



2023-2024 Annual Report to Parliament on the Administration of the Privacy Act

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2023-2024 Annual Report to Parliament on the Administration of the Privacy Act

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Introduction

The purpose of the *Privacy Act* is to extend the present laws of Canada that protect the privacy of individuals with respect to personal information about themselves held by a government institution and that provide individuals with a right of access to that information.

This annual report was prepared and submitted in accordance with section 72 of the *Privacy Act* and covers the period from April 1, 2023 to March 31, 2024. OSFI does not have any non-operational subsidiaries.

Mandate of the Office of the Superintendent of Financial Institutions (OSFI)

OSFI's mandate:

Our purpose is to contribute to public confidence in the Canadian financial system by regulating and supervising approximately 400 federally regulated financial institutions (FRFIs) and 1200 federally regulated pension plans (FRPPs).

Our mandate is to:

- ensure FRFIs and FRPPs remain in sound financial condition
- ensure FRFIs protect themselves against threats to their integrity and security, including foreign interference
- act early when issues arise and require FRFIs and FRPPs to take necessary corrective measures without delay
- monitor and evaluate risks and promote sound risk management by FRFIs and FRPPs

In exercising our mandate:

- for FRFIs, we strive to protect the rights and interests of depositors, policyholders and financial institution creditors while having due regard for the need to allow FRFIs to compete effectively and take reasonable risks
- for FRPPs, we strive to protect the rights and interests of pension plan members, former members and entitled beneficiaries

How we regulate and supervise financial institutions and pension plans

We use our regulatory framework to balance the goals of safety and soundness. This allows federally regulated financial institutions to operate in a competitive marketplace.

We regulate by:

- developing rules
- interpreting legislation and regulations
- providing regulatory approvals for certain types of transactions

- contributing to new accounting, auditing and actuarial standards

We supervise institutions by:

- analyzing financial and economic trends to detect issues
- assessing financial conditions, non-financial and material risks
- evaluating quality of governance, risk management and compliance

Our role and benefits to Canada

We play an important oversight role, but we don't manage federally regulated financial institutions. Our goal is to balance both:

- competitiveness with financial stability
- international standards with Canadian market realities

Our regulation and supervision activities contribute to public confidence in the Canadian financial system.

We're funded through fees paid by regulated entities, not by Canadian taxpayers' money.

The Office of the Chief Actuary

The Office of the Chief Actuary is an independent unit within OSFI that provides a range of actuarial valuation and advisory services to the Government of Canada. In conducting its work, the OCA plays a vital and independent role towards a financially sound and sustainable Canadian public retirement income system.

Strategic Outcomes

Primary to OSFI's mandate and central to its contribution to Canada's financial system are two strategic outcomes:

- A safe and sound Canadian financial system

- A financially sound and sustainable Canadian public retirement income system.

For the purposes of the *Privacy Act*, the head of OSFI is the Superintendent and the responsible minister is the Minister of Finance.

4. Administration of the *Privacy Act*

4.1 Access to Information and Privacy (ATIP) Unit

The Access to Information and Privacy (ATIP) Unit is part of the Central Office Directorate within the Corporate Services Sector. The unit is responsible for administering the Act for the Office of the Superintendent of Financial Institutions (OSFI). As such, the ATIP unit coordinates the timely processing of requests under the legislation, handles complaints lodged with the Office of the Privacy Commissioner, and responds to informal inquiries. The ATIP unit also provides advice and guidance to office staff on matters involving the Act.

For the 2023-2024 fiscal year, the Manager, Privacy and Access to Information reported to the Director, Central Office, Corporate Services Sector and is supported by an ATIP Officer, a Junior ATIP Officer and an Administrative Assistant. Both the ATIP Officer and the Junior ATIP Officer are considered regional staff. The ATIP unit also relied upon the support of contract resources.

4.2 Institutional changes to the administration of the *Privacy Act*

There were no significant institutional changes to the administration of the Act in 2023-2024.

4.3 Education and Training

Training efforts in 2023-2024 have been focused on ensuring OSFI staff understand their roles and responsibilities in the effective management and protection of OSFI's information resources as an enabler in the delivery of the ATIP program through a combination of presentations, information sessions and information bulletins. Training efforts focused on ATIP refresher courses for the sectors ATIP Liaison Officers and Central Office Teams (2 sessions, 11 participants).

4.4 Processing of Privacy requests

All formal privacy requests are submitted to the Manager, Privacy and Access to Information, who reviews and assigns them to an ATIP Officer. The Officer requests the information from the appointed sectoral ATIP Liaison Officer(s) concerned. In gathering the material and subsequently reviewing it, the ATIP Office provides advice and direction to ensure that the provisions of the Act are respected.

Assembled material is reviewed by the ATIP Officer and the Manager, Privacy and Access to Information. The material and the recommendations pertaining to each request are then submitted to the program area for validation. Once agreed, the release package is submitted to the Director, Central Office, Corporate Services for review and approval.

Employees have the right to review their personal records at intervals specified in the various collective agreements. To exercise this right, an employee contacts the appropriate official in the Human Resources division. The review of personal records is considered informal and no data on these requests is compiled. The employee, however, does have the option of submitting a formal request under the privacy legislation. Employees of the Human Resources Division are aware of the provisions of the *Privacy Act* as they relate to the use and disclosure of personal information.

4.5 Delegation of authority

Administration of the *Privacy Act* at OSFI is ultimately the responsibility of the Superintendent; However, delegation orders set out which powers, duties and functions relating to the administration of the *Privacy Act*, have been delegated by the head of the institution, and to whom, effective January 23rd, 2024, all powers, duties, or functions are delegated to the Assistant Superintendent, Corporate Services & Chief Operating Officer. The Chief of Staff, Corporate Services, the Chief Financial Officer, the Director, Central Office Corporate Services, the Manager, Access to Information & Privacy and the Manager, Privacy are also granted specific powers under the Act. See the attached order in Appendix B.

4.6 Monitoring compliance

The time taken to process requests made under the *Privacy Act* is tracked in the ATIP tracking system. Proposed final responses to privacy requests are ultimately reviewed and approved by the Director, Central Office. Concerns are raised as appropriate throughout the lifecycle of the request and priority is given to fulfilling OSFI's statutory obligations.

4.7 Summary of significant changes to programs, operations, policies, or procedures

Requests received by OSFI through the mail are retrieved by the Manager, Access to Information and Privacy as needed. Of note, for the duration of the 2023-2024 fiscal year, the ATIP team reported to the Office of the Chief Financial Officer, Corporate Services Sector. The Privacy Office has modernized privacy management by creating standardized templates for Privacy assessments. They have also begun the implementation of an automated system using Microsoft Power Automate to streamline privacy intake requests and determine necessary actions for processing. Additionally, the team continues to develop and offer department-wide training to ensure comprehensive understanding and application of privacy practices at OSFI. OSFI now utilizes the Government of Canada's

ATIP Online Request Service (AORS) to receive, process and respond to request made under the *Privacy Act*. OSFI is also in the process of modernizing its existing ATIP case management software. For the reporting period, OSFI was not subject to any service agreements under section 73.1 of the *Privacy Act*.

4.8 Reading room

In accordance with the *Access to Information Act*, a public reading room is available in Ottawa. It is located at 255 Albert Street, on the 16th floor.

5. Interpretation of the Statistical Report

Part 1 – Requests under the *Privacy Act*

Due to the nature of OSFI's work regulating and supervising financial institutions and private pension plans under federal jurisdiction, much of the information in the Office's possession is third-party business information rather than personal information about individuals. The financial institutions and pension plans are OSFI's clients. As OSFI does not provide services directly to individuals, the volume of personal information collected by the Office is relatively small. This information is generally limited to employment records of current and previous OSFI employees and information about individual contract consultants at OSFI.

In 2023-2024, 10 new requests were received. Since the inception of the *Privacy Act*, July 1, 1983, OSFI has received 94 privacy requests.

Part 2 – Requests closed during the reporting period

The following table summarizes the actions taken with respect to the completed requests:

2.1 Disposition and Completion Time

Disposition	Number of requests
All disclosed	0
Disclosed in part	9
All exempted	0
All excluded	0
No records exist	0
Request abandoned	1
Neither confirmed nor denied	0
Total	10

For the 10 requests received in 2023-2024:

- 100% were closed within legislated timelines;
- There were no requests carried over from the previous reporting period and none were any carried over to the next reporting period;
- 1 was completed in 1 to 15 days; and,
- 2 were completed in 16 to 30 days; and,
- 6 were closed in 31 to 60 days; and,
- 1 was completed in 61 to 120 days.

2.2 Exemptions

Section 22(1)(b) was applied to 1 privacy request. Section 26 was applied to 9 requests. Section 27 was applied to 1 request.

2.3 Exclusions

No exclusions were cited during the reporting period.

2.4 Format of Information Released

During the reporting period, 7 requests under the *Privacy Act* were released electronically and 2 were released in paper format.

2.5 Relevant Pages Processed and Disclosed

18,638 relevant pages were processed, and 5,875 pages were disclosed during the reporting period. 90% of the requests received during the reporting period were disclosed in part and OSFI was unable to process the remaining request as the request was abandoned.

2.6 Other complexities

There were no other complexities required during the reporting period.

2.7 Deemed Refusal

There were no deemed refusals for the reporting period.

2.8 Requests for Translation

No translations were requested in 2023-2024.

Part 3 – Disclosures under Subsections 8(2) and 8(5)

No disclosures were made pursuant to subsections 8(2)(e), 8(2)(m) or 8(5) of the *Privacy Act* during this reporting period.

Part 4 – Requests for correction of personal information and notations

No requests for correction of personal information and no notations were made during this reporting period.

Part 5 - Extensions

Additional 30-day extensions were required for 7 requests during this reporting period:

- 7 pursuant to s.15(a)(i) – Interference with operations (further review required to determine exemptions, large volume of pages).

Part 6 - Consultations received from other government Institutions

No consultations from other government institutions and organizations were received during the reporting period.

Part 7 – Completion Time of Consultations on Cabinet Confidences

No consultations with respect to Cabinet confidences were required during the reporting period.

Part 8 – Resources Related to the *Privacy Act*

The cost to administer the Act during this reporting period was \$310,754.

6. Complaints and Investigations

OSFI did not receive any complaints pursuant to the *Privacy Act* during this reporting period. There were no active complaints from previous reporting periods.

7. Privacy Breaches

There were no material privacy breaches reported during the 2023-2024 fiscal year.

8. Appeals to the Federal Court of Canada

8.1 – Major changes implemented as a result of concerns or issues raised by the Privacy Commissioner of Canada in his annual report to Parliament

The Privacy Commissioner of Canada did not raise any concerns or issues related to OSFI, therefore no major changes were implemented.

8.2 – Major changes implemented as a result of concerns or issues raised by other agents of Parliament

No major changes were implemented by OSFI as other agents of Parliament did not raise any concerns or issues.

8.3 – Number of applications or appeals to the Federal Court of the Federal Court of Appeal during the fiscal year

There were no access to information related applications or appeals to the Federal Court or the Federal Court of Appeal during this fiscal year related to OSFI.

9. Completed Privacy Impact Assessments

OSFI completed 2 Privacy Impact Assessments in 2023-2024 for Software for Staffing (VidCruiter) and the Transformation Office Data Analytics Initiative.

VidCruiter is a Canadian company that offers video interviewing software with live and pre-recorded options. OSFI has procured access to VidCruiter to increase efficiencies in recruitment and staffing through the Applicant Tracking System (ATS), virtual assessments and interviews.

The Transformation Office (TO) (a new enterprise function established in April of 2022) is responsible for OSFI's Blueprint Transformation initiatives and ensuring they are fully integrated on both operational and strategic levels. To do this, TO requires access to and sharing of data sources from across different functional units across OSFI. The objective of gaining access to these data sets is to enable data analytics to inform decision-making and monitor progress and the pace of transformational change.

The summaries for the two completed PIA's have not been published as of August 2024.

10. Authority for new collection of Social Insurance Numbers

OSFI did not receive authority or undertake any new collections or consistent use of Social Insurance Numbers during the reporting period.

Appendix A – Statistical Report on the *Privacy Act*

Statistical Report on the *Privacy Act*

Name of institution: Office of the Superintendent of Financial Institutions

Reporting period: 4/1/2022 to 3/31/2023

Section 1: Requests Under the *Privacy Act*

1.1 Number of requests received

	Number of Requests
Received during reporting period	10
Outstanding from previous reporting periods	0
Outstanding from previous reporting period	0
Outstanding from more than one reporting period	0
Total	10
Closed during reporting period	10
Carried over to next reporting period	0
Carried over within legislated timeline	0
Carried over beyond legislated timeline	0

1.2 Channels of requests

Source	Number of Requests
Online	5
E-mail	4
Mail	1
In person	0
Phone	0
Fax	0
Total	10

Section 2: Informal requests

2.1 Number of informal requests

	Number of Requests
Received during reporting period	0
Outstanding from previous reporting periods	0
Outstanding from previous reporting period	0
Outstanding from more than one reporting period	0
Total	0
Closed during reporting period	0
Carried over to next reporting period	0

2.2 Channels of informal requests

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

2.3 Completion time of informal requests

Completion Time

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

2.4 Pages released informally

Less Than 100 Pages Released		100-500 Pages Released		501-1000 Pages Released		1001-5000 Pages Released	
Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Release
0	0	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							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	0	0	0	0	0	0
Disclosed in part	0	2	6	1	0	0	0	9
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	0	0	0	0	0	0	0

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	
Request abandoned	1	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	1	2	6	1	0	0	0	10

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

Section	Number of Requests
21	0
22(1)(a)(i)	0
22(1)(a)(ii)	0
22(1)(a)(iii)	0
22(1)(b)	1
22(1)(c)	0
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	9
27	1
27.1	0

Section	Number of Requests
28	0

3.3 Exclusions

Section	Number of Requests
69(1)(a)	0
69(1)(b)	0
69.1	0
70(1)	0
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	
2	7	0	0	0	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
18638	5875	10

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

Disposition	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1000+ Pages Processed
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests
All disclosed	0	0	0	0	0	0	0
Disclosed in part	1	63	2	527	2	1797	
All exempted	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0

Disposition	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1000+ Pages Processed
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests
Request abandoned	1	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0
Total	2	63	2	527	2	1797	

3.5.3 Relevant minutes processed and disclosed for *audio* formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

3.5.4 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

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
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	0	0	0	0	0	0

3.5.5 Relevant minutes processed and disclosed for *video* formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

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

Disposition	Less than 60 Minutes processed		60 - 120 Minutes processed		More than 120 Minutes processed	
	Number of requests	Minutes Processed	Number of requests	Minutes Processed	Number of requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Total	0	0	0	0	0	0

3.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	0	0	0	0	0

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
Total	0	0	0	0	0

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	10
Percentage of requests closed within legislated timelines (%)	100

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
0	0	0	0	0

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

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
0	0	0	0

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

Number of requests where an extension was taken	15(a)(i) Interference with operations				15 (a)(ii) Consultation		
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet Confidence Section (Section 70)	External	Int
7	2	5	0	0	0	0	

6.2 Length of extensions

Length of Extensions	15(a)(i) Interference with operations				15 (a)(ii) Consultation		
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet Confidence Section (Section 70)	External	Int
1 to 15 days	0	0	0	0	0	0	
16 to 30 days	2	5	0	0	0	0	
31 days or greater	0	0	0	0	0	0	
Total	2	5	0	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	0	0	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	0	0	0	0
Closed during the reporting period	0	0	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							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	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

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

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	0	0	0	0	0	0	0	0

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose 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	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests
1 to 15	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0

Number of Days	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests
31 to 60	0	0	0	0	0	0	
61 to 120	0	0	0	0	0	0	
121 to 180	0	0	0	0	0	0	
181 to 365	0	0	0	0	0	0	
More than 365	0	0	0	0	0	0	
Total	0	0	0	0	0	0	

8.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests
1 to 15	0	0	0	0	0	0	

Number of Days	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests
16 to 30	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0

Section 9: Complaints and Investigations Notices Received

Section 31	Section 33	Section 35	Court action	Total
0	0	0	0	0



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

10.1 Privacy Impact Assessments

Number of PIAs completed	2
Number of PIAs modified	0

10.2 Institution-specific and Central Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	2	0	0	0
Central	55	0	0	0
Total	57	0	0	0

Section 11: Privacy Breaches

11.1 Material Privacy Breaches reported

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

11.2 Non-Material Privacy Breaches

Number of non-material privacy breaches: 3

Section 12: Resources Related to the *Privacy Act*

12.1 Allocated Costs

Expenditures	Amount
Salaries	\$293,490
Overtime	\$0
Goods and Services	\$17,264
Professional services contracts	\$17,264
Other	\$0
Total	\$310,754

12.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	2.480
Part-time and casual employees	0.000
Regional staff	0.100
Consultants and agency personnel	0.060
Students	0.000
Total	2.640

Note: Enter values to three decimal places.

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

Name of institution: Office of the Superintendent of Financial Institutions

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

Section 1: Open Requests and Complaints Under the *Access to Information Act*

1.1 Enter the number of open requests that are outstanding from previous reporting periods

Fiscal Year Open Requests Were Received	Open Requests that are Within Legislated Timelines as of March 31, 2024	Open Requests that are Beyond Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	8	0	8
Received in 2022-23	0	0	0
Received in 2021-22	0	0	0
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0

Fiscal Year Open Requests Were Received	Open Requests that are Within Legislated Timelines as of March 31, 2024	Open Requests that are Beyond Legislated Timelines as of March 31, 2024	Total
Received in 2015-16	0	0	0
Received in 2014-15 or earlier	0	0	0
Total	8	0	8

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2023-24	2
Received in 2022-23	1
Received in 2021-22	1
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16	0
Received in 2014-15 or earlier	0
Total	4

1.2 Enter the number of open complaints with the Information Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2023-24	2
Received in 2022-23	1
Received in 2021-22	1
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16	0
Received in 2014-15 or earlier	0
Total	4

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 Within Legislated Timelines as of March 31, 2024	Open Requests that are Beyond Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	0	0	0
Received in 2022-23	0	0	0
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0
Received in 2015-16	0	0	0
Received in 2014-15 or earlier	0	0	0
Total	0	0	0

2.2 Enter the number of open complaints with the Privacy Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2023-24	0
Received in 2022-23	0

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2021-22	0
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16	0
Received in 2014-15 or earlier	0
Total	0

Section 3: Social Insurance Number

Has your institution begun a new collection or a new consistent use of the SIN in 2023-24? : no

Section 4: Universal Access under the Privacy Act

How many requests were received from foreign nationals outside of Canada in 2023-24? : 0

Appendix B – Designation Order: *Privacy Act*

Designation / Délégation

Access to Information Act / Loi sur l'accès à l'information

Designation Order for the *Access to Information Act* and the *Privacy Act*

By this order made pursuant to sections 95(1) of the *Access to Information Act* and 73(1) of the *Privacy Act*, I hereby authorize those officers and employees of the Office of the Superintendent of Financial Institutions occupying, on an acting basis or otherwise, the positions identified within the attached schedule to perform on my behalf any of the powers, duties or functions specified therein.

This designation replaces and repeals all previous orders.

Dated in Ottawa on this 23rd day of January, 2024

Arrêté sur la délégation en vertu de la Loi sur l'accès à l'information et la Loi sur la protection des renseignements personnels

Par le présent arrêté pris en vertu des l'articles 95(1) de la *Loi sur l'accès à l'information* et 73(1) de la *Loi sur la protection des renseignements personnels*, j'autorise les agents et les employés du Bureau du surintendant des institutions financières occupant, par intérim ou autrement, les postes identifiés dans l'annexe ci-jointe à exercer en mon nom, les attributions, les fonctions et les pouvoirs qui y sont spécifiés.

Le présent document remplace et annule tous les arrêtés antérieurs.

Fait à Ottawa en ce 23ième jour de janvier 2024

Peter Routledge

Superintendent of Financial Institutions/

Le surintendant des institutions financières

Schedules

Position / Poste	Access to information Act and Regulations / Loi sur l'accès à l'information et règlements	Privacy Act and Regulations / Loi sur la protection des renseignements personnels et règlements
Assistant Superintendent, Chief Operating Officer	Full authority / Autorité absolue	Full authority / Autorité absolue
Chief of Staff, Assistant Superintendent, Chief Operating Officer	Full authority / Autorité absolue	Act: 8(4), 8(5), 9(1), 9(4), 10, 14(a), 14(b), 15, 17(2)(b), 17(3)(b), 18(2), 19(1), 19(2), 20, 21, 22, 22.3, 23, 24, 25, 26, 27, 28, 33(2), 35(4), 51(2)(b), 72(1) Regulations: 7, 9, 11(2), 11(4), 13(1), 14
Chief Financial Officer	Full authority / Autorité absolue	Act: 8(4), 8(5), 9(1), 9(4), 10, 14(a), 14(b), 15, 17(2)(b), 17(3)(b), 18(2), 19(1), 19(2), 20, 21, 22, 22.3, 23, 24, 25, 26, 27, 28, 33(2), 35(4), 51(2)(b), 72(1) Regulations: 7, 9, 11(2), 11(4), 13(1), 14

Director, Central Office	Full authority / Autorité absolue	Act: 8(4), 8(5), 9(1), 9(4), 10, 14(a), 14(b), 15, 17(2)(b), 17(3)(b), 18(2), 19(1), 19(2), 20, 21, 22, 22.3, 23, 24, 25, 26, 27, 28, 33(2), 35(4), 51(2)(b), 72(1) Regulations: 7, 9, 11(2), 11(4), 13(1), 14
Manager, Access to Information and Privacy	Full authority / Autorité absolue	Act: 8(4), 8(5), 9(1), 9(4), 10, 14(a), 14(b), 15, 17(2)(b), 17(3)(b), 18(2), 19(1), 19(2), 20, 21, 22, 22.3, 23, 24, 25, 26, 27, 28, 33(2), 35(4), 51(2)(b), 72(1) Regulations: 7, 9, 11(2), 11(4), 13(1), 14
Manager, Privacy	Full authority / Autorité absolue	Act: 8(4), 8(5), 9(1), 9(4), 10, 14(a), 14(b), 15, 17(2)(b), 17(3)(b), 18(2), 19(1), 19(2), 20, 21, 22, 22.3, 23, 24, 25, 26, 27, 28, 33(2), 35(4), 51(2)(b), 72(1) Regulations: 7, 9, 11(2), 11(4), 13(1), 14

Date modified:

2023-11-06