



Annual Report on the Administration of the *Privacy Act* 2019-2020



Aussi disponible en français sous le titre : *Rapport annuel sur l'administration de la Loi sur la protection des renseignements personnels 2019-2020*

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Cat. No. SC1-20E-PDF (Electronic PDF, English)
ISSN 2819-7399

Cat. No. SC1-20F-PDF (Electronic PDF, French)
ISSN 2819-7402

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Introduction

The [Privacy Act](#) (the Act) came into force on July 1, 1983.

The Act provides the legal framework for the collection, retention, use, disclosure, disposition and accuracy of personal information in the administration of programs and activities by federal government institutions. It also provides Canadian citizens and permanent residents with a right of access to, and correction of, their own personal information under the control of a federal institution with certain specific and limited exceptions.

Section 72 of the Act requires that the head of every federal government institution prepare an annual report, for submission to Parliament, on the administration of the Act within the institution. The report must be tabled before each House of Parliament within the first 15 sitting days of the parliamentary session after September 1.

This annual report provides a summary of the management and administration of the Act within the Public Service Commission of Canada for the 2019–2020 fiscal year.

This report is also available on the [publications](#) page of the Public Service Commission of Canada's website.

Part I – General information on the Public Service Commission of Canada

Raison d'être, mandate and role: who we are and what we do

Raison d'être

The President of the Queen's Privy Council for Canada is responsible for the Public Service Commission of Canada (the agency) in accordance with the [Financial Administration Act](#), and for tabling the agency's annual report under the [Public Service Employment Act](#). The agency reports independently on its mandate to Parliament.

Through collaboration with departments and agencies, it is dedicated to building tomorrow's public service that is based on excellence and is representative of Canada's diversity. It safeguards non-partisanship and promotes and protects merit and the use of both official languages in a staffing and recruitment context. It supports departments and agencies in recruiting talented people from coast to coast to coast through the use of innovative and modern services, tools and practices.

Mandate and role

Under the delegated staffing system set out in the Public Service Employment Act, the Public Service Commission fulfills its mandate by promoting and safeguarding a non-partisan, merit-based and representative public service that serves all Canadians. We do this by:

- supporting departments and agencies in hiring qualified individuals into and within the public service
- overseeing and ensuring the integrity of public service hiring
- protecting the non-partisan nature of the public service while respecting employees' rights to participate in political activities
- delivering recruitment programs and assessment services

Program inventory

The program inventory is a list of all programs that support the delivery of our departmental results. It describes how the Public Service Commission of Canada (PSC) achieves its results by identifying how resources contribute to them. While programs are

very similar to our sectors, they were not designed to reflect that structure. For instance, a program's departmental result can rely on the work of more than one sector.

The PSC has three programs, each with a vice-president who is responsible for ensuring its success.

Policy Direction and Support

The Policy Direction and Support Program exists to support departments and agencies in hiring qualified individuals into and within the public service, in experimenting and innovating with their staffing approaches and supporting strategies to help them both meet their business needs and achieve their diversity and employment-equity objectives. The Policy Direction and Support Program establishes government-wide direction on staffing through regulations and policy. This program also provides organizations with guidance to enable legislative, regulatory and policy compliance, including providing expert advice. The program also assesses public servants' requests for permission to become candidates for elected office, and conducts outreach to ensure public servants know their legal rights and responsibilities regarding political activities.

Recruitment and Assessment Services

The Recruitment and Assessment Services Program exists to support departments and agencies in the hiring of qualified individuals into and within the public service, helping to shape a workforce reflecting Canada's diversity. The program includes the delivery of recruitment programs, student programs, assessment and accommodation services and the administration of legislated priority entitlements. Through outreach and the use of modern tools, online systems and technology, it reduces barriers for Canadians accessing public-service jobs. This program also collaborates with departments and agencies to create and implement innovative staffing and assessment approaches in order to meet the Government of Canada's strategic recruitment priorities and renew the public service.

Oversight and Monitoring

The Oversight and Monitoring Program exists to ensure the integrity of the merit-based public service hiring process and to identify areas for continuous improvement to the public service. The program performs audits and investigations and conducts surveys to monitor organizational compliance with staffing legislation, regulations and policies, and to provide a system-wide view of the public-service staffing environment. This program

also monitors and analyzes hiring data and conducts research to provide departments, agencies and Canadians with an informed view of the dynamics of public-service hiring.

Part II – Annual report on the *Privacy Act*

1. Organization of delegation and activities

1.1 Delegation order

The President of the Public Service Commission of Canada (PSC) is designated as the head of the government institution for the administration of the *Privacy Act* (the Act).

Pursuant to section 73 of the Act, deputy heads may delegate any of their powers, duties or functions under the Act by signing an order authorizing one or more officers or employees at the appropriate level to exercise or perform the powers, duties or functions of the head specified in the order.

Most of the powers, duties and functions of the President, under the Act, are delegated to the Chief of Staff, who is the designated Access to Information and Privacy (ATIP) Coordinator for the PSC. Operational responsibility for the application of the Act resides with the ATIP Manager, who has partial delegation. Partial delegation under the Act is granted to the Departmental Security Officer, to disclose personal information pursuant to paragraph 8(2)(m) of the Act. This delegation is limited to specific circumstances related to security, when the information was obtained outside PSC program activities. See Annex A – Delegation instrument.

1.2 The Access to Information and Privacy Coordinator

The ATIP Coordinator is responsible for developing, coordinating and implementing effective policies, guidelines, systems and procedures to ensure requests are processed efficiently under the [Access to Information Act](#) and the [Privacy Act](#) (the acts).

The Coordinator is also responsible for developing, coordinating and implementing policies, systems and procedures that are required by both acts as well as Treasury Board of Canada policies and directives. The activities of the Coordinator include the following:

- responding to requests made under both acts
- acting as spokesperson for the PSC in dealings with the Treasury Board of Canada Secretariat (TBS), the Office of the Information Commissioner, the Office of the Privacy Commissioner and other government departments and agencies on matters related to the acts
- responding to consultation requests submitted by other federal institutions with respect to PSC documents

- reviewing information collected in accordance with the Communications Policy of the Government of Canada and the Procedures for the Management of Public Opinion Research
- preparing the Annual Report to Parliament and other statutory reports, as well as other material that may be required by central agencies
- promoting awareness and providing advice to our employees to ensure that the obligations of both acts and TBS policies are met, and assessing their impact on various program initiatives
- monitoring the PSC's compliance with both acts, regulations and other relevant policies and procedures
- Ensure that the both acts, regulation and associated policies and procedures are duly respected.

1.3 The Access to Information and Privacy Office

The ATIP Office (the Office) supports the ATIP Coordinator in administering the provisions of the acts and related TBS policies for the PSC. The Office currently has 1 manager, 1 senior advisor, 2 analysts and 1 administrative assistant. The Office is part of the Corporate Secretariat.

The Senior Advisor is responsible for administering the departmental privacy protection program. She supports activities of the PSC by providing guidance and reviewing privacy breaches and privacy impact assessments. In addition, she supports the manager in reviewing access to information requests and personal information from the public and employees as well as conducting regular review of the departmental Info Source chapter.

The analysts are responsible for processing requests and consultations under both the acts, preparing responses to complaints and supporting all other ATIP responsibilities. The analysts provide privacy advice and support in the evaluation of program activities, and help create privacy compliance documents, such as privacy notice statements and privacy impact assessments. They also help departmental officials manage privacy breaches and disclosures of personal information.

The ATIP Office gives training sessions for employees.

It also reviews its policies and procedures to improve support to sector liaison officers and help them to better understand their roles, responsibilities and obligations in processing requests under the acts.

The PSC did not draft any new service agreements for ATIP services to or from other government institutions during the reporting period.

1.4 Access to Information and Privacy liaison officers

The ATIP Office processes requests with help from ATIP liaison officers. Liaison officers know their sector's activities. There is a liaison officer for each sector, as well as for the Corporate Secretariat and the Chief Audit and Evaluations Executive. Liaison officers act as the point of contact between their area and the ATIP Office. They also:

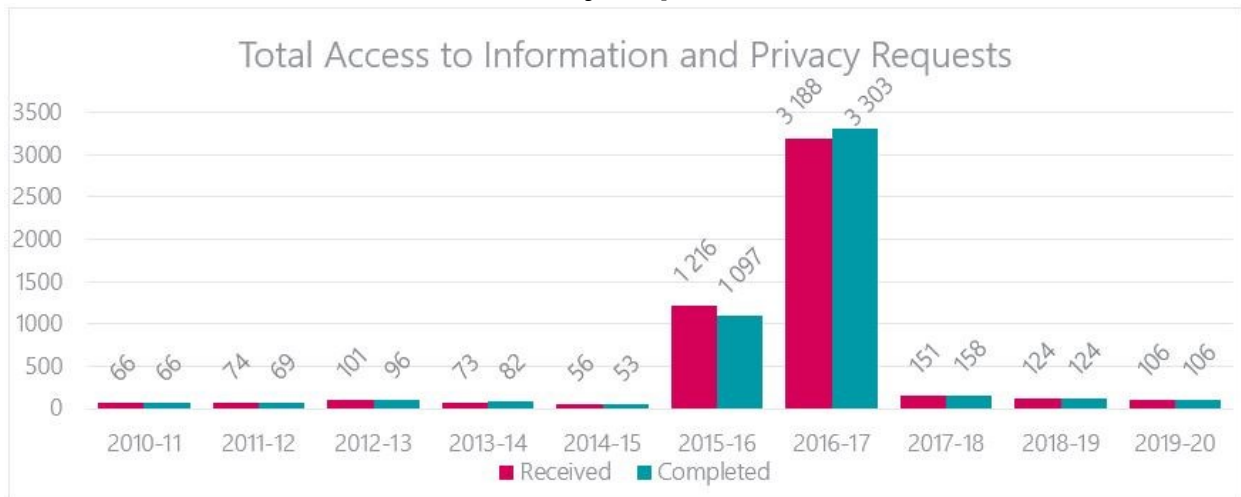
- assign program experts to search for relevant records
- advise if there are other offices of primary interest
- inform the ATIP Office of any issues regarding specific requests (delays, interference with operations, need to consult)
- deliver relevant records, with sector recommendations, to the ATIP Office as required

Liaison officers play an important role in making sure the PSC thoroughly and fully searches its record holdings when handling requests.

2. Statistical report: Interpretation

In the last reporting period, the PSC received and responded to 106 requests under the acts. This is a 14.5% decrease in requests received compared to the previous year. A temporary surge occurred in 2015–17; excluding that surge, the 106 requests are comparable with the average requests received in the last 10 reporting periods.

Total Access to Information and Privacy Requests



Text version

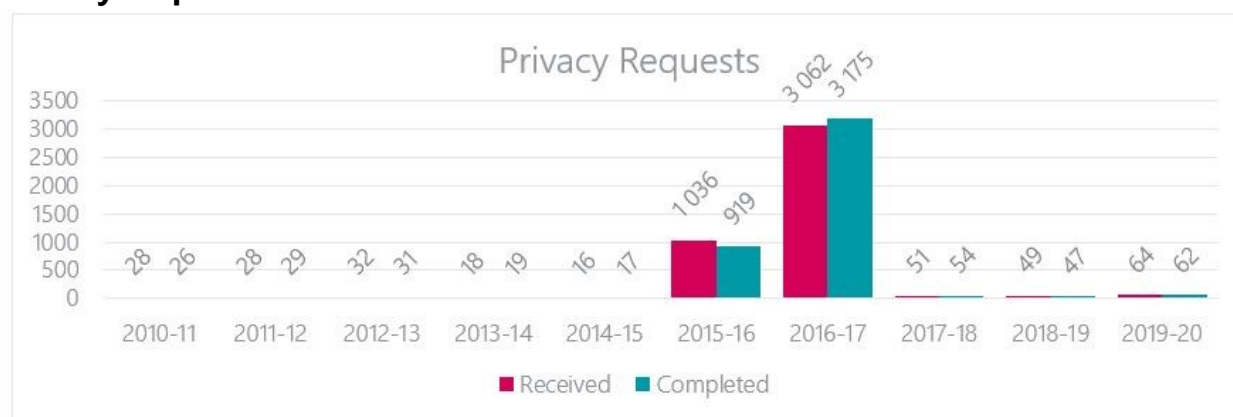
Fiscal Year:	Received	Completed
2010-11	66	66
2011-12	74	69
2012-13	101	96
2013-14	73	82
2014-15	56	53
2015-16	1 216	1 097
2016-17	3 188	3 303
2017-18	151	158
2018-19	124	124

Fiscal Year:	Received	Completed
2019-20	106	106

2.1 Requests under the *Privacy Act*

From April 1, 2019 to March 31, 2020, the PSC received 64 requests under the *Privacy Act* (the Act), in addition to three requests that were carried over from the previous period. This is a 31% increase in requests received compared with the year before. Additionally, only 9% of requests received were misdirected to the PSC this reporting period, compared to 27% of requests received previous reporting period.

Privacy Requests



Text version

Fiscal Year	Received	Completed
2010-11	28	26
2011-12	28	29
2012-13	32	31
2013-14	18	19
2014-15	16	17

Fiscal Year	Received	Completed
2015-16	1 036	919
2016-17	3 062	3 175
2017-18	51	54
2018-19	49	47
2019-20	64	62

The PSC responded to 62 requests during the reporting period. A total of 15,776 pages of records were reviewed. At the end of the reporting period, 5 requests were ongoing and were carried forward to the next period.

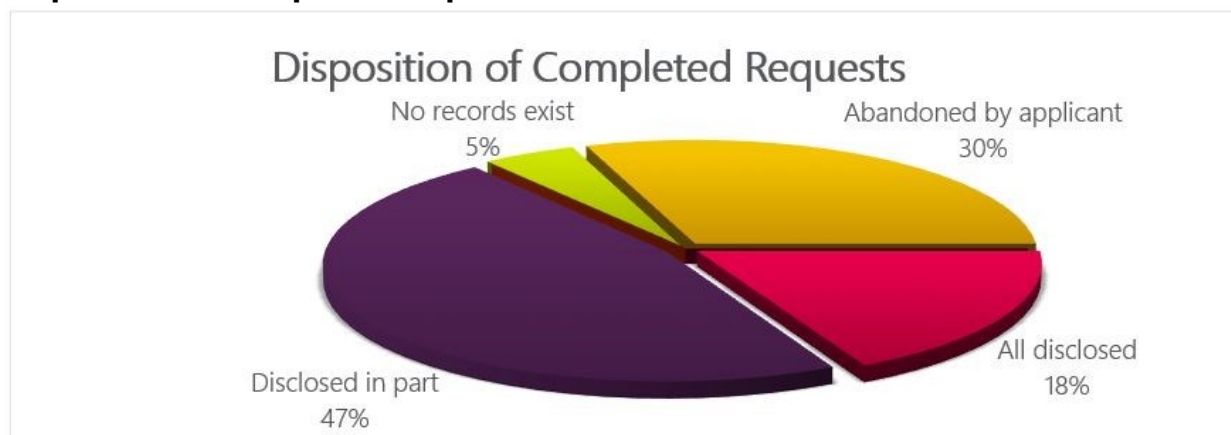
These 62 requests touched on similar topics as those received in previous years:

- 30 requests (48%) concerned staffing activities; for the most part, requesters were seeking information related to staffing documents, priority entitlements and assessments;
- 10 requests (16%) were for personal information held by specific PSC employees;
- 9 requests (14.5%) pertained to investigations conducted under the *Public Service Employment Act*;
- The remaining 13 requests (21%) were on a variety of subjects.

2.2 Disposition of requests completed

For the 62 requests closed during this reporting period, information was released in whole or in part in 40 cases, representing 65.5% of the requests. The remaining 22 requests were either abandoned (30%) or no records existed (5%). Out of the 19 requests that were abandoned during the reporting period, 6 were intended for another government institution.

Disposition of Completed Requests



Text version

Disposition	Percentage
All disclosed	18%
Disclosed in part	47%
No records exist	5%
Abandoned	30%

2.3 Exemptions and exclusions invoked

Sections 18 to 28 of the Act set out exemptions to protect information pertaining to a particular public or private interest. During the reporting period, the exemptions used most often were to protect personal information of others and ongoing investigations (section 26 and paragraph 22(1)(b) respectively).

Sections 69 and 70 of the Act outline certain types of information that it does not apply to. These exclusions relate to:

- published material
- library and museum material
- material placed in Library and Archives Canada by or on behalf of third parties
- some materials relating to the Canadian Broadcasting Corporation and Cabinet confidences

The PSC did not invoke any exclusions during the reporting period.

2.4 Extensions of time limits

The 30-day response time required by law may be extended under section 15 of the Act. A request may be extended in accordance with multiple provisions of this section. During the reporting period, a total of 10 extension provisions were invoked in the processing of requests completed during the reporting period.

2.5 Completion time

Of the 62 requests closed during the reporting period:

- 47 (76%) were closed within the initial 30 days
- 13 (21%) were completed within 31 to 60 days
- 2 (3%) within 61 to 120 days

All 62 were closed within the allowable time limit. When the due date of a request falls on a weekend or a statutory holiday, a request is still deemed to be completed on time if the response is issued during the next available working day.

2.6 Translation

The PSC did not receive any requests for translation of personal information pursuant to paragraph 17(2)(b) of the Act.

2.7 Format of information released

Regarding the 40 requests for which information was released in whole or in part:

- paper records were provided for 9 requests (22%)
- electronic records were provided for 31 requests (78%)

2.8 Corrections and notations

The PSC received three requests for correction of personal information under subsection 12(2) of the Act following a single request. In two cases, the requested corrections were made and one notation was attached for the third.

2.9 Inter-organizational consultations

The PSC received six requests for consultation from other government agencies during this reporting period; none were carried over from the previous reporting period. In handling these consultations, the PSC reviewed 191 pages of documents. No

consultations were outstanding at the end of the period; none were carried over into the 2020–2021 reporting period.

In response to the consultations completed during the reporting period, the PSC recommended partial disclosure for five consultations. The PSC had no objection to the disclosure of the remaining consultation.

The PSC consulted other government departments and agencies four times in relation to the processing of four requests completed during this reporting period.

2.10 Informal requests

In an attempt to improve and facilitate access, the PSC promotes informal methods of access whenever possible. Requesters may, in some cases, obtain access to their personal information on an informal basis by contacting the manager of the program area that controls the records. In these instances, the Access to Information and Privacy (ATIP) Office provides assistance and advice, as required.

2.11 Costs

The ATIP Office is responsible for the administration of both the *Access to Information Act* and the *Privacy Act*. During the reporting period, the PSC expended \$212,962 on salaries and \$51,644 on goods and services, including \$30,434 for professional services, on the administration of the Privacy Act. This represents approximately 70% of the ATIP Office's total expenditures.

The salary and professional service costs represented 2.67 full-time equivalent employees.

2.12 Impact of COVID-19 pandemic on operations

The impact of the COVID-19 pandemic has not significantly disrupted the administration of the *Privacy Act* at the PSC. The ATIP Office receives most requests via the [ATIP Online Request Service](#). The processing of ATIP requests were handled electronically before the pandemic. Small changes to the approval process were implemented to adjust to a remote work environment. The biggest change to the processing of requests was the implementation of a secure file transfer platform to provide requesters and other federal institutions with responses to their requests and consultations.

3. Summary of Access to Information and Privacy Office activities

3.1 Development of policies, directives, guidelines and other key documents

In this reporting period, the ATIP Office worked to simplify and improve its processes. A pilot project was launched to reduce delays and approvals in response to ATIP requests. While anecdotal experience suggests improved efficiency, the project was ongoing at the time this report was drafted. Therefore, no conclusions have been made.

Also during this reporting period, the ATIP Office implemented the first year of the five-year privacy impact assessment work plan to conduct assessments on existing programs across the Public Service Commission of Canada (PSC).

3.2 Advice and training

Advice

In addition to processing requests under the acts, the ATIP Office advises PSC managers and employees, as well as other organizations and members of the public, on a variety of issues and questions related to the acts.

Requests for guidance and advice were of the following nature:

- reviewing memoranda of understanding and information-sharing agreements to ensure compliance with the requirements of the acts and associated policies
- reviewing audit reports, responses to parliamentary questions and other documents prior to publication to ensure that information is released in accordance with the acts
- reviewing administrative investigation reports (such as reports on violence in the workplace or harassment reports) prior to disclosure to the concerned parties to ensure that information is released in accordance with the principles of exemptions defined in the acts
- making recommendations regarding the disclosure of personal information
- answering general written and telephone enquiries from the public and organizations

Participation in the governance process

Members of the ATIP team participate in a number of governance committees.

The ATIP Coordinator is a member of the:

- Executive Management Committee
- Integration Committee
- Resource Management Committee
- Departmental Open Government Advisory Group

The ATIP Manager is a member of the:

- Information Management and Information Technology Committee
- Security Committee
- Open Data Core Project Team

In addition, the ATIP Office sits as a non-voting member of the Project Review Committee and the IT Business Operations Team. The ATIP Office also advises the GC Jobs Transformation Core Management Committee.

Active participation in these committees and various other working groups allows the ATIP Office to remain aware of upcoming issues, initiatives and projects that may have ATIP implications and integrate ATIP considerations in the planning and implementation of initiatives and projects

Open government

The PSC [Open Government Implementation Plan](#) outlines a set of activities and deliverables to meet its requirements under the TBS [Directive on Open Government](#). Through the Plan, the PSC develops the internal mechanisms it needs to maximize the release of government information and data of business value. As a member of the Open Government Advisory Council and the Open Data Core Project Team, the ATIP Office provides ongoing strategic advice on privacy, confidentiality and security concerns.

The PSC has put in place business processes for Open Information and Open Data. These processes include a review by the ATIP Office. The review considers the principles of exemptions defined in the Act to protect sensitive information before it is published.

Internal reporting

The PSC has a stable and effective ATIP program. The ATIP Office works closely with PSC employees to make sure all requests are handled on time. The ATIP Office openly communicates with sectors, government organizations, third parties and requesters. Specific issues are reported to senior management only when required.

All privacy breaches are reported to the President as they are identified. Privacy breaches are also reported to the departmental Security Committee and the Information Management and Information Technology Committee on a quarterly basis.

The ATIP Office also updates the Executive Management Committee every year on the administration of the ATIP program and the status of privacy impact assessments.

Training

The ATIP Office continues to deliver core training for supervisors and managers. The primary goal of this training program is to ensure that managers are fully aware of their responsibilities under both acts and related internal policies.

The Canada School of Public Service's "Fundamentals of Access to Information and Privacy" self directed course is recommended for all employees, and a new workshop titled "Protecting Privacy at the PSC" was developed and delivered.

3.3 Tracking system and imaging software

The ATIP Office continues to use AccessPro Case Management and AccessPro Redaction. With the department-wide migration to Windows 10, the latest release of AccessPro Suite has been deployed within the ATIP Office.

3.4 Collection, use and disclosure of personal information

Personal information banks

During this reporting period, the personal information bank for Investigations, Mediation and Conciliation (PSC PPU 010) was updated as a result of a privacy impact assessment.

The PSC does not have any exempt banks. There were no denials of access under subsection 18(2) of the Act.

Communications under subsection 8(2) of the Act

Pursuant to subsection 8(2) of the Act, personal information under the control of a government institution cannot be released without the consent of the individual.

Paragraph 8(2)(e) of the Act applies to communication to designated investigative bodies for the purpose of enforcing the laws of Canada or a province, or to conduct legal investigations. The PSC invoked this provision once during the reporting period.

Paragraph 8(2)(m) of the Act applies to communications when, in the opinion of the head of the institution, reasons of public interest clearly outweigh the resulting invasion

of privacy, or if the person concerned would gain a definite advantage from it. The PSC invoked this provision once during the reporting period and notified the Privacy Commissioner in accordance with the requirements of subsection 8(5) of the Act.

Review of documents

The ATIP Office regularly reviews certain documents prior to disclosure in order to identify personal information that may have been included. These reviews ensure that proper procedures for release of these documents are followed and respect the provisions of the Act.

In order to protect the privacy of participants in internal investigations, the ATIP Office offers a service to review internal administrative investigation reports before they are communicated to concerned individuals.

3.5 Privacy breaches

There were 13 confirmed privacy breaches during this reporting period. All of these involved human error. In order to allow for staff to fully appreciate the impact of their actions, privacy awareness training was delivered to the program areas where the breaches occurred.

The PSC Policy on Privacy Breaches does not distinguish between material and immaterial privacy breaches. Therefore, all privacy breaches are reported to the Office of the Privacy Commissioner and TBS.

At the time of drafting this report, the Office of the Privacy Commissioner had responded to one of these privacy breaches.

4. Complaints

During the reporting period, a total of six complaints were submitted to the Office of the Privacy Commissioner. Two complaints related to the language in which the personal information had been provided, two complaints alleged that irrelevant information had been provided, one complaint related to the correction of personal information and one complaint alleged unauthorized disclosure of personal information.

The Privacy Commissioner issued two reports of findings during the reporting period related to complaints made in 2017. Both reports found that the PSC disclosed personal information without the consent of the individual.

At the end of the reporting period, eight complaints from this and previous reporting periods remained unresolved.

5. Court cases

No court actions were filed against the PSC during the reporting period.

6. Privacy impact assessments

The Directive on Privacy Impact Assessment (PIA) came into effect in April 2010. The goal of the directive is to allow government institutions to identify whether a program or a service-delivery initiative involving the collection, use or disclosure of personal information, as defined in the

Privacy Act, complies with privacy principles. Privacy impact assessments also aim to avoid or mitigate any identifiable risks to privacy. The Access to Information and Privacy (ATIP) Office provides advice and guidance to Public Service Commission of Canada (PSC) managers throughout the privacy impact assessment production process, including the review of privacy impact assessment reports and liaison with the Office of the Privacy Commissioner.

One PIA was completed during the reporting period on the PSC's Investigations program. A summary of this PIA has been added to the Summaries of Completed Privacy Impact Assessments section of the PSC website.

While most of its programs and activities predate the Directive on Privacy Impact Assessment, the PSC recognizes the importance of identifying and mitigating privacy risks. The PSC has undertaken a five-year initiative to conduct privacy assessments of all program and activities that collect and use personal information. Three such assessments were initiated during the reporting period:

- Personal Psychology Centre PIA
- Data Services and Analytics PIA
- Framework assessment on the Assessment and Recruitment Services

The ATIP Office will continue to support the program areas in order to finalize these reports.

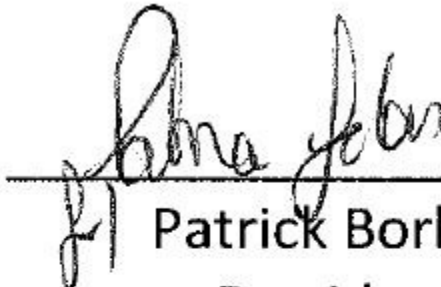
Annex A – Delegation instrument

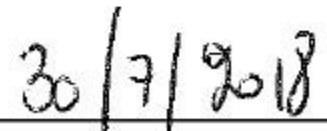
Privacy Act – Delegation Order

The President of the Public Service Commission of Canada, as head of the government institution, hereby designates pursuant to section 73 of the *Privacy Act* (the Act), the persons holding the positions set out below, or the persons occupying those positions on an acting basis, to exercise the powers, duties or functions of the President vested in them by the Act.

Position	Sections of the <i>Privacy Act</i>
Chief of Staff / Access to Information and Privacy Coordinator	<p>Act: (8)(2)(j), 8(4), 8(5), 9(1), 9(4), 10, 14, 15, 17(2)(b), 17(3)(b), 18(2), 19–22, 22.3–28, 31, 33(2), 35(1), 35(4), 36(3), 37(3), 51(2)(b), 51(3), 72(1)</p> <p>Regulations: 9, 11(2), 11(4), 13(1), 14</p>
Manager, Access to Information and Privacy	<p>Act: 15, 17(2)(b), 17(3)(b)</p> <p>Regulations: 9, 11(2)</p>
Vice-President Corporate Affairs Sector and Departmental Security Officer (DSO)	<p>A limited delegation is granted to the position identified herein to exercise the authority to disclose personal information in accordance with subparagraphs 8(2)(m)(i) and 8(2)(m)(ii) of the <i>Privacy Act</i>.</p> <p>This delegation is limited to circumstances where the disclosure relates to security matters that do not originate from Public Service Commission of Canada Program areas.</p> <p>The DSO will work in collaboration with the Access to Information and Privacy Coordinator who has the delegated authority to act pursuant to subsection 8(5) of the <i>Privacy Act</i> in providing notice of disclosure to the Privacy Commissioner of Canada.</p>

This delegation is effective as of the 30th day of the month of July, 2018.


 Patrick Borbey
 President


 Date

Annex A

Privacy Act

8(2)(j)	Disclosure for research purposes
8(4)	Copies of requests under 8(2)(e) to be retained
8(5)	Notice of disclosure under 8(2)(m)
9(1)	Record of disclosures to be retained
9(4)	Consistent uses
10	Personal information to be included in personal information banks

14	Notice where access requested
15	Extension of time limits
17(2)(b)	Language of access
17(3)(b)	Access to personal information in alternative format
18(2)	Exemption (exempt bank) – Disclosure may be refused
19(1)	Exemption – Personal information obtained in confidence
19(2)	Exemption – Where authorized to disclose
20	Exemption – Federal–provincial affairs
21	Exemption – International affairs and defence
22	Exemption – Law enforcement and investigation
22.3	Exemption – Public Servants Disclosure Protection Act
23	Exemption – Security clearances
24	Exemption – Individuals sentenced for an offence
25	Exemption – Safety of individuals
26	Exemption – Information about another individual
27	Exemption – Solicitor–client privilege
28	Exemption – Medical record



31	Notice of intention to investigate
33(2)	Right to make representation
35(1)	Findings and recommendations of Privacy Commissioner (complaints)
35(4)	Access to be given
36(3)	Report of findings and recommendations (exempt banks)
37(3)	Report of findings and recommendations (compliance review)
51(2)(b)	Special rules for hearings
51(3)	Ex parte representations
72(1)	Report to Parliament

Privacy Regulations

9	Reasonable facilities and time provided to examine personal information
11(2)	Notification that correction to personal information has been made
11(4)	Notification that correction to personal information has been refused
13(1)	Disclosure of personal information relating to physical or mental health may be made to a qualified medical practitioner or psychologist for an opinion on whether to release information to the requestor
14	Disclosure of personal information relating to physical or mental health may be made to a requestor in the presence of a qualified medical practitioner or psychologist



Annex B – 2019–2020 Annual *Privacy Act* Statistical Report

Statistical Report on the *Privacy Act*

Name of institution: Public Service Commission of Canada

Reporting period: 2019-04-01 to 2020-03-31

Section 1: Requests Under the Privacy Act

	Number of Requests
Received during reporting period	64
Outstanding from previous reporting period	3
Total	67
Closed during reporting period	62
Carried over to next reporting period	5

Section 2: Requests Closed During the Reporting Period

2.1 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	1	8	2	0	0	0	0	11
Disclosed in part	0	16	11	2	0	0	0	29
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	3	0	0	0	0	0	3
Request abandoned	17	2	0	0	0	0	0	19
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	18	29	13	2	0	0	0	62

2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
18(2)	0	22(1)(a)(i)	0	23(a)	0
19(1)(a)	0	22(1)(a)(ii)	0	23(b)	0
19(1)(b)	0	22(1)(a)(iii)	0	24(a)	0
19(1)(c)	0	22(1)(b)	6	24(b)	0
19(1)(d)	0	22(1)(c)	0	25	0
19(1)(e)	0	22(2)	0	26	20
19(1)(f)	0	22.1	0	27	4
20	0	22.2	0	27.1	0
21	0	22.3	0	28	0
		22.4	0		

2.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
69(1)(a)	0	70(1)	0	70(1)(d)	0
69(1)(b)	0	70(1)(a)	0	70(1)(e)	0
69.1	0	70(1)(b)	0	70(1)(f)	0



Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
		70(1)(c)	0	70.1	0

2.4 Format of information released

Paper	Electronic	Other
9	31	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
15776	7280	59

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 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
All disclosed	9	117	1	0	1	842	0	0	0	0
Disclosed in part	10	271	10	1679	5	2058	4	2313	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	19	0	0	0	0	0	0	0	0	0



Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 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
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	38	388	11	1679	6	2900	4	2313	0	0



2.5.3 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	1	0	0	0	1
Disclosed in part	3	0	0	0	3
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	4	0	0	0	4

2.6 Closed requests

2.6.1 Number of requests closed within legislated timelines

-	Requests closed within legislated timelines
Number of requests closed within legislated timelines	62



-	Requests closed within legislated timelines
Percentage of requests closed within legislated timelines (%)	100

2.7 Deemed refusals

2.7.1 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

2.7.2 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 Timelines 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



Number of Days Past Legislated Timelines	Number of Requests Past Legislated Timeline Where No Extension Was Taken	Number of Requests Past Legislated Timelines Where an Extension Was Taken	Total
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

2.8 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 3: Disclosures Under Subsections 8(2) and 8(5)

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Subsection 8(5)	Total
3	0	0	3



Section 4: Requests for Correction of Personal Information and Notations

Disposition for Correction Requests Received	Number
Notations attached	0
Requests for correction accepted	3
Total	3

Section 5: Extensions

5.1 Reasons for extensions and disposition of requests

Number of requests where an extension was taken	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Translation purposes or conversion
	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	Internal	
10	0	7	0	0	0	3	0	0



5.2 Length of extensions

Length of Extensions	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Translation purposes or conversion
	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	Internal	
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	0	7	0	0	0	3	0	0
31 days or greater								0
Total	0	7	0	0	0	3	0	0



Section 6: Consultations Received From Other Institutions and Organizations

6.1 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	6	191	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	6	191	0	0
Closed during the reporting period	6	191	0	0
Carry over to the next reporting period	0	0	0	0



6.2 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
All disclosed	1	0	0	0	0	0	0	1
Disclosed in part	2	0	3	0	0	0	0	5
All exempted	0	0	0	0	0	0	0	0
All excluded	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	3	0	3	0	0	0	0	6



6.3 Recommendations and completion time for consultations received from other organizations

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
All disclosed	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	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 7: Completion Time of Consultations on Cabinet Confidences

7.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 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



Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 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
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



7.2 Requests with Privy Council Office

Nu mbe r of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More than 5000 Pages Processed	
	Num ber of Requ ests	Page s Discl osed	Num ber of Requ ests	Page s Discl osed	Num ber of Requ ests	Page s Discl osed	Num ber of Requ ests	Page s Discl osed	Num ber of Requ ests	Page s Discl osed
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
Mor e	0	0	0	0	0	0	0	0	0	0



Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 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
than 365										
Total	0	0	0	0	0	0	0	0	0	0

Section 8: Complaints and Investigations Notices Received

Section 31	Section 33	Section 35	Court action	Total
6	6	2	0	14

Section 9: Privacy Impact Assessments (PIA) and Personal Information Banks (PIB)

9.1 Privacy Impact Assessments

Number of PIA(s) completed	1
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9.2 Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
	0	0	0	0

Section 10: Material Privacy Breaches

Number of material privacy breaches reported to TBS	13
Number of material privacy breaches reported to OPC	13

Section 11: Resources Related to the *Privacy Act*

11.1 Costs

Expenditures	Amount
Salaries	\$212,962
Overtime	\$0
Goods and Services	\$51,645
• Professional services contracts	\$30,434
• Other	\$21,211
Total	\$264,607

11.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	2.65
Part-time and casual employees	0.00
Regional staff	0.00
Consultants and agency personnel	0.02



Resources	Person Years Dedicated to Privacy Activities
Students	0.00
Total	2.67

