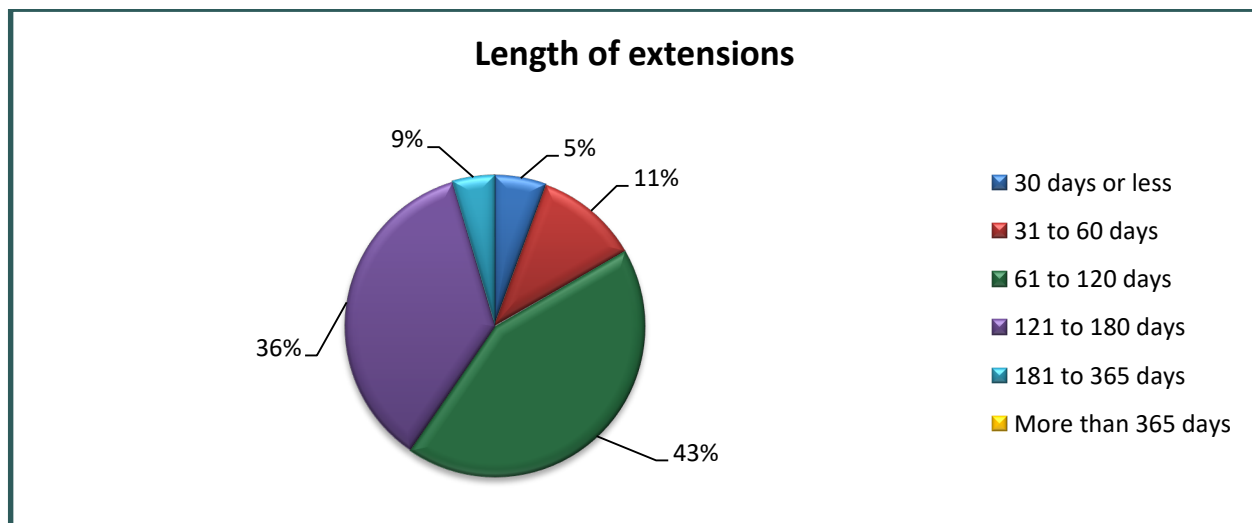
Out of the 867 requests closed during this reporting period, the ATIP Section successfully closed 788 requests (91%) within the legislated timelines; however, the remaining 79 requests (9%) were closed past the legislated timelines. It is important to note that out of the 79 requests, extensions were taken on 59%. The main reasons for requests closed past their legislated timelines were the need to consult

other government departments on classified records, the interference with operations and the drastic increase in workload without additional resources.

6.4 - Extensions

The legislation allows for extensions when the response requires internal or external consultations, additional review time due to large amount of records, or when the review could interfere with CSIS operations. Throughout the reporting period, there were 198 requests where extensions were taken. Of the extensions taken, 21% were due to CSIS's need to consult various other government departments on classified records and 79% were due to the interference with CSIS operations /increase in workload. Timelines were extended by less than 60 days in 16% of cases, between 61 to 120 days in 43% of cases and by more than 121 days in 45% of cases.

Figure 5 - Length of extensions



6.5 - Exemptions and exclusions invoked

The ATIA allows institutions to exempt information from being released for a variety of reasons. The ATIP Section invoked 1,762 exemptions under the ATIA during the reporting period.

Table 3. Breakdown of the exemptions used

Section of the ATIA	Type of exemption	Number of times
Section 13	Records obtained in confidence from other levels of government	68
Section 15	Records expected to be injurious to the Government of Canada in the conduct of international affairs, the defence of Canada and subversive activities	356
Section 16	Records containing law enforcement, investigations and security information	810
Section 17	Records expected to threaten the safety of individuals	12
Section 18	Records expected to be injurious to the economic interests of Canada	1
Section 19	Records containing personal information	124
Section 20	Records containing third-party information	2
Section 21	Records containing information related to the internal decision-making processes of government	149
Section 22	Records containing test procedures, tests and audits	4
Section 23	Records related to solicitor-client privilege	15
Section 24	Records where there are statutory prohibitions against disclosure	221
Section 26	Records where information is to be published within 90 days	2

The ATIA does not apply to information already publically available and excludes material such as Cabinet Confidences. The ATIP Section invoked exclusions under the ATIA 101 times.

Table 4. Breakdown of exclusions used

Section of the ATIA	Exclusion type	Number of times
Section 68	Information that could be found in the public domain	5
Section 69	Confidence's of the King's Privy Council for Canada	96

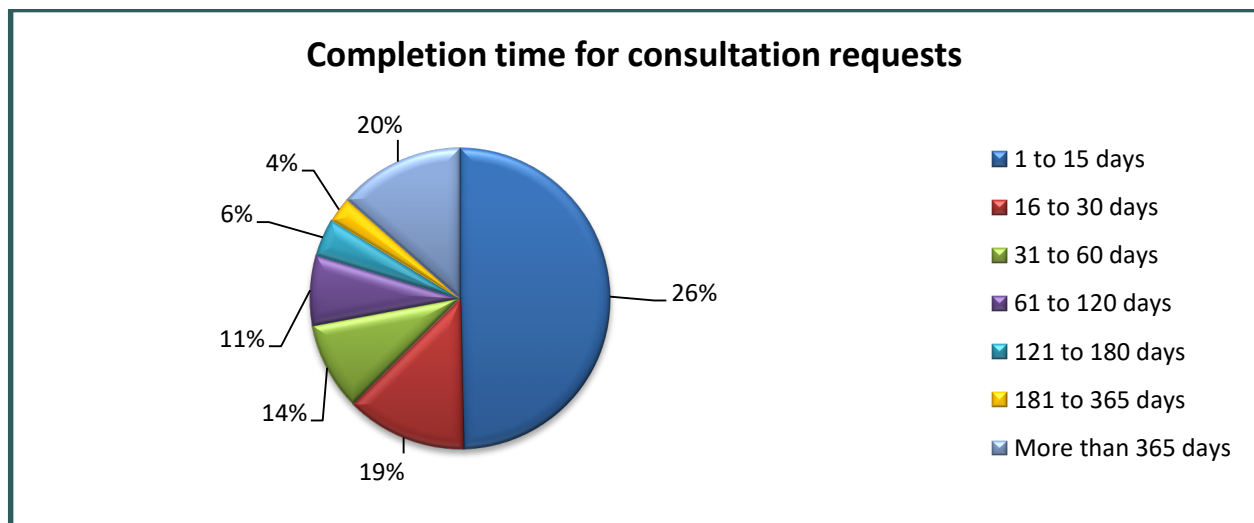
6.6 - Consultations received from other Government of Canada institutions

During the 2023-2024 fiscal year, CSIS received 282 access to information consultation requests from various Government of Canada institutions involving CSIS records or information. CSIS had 212 outstanding consultation requests from the 2022-2023 fiscal year and carried 208 consultation requests over to the next reporting period. The large majority of the requests carried over to the 2024-2025 fiscal year were consultation requests from Library and Archives Canada (LAC). These consultations involve an immense number of pages to review and contain dated Royal Canadian Mounted Police and CSIS security intelligence files as well as complex and sensitive information. CSIS continuously strived to address the backlog of LAC consultations. The ATIP Section continued to devote two full-time and one

part-time resource to the processing of these LAC consultation requests, but additional resources are needed to reduce the backlog. The ATIP Section completed the review of historical consultations based on the requirements and priorities of LAC. Regular communications between both institutions continued to take place during this reporting period.

Throughout the 2023-2024 reporting period, the ATIP Section closed 286 consultation requests totaling 38,265 pages reviewed. Recommendations were provided to institutions in less than 30 days for 45% of consultation requests. The following figure represents the number of days required to complete consultation requests.

Figure 6 – Completion time for consultations received from other Government of Canada institutions



The following figure demonstrates the trends on the CSIS’s consultation requests during the past four fiscal years.

Figure 7 - Multi-year trend: Consultations received from other federal institutions

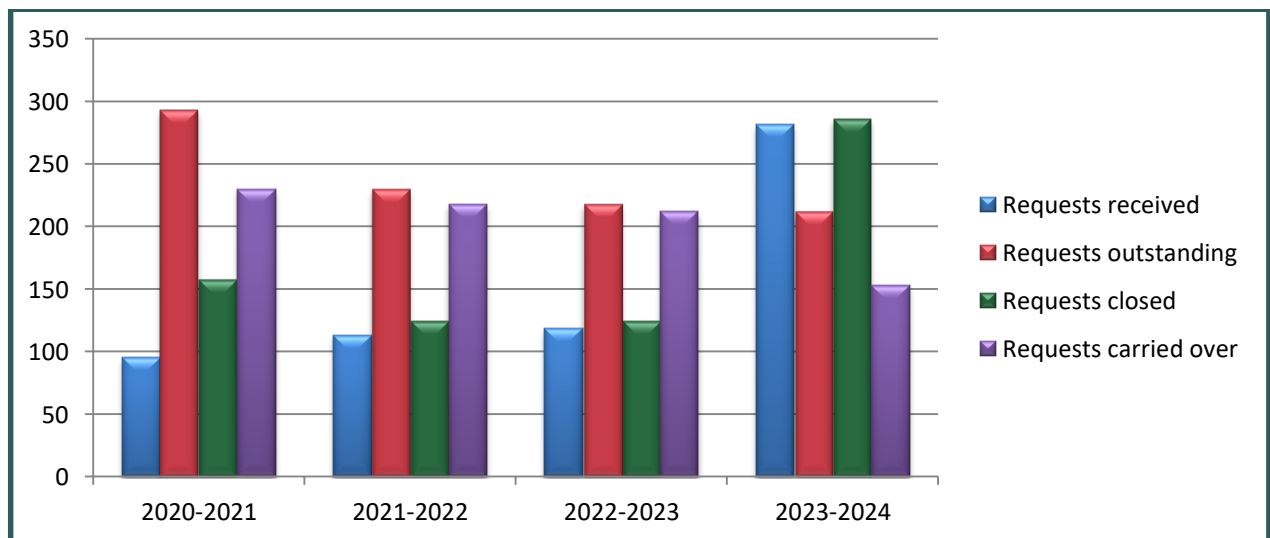
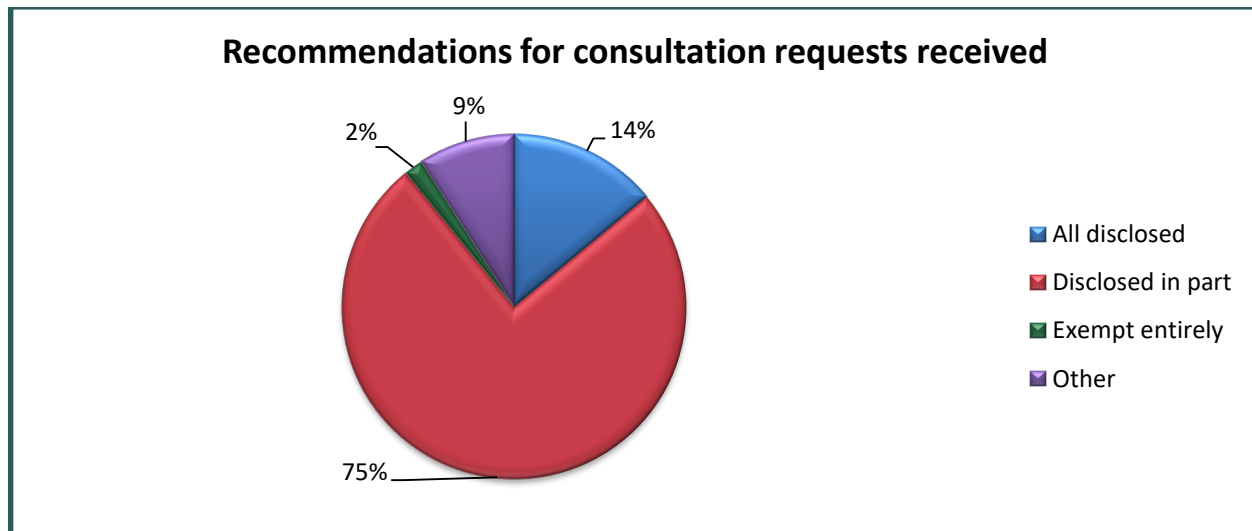


Figure 8 – Recommendations for consultations received from other Government of Canada institutions



6.7 – Other requests:

CSIS processed informal requests (not subject to the ATIA) as efficiently as possible in order to promote transparency and open government. The ATIP Section received 677 informal requests during this reporting period and closed 595. Of the 595 requests closed, 575 were requests for information previously released under the ATIA. The ATIP Section re-released 61,520 pages during the 2023-2024 fiscal year and was able to process 9% of these requests within 60 days of receipt. It took the ATIP Section between 61 to 120 days to process 28% of requests and more than 121 days to process the remaining 63%. Limited resources, competing priorities and the administrative burden of these requests limits our ability to process these in a reasonable timeframe.

The ATIP Section also acted as a resource for CSIS employees, including executives, by offering advice and guidance further to provisions in the legislation. The ATIP Section provided assistance over 202 times on a variety of matters including, but not limited to, information management, security of information, policies, memorandum of understandings, Parliamentary Question Period Notes (QPNs) and releases of information made by CSIS outside the parameters of the ATIA.

Throughout 2023-2024, the ATIP Section continued to receive telephone calls and emails from the public seeking direction on how to obtain information and/or how to submit a request under the ATIA. The administration team in the ATIP Section provided guidance in a professional manner and often directed these individuals to the ATIP Online Request Service website for additional information.

7. Proactive Publication under Part 2 of the ATIA:

CSIS is a government institution as listed in Schedule 1.1 of the *Financial Administration Act* for the purposes of Part 2 of the ATIA. CSIS is subject to sections 82 to 88 of the ATIA. However, CSIS did not proactively publish information relating to travel and hospitality expenses, contracts over \$10,000 or grants and contributions over \$25,000. It relied on sections 90 (1) and (2) of the ATIA to refuse publication of such records for reasons set out in Part 1 of the ATIA.

Table 5. Proactive Publication Requirements Table

Legislative Requirement	Section	Publication Timeline	Institutional Requirement
All Government Institutions as defined in section 3 of the ATIA			
Travel Expenses	82	Within 30 days after the end of the month of reimbursement	Section 90
Hospitality Expenses	83	Within 30 days after the end of the month of reimbursement	Section 90
Reports tabled in Parliament	84	Within 30 days after tabling	√
Government entities or Departments, agencies, and other bodies subject to the ATIA 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	Section 90
Grants & Contributions over \$25,000	87	Within 30 days after the quarter	Section 90
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	√
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 ATIA (i.e. government institutions for which Treasury Board is the employer)			
Reclassification of positions	85	Within 30 days after the quarter	Section 90
Ministers			
Packages of briefing materials prepared by a government institution for new or incoming ministers	74(a)	Within 120 days after appointment	Published by the office of the Public Safety Canada Minister
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	Published by the office of the Public Safety Canada Minister

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	Published by the office of the Public Safety Canada Minister
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	Published by the office of the Public Safety Canada Minister
Travel Expenses	75	Within 30 days after the end of the month of reimbursement	Published by the office of the Public Safety Canada Minister
Hospitality Expenses	76	Within 30 days after the end of the month of reimbursement	Published by the office of the Public Safety Canada Minister
Contracts over \$10,000	77	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	Published by the office of the Public Safety Canada Minister
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	Published by the office of the Public Safety Canada Minister

During the fiscal year, CSIS proactively published the transition material for the newly appointed Minister of Public Safety and Emergency Preparedness on [Briefing Material - Canada.ca](#) as well as 97 titles and reference numbers of Memoranda prepared for the Director and received by his office on https://search.open.canada.ca/briefing_titles. CSIS fell behind in the proactive publication of briefing materials prepared for the Director's appearances in Parliament. Despite this, CSIS was able to meet its proactive publication obligations 67% of the time. During the reporting period, there were 44 requests made under the ATIA further to the proactive publication of briefing note titles and reference numbers. These requests will continue to increase as CSIS continues to deliver on its obligations under Part 2 of the ATIA.

The ATIP Section worked on improving its administrative procedures (i.e. schedules, defined roles, tracking) to better meet proactive publication requirements and put in place strategies to improve the

timely publication of briefing materials prepared for the Director's appearances before a committee of Parliament. A dedicated resource within the ATIP Section was established mid-way through this reporting period, to enhance the delivery of CSIS's proactive publication obligations. Regular communication between the Senior Coordinator and the Section responsible for the drafting of the briefing material was established and legislated timelines were reiterated. CSIS continuously strives to improve the way it provides Canadians with complete, accurate and timely government information.

8. Training and Awareness

During this fiscal year, the employee's of the CSIS ATIP Section participated in a variety of deep dive sessions offered by the Treasury Board of Canada Secretariat's (TBS) ATIP Professionals Community Development Office (APCDO). The three new employees who joined the CSIS ATIP Section participated in the onboarding sessions for new ATIP professionals also offered by the APCDO. The ATIP Section continued to encourage its employees to explore other training opportunities including a variety of courses offered by CSIS, the Canada School of Public Service and other venues.

Throughout the 2023-2024 reporting period, the ATIP Section continued to offer in-person training sessions. At the request of several CSIS branches, senior ATIP Analysts delivered valuable ATIP training sessions to employees on a variety of ATIP related topics.

The ATIP Section also offered awareness sessions through ATIP e-learning narrated slides. The narrated slides form part of the employee orientation program, which is required for all new employees. All other CSIS employees have the ability to reference the narrative slides at any given time through an e-learning application. The narrated slides provided participants with an overview of the ATIA and the *Privacy Act*, promoted a better comprehension of individual responsibilities and obligations relating to the Acts, and offered a greater understanding of the internal ATIP process. During the 2023-2024 fiscal year, 421 CSIS employees viewed the ATIP online module.

9. Policies, Guidelines, Procedures and Initiatives

During this fiscal year, procedures were amended because of the significant increase in requests resulting from the coming into force of Universal Access under the *Privacy Act* as well as the on boarding to the AORS and the ATIP Online Management Tool (AOMT). The amendments made to the procedures were in most part administrative. The ATIP Section also began responding to requesters via email rather than mailing paper/CD responses. This initiative improved the delivery of timely responses to Canadians and reduced CSIS's paper consumption. The ATIP Section did not implement any policies related to access to information matters this fiscal year.

10. Initiatives and Projects to Improve Access to Information

The CSIS ATIP Section was on-boarded to the TBS' AORS and the AOMT during the end of the previous fiscal year. While the purpose of the AOMT is meant to improve service delivery to requesters, the CSIS ATIP Section struggled to use it to its full capabilities. The AOMT continued to be extremely slow and

required too many repetitive actions. The challenges brought forth by the AOMT combined with the drastic increase in requests this fiscal year, made it unmanageable for the team to respond/close requests through the portal. Despite several updates to the AOMT, the ATIP Unit continued to have difficulties with its efficiency.

Due to a drastic increase in requests/workload and limited resources, the CSIS ATIP Section was unable to turn its attention to evaluate current and future needs to choose the best option for the new Request Processing Software Solution (RPSS). A decision had not been taken by the end of the fiscal period, however, the ATIP Section committed to the procurement of a new RPSS during the next reporting period.

The transformation of the ATIP Section continued to take place. ATIP management worked diligently over the past few fiscal years to modernize its organizational structure and grow its team. It was determined that the creation of career progression was essential to retain ATIP expertise at CSIS and to maintain CSIS' high delivery of ATIP standards and requirements to Canadians. While several roadblocks occurred during the reporting period, ATIP management is committed to continue pushing for its modernization.

11. Issues and Actions Taken on Complaints or Audits

Section 30 (1) of the ATIA provides requesters with the right to file a complaint with the OIC if they are not satisfied with the response to their access to information request. Reasons for complaints include the refusal of an institution to disclose records, missing information, and delays in receiving a response. Fifty-eight new complaints were registered with the OIC during the 2023-2024 fiscal year. This represents 7% of the total number of ATIA requests received throughout the fiscal year.

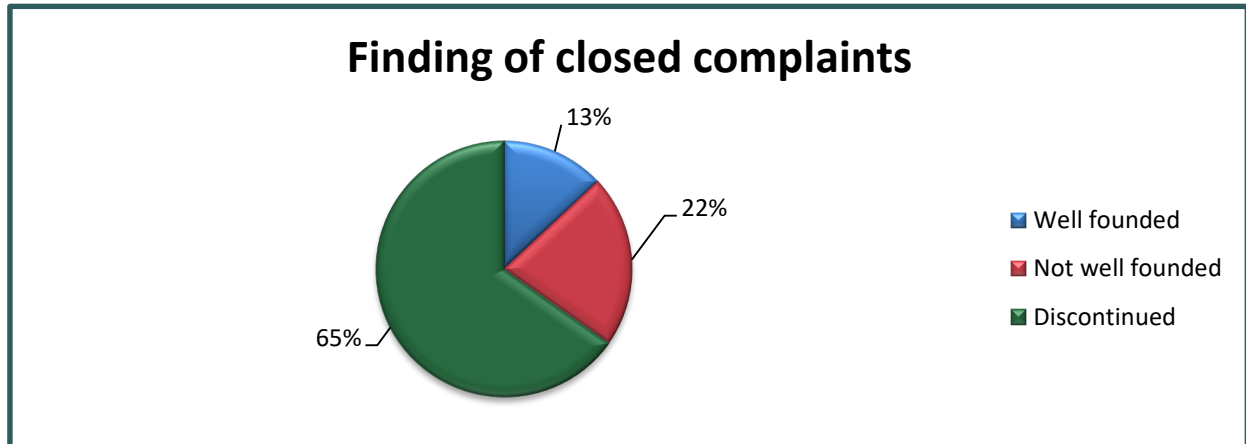
Table 6. Reasons for complaints

Reasons for complaints	Number of new complaints
Delay (Deemed refusal)	30
Refusal – Exemption or exclusion	19
Refusal – No records or incomplete searches	4
Miscellaneous	5
Total	58

The OIC ceased or refused to investigate 27 complaints. OIC investigators closed and issued their findings on 23 complaints during the reporting period. They determined that 22% were not well founded, while 65% of the complaints were discontinued. Three complaints were deemed well founded; however, they were resolved and did not require any further action from the CSIS.

The OIC did not issue any Orders to CSIS during this reporting period.

Figure 9 – Findings for closed complaints



CSIS had 55 open complaints at the end of the 2023-2024 reporting period. The following table shows the number of open complaints that were outstanding from previous reporting periods (see Annex C - section 1.2 of the Supplemental Statistical Report on the *Access to Information and Privacy Acts*).

Table 7. Number of open complaints that were outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received	Number of Open Complaints
2023-2024	25
2022-2023	3
2021-2022	2
2020-2021	5
2019-2020	4
2018-2019	7
2017-2018	3
2016-2017 or earlier	6

CSIS continues to work closely with the OIC in order to resolve complaints in an efficient and timely manner. To quickly resolve complaints and when possible, the ATIP Section conducted new searches, disclosed additional information and/or provided detailed representations on various exemptions. CSIS reviews the outcome of all investigations by the OIC and where appropriate, integrates lessons learned into corporate processes. CSIS ATIP Section prides itself on providing excellent service and a proactive approach.

There were no audits conducted during the reporting period.

There was one Court action filed against CSIS relating to the ATIA during the reporting period.

12. Monitoring Compliance

There is a robust case monitoring system in place using reports produced by the ATIP Case Management software. ATIA requests, the need for inter-institutional consultations and proactive publication requirements are monitored by the Chief, the Deputy Chief and the unit Heads on a daily basis. The ATIP Coordinator conveys compliance issues to the Director General, Litigation and Disclosure Branch when required.

13. Fees

The *Service Fees Act* requires a responsible authority to report annually to Parliament on the fees collected by an institution. With respect to fees collected under the ATIA, the information below is reported in accordance with the requirements of section 20 of the *Service Fees Act*. The \$5 application fee is the only fee that can be charged under the ATIA. During the 2023-2024 fiscal year, the total fee revenue for CSIS was \$3,890.

In accordance with the Interim Directive on the Administration of the *Act*, issued on May 5, 2016 and the changes to the ATIA that came into force on June 21, 2019, CSIS waived all fees prescribed by the ATIA and the Regulations, other than the \$5 application fee set out in paragraph 7(1)(a) of the Regulations. Fees waived by CSIS totaled \$210 and fees refunded totaled \$10.

During the 2023-2024 fiscal year, the ATIP Section incurred \$902,034 in salary costs and \$13,781 in other costs associated with the administration of the ATIA. The total cost of operating the CSIS ATIA program during the 2023-2024 fiscal was \$917,545.

ANNEX A

Access to Information Act Delegation Order

Arrêté sur la délégation en vertu de la Loi sur l'accès à l'information

The Minister of Public Safety, pursuant to section 95 (1) of the *Access to Information Act**, hereby delegates to the persons holding the positions set out in the schedule hereto to exercise the powers and perform the duties and functions of the Minister as the head of a government institution, that is, the Canadian Security Intelligence Service, under the sections of the *Act* set out in the schedule opposite each position.

En vertu de l'article 95 (1) de la *Loi sur l'accès à l'information**, le Ministre de la Sécurité publique délègue aux titulaires des postes mentionnés à l'annexe ci-après, les attributions dont il est, en qualité de responsable d'une institution fédérale, c'est-à-dire, le Service canadien du renseignement de sécurité, investi par les articles de la *Loi* mentionnés en regard de chaque poste.

Schedule / Annexe

Positions / Postes

Access to Information Act and Regulations / Loi sur l'accès à l'information et règlements

Director of the CSIS / Directeur du SCRS

Full Authority / Autorité absolue

Deputy Director, Policy and Strategic Partnerships / Sous-directeur, Politiques et partenariats stratégiques

Full Authority / Autorité absolue

Director General, Litigation and Disclosure /
Directeur général, Litiges et divulgations

Full Authority / Autorité absolue

Chief, ATIP / Chef, AIPRP

Full Authority / Autorité absolue

Dated, at the City of Ottawa
this 19 day of MAY 2022.



Marco E. L. Mendicino, P.C., M.P.
Minister of Public Safety

Daté, en la ville d'Ottawa,
le 19 ième jour de MAY 2022.



Marco E. L. Mendicino, C.P., député
Ministre de la Sécurité publique

ANNEX B



Statistical Report on the Access to Information Act

Name of institution: Canadian Security Intelligence Service (CSIS)

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 the reporting period		822
Outstanding from previous reporting periods		132
▪ Outstanding from previous reporting period	100	
▪ Outstanding from more than one reporting period	32	
Total		954
Closed during reporting period		867
Carried over to next reporting period		87
▪ Carried over within legislated timeline	67	
▪ Carried over beyond legislated timeline	20	

1.2 Sources of requests

Source	Number of Requests
Media	81
Academia	58
Business (private sector)	35
Organization	3
Public	555
Decline to Identify	90
Total	822

1.3 Channels of requests

Source	Number of Requests
Online	739
E-mail	69
Mail	14
In person	0
Phone	0
Fax	0
Total	822

Section 2: Informal Requests

2.1 Number of informal requests

		Number of Requests
Received during the reporting period		677
Outstanding from previous reporting periods		168
▪ Outstanding from previous reporting period	168	
▪ Outstanding from more than one reporting period	0	
Total		845
Closed during reporting period		595
Carried over to next reporting period		250

2.2 Channels of informal requests

Source	Number of Requests
Online	657
E-mail	20
Mail	0
In person	0
Phone	0
Fax	0
Total	677

2.3 Completion time of informal 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	
23	19	11	169	215	158	0	595

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	Pages released	Number of Requests	Pages released	Number of Requests	Pages released	Number of Requests	Pages released	Number of Requests	Pages released
16	523	4	506	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
426	12,254	114	24,163	32	20,706	3	4,397	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
	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	0	2	1	0	0	1	4
Disclosed in part	33	91	29	52	33	40	12	290
All exempted	100	162	10	5	4	2	0	283
All excluded	0	0	0	0	0	0	0	0
No records exist	43	95	12	3	3	2	0	158
Request transferred	6	0	0	0	0	0	0	6
Request abandoned	40	7	0	1	4	0	0	52
Neither confirm nor denied	9	51	10	4	0	0	0	74
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	231	406	63	66	44	44	13	867

4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	62	16(2)	18	18(a)	0	20.1	0
13(1)(b)	2	16(2)(a)	0	18(b)	1	20.2	0
13(1)(c)	2	16(2)(b)	1	18(c)	0	20.4	0
13(1)(d)	2	16(2)(c)	2	18(d)	0	21(1)(a)	75
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	70
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	4
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	4
15(1)	19	16.1(1)(d)	0	19(1)	124	22.1(1)	0
15(1) – I.A.*	11	16.2(1)	0	20(1)(a)	0	23	15
15(1) – Def.*	0	16.3	0	20(1)(b)	1	23.1	0
15(1) – S.A.*	326	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	221
16(1)(a)(i)	232	16.4(1)(b)	0	20(1)(c)	0	26	2
16(1)(a)(ii)	7	16.5	0	20(1)(d)	1		
16(1)(a)(iii)	250	16.6	0				
16(1)(b)	34	17	12				
16(1)(c)	266	*I.A: International Affairs, Def: Defence of Canada, S.A: Subversive Activities					
16(1)(d)	0						

4.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	5	69(1)	1	69(1)(g) re (a)	21
68(b)	0	69(1)(a)	7	69(1)(g) re (b)	11
68(c)	0	69(1)(b)	3	69(1)(g) re (c)	11
68.1	0	69(1)(c)	0	69(1)(g) re (d)	13
68.2(a)	0	69(1)(d)	2	69(1)(g) re (e)	16
68.2(b)	0	69(1)(e)	6	69(1)(g) re (f)	4
		69(1)(f)	1	69.1(1)	0

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
81	213	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
35,402	13,298	703

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		501-1,000 Pages Processed		1,001-5,000 Pages Processed		More than 5,000 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	3	10	0	0	0	0	1	2,070	0	0
Disclosed in part	227	6,254	49	11,144	11	8,494	3	4,214	0	0
All exempted	276	506	5	1,330	2	1,380	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	52	0	0	0	0	0	0	0	0	0
Neither confirm nor denied	74	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	632	6,770	54	12,474	13	9,874	4	6,284	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 confirm 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 confirm 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	0	0	0	0
Disclosed in part	74	6	0	80
All exempted	1	0	0	1
All excluded	0	0	0	0
Request abandoned	0	0	0	0
Neither confirm nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	75	6	0	81

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	788
Percentage of requests closed within legislated timelines (%)	90.88811995

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
79	32	11	30	6

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	13	9	22
16 to 30 days	4	8	12
31 to 60 days	2	7	9
61 to 120 days	13	7	20
121 to 180 days	0	3	3
181 to 365 days	0	4	4
More than 365 days	0	9	9
Total	32	47	79

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	2	0	1	0
Disclosed in part	137	0	39	0
All exempted	9	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
No records exist	9	0	1	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	157	0	41	0

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	10	0	1	0
31 to 60 days	19	0	3	0
61 to 120 days	51	0	34	0
121 to 180 days	69	0	2	0
181 to 365 days	8	0	1	0
365 days or more	0	0	0	0
Total	157	0	41	0

Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	778	\$3,890	42	\$210	2	\$10
Other Fees	0	\$0	0	\$0	0	\$0
Total	778	\$3,890	42	\$210	2	\$10

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	282	14,125	1	252
Outstanding from the previous reporting period	212	203,607	0	0
TOTAL	494	217,732	1	252
Closed during the reporting period	286	38,265	1	252
Carried over within legislated timeline	55	33,613	0	0
Carried over beyond negotiated timelines	153	145,854	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	
Disclosed entirely	16	21	2	0	0	1	0	40
Disclosed in part	51	30	37	29	16	10	42	215
Exempt entirely	4	1	0	0	0	0	0	5
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	1	0	0	0	0	0	1
Other	2	1	0	1	1	1	19	25
TOTAL	73	54	39	30	17	12	61	286

Section 9: Investigations and Reports of findings

9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
58	27	10

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
0	0	0	23	0	0

Section 10: Court Action

10.1 Court actions on complaints

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

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	\$902,034
Overtime	\$13,781
Goods and Services	\$1,730
▪ Professional services contracts	\$0
▪ Other	\$1,730
Total	\$917,545

11.2 Human resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	10.000
Part-time and casual employees	0.500
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	10.500

Note: Enter values to three decimal places.

ANNEX C



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

Name of institution: Canadian Security Intelligence Service (CSIS)

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 <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 2023-2024	67	11	78
Received in 2022-2023	0	6	6
Received in 2021-2022	0	3	3
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016 or earlier	0	0	0
Total	67	20	87

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 2023-2024	25
Received in 2022-2023	3
Received in 2021-2022	2
Received in 2020-2021	5
Received in 2019-2020	4
Received in 2018-2019	7
Received in 2017-2018	3
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015 or earlier	6
Total	55

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, 2024	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2024	Total
Received in 2023-2024	249	30	279
Received in 2022-2023	0	2	2
Received in 2021-2022	0	0	0
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016 or earlier	0	0	0
Total	249	32	281

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 2023-2024	14
Received in 2022-2023	4
Received in 2021-2022	4
Received in 2020-2021	4
Received in 2019-2020	0
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
Total	26

Section 3: Social Insurance Number (SIN)

Did your institution receive authority for a new collection or consistent use of the SIN in 2023-2024	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 2023-2024?	1,551
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