



Annual Report on the Administration of the Privacy Act 2020-2021



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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 2020-2021 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 using 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 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 of 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 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.

For the first half of this reporting period, most of the powers, duties, and functions of the President, under the Act, were delegated to the President's Chief of Staff, as the designated Access to Information and Privacy (ATIP) Coordinator for the PSC. The PSC underwent structural changes in August 2020, which involved moving the ATIP Office to the Corporate Affairs Sector, and these powers were subsequently delegated to the Director, Sector Management and ATIP Coordination. The Director has therefore become the designated 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 also 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. Refer to Annex A – Delegation instrument.

1.2 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:

- 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

1.3 Access to Information and Privacy Office

The Access to Information and Privacy Office (the ATIP Office) supports the ATIP Coordinator in administering the provisions of the Acts and related TBS policies for the PSC. The Office currently has one manager, one senior advisor and two analysts. As of August 2020, the Office is part of the Corporate Affairs Sector.

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

The analysts are responsible for processing requests and consultations under both Acts, preparing responses to complaints and supporting all other ATIP responsibilities. They 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 provides general and personalized training sessions to 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:

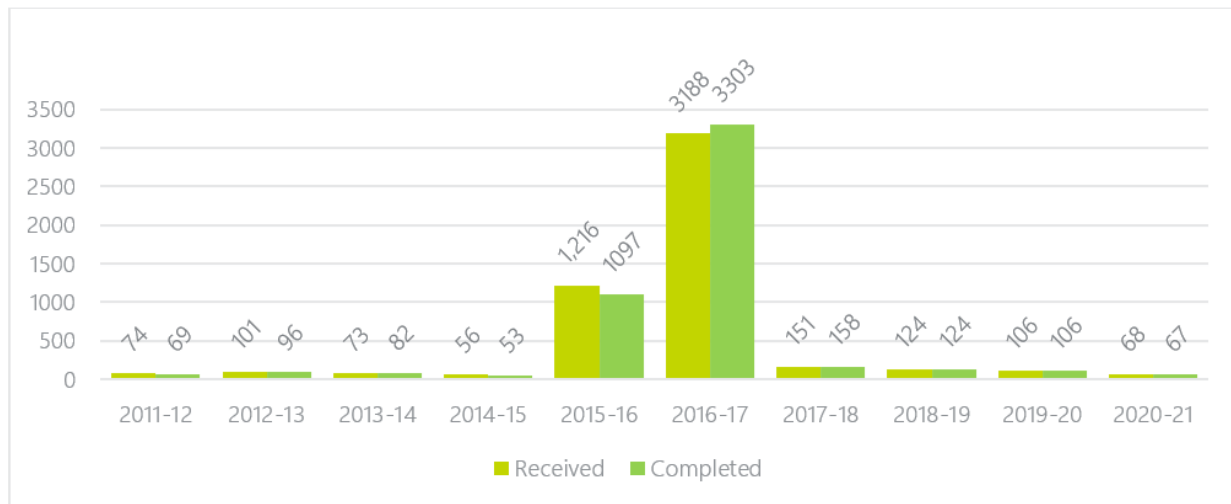
- assign program experts to search for relevant records
- advise if there are other offices of primary interest
- inform the ATIP Office of any issues regarding specific requests (delays, interference with operations, need to consult)
- deliver relevant records, with sector recommendations, to the ATIP 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 2020-21 reporting period, the PSC received and responded to 68 requests under the Acts. This is a 36% decrease in requests received compared to the previous year. A temporary surge occurred in 2015–17; excluding that surge, the 68 requests are comparable with the average requests received in the last 10 reporting periods.

Total Access to Information and Privacy Requests



Text version

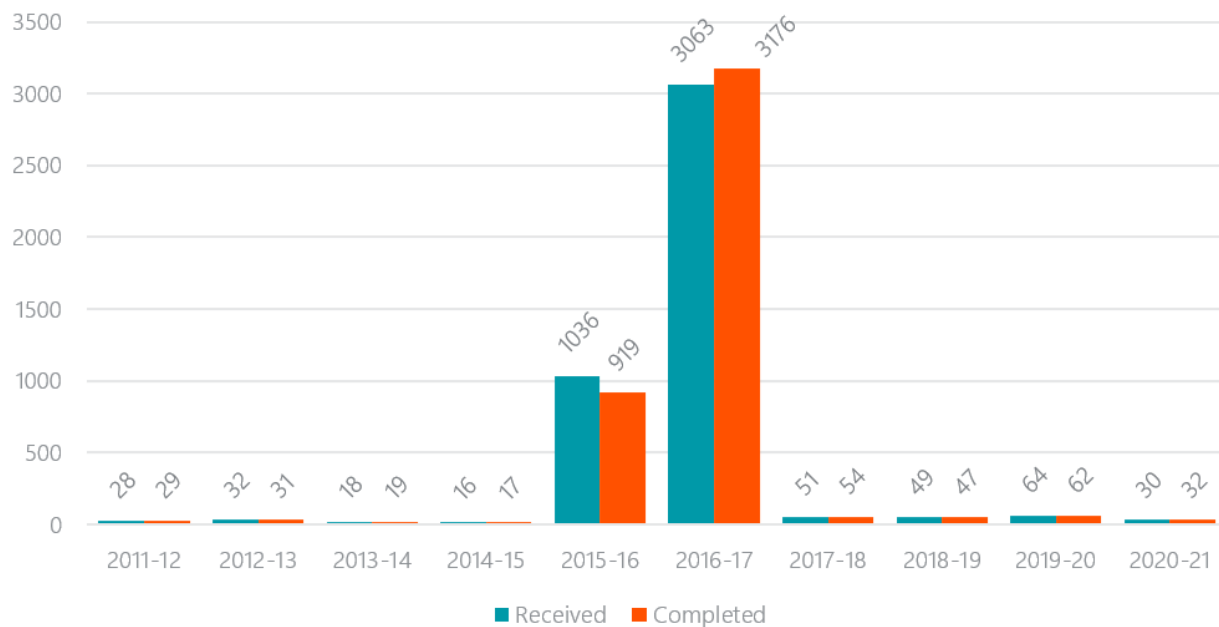
Fiscal Year:	Received	Completed
2010-11	66	66
2011-12	74	69
2012-13	101	96
2013-14	73	82
2014-15	56	53
2015-16	1 216	1 097
2016-17	3 188	3 303
2017-18	151	158
2018-19	124	124

Fiscal Year:	Received	Completed
2019-20	106	106
2020-21	68	67

2.1 Requests under the *Privacy Act*

From April 1, 2020 to March 31, 2021, the PSC received 30 requests under the *Privacy Act* (the Act), in addition to 5 requests that were carried over from the previous period. This is a 53% decrease in requests received compared with the previous year. No requests received were misdirected to the PSC compared to 9% of requests received in the previous year.

Privacy Requests



Text version

Fiscal Year	Received	Completed
2010-11	28	26
2011-12	28	29

Fiscal Year	Received	Completed
2012-13	32	31
2013-14	18	19
2014-15	16	17
2015-16	1 036	919
2016-17	3 062	3 175
2017-18	51	54
2018-19	49	47
2019-20	64	62
2020-21	30	32

The PSC closed 32 requests during the reporting period. A total of 13,611 pages were reviewed. At the end of the reporting period, 3 requests were still being processed and were carried forward to the next period.

These 32 requests touched on similar topics as those received in previous years:

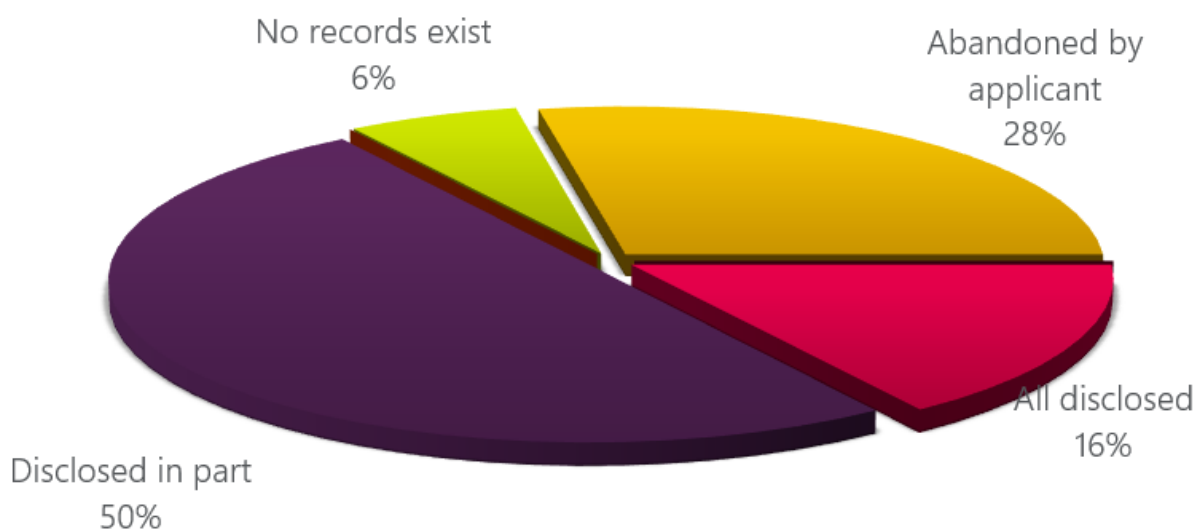
- 10 requests (31%) were for staffing activities; for the most part, applicants were looking for information related to staffing documents, priority entitlement administration and assessment
- 10 requests (31%) were for personal information held by specific PSC employees
- 9 requests (28%) were for investigations conducted under the *Public Service Employment Act*
- 1 request (3%) concerned second language testing
- The other 2 requests (6%) dealt with various subjects



2.2 Disposition of requests completed

For the 32 requests closed during this reporting period, information was released in whole or in part in 21 cases, representing 66% of the requests. Of the remaining requests, 9 were abandoned by the applicant (28%) and 2 produced no records (6%).

Disposition of Completed Requests



Text version

Disposition	Percentage
All disclosed	16%
Disclosed in part	50%
No records exist	6%
Abandoned	28%

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, 1 extension provision was invoked in the processing of a single request completed during the reporting period.

2.5 Completion time

Of the 32 requests closed during the reporting period:

- 10 (31%) requests were completed within the initial 15 days or less
- 11 (34%) requests were completed within 30 days or less
- 11 (34%) requests were completed within 31 to 60 days

All 32 requests 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

All information disclosed during the reporting period was provided in electronic format.

2.8 Corrections and notations

The PSC received no requests for corrections, in accordance with subsection 12(2) of the Act.

2.9 Inter-organizational consultations

The PSC received 3 requests for consultation from other government departments and agencies during this reporting period; none were carried over from the previous reporting period. In handling these consultations, the PSC reviewed 62 pages. No consultations were outstanding at the end of the period; none were carried over into the 2021–2022 reporting period.

In response to the consultations completed during the reporting period, the PSC recommended partial disclosure for 2 consultations. The remaining request was abandoned by the applicant.

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

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

During the reporting period, the PSC expended \$316 044 on salaries and \$17 428 on goods and services, including \$16 632 for professional services, and \$796 for other on the administration of the *Privacy Act*.

The salary and professional service costs represented 2.43 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](#), and ATIP Online Request Service the processing of ATIP requests was handled electronically before the pandemic. Small changes to the approval process were implemented to adjust to a virtual work environment. The secure file transfer platform implemented during the previous reporting period allowed the ATIP Office to continue providing 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 began documenting its processes and reviewing internal policies, with a view to making adjustments and increasing efficiency. The need for continuous adjustment throughout the reporting period, due to the ongoing Covid-19 pandemic, has delayed completion of this initiative.

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 or harassment in the workplace) prior to disclosure to the concerned parties, to ensure that such 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 Office participate in several governance committees, including:

- Resource Management Committee
- Departmental Open Government Advisory Group
- 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, the Departmental Open Government Advisory Group and the Information Management and Information Technology Committee on the administration of the ATIP program and the status of privacy impact assessments, on an as-needed basis.

Training

The ATIP Office continues to offer a core training program 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 self-directed course "Fundamentals of Access to Information and Privacy" is recommended for all employees. Additionally, a workshop developed in the previous reporting period, titled "Protecting Privacy at the PSC", was updated and delivered.

3.3 Tracking system and imaging software

The ATIP Office continues to use AccessPro Case Management and AccessPro Redaction.

3.4 Collection, use and disclosure of personal information

Personal information banks

During this reporting period, the personal information banks were not updated.

The PSC does not have any exempt banks. No access was denied 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 did not invoke this provision on any occasion 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 did not invoke this provision on any occasion during the reporting period.

Review of documents

The ATIP Office regularly reviews 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.

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

Fifteen privacy breaches were confirmed during the reporting period. All these cases involved human error. During the year, there was only one material breach within PSC. 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, 5 complaints were filed, and 7 complaints were resolved with the Office of the Privacy Commissioner.

At the end of the reporting period, 1 complaint 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 ATIP Office provides advice and guidance to the PSC throughout the privacy impact assessment production process, including the review of privacy impact assessment reports and liaison with the Office of the Privacy Commissioner.

No PIAs were completed during the reporting period.

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. One assessment was initiated during the reporting period:

- GC Jobs Transformation PIA

Work continued on the three assessments initiated during the previous reporting period:

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

The ATIP Office continues to support the program areas to finalize these reports.

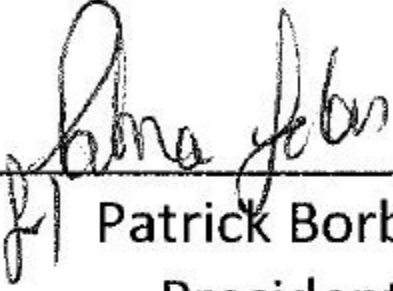
Annex A – Delegation instrument

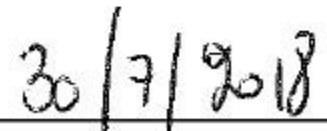
Privacy Act – Delegation Order

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 December 22 2020.


 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 – 2020-2021 Annual *Privacy Act* Statistical Report

Statistical Report on the *Privacy Act*

Name of institution: Public Service Commission of Canada

Reporting period: 2020-04-01 to 2021-03-31

Section 1: Requests Under the Privacy Act

-	Number of Requests
Received during reporting period	30
Outstanding from previous reporting period	5
Total	35
Closed during reporting period	32
Carried over to next reporting period	3

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	0	3	2	0	0	0	0	5
Disclosed in part	0	7	9	0	0	0	0	16
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	1	1	0	0	0	0	0	2
Request abandoned	9	0	0	0	0	0	0	9
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	10	11	11	0	0	0	0	32



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	13
19(1)(f)	0	22.1	0	27	1
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
0	21	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
13611	6469	30



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	3	51	1	480	0	0	1	2358	0	0
Disclosed in part	5	121	8	1242	1	829	1	1199	1	189
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	9	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	17	172	9	1722	1	829	2	3557	1	189



2.5.3 Other complexities

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



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	29
Percentage of requests closed within legislated timelines (%)	90.6

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
3	0	0	0	3



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	2	0	2
16 to 30 days	1	0	1
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	3	0	3

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
0	0	0	0

Section 4: 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 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 purpose 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	
3	0	3	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	3	0	0	0	3	0	0
31 days or greater								0
Total	0	3	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	3	62	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	3	62	0	0
Closed during the reporting period	3	62	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	0	0	0	0	0	0	0	0
Disclosed in part	1	0	1	0	0	0	0	2
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	1	0	0	0	0	0	0	1
Total	2	0	1	0	0	0	0	3



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

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



Section 8: Complaints and Investigations Notices Received

Section 31	Section 33	Section 35	Court action	Total
1	5	2	0	8

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

9.1 Privacy Impact Assessments

Number of PIA(s) completed	0
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9.2 Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
	21	0	0	0

Section 10: Material Privacy Breaches

Number of material privacy breaches reported to TBS	1
Number of material privacy breaches reported to OPC	1

Section 11: Resources Related to the *Privacy Act*

11.1 Costs

Expenditures	Amount
Salaries	\$316,044
Overtime	\$0
Goods and Services	\$17,428

Expenditures	Amount
• Professional services contracts	\$16,632
• Other	\$796
Total	\$333,472

11.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	2.430
Part-time and casual employees	0.00
Regional staff	0.00
Consultants and agency personnel	0.02
Students	0.00
Total	2.430

