Immigration and Refugee Board of Canada
Commission de l'immigration et du statut de réfugié du Canada

Canada

Immigration and Refugee Board of Canada

2024 to 2025 Annual report on the *Privacy Act*

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Introduction and purpose of the *Privacy Act*

The *Privacy Act* (the Act) provides Canadian citizens, permanent residents or any person present in Canada with a right of access to their personal information being held by federal government institutions, subject to specific and limited exceptions. However, and as per the Extension Order No. 3 dated July 13, 2022, all individuals have a general right of access under the Act to their personal information that is held by federal government institutions, whether they are within or outside Canada.

Section 72(1) of the Act requires deputy heads of all government institutions to table an annual report on the administration of the Act within their respective institutions during each financial year.

This annual report provides a summary of the management and administration of the Act within the Immigration and Refugee Board of Canada (IRB) during the 2024-2025 reporting period. It is intended for use by the general public, members of Parliament, and IRB personnel.

Immigration and Refugee Board of Canada

The IRB is Canada's largest independent administrative tribunal. It is responsible for resolving immigration and refugee cases efficiently, fairly and in accordance with the law.

The IRB is composed of four divisions:

- The Refugee Protection Division (RPD), which decides:
  - claims for refugee protection made within Canada;
  - applications for vacation of refugee protection; and
  - applications for cessation of refugee protection.
- The Immigration Division (ID), which conducts:
  - admissibility hearings for foreign nationals or permanent residents who seek entry into Canada, or who are already in Canada and are alleged to be inadmissible; and
  - detention reviews for foreign nationals or permanent residents who are detained for immigration reasons.
- The Immigration Appeal Division (IAD), which hears:
  - appeals of family sponsorship applications refused by Immigration, Refugees and Citizenship Canada (IRCC);
  - appeals from certain removal orders made against permanent residents, Convention refugees and other protected persons, and holders of permanent resident visas;
  - appeals by permanent residents against whom an IRCC officer outside of Canada has decided that they have not fulfilled their residency obligation; and
  - appeals by the Minister of Public Safety of ID decisions at admissibility hearings.

- The Refugee Appeal Division (RAD) which hears:
  - appeals from decisions of the RPD allowing or rejecting claims for refugee protection;
  - appeals from decisions of the RPD rejecting applications by the Minister for a determination that refugee protection has ceased; and
  - appeals from decisions of the RPD rejecting applications by the Minister to vacate a decision to allow a claim for refugee protection.

The Chairperson of the IRB reports to Parliament through the Minister of Immigration, Refugees and Citizenship Canada.

The institution did not have any non-operational ("paper") subsidiaries during this reporting period.

Communications and Access to Information Directorate

The Communications and Access to Information Directorate ensures that the IRB meets its statutory obligations under the *Access to Information Act* and the *Privacy Act* by:

- processing access and privacy requests made to the IRB;
- responding to consultation requests submitted by other federal institutions;
- providing advice and guidance to IRB personnel regarding the interpretation of both acts as well as related Treasury Board of Canada Secretariat (TBS) policies and guidelines;
- liaising on behalf of the IRB with the TBS, the offices of the Information Commissioner and the Privacy Commissioner and other government departments and agencies on a wide variety of ATIP-related issues ranging from legislative interpretation to details of process and procedures;
- providing input into the development of IRB policies and procedures to ensure that they comply with the provisions of both acts;
- coordinating the preparation of the IRB's *Info Source* chapter;
- preparing the annual reports to Parliament on the administration of each act; and
- participating in ATIP forums such as the TBS-led ATIP Community meetings and working groups.

The Access to Information and Privacy (ATIP) Unit, which is within the Communications and Access to Information Directorate is part of the Strategic Directions and Corporate Affairs Branch and includes the following positions: a manager/coordinator, a supervisor, five ATIP officers and two clerks.

Although section 73.1 of the *Privacy Act* allows institutions reporting to the same Minister to enter into agreements with each other for the purpose of sharing ATIP resources and capacity, the IRB did not have any such service agreement for the reporting period.

Delegation of authority

Pursuant to section 73(1) of the *Privacy Act*, the deputy head of a government institution may by order designate one or more officers or employees of the institution to exercise or perform any of the powers, duties or functions of the deputy head of the institution.

Authority to exercise the powers and perform the duties and functions of the Chairperson (deputy head) of the IRB for the purposes of the Act has been delegated to the Executive Director, the Director General of the Strategic Directions and Corporate Affairs Branch, the Director of Communications and Access to Information Directorate, the ATIP Manager/Coordinator and the ATIP supervisor.

The Chairperson, the Executive Director, the Departmental Security Officer, the Deputy Departmental Security Officer and the Regional Security Officer are responsible for approving disclosures of personal information deemed to be in the public interest in accordance with paragraph 8(2)(m) of the Act.

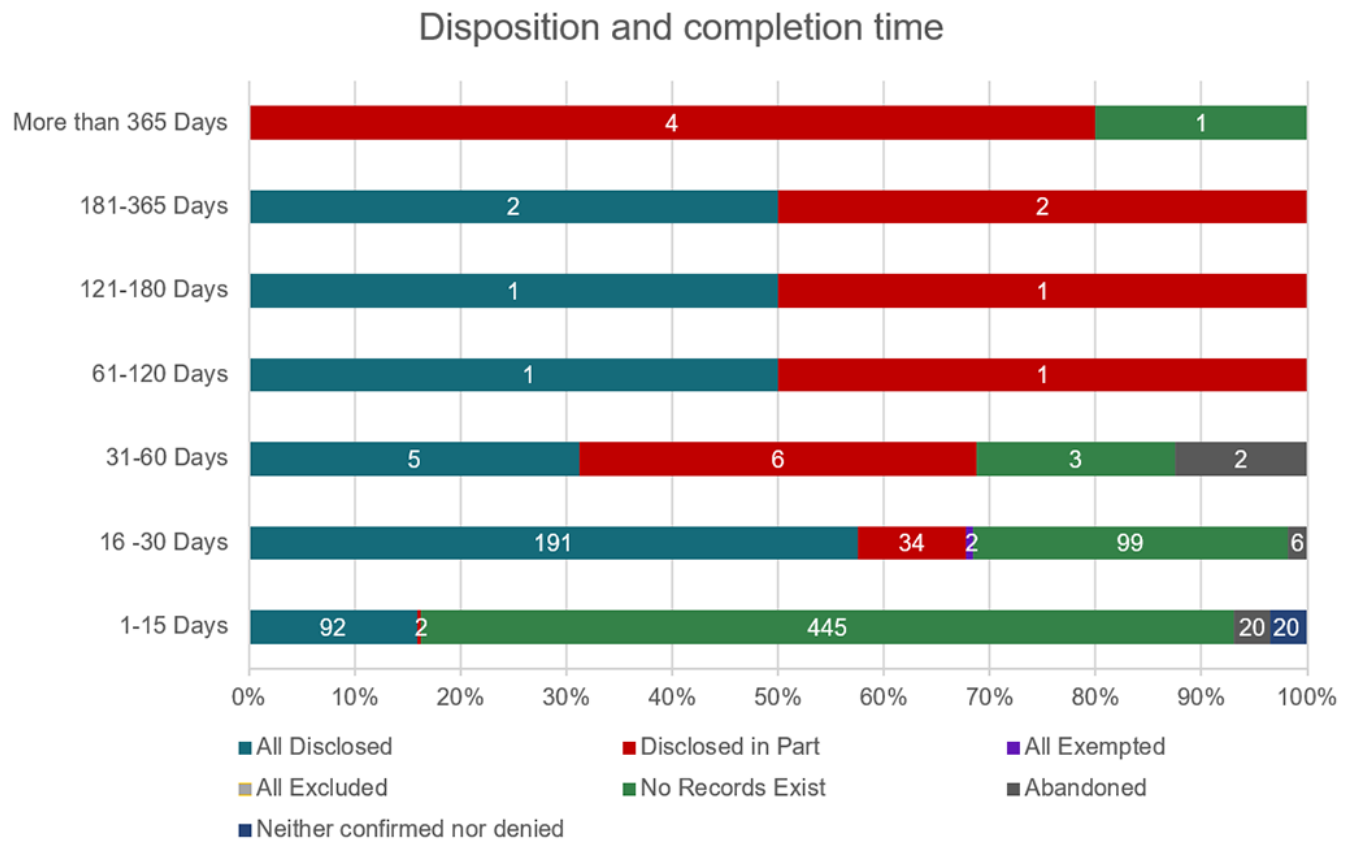
A copy of the delegation order is enclosed at Appendix A.

Performance on the *Privacy Act*, 2024 to 2025

The following provides an overview of the statistical information contained in Appendix B of this report.

Section 1: Completed requests under the *Privacy Act*

During 2024-25, 1001 requests were closed by the IRB within legislated timeframe which represent 94.4% of requests. This reflects a modest decrease in timeliness from 2023-24 when 95.22% of requests were closed on time. Moreover 33.6% of requests were All Disclosed and 6.5% of requests were Disclosed in Part. The chart below summarizes the length of time required to process the 1001 requests completed in 2024–25.



Overall, the IRB responded to a total of:

- 561 requests within 15 days (56%);
- 332 requests within 16-30 days (33%);
- 81 requests within 31-60 days (8%);
- 16 requests within 61-120 days (1.5%);
- 2 requests within 121-180 days (0.1%);

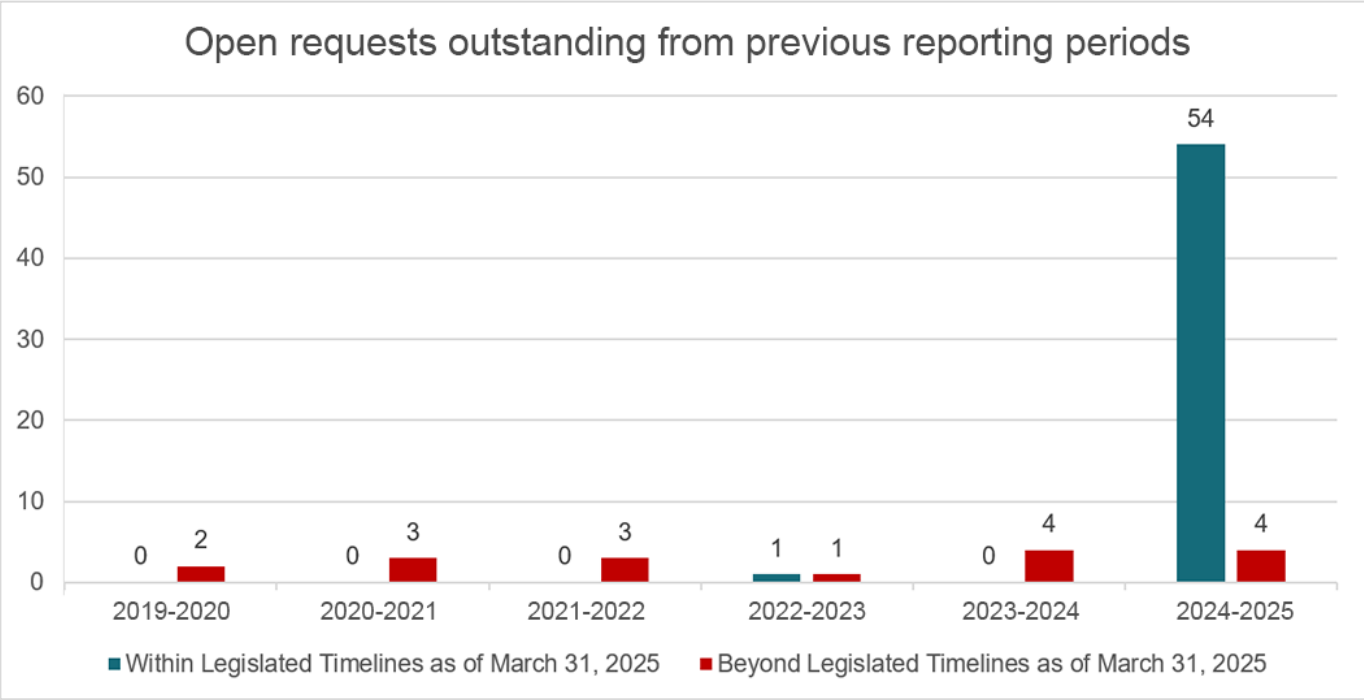
- 4 requests within 181-365 days (0.3%); and
- 5 requests in more than 365 days (0.4%).

In regard to the abandoned cases, the applicants either failed to provide sufficient information to allow the IRB to find the requested documentation or failed to obtain written consent from another individual to authorize the IRB to release the personal information.

Furthermore, a total of 559 requests (55%) could not be processed as no relevant records existed.

Section 2: Active requests under the *Privacy Act*

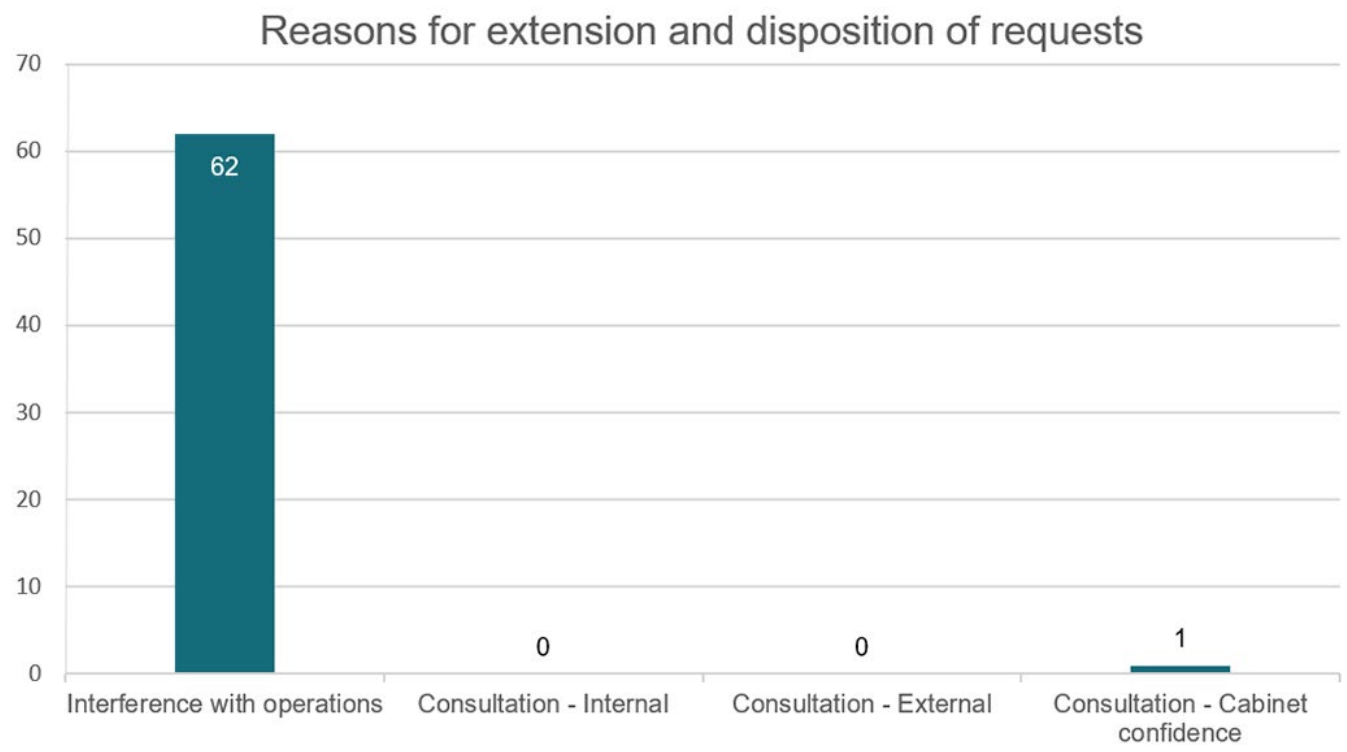
At the end of the reporting period, 72 requests were carried over to fiscal year 2025–26. As of March 31, 2025, 55 of these requests were processed within the legislated timelines and 17 requests were beyond the legislated timelines.



Section 3: Extensions

Section 15 of the Act allows government institutions to extend the statutory 30-day time limit for processing a request.

During 2024-25, 62 extensions were taken based on interference with operations, and 1 extension was taken due to cabinet confidences.



The length of extension that was taken for all 63 extensions was for 16 to 30 days.

Section 4: Consultations received from other institutions and organizations

In 2024-25 there were 2 consultations received from other institutions and organizations.

Both consultation requests were received from another government of Canada institution. All records sought were disclosed entirely and both consultations were completed within 30 days.

Section 5: Summary of key issues and actions taken on complaints

In fiscal year 2024-25, 6 new complaints were filed with the Office of the Privacy Commissioner of Canada against the IRB. These 6 complaints represent 0.6% of all privacy requests received during 2024-2025. The IRB also resolved 10 complaints over the course of the fiscal year. The chart below summarizes the number of active complaints at the end of the fiscal year.

Reporting Period Active Complaints Were Received by Institution	Number of Active Complaints
Received in 2024-25	1
Received in 2023-24	2

Actions that were taken by the IRB during the reporting period to resolve privacy complaints involved conducting new searches to validate if any records existed and which had not been provided when initially processing the requests.

Section 6: Privacy Impact Assessments (PIAs)

During 2024-25, no Privacy Impact Assessments were completed or modified. All existing PIAs are publicly available on IRB's website.

Section 7: Material privacy breaches

No material privacy breaches were reported during 2024-25.

Section 8: Public interest disclosures

During 2024-25, the IRB made one disclosure pursuant to paragraph 8(2)(m) of the *Privacy Act.* The disclosure was made to assist with a law enforcement investigation. The Office of the Privacy Commissioner was notified prior to the disclosure being made.

Training and awareness

Monitoring activities

The manager, in cooperation with the supervisor and analysts, monitors the processing times for privacy requests, on a weekly basis and provides a high-level report to senior management on deadlines at-risk. In addition, ATIP staff periodically perform diagnostic activities related to the processing of the various requests received. Trends in the requested information are monitored to identify if any frequently requested types of information can be made available via other means.

The ATIP Unit follows the Access to Information Implementation Notice 2022-01: Inter-institutional Consultations and only consults other institutions when more information is needed or when the institution wishes to disclose potentially sensitive information.

Education and training activities

Three (3) awareness sessions were delivered to various management tables this year. Individual and informal training was also offered to IRB employees on request.

Policies, guidelines, procedures, and initiatives

Privacy implementation notice

The IRB continues to implement the *Privacy Implementation Notice 2020-03: Protecting privacy when releasing information about a small number of individuals* during the 2024–25 reporting period, to prevent inadvertent identification of individuals from small data sets in highly sensitive contexts (e.g., refugee claims).

Initiatives and projects to improve privacy

The ATIP Unit continues to work with the IM/IT team to work on the acquisition and implementation of the new Request Processing Software Solution (RPSS). Once the software is in place, it will increase the efficiency of the processing of requests and modernize the delivery of services.

Social Insurance Number (SIN)

The IRB did not receive authority for a new collection or new consistent use of the SIN in 2024–2025.

Appendix A: Delegation orders *(Privacy Act)*

The Chairperson of the Immigration and Refugee Board of Canada, pursuant to section 73(1) of the *Privacy Act*[1], hereby designates the persons holding the positions set out in the schedule below, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Chairperson as the head of the Immigration and Refugee Board of Canada, under the provisions of the *Act* and related regulations set out in the Schedule opposite each position. This designation replaces all previous delegation orders.

Dated, at the City of Ottawa, this 23rd day of October, 2023.

Manon Brassard,
Chairperson

Schedule

Position	*Privacy Act* and Regulations
Chairperson	Full authority
Executive Director	Full Authority except: subsection 73(1) Regulations: Full Authority
Director General, Strategic Directions and Corporate Affairs Branch Director, Communications and Access to Information Directorate Manager, Access to Information and Privacy Supervisor, Access to Information and Privacy	Full Authority except: paragraph 8(2)(m) and subsection 73(1) Regulations: Full Authority
Departmental Security Officer Deputy Departmental Security Officer Regional Security Officer	Only for situations where there is a safety or security threat: paragraph 8(2)(m)
Assistant Deputy Chairperson or Registrar	Only for disclosures under section 13.1 of the *Immigration and Refugee Protection Regulations*: paragraph 8(2)(b)

Note:

1 R.S.C., 1985, c. P-21

Appendix B: Statistical report on the *Privacy Act*

Section 1: Requests under the *Privacy Act*

1.1 Number of requests

-	Number of requests
Received during reporting period	974
Outstanding from previous reporting periods • Outstanding from previous reporting period: 86 • Outstanding from more than one reporting period: 13	99
Total	1,073
Closed during reporting period	1,001
Carried over to next reporting period • Carried over within legislated timeline: 55 • Carried over beyond legislated timeline: 55	72

1.2 Channels of requests

Source	Number of requests
Online	457
Email	513
Mail	3
In person	0
Phone	0
Fax	1
Total	974

Section 2: Informal requests

2.1 Number of informal requests

-	Number of requests
Received during reporting period	1
Outstanding from previous reporting periods • Outstanding from previous reporting period: 0 • Outstanding from more than one reporting period: 0	0
Total	1
Closed during reporting period	1
Carried over to next reporting period	0

2.2 Channels of informal requests

Source	Number of requests
Online	0
Email	1
Mail	0
In person	0
Phone	0
Fax	0
Total	1

2.3 Completion time of informal requests

1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
0	1	0	0	0	0	0	1

2.4 Pages released informally

Less than 100 pages released		100 to 500 pages released		501 to 1000 pages released		1001 to 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	1	304	0	0	0	0	0	0

Section 3: Requests closed during the reporting period

3.1 Disposition and completion time

Disposition of requests	Completion time							
	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
All disclosed	92	191	46	5	1	2	0	337
Disclosed in part	2	34	17	6	1	2	4	66
All exempted	0	2	0	0	0	0	0	2
All excluded	0	0	0	0	0	0	0	0
No records exist	445	99	11	3	0	0	1	559
Request abandoned	20	6	7	2	0	0	0	35
Neither confirmed nor denied	2	0	0	0	0	0	0	2

Disposition of 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
Total	561	332	81	16	2	4	5	1,001

3.2 Exemptions

Section	Number of requests
18(2)	0
19(1)(a)	0
19(1)(b)	0
19(1)(c)	0
19(1)(d)	0
19(1)(e)	0
19(1)(f)	0
20	0
21	0
22	0
22(1)(a)(i)	0
22(1)(a)(ii)	0
22(1)(a)(iii)	0
22(1)(b)	4
22(1)(c)	0

Section	Number of requests
22(2)	0
22.1	0
22.2	0
22.3	0
22.4	0
23(a)	0
23(b)	0
24(a)	0
24(b)	0
25	0
26	56
27	9
27.1	0
28	0

3.3 Exclusions

Section	Number of requests
69(1)(a)	0
69(1)(b)	0
69.1	0
70(1)	0

Section	Number of requests
70(1)(a)	0
70(1)(b)	0
70(1)(c)	0
70(1)(d)	0
70(1)(e)	0
70(1)(f)	0
70.1	0

3.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
1	394	0	1	62	0

3.5 Complexity

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

Number of pages processed	Number of pages disclosed	Number of requests
295,504	201,057	442

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

Disposition	Less than 100 pages processed		100 to 500 pages processed		501 to 1000 pages processed		1001 to 5000 pages processed		More than 5000 pages processed	
	Number of requests	Pages process-ed	Number of requests	Pages process-ed	Number of requests	Pages process-ed	Number of requests	Pages process-ed	Number of requests	Pages process-ed
All disclosed	129	3,720	98	25,159	49	36,424	60	125,704	1	5,043
Disclosed in part	6	127	15	3,953	17	12,647	23	45,129	5	37,279
All exempted	2	2	0	0	0	0	0	0	0	2
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	34	0	1	317	0	0	0	0	0	34
Neither conformed nor denied	2	0	0	0	0	0	0	0	0	0
Total	173	3,849	114	29,429	66	49,071	83	170,833	6	42,322

3.5.3 Relevant minutes processed and disclosed for audio formats

Number of minutes processed	Number of minutes disclosed	Number of requests
8,817	8,817	62

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

Disposition	Less than 60 minutes processed		60 to 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	14	309	12	1,075	28	6,520
Disclosed in part	2	22	3	341	3	541
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Total	16	331	15	1,416	31	7,070

3.5.5 Relevant minutes processed and disclosed for video formats

Number of minutes processed	Number of minutes disclosed	Number of requests
5	5	1

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

Disposition	Less than 60 minutes processed		60 to 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	1	5	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Total	1	5	0	0	0	0

3.5.7 Other complexities

Disposition	Consultation required	Legal advice sought	Interwoven information	Other	Total
All disclosed	0	2	40	34	76
Disclosed in part	1	7	5	23	36
All exempted	0	0	2	0	2
All excluded	0	0	0	0	0
Request abandoned	0	0	3	0	3
Neither confirmed nor denied	0	0	0	0	0
Total	1	9	50	57	117

3.6 Closed requests

3.6.1 Requests closed within the legislated timelines

Number of requests closed within legislated timelines	Percentage of requests closed within legislated timelines
945	94.40559441

3.7 Deemed refusals

3.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal reason			
	Interference with operations/workload	External consultation	Internal consultation	Other
56	14	0	2	40

3.7.2 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	21	0	21
16 to 30 days	6	6	12
31 to 60 days	9	0	9
61 to 120 days	4	1	5
121 to 180 days	0	0	0
181 to 365 days	4	1	5
More than 365 days	2	2	4
Total	46	10	56

3.8 Requests for translation

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

Section 4: Disclosures under subsections 8(2) and 8(5)

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Subsection 8(5)	Total
37	1	0	38

Section 5: Requests for correction of personal information and notations

Disposition for correction requests received	Number
Notations attached	0
Requests for correction accepted	0
Total	0

Section 6: Extensions

6.1 Reasons for extensions

-	15(a)(i) Interference with operations				15(a)(ii) Consultation			
Number of requests where an extension was taken	Further review required to determine exemp-tions	Large volume of pages	Large volume of requests	Docu-ments are difficult to obtain	Cabinet Confi-dence Section (Section 70)	External	Internal	15(b) Translation purposes or conversion
63	0	62	0	0	1	0	0	0

6.2 Length of extensions

-	15(a)(i) Interference with operations				15(a)(ii) Consultation			
Length of extentions	Further review required to determine exemp-tions	Large volume of pages	Large volume of requests	Docu-ments are difficult to obtain	Cabinet Confi-dence Section (Section 70)	External	Internal	15(b) Translation purposes or conversion
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	0	62	0	0	1	0	0	0
31 days or greater	-	-	-	-	-	-	-	-
Total	0	62	0	0	1	0	0	0

Section 7: Consultations received from other institutions and organizations

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

Consultations	Other Government of Canada institutions	Number of pages to review	Other organizations	Number of pages to review
Received during the reporting period	2	71	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	2	71	0	0
Closed during the reporting period	2	71	0	0
Carried over within negotiated timelines	0	0	0	0
Carried over beyond negotiated timelines	0	0	0	0

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

Recommendation	Number of days required to complete consultation requests							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
Disclose entirely	1	1	0	0	0	0	0	2
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	1	1	0	0	0	0	0	2

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							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

Section 8: Completion time of consultations on cabinet confidences

8.1 Requests with Legal Services

Number of days	Less than 100 pages processed		100 to 500 pages processed		501 to 1000 pages processed		1001 to 5000 pages processed		More than 5000 pages processed	
	Number of requests	Pages dis-closed	Number of requests	Pages dis-closed	Number of requests	Pages dis-closed	Number of requests	Pages dis-closed	Number of requests	Pages dis-closed
1 to 15	1	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	1	0	0	0	0	0	0	0	0	0

8.2 Requests with Privy Council Office

Number of days	Less than 100 pages processed		100 to 500 pages processed		501 to 1000 pages processed		1001 to 5000 pages processed		More than 5000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Section 9: Complaints and investigations notices received

Section 31	Section 33	Section 35	Court action	Total
6	13	2	0	21

Section 10: Privacy Impact Assessments (PIAs) and Personal Information Banks (PIBs)

10.1 Privacy Impact Assessments

Number of PIAs completed	Number of PIAs modified
0	0

10.2 Institution-specific and Central Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	7	0	0	0
Central	0	0	0	0
Total	7	0	0	0

Section 11: Privacy breaches

11.1 Material privacy breaches reported

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

11.2 Non-material privacy breaches

Number of non-material privacy breaches
158

Section 12: Resources related to the *Privacy Act*

12.1 Allocated costs

Expenditures	Amount
Salaries	$345,749
Overtime	$0
Good and services • Professional services contracts: $323,853 • Other: $0	$323,853
Total	$669,602

12.2 Human resources

Resources	Person years dedicated to access to information activities
Full-time employees	5.500
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	2.250
Students	0.000
Total	7.750

Appendix C - Supplemental Access to Information and Privacy statistical form

Section 1: Requests Carried Over and Active Complaints Under the *Access to Information Act*

1.1 Requests carried over to next reporting period, broken down by reporting period received

Reporting period requests carried over were received	Requests carried over that are within legislated timelines as of March 31, 2025	Requests carried over that are beyond legislated timelines as of March 31, 2025	Total
Received in 2024-2025	31	0	31
Received in 2023-2024	1	7	8
Received in 2022-2023	232	3	235
Received in 2021-2022	0	8	8
Received in 2020-2021	1	2	3
Received in 2019-2020	0	2	2
Received in 2018-2019	0	1	1
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016 or earlier	0	0	0
Total	265	23	288

1.2 Active complaints with the Information Commissioner of Canada, broken down by reporting period received

Fiscal year open complaints were received by institution	Number of active complaints
Received in 2023-2024	5
Received in 2023-2024	1
Received in 2022-2023	5
Received in 2021-2022	3
Received in 2020-2021	1
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016 or earlier	0
Total	15

Section 2: open requests and complaints under the *Privacy Act*

2.1 Requests carried over to next reporting period, broken down by reporting period received

Reporting period requests carried over were received	Requests carried over that are within legislated timelines as of March 31, 2025	Requests carried over that are beyond legislated timelines as of March 31, 2025	Total
Received in 2024-2025	54	4	58
Received in 2023-2024	0	4	4
Received in 2022-2023	1	1	2
Received in 2021-2022	0	3	3
Received in 2020-2021	0	3	3
Received in 2019-2020	0	2	2
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	55	17	72

2.2 Active complaints with the Privacy Commissioner of Canada, broken down by reporting period received

Fiscal year open complaints were received by institution	Number of active complaints
Received in 2023-2024	1
Received in 2022-2023	2
Received in 2021-2022	0
Received in 2020-2021	0
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 or earlier	0
Total	3

Section 3: Social Insurance Number (SIN)

Has your institution begun a new collection or a new consistent use of the SIN in 2024-25?	No

Section 4: Universal Access under the *Privacy Act*

How many requests were received from foreign nationals outside of Canada in 2024-25?	68