



Access to Information and Privacy Statistical Report for the 2023 to 2024 Fiscal Year

Published: 2024-12-16

© His Majesty the King in Right of Canada,
represented by the President of the Treasury Board 2024,

Published by Treasury Board of Canada, Secretariat
90 Elgin, Ottawa, Ontario, K1A 0R5, Canada

Catalogue Number: BT1-48E-PDF
ISSN: 2561-3545

This document is available on the Government of Canada website, [Canada.ca](https://www.canada.ca)

This document is available in alternative formats upon request.

Aussi offert en français sous le titre : Rapport statistique sur l'accès à l'information et la protection des renseignements personnels pour l'exercice 2023-2024

Access to Information and Privacy Statistical Report for 2023–24

From: [Treasury Board of Canada Secretariat](#)

On this page

- [Introduction](#)
- [Performance and statistical summary](#)
- [Trend analysis](#)

Introduction

The *Access to Information Act* (ATIA) and the *Privacy Act* both came into effect on July 1, 1983.

Paragraph 70(1)(d) of the ATIA gives the President of the Treasury Board, as the designated minister, responsibility for collecting statistics and publishing a report containing a summary of those statistics on an annual basis. These statistics are used to assess the performance of the access to information (ATI) and privacy programs of the Government of Canada (GC).

This report presents statistical information submitted by institutions subject to the ATIA and Privacy Act, detailing the GC's ATI and privacy programs across all federal institutions subject to the legislations from April 1, 2023, to March 31, 2024.

During the 2023-24 reporting period, the Canada Border Services Agency (CBSA) experienced an outage that impacted the accuracy of its ATI and privacy statistical data for the reporting period. As a result, the overall aggregate statistics and associated trends presented in this report were impacted due to incomplete data submitted by CBSA. More information about CBSA's ATI and privacy programs can be found in its [2023-2024 Annual Report on the Access to Information Act](#) and [2023-2024 Annual Report on the Privacy Act](#).

Every institution subject to the ATIA and the *Privacy Act* also tables an annual report in Parliament on the administration of each act. These reports can be found on institutions' websites.

The complete statistical datasets for 2023–24 will be available on the GC's [Open Data Portal](#).

Exclusion of data from Immigration, Refugees and Citizenship

Canada

Immigration, Refugees and Citizenship Canada (IRCC) accounted for 79.6% of ATI requests and 38.9% of personal information requests received by the GC in 2023–24 (including 81.3% of requests for personal information by foreign nationals outside Canada), the vast majority of which is related to clients' immigration applications.

Because the nature and volume of requests received by IRCC differ significantly from the overall body of requests across the ATI and privacy system, IRCC's data are excluded from this report.

More information about IRCC's ATI and privacy programs can be found in its [2023-2024 Annual Report on the Access to Information Act](#) and [2023-2024 Annual Report on the Privacy Act](#).

Key observations on volume of requests and performance

Access to information program data

With respect to requests made under the ATIA, in 2023–24, requests received decreased by 10.5% percent from the previous year, to 46,857; requests closed, by 1.4%, to 47,644; and requests carried over, by 19.3%, to 26,329. Pages processed increased by 25% from the previous year, to 10,326,722.

In terms of performance, at the government-wide level, 69.9% of ATI requests were closed within legislated timelines. At the institutional level, 58.9% of institutions met the performance target of closing 90% of ATI requests within legislated timelines.

Privacy program data

With respect to requests made under the *Privacy Act*, in 2023–24, requests received increased by 33.9% from the previous year and requests closed, by 31.1%, to 109,401 and 107,374, respectively. Requests carried over decreased by 7.5% from the previous year to 33,577. Pages processed increased from the previous year to 8,241,062.

In July 2022, the GC extended the right of access to all individuals, regardless of citizenship. This means that anyone in the world can submit a request for their personal information under the *Privacy Act*. In 2023–24, 9,571 personal information requests were received from foreign nationals outside Canada.

In terms of performance, at the government-wide level, 79.9% of requests for personal information were closed within legislated timelines. At the institutional level, 68.4% of institutions met the performance target of closing 90% of requests for personal information within legislated timelines.

Performance and statistical summary

Tables 1 to 4 provide a summary of results against key performance indicators and key data points for the ATI and privacy programs over the past three fiscal years, from 2021–22 to 2023–24.

Table 1: results against key performance indicators for the ATI program, 2021–22 to 2023–24

Key performance indicator	2021–22	2022–23	2023–24	Increase or decrease from 2022–23 to 2023–24
Percentage of ATI requests responded to within legislated timelines ¹	70.7%	72.3%	69.9%	2.4 percentage point decrease
Percentage of institutions that respond to 90% or more of ATI requests within legislated timelines	55.8%	54.2% ²	58.9%	4.7 percentage point increase
<p>¹ The ATIA establishes a 30-day limit for responses to ATI requests and permits extensions to the 30-day limit for limited and specific reasons.</p> <p>² The result for 2022–23 presented in this report differs from what is published in the <i>2022–23 Departmental Results Report: Treasury Board of Canada Secretariat</i>, because the latter includes IRCC's data.</p>				

Table 2: results against key performance indicators for the privacy program, 2021–22 to 2023–24

Key performance indicator	2021–22	2022–23	2023–24	Increase or decrease from 2022–23 to 2023–24
Percentage of personal information requests responded to within legislated timelines ³	70.0%	72.7%	79.9%	7.2 percentage point increase
Percentage of institutions that respond to 90% or more of personal information requests within legislated timelines	64.2%	60.8% ⁴	68.4%	7.6 percentage point decrease

³ The *Privacy Act* establishes a 30-day limit for responses to personal information requests and permits extensions to the 30-day limit for limited and specific reasons.

⁴ The result for 2022–23 presented in this report differs from what is published in the *2022–23 Departmental Results Report: Treasury Board of Canada Secretariat*, as the latter includes IRCC’s data.

Table 3: key data points for the ATI program, 2021–22 to 2023–24

Data point	2021–22	2022–23	2023–24	Increase or decrease from 2022–23 to 2023–24
Number of requests received	45,334	52,377	46,857	10.5% decrease
Number of requests closed	40,889	48,308	47,644	1.4% decrease
Number of requests carried over	28,585	32,637	26,329	19.3% decrease
Number of extensions taken on closed requests	15,198	16,747	16,960	1.3% increase
Percentage of requests closed with information disclosed	79.8%	79.5%	73.8%	5.7 percentage point decrease
Number of consultations received	6,513	6,402	5,181	19.1% decrease
Number of consultations closed	6,498	6,612	5,376	18.7% decrease
Number of pages processed for closed requests	8,752,652	8,260,971	10,326,722	25% increase
Total cost of ATI program operations	\$83,202,144	\$95,694,045	\$116,387,899	21.6% increase

Table 4: key data points of the Privacy program, 2021–22 to 2023–24

Data point	Result: 2021–22	Result: 2022–23	Result: 2023–24	Increase or decrease from 2022–23 to 2023–24
Number of requests received	68,096	81,679 ⁵	109,401 ⁶	33.9% increase
Number of requests closed	66,696	81,932	107,374	31.1% increase
Number of requests carried over	36,535	36,301	33,577	7.5% decrease
Number of extensions taken on closed requests	15,462	13,879	15,345	10.6% increase
Percentage of requests closed with information disclosed	85.4%	79.1%	64.5%	14.6 percentage point decrease
Number of consultations received	196	177	134	24.3% decrease

Number of consultations closed	214	171	130	24% decrease
Number of pages processed for closed requests	8,532,891	7,717,559	8,241,062	6.8% increase
Number of reported material privacy breaches ^Z	427	305	581	90.5% increase
Total cost of privacy program operations	\$67,509,390	\$73,346,139	\$99,188,449	35.2% increase

⁵ In 2022–23, 1,123 personal information requests were received from foreign nationals outside Canada following the implementation of *Privacy Act Extension Order No. 3*, which extended the right of access to anyone in the world to submit a request for their personal information under the *Privacy Act*.

⁶ In 2023–24, 9,571 personal information requests were received from foreign nationals outside Canada.

^Z A privacy breach involves improper or unauthorized collection, use, disclosure, retention, or disposal of personal information. A breach is deemed material if it involves sensitive personal information and could reasonably be expected to cause serious injury or harm to the individual.

Trend analysis

This section provides a trend analysis of results against key performance indicators and key data points for the ATI and privacy programs over the past 10 fiscal years, from 2014–15 to 2023–24. For material privacy breaches, data is only available starting in 2019–20.

Each radio button below corresponds to a trend graph of one or more of the key performance indicators and key data points. To view a graph, select one of the radio buttons.

Trend analysis of Access to Information program data

*** Select one of the radio buttons to view a graph: (required)**

- Key performance indicators for the ATI program
- ATI requests received, closed and carried over
- Breakdown of ATI requests carried over to 2024–25, by fiscal year of receipt and status
- Extensions taken on ATI requests closed, by type
- Percentage of ATI requests closed with information disclosed
- Consultations received and closed in relation to ATI requests
- Pages processed for closed ATI requests
- Total cost of ATI program operations

Trend analysis of Privacy program data

*** Select one of the radio buttons to view a graph: (required)**

- Key performance indicators for the privacy program
- Personal information requests received, closed and carried over
- Breakdown of personal information requests carried over to 2024-25, by fiscal year of receipt and status
- Extensions taken on personal information requests closed, by type
- Percentage of personal information requests closed with information disclosed
- Consultations received and closed in relation to personal information requests
- Pages processed for closed personal information requests
- Reported material privacy breaches
- Total cost of privacy program operations

Date modified:

2025-03-07