Parole Board of Canada | Commission des libérations conditionnelles du Canada

PAROLE BOARD OF CANADA
ANNUAL REPORT TO PARLIAMENT ON THE PRIVACY ACT

2025-2026

Canada

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PAROLE BOARD OF CANADA

Introduction

In accordance with section 72 of the *Privacy Act*, an annual report to Parliament on the administration of the *Privacy Act* is prepared each fiscal year and tabled in Parliament. This report covers the period from April 1, 2025, to March 31, 2026.

Purpose of the *Privacy Act*

The *Privacy Act* provides citizens or permanent residents of Canada with the right of access to personal information held by the government and the protection of that information against unauthorized use and disclosure. The *Privacy Act* has provisions on the collection, retention and disposal of personal information. Under the *Privacy Act*, access is given to any personal information about the individual contained in a personal information bank, and any other personal information about the individual under the control of a government institution that is reasonably retrievable by the government institution. The *Privacy Act* allows for the correction of personal information where the individual believes there is an error or an omission. This may require that a notation be attached to the information reflecting any correction requested but not made.

Mandate of the Parole Board of Canada

The Parole Board of Canada (PBC) is an independent administrative tribunal. The PBC is headed by a Chairperson who reports to Parliament through the Minister of Public Safety.

The Parole Board of Canada, as part of the criminal justice system, contributes to the protection of society by facilitating, as appropriate, the timely reintegration of offenders and the sustained rehabilitation of individuals into society as law-abiding citizens. The Board makes independent, quality conditional release, record suspension and expungement decisions, as well as clemency recommendations, in a transparent and accountable manner, while respecting diversity and the rights of offenders and victims.

The PBC has exclusive authority under the *Corrections and Conditional Release Act* (CCRA) to grant, deny, cancel, terminate or revoke day parole and full parole. The Board may order certain offenders to be detained in prison until the end of their sentence. The Board makes conditional release decisions for federal offenders as well as for provincial offenders in provinces and territories that do not have their own provincial boards. The provinces of Ontario, Quebec and Alberta have their own parole boards.

The PBC is responsible for making decisions to order, refuse to order and revoke record suspensions (pardons) under the *Criminal Records Act* (CRA) and the *Criminal Code*. A record suspension is a formal attempt to remove the stigma of a criminal record for people who, having been convicted of an offence, have satisfied the sentence and remained crime-free for a prescribed number of years. The PBC also has legislated responsibility to order or refuse to order expungement of a conviction under the *Expungement of Historically Unjust Convictions Act* (*Expungement Act*). The Board also makes recommendations for the exercise of clemency through the *Royal Prerogative of Mercy.*

The PBC is comprised of full-time employees as well as Board members appointed by the Governor-in-Council. The PBC's National Office is located in Ottawa and there are six regional offices located in: Moncton (Atlantic), Montreal (Quebec), Kingston (Ontario), Saskatoon and Edmonton (Prairies), and Abbotsford (Pacific). The Appeal Division of the Board is located in Ottawa.

Organizational Structure of the PBC to Fulfill its *Privacy Act* Responsibilities

The Access to Information and Privacy (ATIP) Unit is led by the Director of Public Affairs and Partnerships, who reports to the Deputy Chairperson of the PBC. The ATIP Unit is responsible for:

- processing and responding to all formal requests under the *Privacy Act*;
- processing interdepartmental consultations;
- handling complaints from the Office of the Privacy Commissioner;
- advising senior officials and employees on privacy-related issues;
- producing the Annual Report to Parliament;
- updating Info Source;
- training employees;
- replying to informal inquiries; and
- coordinating and implementing policies, guidelines and procedures to ensure compliance with the *Privacy Act*.

The Director, Public Affairs and Partnerships, and the Manager, ATIP are responsible for administering the legislation and signing exemptions within their delegated authority. They are also responsible for giving advice and guidance to departmental officials on matters involving the *Privacy Act*. In 2025-2026, ATIP staff consisted of one Director, one ATIP Manager, one Senior ATIP Analyst, one ATIP Analyst and one ATIP Clerk.

Requests are processed as follows: completeness of request is determined; the ATIP Manager and the ATIP Analysts ensure the signature from the records is the same as the signature on the privacy request form; and if in doubt, the requestor is contacted concerning the validity of their identity. For individuals making a request on behalf of another individual, we ensure a signed consent form is obtained and signature from the records is the same as the signature on the consent form. The request is acknowledged; a search for relevant records is conducted; records are analyzed under the provisions of the legislation, and other agencies/ministries and policing services are consulted where appropriate; any necessary exemptions are applied; and, the applicant is provided with non-exempted material.

A tracking system is used to log all actions taken. Consultations (mainly with policing services) take place in most cases when other institutions' information is found in the PBC’s files, and their recommendations are normally followed.

Delegation Order

Some powers, duties and functions for the administration of the *Privacy Act* have been delegated to the Executive Vice-Chairperson, Deputy Chairperson, Director of Public Affairs and Partnerships, and to the ATIP Manager. For a copy of the signed delegation order, please refer to Annex A.

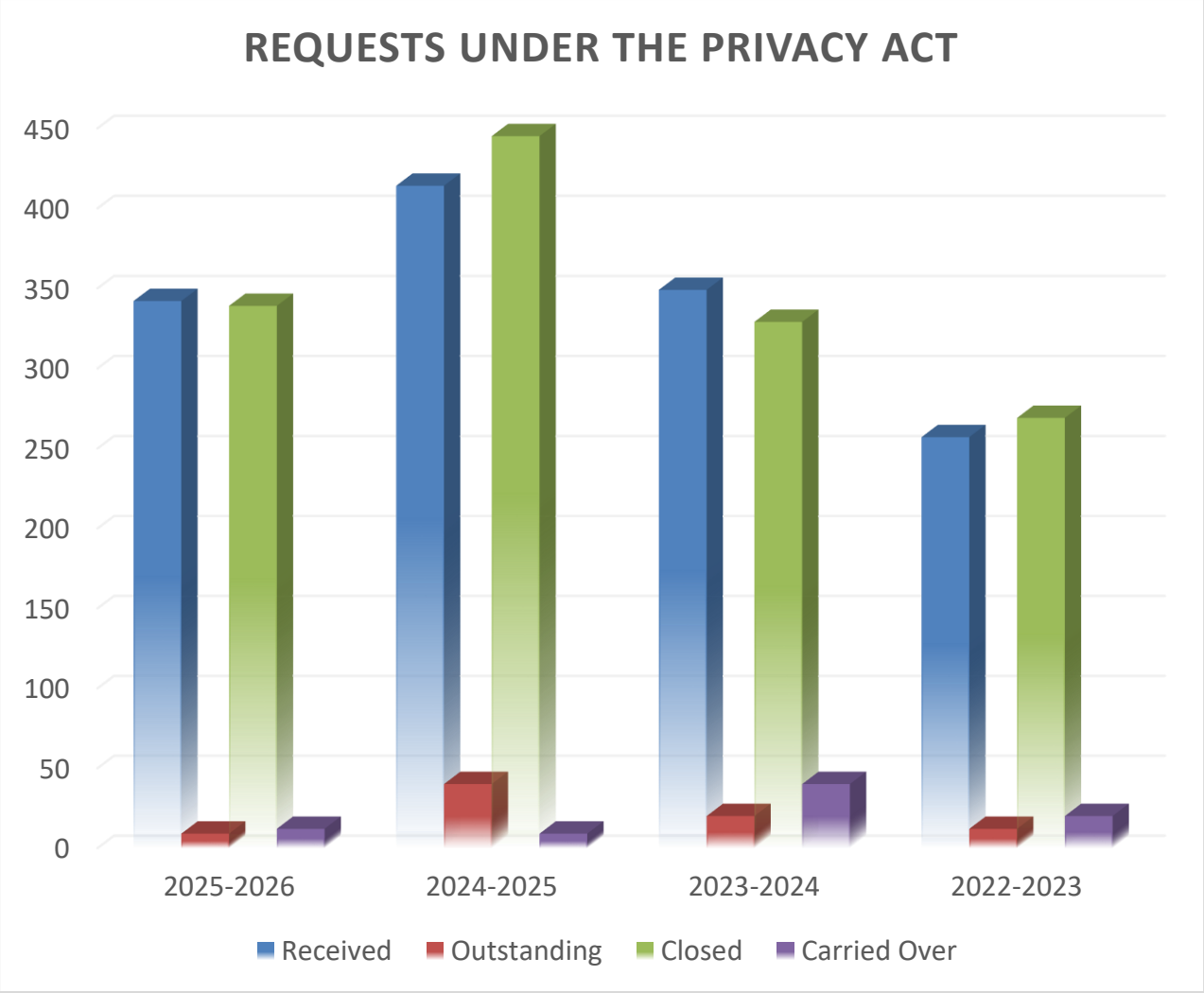
PART 1 – Requests under the *Privacy Act*

1.1 Number of requests received

Three hundred and forty-two (342) requests were received in 2025-2026 and nine (9) requests were outstanding from the previous reporting period, 2024-2025. Three hundred and thirty-nine (339) requests were completed during the 2025-2026 reporting period.

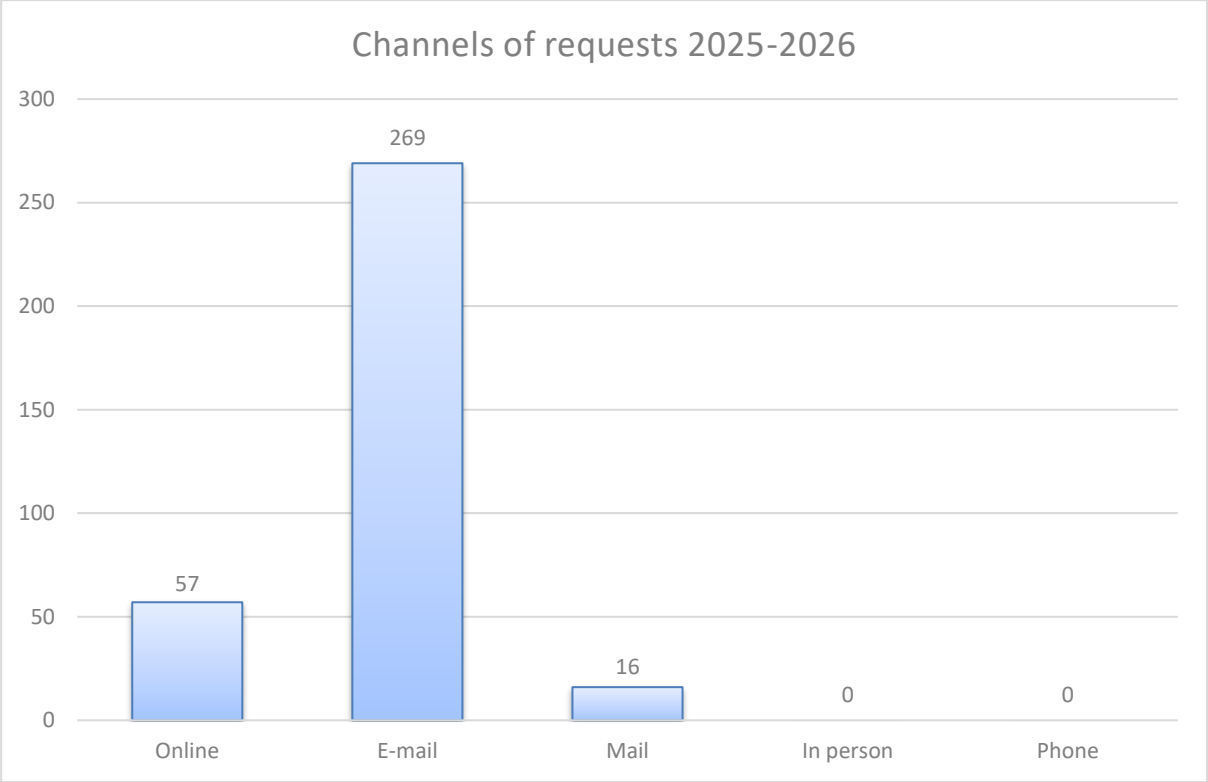
Twelve (12) requests received in 2025-2026 were carried over to fiscal year 2026-2027 and were processed within legislated timelines as of March 31, 2026.

Requests under the *Privacy Act* are highlighted in the graph below for the past four fiscal years.



1.2 Channels of requests

Of the requests received, 78% were received by email, 17% online and 5% by mail.



PART 2 – Informal Requests[1]

There were no informal requests. This is consistent with past trends at the PBC.

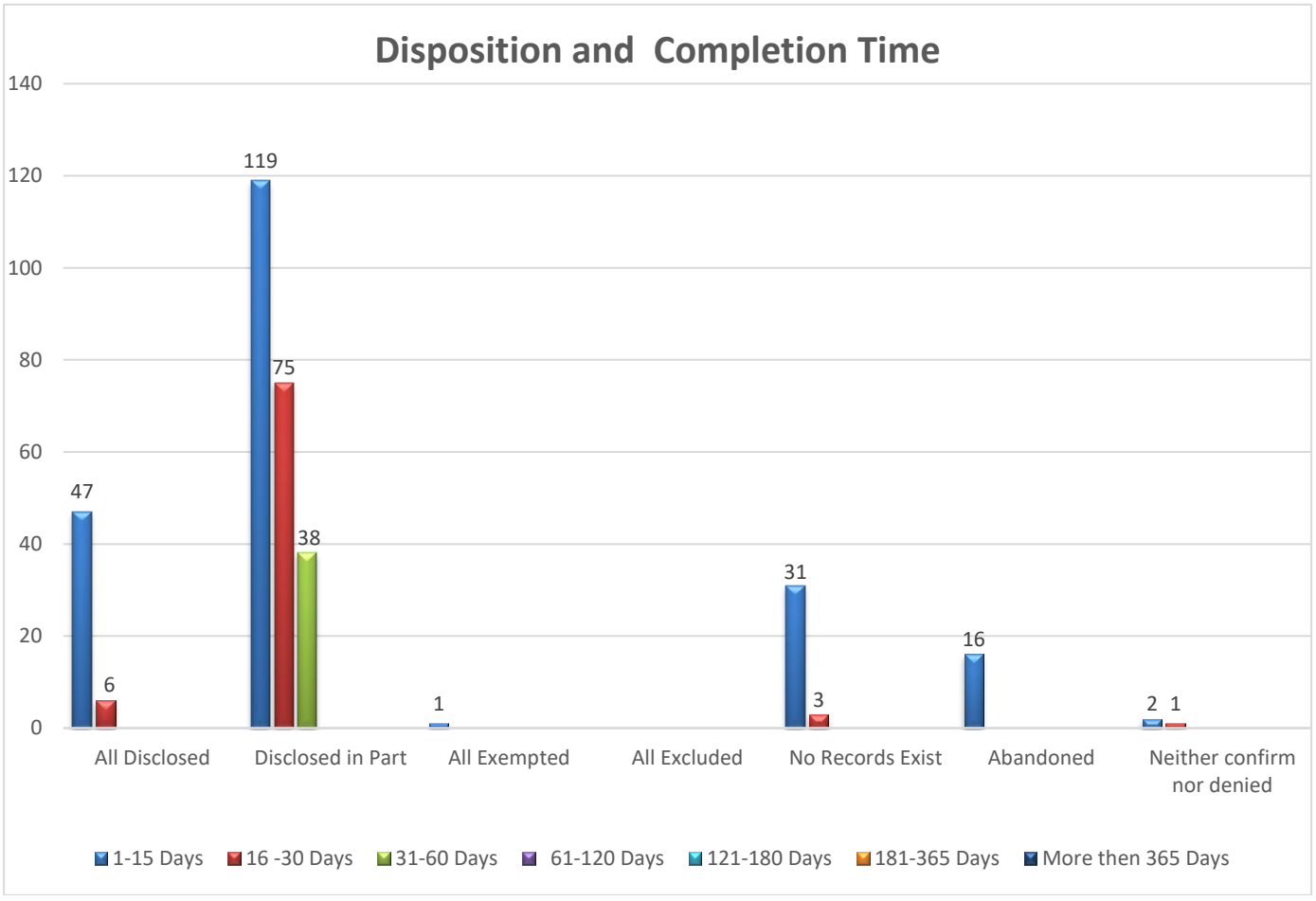
[1] *Informal request: a request for records that were previously disclosed through a formal Privacy request.*

PART 3 – Requests Closed During the Reporting Period

3.1 Disposition and Completion Time

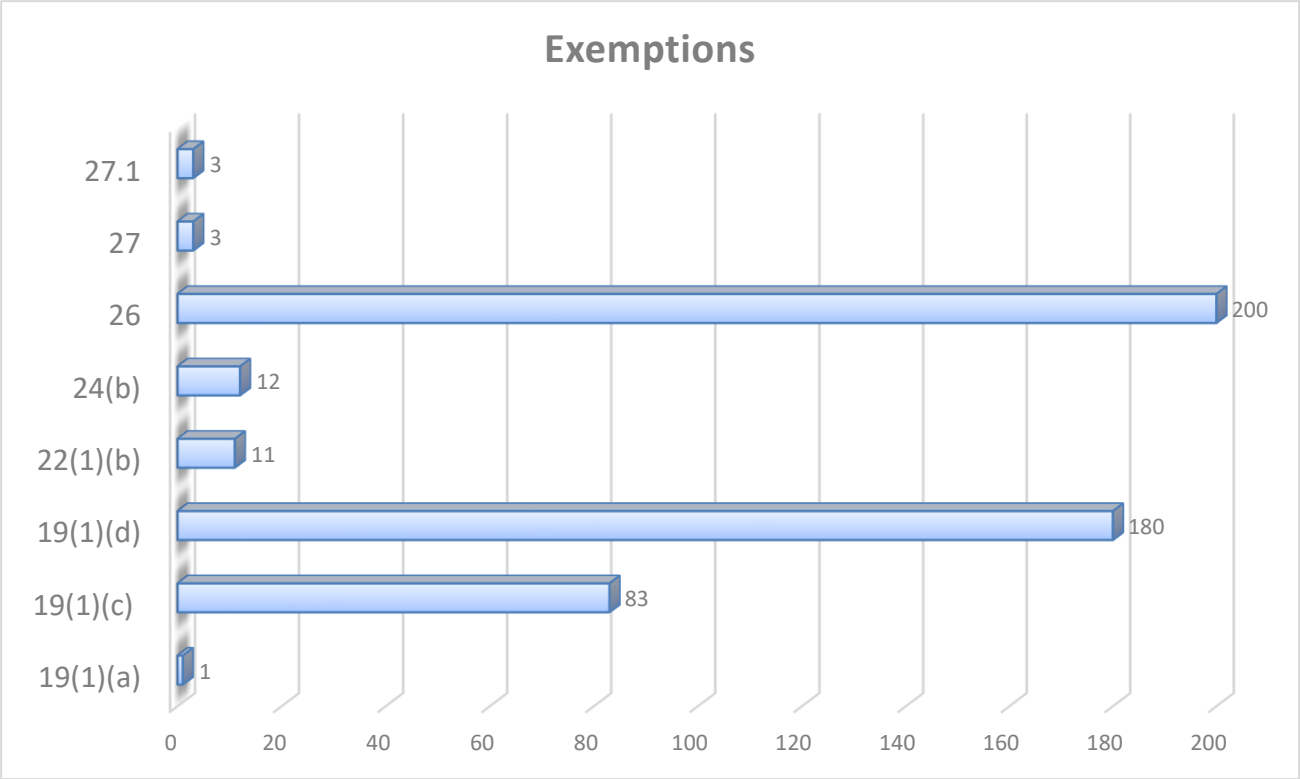
Of the three hundred and thirty-nine (339) requests completed, information was *disclosed in part* in response to two hundred and thirty-two (232) requests and *disclosed in full* for fifty-three (53) requests. The PBC had *no records* for thirty-four (34) requests, sixteen (16) requests were *abandoned* and three (3) were *neither confirmed nor denied*. The PBC sometimes receives requests from members of the public that should have been submitted to other Federal Government departments. When such requests are received, the requesters are notified on how and where they should submit their Privacy request.

Of these 339 requests, 64% were processed within 15 days, 25% were processed within 16 to 30 days and 11% of requests were processed within 31 to 60 days.



3.2 Exemptions

Consistent with past fiscal years, Section 26 (Personal Information) was the exemption invoked the most, followed by 19(1)(d) & (c) (Personal information obtained in confidence). Other exemptions were used such as 22(1)(b) (Law enforcement and investigations), 24(b) (Individuals sentenced for an offence) and 27 (Protected information — solicitors, advocates and notaries).



3.3 Exclusions

No exclusions were cited this reporting period.

3.4 Format of Information Released

The format of information released was electronic for most of the requests (95%) and the balance of the requests were disclosed in paper format (5%).

3.5 Complexity

3.5.1 Relevant Pages Processed and Disclosed for paper and e-record formats

Overall, 49,975 pages were processed this past fiscal year from 305 requests, which represents a decrease of 39% for pages processed and a decrease of 33% in requests processed over the previous fiscal year.

3.5.2 Relevant Pages Processed by request disposition for paper and e-records formats by size of requests

Two hundred and eighty-seven (287) requests had 500 pages or fewer processed. Eighteen (18) had between 501 and 10,000 pages processed.

3.5.3 Relevant minutes processed and disclosed for audio and video formats

There were no requests for audio or videos.

3.5.4 Relevant minutes processed per request disposition for audio and video formats

There were no requests for audio or videos.

3.5.5 Other complexities

PBC files were relatively complex. Of the 339 requests processed with records, 71 had complexities.

3.6 Closed Requests

3.6.1 Number of Requests Closed within Legislated Timeframes

100% of the requests closed during 2025-2026 were closed within the legislated timeframes.

3.7 Deemed Refusals

3.7.1 Reasons for not meeting legislated timelines

There were no deemed refusals during this reporting period.

3.7.2 Requests closed beyond legislation timelines (including any extension taken)

There were no deemed refusals during this reporting period.

PART 4 – Disclosures Under Subsection 8(2) and 8(5)

There were thirteen (13) disclosures made under 8(2)(e), no disclosure made under 8(2)(m) and no disclosures made under 8(5) during this reporting period.

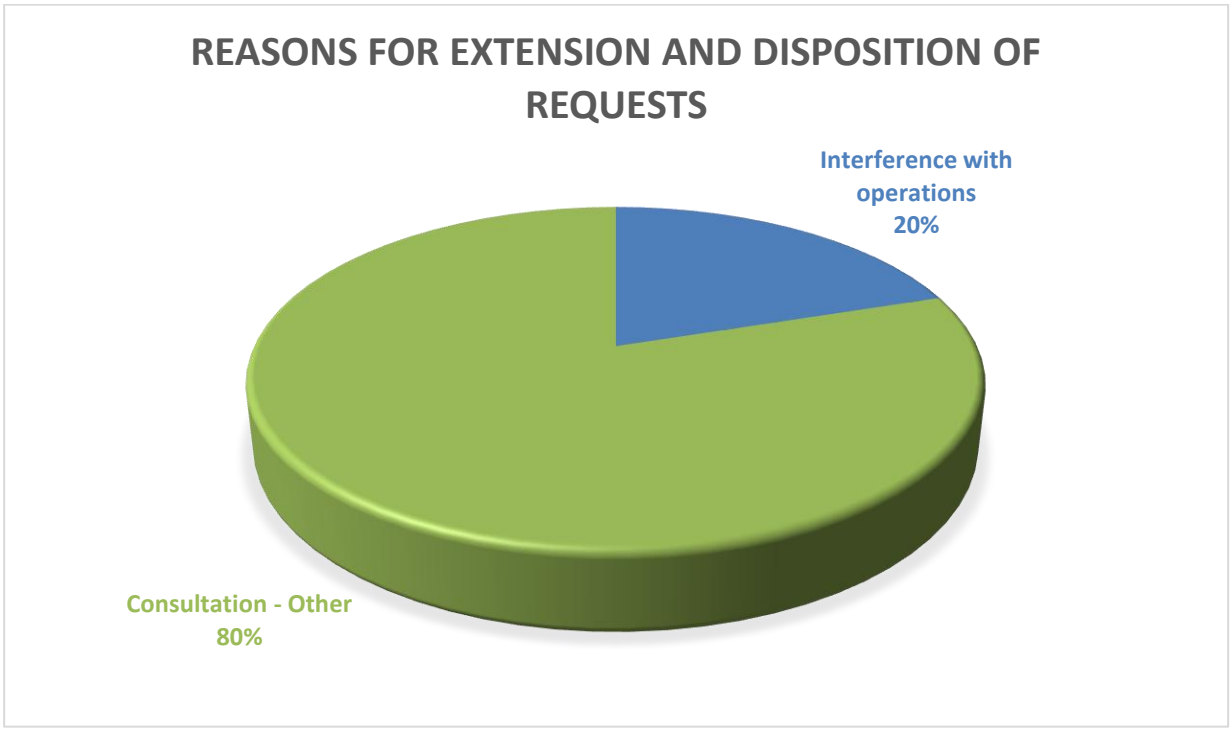
PART 5 – Requests for Correction of Personal Information and Notations

There were no requests for correction of Personal Information during this period.

PART 6 – Extensions

6.1 Reasons for Extensions and Disposition of Requests

A total of 50 extensions were taken during this period. Ten (10) extensions were taken for "interference with operations" purposes, ten (10) of which had files with a disposition of "*disclosed in part"* and none of which had a disposition of "*fully disclosed"*. Forty (40) extensions were taken for "consultations" listed in the "*other" category,* thirty-eight (38) of which had files with a disposition of "*disclosed in part"* and two (2) of which had a disposition of *"all disclosed".* A comparison of the types of extensions taken is shown below.



6.2 Length of extensions

Fifty (50) extensions taken were for between 16 to 30 days.

PART 7 – Consultations Received from Other Institutions and Organizations

7.1 Consultation received from other Government of Canada Institutions and other Organizations

There were three (3) consultations received from other Government institutions and no consultations received from other organizations.

7.2 Recommendations and Completion Time for Consultations Received from other Government of Canada Institutions

There were two (2) consultations received from other Government institutions which was *disclosed entirely* and completed within 0 to 15 days. One (1) consultation received from other Government institutions which was *disclosed in part* and completed within 0 to 15 days.

7.3 Recommendations and Completion Time for Consultations Received from other Organizations

There were no consultations received from other organizations.

PART 8 – Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

There was no consultation on Cabinet Confidences with Legal Services this past fiscal year.

8.2 Requests with Privy Council Office

There was no consultation on Cabinet Confidences with the Privy Council Office this past fiscal year.

PART 9 – Complaints and Investigations Notices Received

Four (4) complaints were received for this reporting period.

PART 10 – Privacy Impact Assessments (PIA) and Personal Information Banks (PIB)

10.1 Programs and activities

There were no existing programs or activities that use personal information that have been substantially modified during the reporting period. There were no new programs or new activities that use personal information established during the reporting period.

10.2 Privacy Impact Assessments

No Privacy Impact Assessments were completed or modified during this reporting period.

10.3 Privacy Protocols

No privacy protocols were completed to establish or modify Personal Information Banks during this reporting period.

10.4 Institution-specific and Central Personal Information Banks

No new Personal Information Banks were created or modified during this reporting period. Three (3) institutional Personal Information Banks exist.

10.5 Info Source page

The date of the most recent major change to Personal Information Banks on the Info Source page is July 25, 2011.

PART 11 – Social Insurance Number

There were no new programs or activities that collect or use Social Insurance Numbers that were implemented.

PART 12 – Privacy Breaches

12.1 Material Privacy Breaches reported

There were no Material Privacy Breaches reported during this reporting period.

12.2 Non-Material Privacy Breaches reported

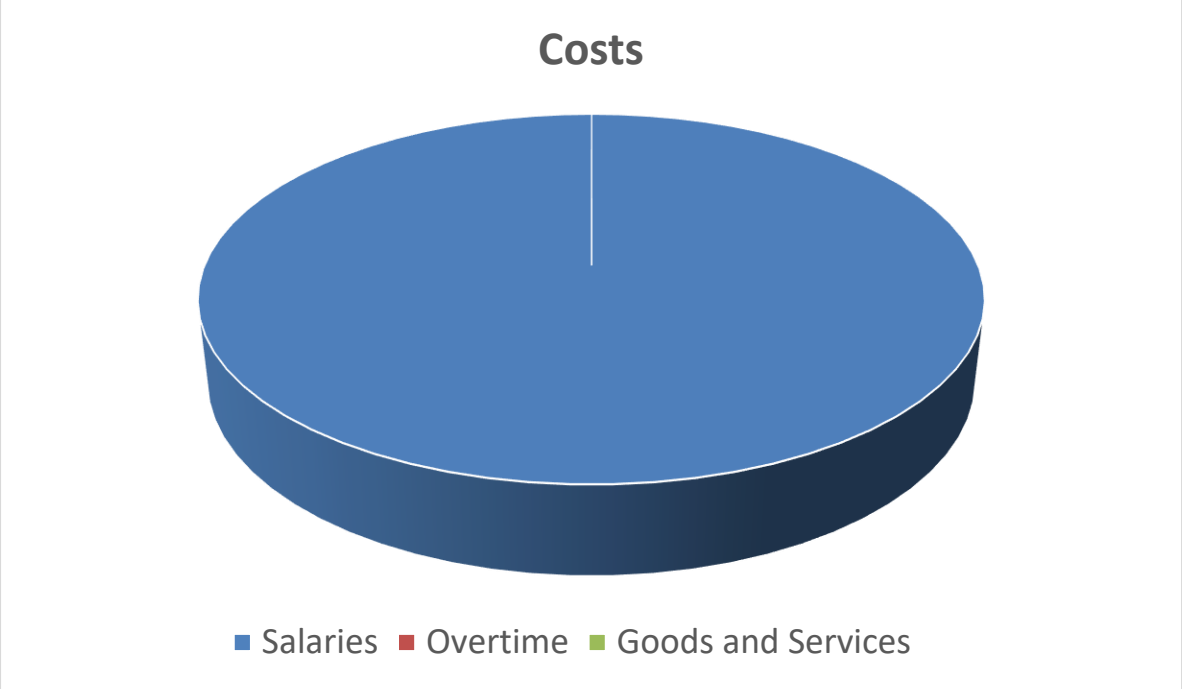
There were thirty-four (34) non-material privacy breaches reported during this reporting period.

PART 13 – Privacy Training

There were seventeen (17) employees that completed privacy training during the reporting period.

PART 14 – Resources Related to the *Privacy Act*

Total salary costs associated with the *Privacy Act* activities were $304,043 for 2025-2026. The associated full-time equivalency (FTE) human resources were 3.20. Included in the salary costs attributable to the *Privacy Act* are the costs associated with the administration of the *Act.* These are the salary costs of individuals working on privacy activities, such as processing privacy requests, assisting the Office of the Privacy Commissioner in complaint investigations, processing consultation requests from other government institutions, preparing reports, maintaining statistics and working on privacy policy initiatives. A comparison of costs associated with the *Privacy Act* is shown below.



Formal/Informal Interface

The PBC shares a great deal of file information with offenders in contexts other than the processing of requests under the *Privacy Act.* For example, information is shared during hearings with offenders and when notifying them of its decisions. In carrying out such duties, the Board must comply with the *Corrections and Conditional Release Act* (CCRA). Section 141 of the CCRA states that at least 15 days before the review date of an offender, the PBC shall provide or cause to be provided to the offender, in writing, the information that is to be considered in the review of the case or a summary of that information. This process, therefore, may allow for the sharing of more information than would be otherwise permitted under the provisions of the *Privacy Act*.

Furthermore, the CCRA gives Canadian citizens access to certain information about offenders. The CCRA provides for:

1. A Decision Registry containing all conditional release decisions made by the PBC since November 1992, and which is accessible to anyone who demonstrates an interest in a specific case or group of cases, by written request;

2. Access by victims to some offender-related information, and;

3. Members of the public to attend PBC hearings.

This law has an important impact on the disclosure of offender-related personal information to third parties.

Training Activities

The PBC requires all of its public service staff to complete the online course “Access to Information and Privacy Fundamentals” as part of their Collective Learning Roadmap. There were seventeen (17) employees that completed privacy training during the reporting period.

During the 2025-2026 exercise, there were no training session on ATIP delivered.

Revised PBC-related Policies, Guidelines and Procedures

The ATIP Unit will continue to be involved in the creation and revision of forms throughout the PBC.

The PBC did not receive authority for a new collection or new consistent use of the SIN in 2025-2026.

Initiatives and Projects to Improve Privacy

In order to improve access to personal information and privacy within the PBC, we have been working on implementing the following activities:

- Looking at improvements to modernize the delivery of services by promoting the Government of Canada ATIP Online Service to requesters.
- Updating our current ATIP digital software.

Key Issues and Actions Taken on Complaints

Four (4) complaints were received for this reporting period. Two (2) complaints were resolved with no action required. We are actively in communication with the Privacy Commissioner to resolve two (2) complaints.

Material Privacy Breaches

There were no material privacy breaches during this reporting period.

Privacy Impact Assessments

No Privacy Impact Assessments were completed during this reporting period.

Public Interest Disclosures

There was no disclosure made under 8(2)(m) and no disclosures made under 8(5) during this reporting period.

Monitoring the Time to Process Privacy requests and Requests for Correction

The PBC monitors the time to process all privacy requests and requests for correction through the use of a computerized tracking system. Monitoring is done on a weekly basis by the ATIP Manager and reported to the Director, Public Affairs and Partnerships. As the PBC is 100% compliant with the legislated timelines set out in the Act, no additional monitoring is required.

ANNEX A: Delegation - *Privacy Act*

DELEGATION / DÉLÉGATION
PRIVACY ACT / LOI SUR LA PROTECTION DES RENSEIGNEMENTS PERSONNELS

***Privacy Act* Delegation Order**	**Arrêté sur la délégation en vertu de la *Loi sur la protection des renseignements personnels***
By this order made pursuant to section 73(1) of the *Privacy Act*, I hereby authorize those officers and employees of the Parole Board of Canada 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.	Par le présent arrêté pris en vertu de l'article 73(1) sur la *Loi sur la protection des renseignements personnels*, j'autorise les agents et les employés de la Commission des libérations conditionnelles du Canada 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.
This delegation replaces and repeals all previous orders.	Le présent document remplace et annule tous les arrêtés antérieurs.
Dated at the City of _____, this ___day of March 2025.	Daté, en la ville de Ottawa, ce 31 jour de mars 2025.

Joanne Blanchard

Chairperson /

Présidente

Parole Board of Canada / Commission des libérations conditionnelles du Canada

Delegation Order – *Privacy Act*

Powers, Duties or Functions	Section	Executive Vice-Chairperson	Deputy Chairperson	Director, Public Affairs and Partnerships	Manager, Access to Information and Privacy	Senior Analyst, Access to Information and Privacy
To disclose personal information, for research or statistical purposes	8(2)(j)	Yes	Yes	No	No	No
To disclose personal information when public interest outweighs invasion of privacy or when disclosure benefits the individual	8(2)(m)	Yes	Yes	No	No	No
To keep copies of requests made under 8(2)(e), keep records of information disclosed pursuant to such request and to make those copies and records available to Privacy Commissioner	8(4)	Yes	Yes	Yes	Yes	Yes
To notify the Privacy Commissioner in writing of disclosure under paragraph 8(2)(m)	8(5)	Yes	Yes	Yes	Yes	No
Record of disclosures	9(1)	Yes	Yes	Yes	Yes	No
To notify the Privacy Commissioner of consistent use of personal information and update index accordingly	9(4)	Yes	Yes	Yes	Yes	No
To include personal information in personal information banks	10	Yes	Yes	Yes	Yes	No
To give written notice as to whether or not access will be given, and if access is to be given, to give access to the requester	14	Yes	Yes	Yes	Yes	No
To extend time limit and give notice of extension	15	Yes	Yes	Yes	Yes	Yes
To determine the necessity for a translation of interpretation of a record	17(2)(b)	Yes	Yes	Yes	Yes	No
To determine whether a record should be provided in an alternative format	17(3)(b)	Yes	Yes	Yes	Yes	No
Exempt banks	18(2)	Yes	Yes	Yes	Yes	No
Information obtained in confidence	19	Yes	Yes	Yes	Yes	No
Federal-provincial affairs	20	Yes	Yes	Yes	Yes	No

Powers, Duties or Functions	Section	Executive Vice-Chairperson	Deputy Chairperson	Director, Public Affairs and Partnerships	Manager, Access to Information and Privacy	Senior Analyst, Access to Information and Privacy
International affairs and defence	21	Yes	Yes	Yes	Yes	No
Law enforcement and Investigations	22	Yes	Yes	Yes	Yes	No
Public Servants Disclosure Protection Acts	22.3	Yes	Yes	Yes	Yes	No
Security clearances	23	Yes	Yes	Yes	Yes	No
Individuals sentenced for an offence	24	Yes	Yes	Yes	Yes	No
Safety of individuals	25	Yes	Yes	Yes	Yes	No
Information about another individual	26	Yes	Yes	Yes	Yes	No
Solicitor-client privilege	27	Yes	Yes	Yes	Yes	No
Medical records	28	Yes	Yes	Yes	Yes	No
To receive notice of investigation by the Privacy Commissioner	31	Yes	Yes	Yes	Yes	Yes
To make representations to the Privacy Commissioner	33(2)	Yes	Yes	Yes	Yes	No
To receive the report of findings of the investigation and give notice of action taken or proposed to be taken or reasons why no action has been or is proposed to be taken	35(1)	Yes	Yes	Yes	Yes	No
To provide access to personal information	35(4)	Yes	Yes	Yes	Yes	No
To receive the report of findings after investigation in respect of personal information	37(3)	Yes	Yes	Yes	Yes	No
To request that the matter be heard and determined in the National Capital Region	51(2)(b)	Yes	Yes	Yes	Yes	No
To request the opportunity to make representations ex parte	51(3)	Yes	Yes	Yes	Yes	No
To refuse to disclose Cabinet confidences	70	Yes	Yes	Yes	Yes	No
To prepare annual report for submission to Parliament	72	Yes	Yes	Yes	Yes	Yes

Delegation Order – *Privacy Regulations*

Powers, Duties or Functions	Section	Executive Vice-Chairperson	Deputy Chairperson	Director, Public Affairs and Partnerships	Manager, Access to Information and Privacy	Senior Analyst, Access to Information and Privacy
Retention of personal information requested under paragraph 8(2)(e)	7	Yes	Yes	Yes	Yes	Yes
Examination of information	9	Yes	Yes	Yes	Yes	No
Notification concerning corrections	11(2) 11(4)	Yes	Yes	Yes	Yes	No
Disclosure of personal information relating to physical or mental health	13(1)	Yes	Yes	Yes	Yes	No
Examination in presence of medical practitioner or psychologist	14	Yes	Yes	Yes	Yes	No