Ingenium
Canada's Museums of Science and Innovation
Musées des sciences et de l'innovation du Canada

ANNUAL REPORT

on the

ADMINISTRATION OF THE *PRIVACY ACT*

APRIL 1, 2024 TO MARCH 31, 2025

Canada

Table of Contents

1. INTRODUCTION 3
2. ORGANIZATIONAL STRUCTURE 3
3. DELEGATION ORDER 4
4. PERFORMANCE 2023-2024 4
5. TRAINING AND AWARENESS 5
6. POLICIES, GUIDELINES AND PROCEDURES 5
7. INITIATIVES AND PROJECTS TO IMPROVE PRIVACY 5
8. SUMMARY OF KEY ISSUES AND ACTIONS TAKEN ON COMPLAINTS 5
9. MATERIAL PRIVACY BREACHES 5
10. PRIVACY IMPACT ASSESSMENTS 5
11. PUBLIC INTEREST DISCLOSURES 6
12. MONITORING COMPLIANCE 6
APPENDIX A – DELEGATION ORDER 7

1. INTRODUCTION

This report is prepared in accordance with section 72 of the *Privacy Act* (the Act) and is tabled in Parliament by the Minister of Canadian Identity and Culture and the Minister responsible for Official Languages in accordance with the aforementioned section. It describes how Ingenium – Canada's Museums of Science and Innovation fulfilled its responsibilities under the Act during the fiscal year beginning April 1, 2024 and ending March 31, 2025.

The Act provides citizens with the legislated right to access personal information held by the government, subject to certain limitations and specific exemptions, and protection of that information against unauthorized use and disclosure.

Ingenium was established as an autonomous Crown Corporation on July 1, 1990, with the passage of the *Museums Act*. The mandate of the Corporation as stated in the *Museums Act* is:

> *To foster scientific and technological literacy throughout Canada by establishing, maintaining and developing a collection of scientific and technological objects, with special but not exclusive reference to Canada, and by demonstrating the products and processes of science and technology and their economic, social and cultural relationships with society.*

Most information collected by Ingenium concerns classes of individuals and does not allow individuals to be identified. Therefore, most applications for information fall under the *Access to Information Act* and not under the *Privacy Act*. Nearly all inquiries about individuals are by employees of Ingenium. Most of those requests are handled on an informal basis in keeping with the spirit of the Act. Statistics are not maintained on the number of informal requests.

Ingenium has no wholly owned subsidiaries or non-operational institutions.

2. ORGANIZATIONAL STRUCTURE

The Corporate Secretariat of Ingenium – Canada's Museums of Science and Innovation[1] administers the provisions of the *Privacy Act* and the *Access to Information Act* on behalf of Ingenium and is accountable to the President and CEO of Ingenium. Given the low volume of requests, Ingenium does not assign a full FTE to these activities. As such, two staff - the Director, Strategic Planning, Policy, and Results, as well as the Advisor, Governance and Compliance - undertake the following activities as part of their roles:

- processing all requests made under the Acts;
- developing policies, guidelines and procedures with respect to fulfilling the Corporation's legislative requirements of both Acts;
- promoting awareness of both Acts, delivering training, and providing advice and guidance to ensure that employees and management understand their roles and responsibilities;
- monitoring compliance with both Acts;
- ensuring Ingenium publications tabled in Parliament are posted to Ingenium's website within

[1] The legal name of the Corporation is the National Museum of Science and Technology. The name "Ingenium - Canada's Museums of Science and Innovation" is used publicly in communications, other than when the legal name is required.

the legislated timeframe;
- completing Privacy Impact Assessments (PIAs);
- coordinating reporting on privacy breaches;
- participating in and contributing to the broader Access to Information and Privacy (ATIP) community of practice;
- uploading statistical reports;
- preparing annual reports for tabling; and,
- updating the Ingenium *Info Source* chapter annually.

The Corporate Secretariat is supported by one consulting firm for Ingenium's *Privacy Act*-related activities in general.

Administrative procedures have been established for ensuring the protection of personal information and the proper direction of requests. Personal information holdings related to employees of Ingenium, and which serve the People Services Division, are maintained in a physically secure environment. Those records are managed in accordance with good records management principles and practices, and retention and disposal schedules are applied in accordance with Library and Archives Canada's direction and the Act.

Access to employee information files is available only to People Services staff who have a "need-to-know" requirement as part of their duties. To gain access, employees must request access through those officers.

Ingenium was not party to any service agreements under section 73.1 of the Act during the reporting period.

3. DELEGATION ORDER

The President and CEO of Ingenium, as designated head of the Corporation under the *Privacy Act*, personally exercises powers entrusted to the position by the Act, such as exemptions and exclusions.

The Advisor, Governance and Compliance serves as the Privacy Coordinator for Ingenium and is responsible for the administration and implementation of the Act's requirements (See Appendix A - Delegation Order).

4. PERFORMANCE 2024-2025

a. Formal Requests

Ingenium received no requests during this reporting period. There were no active requests at the end of the reporting period.

Since 2013-2014, the Corporation has only received four requests made in accordance with the Act. Requests made to the Ingenium for information under the Act are not common and there are no significant trends to report.

b. Consultation Requests

Ingenium did not receive any requests for consultations during the reporting period.

c. Costs

During 2024–2025, the Access to Information and Privacy Office incurred $41,438 in salary costs and $15,551 in professional services contracts to administer the Act.

These costs supported the completion of items from Ingenium's privacy audit action plan, the development of new policy instruments related to privacy, and the development and delivery of training.

5. TRAINING AND AWARENESS

During 2024-2025, the ATIP coordinator delivered a presentation on ATIP awareness at an all-staff meeting and a consultant delivered training to program managers on the processes outlined in Ingenium's new Standard on Privacy Risk Management.

A consultant developed and delivered ATIP Training to Ingenium's Board of Trustees, focusing on the legislative context and requirements as well as individual trustees' responsibilities.

6. POLICIES, GUIDELINES AND PROCEDURES

During 2024-2025, Ingenium implemented a new Directive on the Protection of Personal Information, as well as a Standard on Privacy Risk Management covering Privacy Impact Assessments and Privacy Protocols and a Standard Operating Procedure on Privacy Breach Response.

Ingenium did not seek to implement any new collections or consistent uses of Social Insurance Numbers during the reporting period.

7. INITIATIVES AND PROJECTS TO IMPROVE PRIVACY

Ingenium uses the ATIP Online platform to improve access and processing times for requestors.

In 2024-2025, Ingenium completed its privacy internal audit action plan, including finalizing the remaining five personal information banks and one privacy notice that were outstanding. Ingenium also replaced legacy systems with a new financial system, people management system, and productivity platform. These new systems have enhanced cybersecurity features – such as Multi-Factor Authentication – to better protect personal information as well as improved functionality to more efficiently retrieve information if it is the subject of a request.

8. SUMMARY OF KEY ISSUES AND ACTIONS TAKEN ON COMPLAINTS

Ingenium did not receive any complaints and was not the subject of any investigations during the reporting period and has no outstanding complaints from any previous reporting periods.

9. MATERIAL PRIVACY BREACHES

Ingenium did not experience any material privacy breaches during the reporting period.

10. PRIVACY IMPACT ASSESSMENTS

Ingenium did not complete any Privacy Impact Assessments during 2024-25 and will begin work on program specific Privacy Impact Assessments in 2025-26.

11. PUBLIC INTEREST DISCLOSURES

Ingenium did not make any public interest disclosures under paragraph 8(2)(*m*) of the Act during the reporting period.

12. MONITORING COMPLIANCE

The ATIP Office monitors the time required to process requests and administer the Act through weekly verbal status reports. Any issues of significant interest are discussed with the President and CEO on an as needed basis.

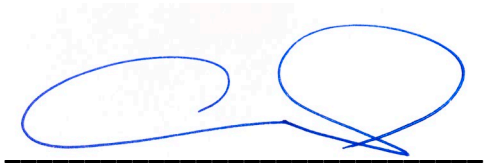
Ingenium has implemented ATIP clauses for its procurement contracts. Ingenium is reviewing how similar clauses can be included in other types of agreements and arrangements.

APPENDIX A – DELEGATION ORDER

PRIVACY ACT DELEGATION ORDER

Pursuance to Section 73 of the *Privacy Act*, the President and CEO of Ingenium, I hereby delegate the responsibilities covered by the under-listed sections and subsections of the *Act*:

Position	*Privacy Act* and Regulations
Director, Strategic Planning, Policy and Results	All powers that can be delegated as per the Treasury Board Policy on Privacy Protection
Advisor, Governance and Compliance	All powers that can be delegated as per the Treasury Board Policy on Privacy Protection



Christina Tessier
President and CEO

June 23, 2025