Privacy Act

CRTC Annual Report 2025-2026



Canadian Radio-television and Telecommunications Commission
Conseil de la radiodiffusion et des télécommunications canadiennes
Canada

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Introduction

The Canadian Radio-television and Telecommunications Commission (CRTC) is pleased to present its annual report to Parliament, in accordance with subsection 72(1) of the *Privacy Act* (the Act). The report describes the activities that support compliance with the Act for the reporting period commencing April 1, 2025, and ending March 31, 2026.

Purpose of the *Privacy Act*

Section 2 of the Act sets out its purpose, which is to protect the privacy of individuals with respect to personal information about themselves held by a government institution and to provide individuals with a right of access to that information.

The Act also protects against unauthorized disclosure of that personal information and strictly controls how the government will collect, use, store, disclose, and dispose of any personal information.

CRTC mandate and responsibilities

The CRTC is an independent quasi-judicial tribunal that regulates the Canadian communications sector in the public interest. The CRTC holds public consultations on telecommunications and broadcasting matters and makes decisions based on the public record.

The CRTC reports to Parliament through the Minister of Canadian Identity and Culture and the Minister responsible for Official Languages.

The CRTC derives its mandate from a number of statutes, including the *Broadcasting Act*, the *Telecommunications Act*, Canada's Anti-Spam Legislation, and the *Online News Act*.

The CRTC's responsibilities include consulting Canadians on matters related to the communications system, making regulatory decisions and rules, resolving complaints and disputes, and reporting to Canadians on the results of its activities. The CRTC also promotes and enforces compliance with its regulatory framework while encouraging industry co-regulation and self-regulation through consultations, committees and working groups involving a broad range of stakeholders.

The CRTC does not have any subsidiaries.

Organizational structure

The CRTC administers the Act through its Access to Information and Privacy (ATIP) Office. The ATIP Office is part of the Information Management and Information Technology Directorate and reports to the Chief Information Officer.

The ATIP Office is responsible for administering requests made under the Act and supporting the CRTC's compliance with its obligations under the Act. It works with employees and program areas across the organization to process privacy requests, provide advice and guidance, support privacy impact assessments, manage privacy breaches, promote privacy awareness, and help ensure that personal information is handled in accordance with legislative requirements. The ATIP Office also represents the CRTC in its dealings with central agencies, oversight bodies, and other government institutions on privacy matters.

The ATIP Office consists of 8 positions, including the ATIP Coordinator, a Team Lead and Senior Privacy Advisor, analysts and support staff. During the 2025-2026 reporting period, the CRTC devoted the equivalent of 0.5 full-time positions to activities under the Act. The ATIP Office is located in the National Capital Region and provides services to the organization nationally. To support occasional requirements related to the administration of the Act, the CRTC engaged one privacy consultant during the reporting period.

The CRTC allocated $88,851 to administering the Act during the reporting period, including $44,260 in salary costs and $44,591 in professional services for privacy consulting support. These figures do not include the time and resources contributed by other areas of the organization in support of privacy-related activities.

The Chairperson and Chief Executive Officer is the head of the institution for the purposes of the Act. Certain powers, duties and functions are delegated to designated officials, including the Secretary General, the Chief Information Officer and the ATIP Coordinator.

The CRTC was not party to any service agreements under section 73.1 of the Act during the reporting period.

Delegation Order

The Chairperson and Chief Executive Officer of the CRTC issued a Delegation Order pursuant to subsection 73(1) of the Act, superseding all previous delegation orders related to administration of the Act at the CRTC.

Through this Delegation Order, the Chairperson and Chief Executive Officer delegates to designated officials the authority to exercise the powers, duties and functions conferred on the head of the institution under the Act. The delegation applies to the positions identified in its accompanying schedule.

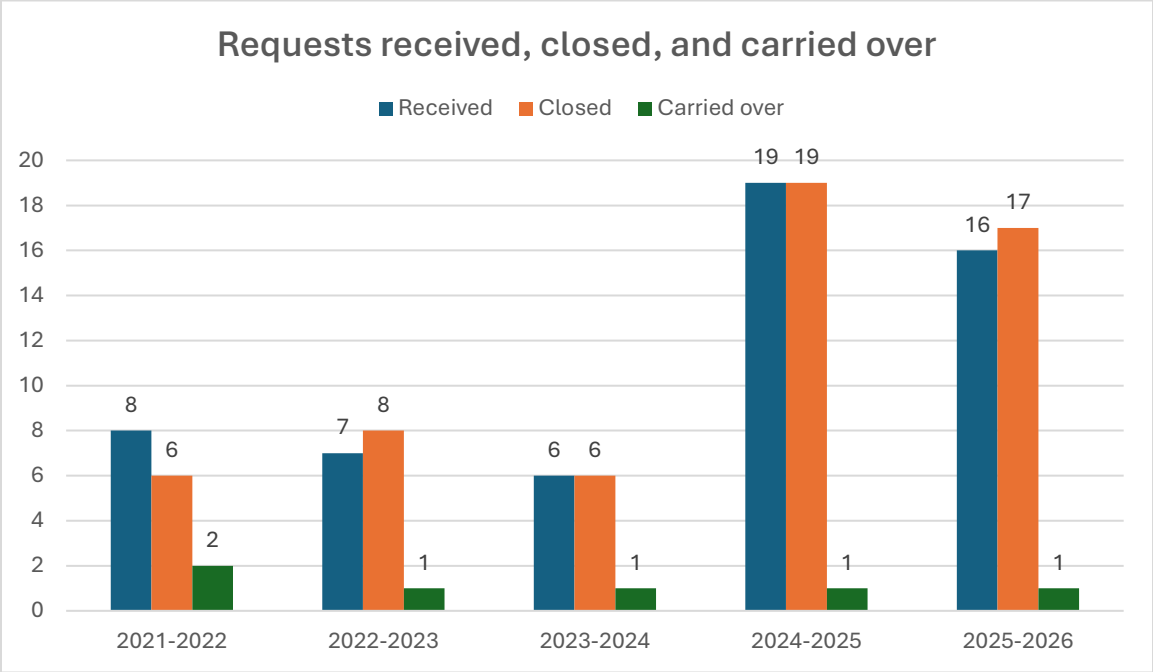
The Delegation Order was signed and came into effect on July 25, 2023. A copy of the signed Delegation Order is provided in Appendix A.

Performance 2025-2026

Section 1: Requests under the *Privacy Act*

Number of requests

In the 2025-2026 reporting period, the CRTC carried over 1 request from 2024-2025 and received 16 new requests, for a total of 17 requests.



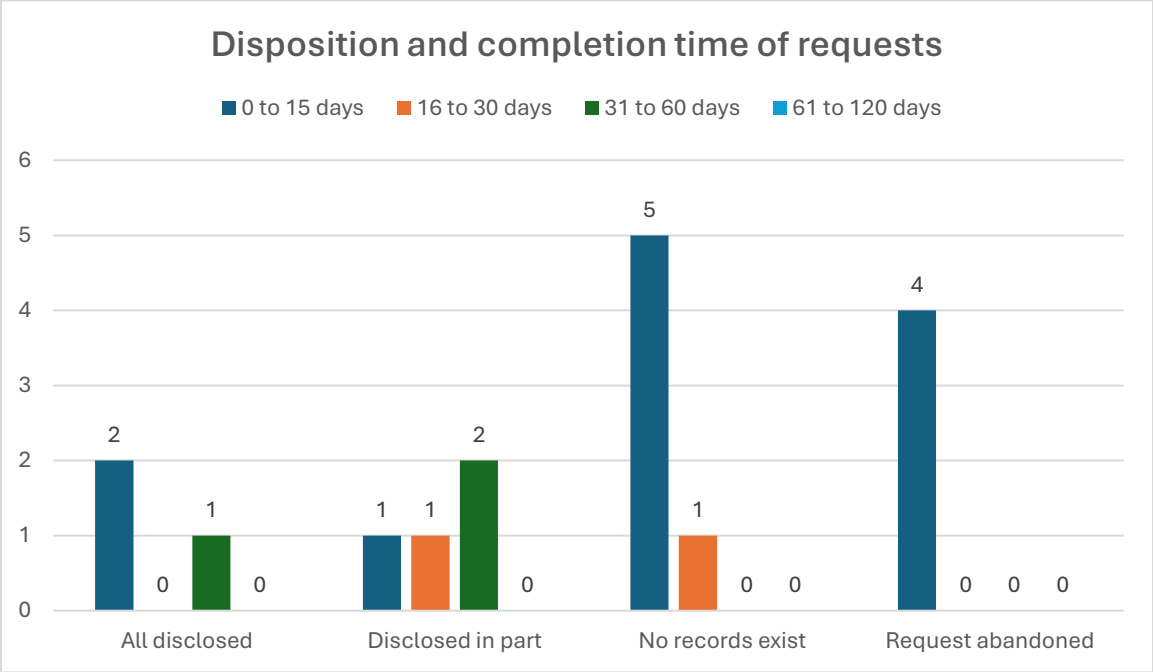
Reporting Period	Received	Closed	Carried over
2021-2022	8	6	2
2022-2023	7	8	1
2023-2024	6	6	1
2024-2025	19	19	1
2025-2026	16	17	1

Section 2: Requests closed during the reporting period

Disposition and completion time

In 2025-2026, all 17 requests closed by the CRTC were completed within the legislated timelines, representing a compliance rate of 100%. Of these requests, 3 resulted in full disclosure, including 2 that were closed within 0 to 15 days and 1 within 31 to 60 days. Fully disclosed requests accounted for 17.6% of all requests closed during the reporting period, and 6 requests resulted in a "no records exist" response, 5 of which were closed within 0 to 15 days and 1 which was closed within 16 to 30 days. In addition, 4 requests were abandoned by applicants within 0 to 15 days. Finally, 4 requests resulted in partial disclosure of records, representing 23.5% of all requests closed during the reporting period.

At the end of the 2025-2026 reporting period, the CRTC did not carry forward any requests under the Act.



Disposition	0 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days
All disclosed	2	0	1	0
Disclosed in part	1	1	2	0
No records exist	5	1	0	0
Request abandoned	4	0	0	0

Exemptions and exclusions

Sections 18 through 28 of the Act set out the exemptions that may be applied to withhold information where disclosure could harm specific public or private interests. In the 2025-2026 reporting period, the CRTC invoked 3 exemptions: paragraph 22(1)(b), relating to information about lawful investigations; section 26, relating to information about another individual; and section 27, relating to solicitor-client privileged information.

Similar to the previous year, no exclusions were invoked by the CRTC in response to privacy requests.

Format of information released

In 2025-2026, the 7 requests for which records were disclosed were released in electronic format.

Complexity

Relevant pages processed and disclosed

In 2025-2026, a total of 2,576 pages were processed, which represents a significant increase of 67.2% compared to the 1,541 pages processed in 2024-2025. Moreover, 1,528 pages were disclosed, which represents an increase of 200.2% compared to the 507 pages disclosed in the previous reporting period.

Relevant pages processed and disclosed by size of requests

In 2025-2026, of the 17 requests that were closed, 3 resulted in complete disclosures, with 188 pages processed, and 4 resulted in partial disclosures, with 2,378 pages processed.

Other complexities

In 2025-2026, there were 3 requests containing interwoven information. All 3 of these requests were disclosed in part.

Closed requests

During the 2025-2026 reporting period, all 17 closed requests were completed within the legislated timelines, resulting in a 100% compliance rate. This reflects the CRTC's ongoing efforts to meet legislative requirements despite the increased workload.

Deemed refusals

When an institution does not respond within the legislated time limit, it is deemed to have refused access to the requested records. This is known as being in deemed refusal.

In 2025-2026, the CRTC did not have any requests in deemed refusal.

Section 3: Disclosures under subsections 8(2) and 8(5)

Subsection 8(2) of the Act states that subject to any other Act of Parliament, personal information under the control of a government institution may be disclosed if it meets the conditions listed in paragraphs 8(2)(a) to 8(2)(m).

In addition, as set out in subsection 8(5), the head of the government institution shall notify the Privacy Commissioner in writing of any disclosure of personal information under paragraph 8(2)(m) prior to the disclosure.

No disclosures were made under paragraph 8(2)(e) or paragraph 8(2)(m) during the reporting period.

Section 4: Requests for correction of personal information

In 2025-2026, the CRTC received 2 requests for correction of personal information.

Section 5: Extensions

The Act allows departments to extend the legislated deadline of a request if it cannot be completed within the legislated 30-day time limit.

Section 15 of the Act permits extensions if:

- subparagraph 15(a)(i): Meeting the original time limit would unreasonably interfere with the operations of the government institution.
- subparagraph 15(a)(ii): Consultations are necessary to comply with the request and cannot reasonably be completed within the original time limit.
- paragraph 15(b): Additional time is necessary for translation purposes or for the purpose of converting the personal information into an alternative format.

Length of extensions

In 2025-2026, among the 17 requests received, 3 extensions were taken for unreasonable interference with operations.

Section 6: Consultations received from other institutions and organizations

The CRTC did not receive any consultations from other Government of Canada institutions or other organizations during the reporting period.

Section 7: Consultations on Cabinet Confidences

No requests related to Cabinet Confidences were sent to Legal Services during the reporting period.

Section 8: Complaints and investigations

In 2025-2026, the CRTC did not receive any complaints under the Act during the reporting period. There were also no outstanding complaints from the previous year.

Training and awareness

During the 2025-2026 reporting period, the ATIP Office developed a training program for CRTC employees. It includes 5 courses, 2 of which are mandatory and 3 of which are elective, depending on each employee's roles and responsibilities. This training program was developed based on a 2023-2024 needs analysis as well as a high demand for training from different sectors across the CRTC.

During the same period, the ATIP Office delivered 13 group training sessions to 158 employees on the fundamentals of access to information and privacy, including their roles and responsibilities in supporting the processing of ATIP requests, 2 of which were designed for managers, while the remaining were tailored to subject matter experts from across the CRTC.

In addition, 1 session was offered to address more specific requests. This option is available to all CRTC employees looking to further their knowledge of access to information and privacy.

Furthermore, training is provided to ATIP analysts on a regular basis by the management team to maintain and strengthen their knowledge and skills, and to refresh less frequently used concepts.

Policies, guidelines, and procedures

Info Source

Info Source is a series of publications that provide details on the Government of Canada and its data collection activities. It supports public access to information and the exercise of rights under the Act, as well as the *Access to Information Act*.

The CRTC's Info Source is available on its website, which also offers information on the CRTC's policies, structure, and contact details.

The ATIP Office maintains an internal manual to ensure consistent practices and support new analysts.

No policies, guidelines, or written procedures related to privacy protection were implemented in the institution during the reporting period.

Initiatives and projects to improve privacy

The CRTC has started implementing an electronic privacy assessment form to strengthen how it identifies and manages privacy risks. Privacy assessments help ensure that personal information is collected, used, shared, stored and protected appropriately, and that safeguards and accountability measures are documented. The new form will make the process easier and more consistent by giving staff a single point of entry, adapting questions based on the information provided, and supporting evidence gathering throughout the assessment. Once implemented, the tool will support privacy advice, privacy breach reporting, technical assessments of privacy implications, privacy protocols and privacy impact assessments. This will help the CRTC better protect the personal information of Canadians while providing staff with clear, user-friendly guidance on privacy questions and considerations.

Material privacy breaches

The CRTC did not experience any material privacy breaches during the reporting period.

Privacy impact assessments

No privacy impact assessments were completed during the reporting period.

Monitoring compliance

The CRTC is committed to responding to every privacy request completely and in a timely manner. To support this, the ATIP Team Lead holds weekly meetings with analysts to review on-time performance and meets with subject matter experts to receive status updates on outstanding privacy requests.

Appendix A: Delegation Order

Conseil de la radiodiffusion et des télécommunications canadiennes | Canadian Radio-television and Telecommunications Commission

Privacy Act Delegation Order

I, the undersigned, Chairperson and Chief Executive Officer of the Canadian Radio-Television and Telecommunications Commission (CRTC), pursuant to section 73 (1) of the ***Privacy Act****, hereby delegate the person or persons holding the position or positions set out in the schedule hereto to exercise and perform the powers, duties and functions of the Chairperson and Chief Executive Officer, as the head of the government institution, under the sections of the Act set out in the attached schedule for each position.

This Delegation Order supersedes all previous Delegation Orders with respect to the CRTC, or any portion thereof.

Ms. Vicky Eatrides
Chairperson and Chief Executive Officer

July 25 | 23
Date

*R.S.C. 1985, Ch. P-21

Canada

SCHEDULE

Privacy Act Designation Order

Position	Sections of *Privacy Act*
1. Secretary General	8, 9, 10(1), 14, 15, 16, 17, 18(2), 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 33(2), 35, 36(3), 37(3), 51, 69, 70, 72(1).
2. Chief Information Officer	8(1), 8(2)(a)(b)(e)(i), 8(4), 9, 10(1), 14, 15, 16, 17, 18(2), 19, 26, 27, 28, 33(2), 35, 36(3), 37(3), 69, 70, 72(1).
3. Assistant Director Information Management	8(1), 8(2)(a)(b)(e)(i), 8(4), 9, 10(1), 14, 15, 16, 17, 18(2), 19, 26, 27, 28, 33(2), 35, 36(3), 37(3), 69, 70, 72(1).
4. ATIP Coordinator	8(1), 8(2)(a)(b)(e)(i), 8(4), 9, 10(1), 14, 15, 16, 17, 18(2), 19, 26, 27, 28, 33(2), 35, 36(3), 37(3), 69, 70, 72(1).

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