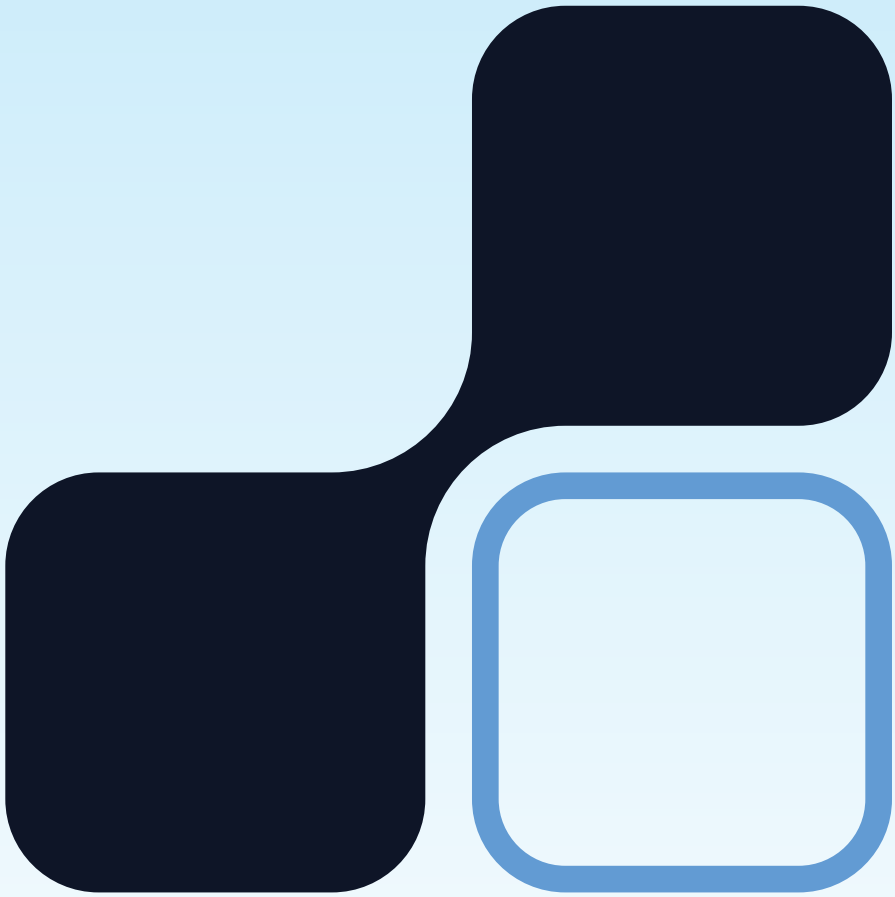
2025-2026 Annual Report on the Privacy Act



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2025-2026 Annual Report on the *Privacy Act*

Introduction

Immigration, Refugees and Citizenship Canada (IRCC) is pleased to present to Parliament its annual report on the administration of the *Privacy Act* (PA).

The purpose of the PA is to safeguard individuals' personal information held by federal institutions, and to provide them with the right to access that information. This report, submitted to Parliament in accordance with section 72 of the PA, outlines how IRCC fulfilled its responsibilities during the reporting period from April 1, 2025, to March 31, 2026.

IRCC's mandate comes from the *Department of Citizenship and Immigration Act*. The Minister of IRCC is responsible for the *Citizenship Act* of 1977 and shares responsibility with the Minister of Public Safety for the *Immigration and Refugee Protection Act* (IRPA). Effective July 2, 2013, the primary responsibility for Passport Canada and the administration of the *Canadian Passport Order* and the Order Respecting the Issuance of Diplomatic and Special Passports moved from the Department of Foreign Affairs and International Trade to IRCC.

IRCC does not have non-operational ("paper") subsidiaries at the end of the reporting period.

I. Overview of IRCC's ATIP Program

IRCC's ATIP program is the largest in the Government of Canada and reflects IRCC's dual role of ensuring compliance while supporting an important client channel to obtain information. In 2025-2026, IRCC received 201,128 ATIP requests, a decrease from the previous fiscal year. Of the requests received, 84,753 were submitted under the *Privacy Act*. The Department continues to implement initiatives to address the root causes of high ATIP volumes, including efforts to modernize service delivery and better meet client expectations.

During the reporting period, IRCC's ATIP program was affected by the Budget Reduction Exercise (BRE), which began in 2024-2025 and will continue through 2026-2027. As IRCC aligns funding and operational capacity with the Immigration Levels Plan, reductions in immigration targets and associated temporary funding led to workforce reductions in 2025-2026. These reductions, including among staff responsible for processing ATIP requests related to immigration applications, created challenges in maintaining timely processing of client and application information requests.

Organizational Structure

In the 2025-2026 reporting period, IRCC realigned accountability for the ATIP Program around its main lines of business, which is now administered by two distinct sectors under three divisions: the Corporate Secretariat, which oversees the Privacy Program Management Division and the processing of all corporate requests (ATIP Corporate Records Division), and the Service Delivery Sector, which now is accountable for the processing of requests seeking client information (ATIP Client Records Division).

Under this alignment, the Director General of the Corporate Secretariat fulfills the role of Chief Privacy Officer (CPO) and provides strategic leadership and guidance on privacy initiatives across IRCC. This includes advising senior management on complex privacy issues, promoting privacy awareness throughout the Department, and reporting to senior leadership on the overall privacy program and compliance status.

Figure 1 illustrates this new structure below:

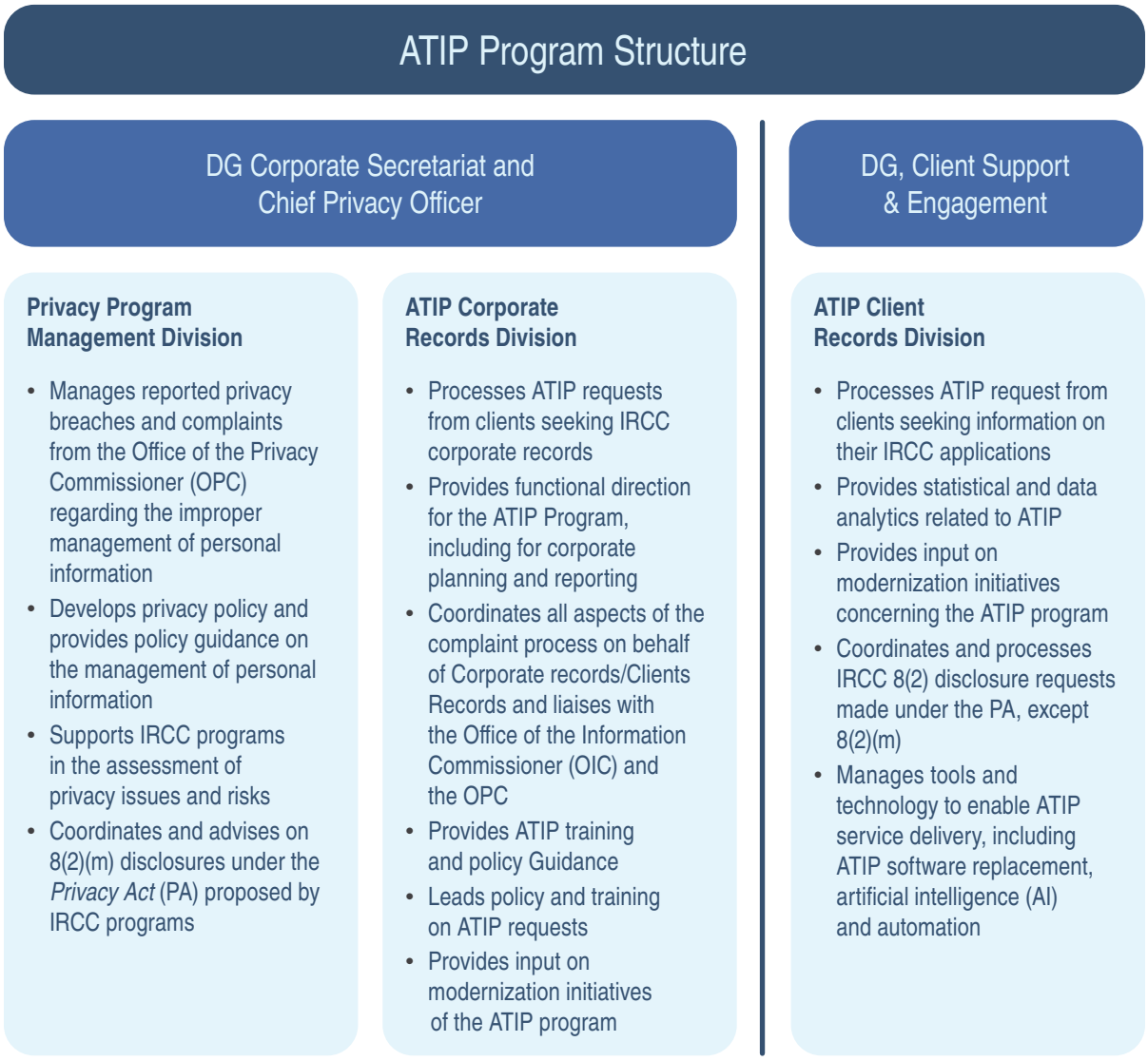

Figure 1: Structure of the ATIP Program

Privacy Program Management Division

The Privacy Program Management Division (PPMD) stayed with Corporate Secretariat in the realignment, and has a total of 21 employees. It is tasked with overseeing all facets of IRCC's privacy program. This includes developing privacy policies, tools, and guidance documents, as well as providing expertise and insights on privacy-related issues. The division conducts privacy assessments, offers support, manages and reports on privacy breaches, and handles disclosures under paragraph 8(2)(m) of the *Privacy Act* (PA). Furthermore, it is responsible for governance planning and reporting related to the privacy program.

The Division consists of three distinct teams:

- The **Privacy Guidance Unit** develops, implements, and maintains privacy policies while providing guidance and tools to support employees in the proper handling and protection of personal information. The unit coordinates departmental responses to public consultations, reviews departmental policy papers and provides program officials with high-level privacy policy advice.
- The **Privacy Assessment Unit** manages the privacy impact assessment (PIA) process by reviewing departmental PIAs, identifying privacy risks and issues and recommending mitigation strategies. The unit also manages the assessment of proposed public interest disclosures under paragraph 8(2)(m) of the PA including seeking delegate decision and notifying the Office of the Privacy Commissioner (OPC).
- The **Incident Management Unit** manages the life cycle of all privacy breaches and complaints from the OPC regarding the improper management of personal information. The unit assesses the risk of harm to affected individuals and to the Department as a result of a privacy breach and provides guidance and direction.

ATIP Corporate Records Division

The ATIP Corporate Records Division is responsible for processing requests for corporate records. The Division is situated with the Corporate Secretariat, which reported directly to the Deputy Minister's Office during the reporting period.

Supported by a team of 35 employees, the division also handles informal requests for information and oversees ATIP corporate reporting within IRCC. Additionally, it manages complaints submitted to the Offices of Privacy Commissioner, with the objective of ensuring timely and effective resolution. While corporate records represent about 4% of all ATIP requests to IRCC, IRCC's volumes place the department within the top three departments that receive corporate records requests.

The Training, Projects and ATIP Support Team (TPAST) resides within the ATIP Corporate Records Division and comprises 7 employees. This unit develops departmental training programs and conducts training sessions for both ATIP and non-ATIP employees. It ensures that training materials are regularly reviewed and updated to meet the needs of different audiences and leadership levels within IRCC. Additionally, the division supports the Department's operational efficiency initiatives by providing ATIP-related insights on proposed new or revised internal procedures and processes.



ATIP Client Records Division

The ATIP Client Records Division was realigned to the Service Delivery Sector, joining IRCC's Client Support and Engagement branch. IRCC's Service Delivery Sector leads the delivery of domestic activities, operational delivery, and crisis response. This sector also delivers key operational functions for the global network of offices across Canada and overseas, including support for clients and complex case management.

This Client Records Division consists of 81 employees and is responsible for processing requests for client records – representing approximately 96% of all ATIP requests to IRCC. This includes overseeing the end-to-end processing of requests (from intake to disclosure of records). Additionally, the division manages disclosures under paragraphs 8(2)(d), (e), and (f) of the *Privacy Act*. The majority of access to information and privacy requests received by IRCC pertains to client records and are processed within this division.

Additional ATIP Support

In addition to PPMD, ATIP Corporate Records and ATIP Client Records, approximately 246 ATIP liaison officers across the Department support the program's operations by coordinating record collection, reviewing materials, and offering branch-specific recommendations. While these officers are integral to the program's operations, their funding is managed through their respective program areas. The number of liaison officers fluctuates every reporting period due to changes in personnel. These officers serve mostly Corporate Records needs, but do support Client Records on occasion. However, ATIP Corporate Records coordinate and train the liaison officers. This liaison network of employees is constantly changing, resulting in continuous training and mentoring by TPAST to this cadre of liaison officers.

During the reporting period, IRCC had no service agreements under section 73.1 of the PA.

Delegation Order

The Minister of IRCC is responsible for administering requests made to the Department under the ATIA and under the PA. In accordance with section 95(1) of the ATIA and section 73(1) of the PA, the Minister delegates authority to departmental senior management, including the ATIP Coordinator, to carry out the Minister's powers, duties, and functions under these Acts.

For more information, refer to "Annex A: Copy of the signed delegation order in effect March 31, 2026", and "Annex B: Copy of the Delegation of Authority under the *Privacy Act* and the *Privacy Regulations* in effect March 31, 2026".

II. Performance

During this reporting year, IRCC received 84,753 requests under the PA, representing a decrease of 16.5% from previous year. This is despite the upward trend in previous years in the number of individuals seeking access to their immigration records under the PA, as well as the lingering effects of the coming into force of the *Privacy Act Extension Order, No. 3*, in 2022, which expanded the right of access to personal information under the PA to individuals outside of Canada.

Compliance Rate and Completion Times

The IRCC ATIP program successfully processed and completed 74,396 PA requests during the period, which was a decrease of 23,971 from 2024-2025, a 24.3% drop in requests processed. The total completed requests for 2025-2026 was also outpaced by new requests received during the reporting period. Program officials reviewed 1,906,941 pages during the reporting period.

The compliance rate for PA requests, measured as the percentage of requests responded to within the legislated timeframes, was 50.28%. This reflects a 36.72 percentage point decrease from the 87% rate reported in 2024-2025. As illustrated in Table 1, 48.2% of IRCC's PA requests were processed and completed within 30 days. IRCC processed more than 70% of requests within 60 days.

Completion Time (Days)	Number of Requests Closed	Percentage of Requests Closed
0 to 15	11,493	15.45%
16 to 30	24,458	32.88%
31 to 60	16,317	21.93%
61 to 120	8,286	11.14%
121 to 180	7,160	9.62%
181 to 365	2,940	3.95%
More than 365	3,742	5.03%
Total	**74,396**	**100.00%**

Table 1: Completion Times for Closed Privacy Requests

Active Requests from Previous Reporting Periods

At the end of the reporting period, IRCC had 30,060 requests carried over from previous reporting periods. Most outstanding requests (97%) were received during the last two reporting periods. The concentration of requests from 2024–2026 highlights the impact of the Extension Order on the number of PA requests received in recent years. Table 2 illustrates IRCC's current requests that with within legislated timelines and beyond legislated timelines as of the end of the reporting period.

Fiscal Year Open PA Requests Were Received	Open Requests That Are **Within** Legislated Timelines as of March 31, 2026	Open Requests That Are **Beyond** Legislated Timelines as of March 31, 2026	**Total**
Received in 2025-26	6,040	17,411	**23,451**
Received in 2024-25	0	5,679	**5,679**
Received in 2023-24	0	930	**930**
Received in 2022-23	0	0	**17**
Received in 2021-22	0	6	**6**
Received in 2020-21	0	1	**1**
Received in 2019-20	0	0	**0**
Received in 2018-19	0	0	**0**
Received in 2017-18	0	0	**0**
Received in 2016-17 or earlier	0	0	**0**
Total	**6,040**	**24,020**	**30,060**

Table 2: Active Requests from Previous Reporting Periods

Reasons for Extensions

Section 15 of the PA allows for the extension of statutory time limits when a request generates a large volume of records that cannot be processed within the original time limit without unreasonably interfering with the operations of the Department, or if consultations are required to complete the processing of a request.

When necessary, IRCC carries out internal consultations to ensure the proper exercise of discretion, particularly for, but not limited to, requests that may involve litigation, investigations, or security concerns. IRCC claimed the following extensions in accordance with section 15:

- 15(a)(i) for interference with the operations of the government institution: 6 times.
- 15(a)(ii) for consultations that cannot reasonably be completed within the original time limit: 117 times.

Disposition of Completed Requests

As illustrated in Table 3, IRCC released records in their entirety for 30.77% of completed requests. The Department claimed one or more exemptions for 41,880 requests (56.29% of the requests). Only 2 requests were completed with the disposition "All exempted" and 0 requests were closed with the disposition "All excluded." The remaining requests were either abandoned, transferred, had no existing records, or the existence of records could neither be confirmed nor denied as doing so could reveal information that is protected under the PA.

Disposition	Requests	Percentage
All disclosed	22,892	30.77%
Disclosed in part	41,880	56.29%
All exempted	2	0.00%
All excluded	0	0.00%
No records exist	430	0.58%
Request abandoned	8,844	11.89%
Neither confirmed nor denied	348	0.47%
Total	**74,396**	**100.00%**

Table 3: Disposition of Completed Requests

The following exemptions were most frequently used by IRCC:

- Section 26 – Personal Information, invoked 29,294 times.
- Section 21 – International relations, invoked 16,008 times.
- Section 22(1)(b) – Law enforcement criminal investigations, invoked 11,286 times.

Consultations Received from Other Government Departments and Institutions

Other government departments and institutions consulted IRCC 24 times under the PA. Of these, 24 consultations were completed during the reporting period. The number of days IRCC took to complete these consultations is detailed in Table 4 below; overall, the IRCC ATIP program responded to 19 consultation requests (79.1%) within 60 days.

Completion Time (Days)	Consultations
0 to 15	12
16 to 30	4
31 to 60	3
61 to 120	2
121 to 180	1
181 to 365	2
More than 365	0
Total	**24**

Table 4: Completion Times for Consultations

Summary of Key Issues and Actions Taken on Complaints

During the reporting period, IRCC received 298 notices of new complaints, which is substantially higher than in the previous reporting period. The primary driver of complaints is IRCC's limited capacity to process the volume of privacy requests, which results in delays.

During this reporting period, IRCC's compliance rate decreased as a direct result of the funding realignment which reduced the number of FTEs available to process requests. IRCC continues to invest in modernization initiatives (including the use of automation and AI) to support improvements to the timeliness of request processing.

	2025-26	2024-25
PA requests received	84,753	101,541
Privacy complaints received	298	132
Proportion of complaints relative to personal information requests	0.35%	0.13%

Table 5: Comparison with Previous Reporting Period of the Proportion of Complaint Volumes Relative to Requests Volumes

The 298 notices of new complaints during the reporting period represent a 125.8% increase compared to the previous period. However, relative to the 84,753 PA requests received, the overall complaint volume remains low, at 0.35%.

Complaints related to processing delays continued to account for the majority of complaints, comprising 272 cases (91.3%) of all PA complaints received. After processing delays, the most common complaints pertain to missing records (13 cases or 4.4%) and exemptions (8 cases or 2.7%). Table 6 below summarizes the volume of complaints received by type and finding.

Complaint Type	Received	Closed	Ceased, Discontinued, Not Substantiated, Abandoned	Not Well-founded	Well-founded	Resolved
Delay	272	194	15	5	11	163
Fees	0	0	0	0	0	0
Extension	1	0	0	0	0	0
Refusal	1	3	1	1	0	3
Missing record	13	20	0	3	2	15
Exemption	8	9	0	2	1	6
Miscellaneous	2	2	0	0	0	2
Not specified	1	0	0	0	0	0
Total	**298**	**228**	**15**	**10**	**14**	**189**

Table 6: Volume of Complaints Received and Closed by Type and Finding

Due to the rigor that IRCC applies to the processing of requests, most complaints are resolved in early stages. For example, IRCC closed 228 complaint investigations during the reporting period. Of these, 189 (82.9%) were resolved. Of the remaining cases that proceeded through investigation, only a small proportion were found to be well founded (14 complaints, or 6% of the total 228 closed).

With regard to complaints closed that pertained to refusals, missing records, exemptions, and miscellaneous reasons, IRCC completed additional searches for records, reassessed the application of exemptions, and reviewed actions taken files to ensure alignment with departmental program policies as well as the Treasury Board Secretariat's directives, policies and guidelines. As a result of these actions, IRCC processed an additional 653 pages of records, releasing 350 pages in full and 89 pages in part.

Active Complaints from Previous Reporting Periods

At the end of the reporting period, 127 complaints remained outstanding. By comparison, at the end of 2024-2025, IRCC was carrying 55 active complaints under the PA.

Reporting Period	Number of Complaints Carried Over
Received in 2025-26	120
Received in 2024-25	6
Received in 2023-24	1
Received in 2023-24	0
Received in 2021-22	0
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17 or earlier	0
Total	**127**

Table 7: Active Complaints from Previous Reporting Periods

III. Training Programs and Awareness Initiatives

Due to the size of the Department and the volume of ATIP requests received, IRCC must work diligently to keep sectors trained and focused on ATIP responsibilities. Training in ATIP encompasses *Privacy Act*, but also *Access to Information Act*, training. IRCC ATIP training has had to adapt to the needs generated by this reorganization. Training needs have increased as a result.

PPMD Training Activities

PPMD engaged is various training activities during the reporting period. The Privacy Breaches at IRCC e-module was included in the training sessions delivered during this reporting year and is intended to provide a basic understanding of privacy breaches, including how to contain, report, and prevent them, as well as employees' roles and responsibilities in managing privacy breaches.

In addition, Privacy Impact Assessments (PIA) training for all employees responsible for completing PIAs is still being offered and provides an overview of the IRCC PIA process, key expectations, roles and responsibilities, and guides participants through the completion of the new mandatory Treasury Board of Canada Secretariat (TBS) PIA template. This training was attended by 10 non-ATIP participants.

Course Name	Platform	Access or Privacy Training	Number of Sessions	Number of Participants
Privacy Breaches at IRCC	Online	Privacy	1,639	1,639
Privacy Impact Assessment (PIA) – Pilot	In person/ virtual	Privacy	5	10
Total participants trained				**1,649**

Table 8: PPMD Training Sessions and Participants

Training, Projects and ATIP Support Team (TPAST) Activities

TPAST conducted a total of 118 formal training sessions, reaching 1,713 employees. This is a decrease from the previous reporting period, due to an increase in online self-paced training. The majority of participants (over 99%) were employees outside the ATIP program. The training sessions employed diverse formats, including formal and informal methods, as well as self-directed and instructor-led approaches.

As well, the Officer Decision Note (ODN) initiative was officially launched in July 2025. Three online Training sessions were provided to in Canada and abroad in order to ensure that IRCC decision makers were well versed in ATIP requirements. A total of 3,253 employees were trained under this initiative. See Table 9 for information below:

Course Name		Platform	Access or Privacy Training	Number of Sessions	Number of Participants
Protecting and Giving Access to Information at IRCC **Mandatory for all new employees and ODN decision makers**		Online	Both	Self-paced	881
Officers Decision notes **Mandatory for all Officers who make decisions (ODN)**		Online	Both	Self-paced	733
ATIP Privacy Breach **Mandatory for all Officers who make decisions**		Online	Privacy	Self-paced	1,639
Total					**3,253**
Formal training	ATIP Privacy Breach	In person/ virtual	Privacy	1	27
	ATIP Training for Middle Managers and Executives		Both	5	39
	Protect, Secure, and Manage Information		Privacy	1	27
	Understanding and Managing ATIP Requests		Access	16	138
	ATIP 101		Both	8	99
	Privacy 101		Privacy	1	99
	Exemptions and Exclusions 101		Access	5	145
	Officers Decision notes		Other	26	731
	Total			**63**	**1,305**

Continued on page 14

Continued

Course Name		Platform	Access or Privacy Training	Number of Sessions	Number of Participants
Informal training	One-on-One ATIP Liaison Training/CRCI Administrative Process	In person/ virtual	Access	20	47
	ATIP Administrative process Refresher		Access	4	16
	Customized Training (other) • Exemptions and Exclusions 102 • Refresher on "How to provide records to ATIP" • How to search Outlook, GCDOCS and how to provide records to ATIP • How to fill-out the Response to ATIP Request Form (RAR)		Both	31	345
	Total			**55**	**408**
Total formal and informal				**118**	**1,713**
Total participants trained (formal, informal, self-paced training)					**4,966**

Table 9: TPAST Formal and Informal ATIP Training Sessions and Participants

IV. Material Privacy Breaches

The Policy on Privacy Protection defines a privacy breach as "the improper or unauthorized collection, use, disclosure, retention or disposition of personal information." A material privacy breach is a privacy breach that could reasonably be expected to create a real risk of significant harm to an individual. Significant harm includes bodily harm, humiliation, damage to reputation or relationships, loss of employment, business or professional opportunities, financial loss, identity theft, negative effects on the credit record and damage to or loss of property.

PPMD monitors all privacy breaches closely and has established notification protocols and remedial measures to effectively address each situation. Additionally, PPMD:

- Analyzes the sources and patterns of privacy breaches within the Department.
- Identifies emerging trends and delivers targeted privacy breach training sessions to raise awareness and strengthen preventive measures.
- Conducts preliminary risk assessments on all privacy breaches to determine risk and materiality level.
- Provides advice and guidance to departmental staff on containment and mitigation strategies to improve the protection of personal information.

This reporting period, IRCC notified the OPC and TBS of 27 material privacy breaches. Senior officials were frequently engaged in addressing material breaches to facilitate communication within the Department, raise awareness of relevant issues, and strengthen the departmental response to serious breaches. The majority of the incidents had a minor impact and affected a limited number of individuals.

- 19 material breaches involved the loss or misplacement of personal information. Despite extensive searches, the information could not be located. Where possible, the affected individuals were notified.
- 8 material breaches involved the improper disclosure of personal information belonging to some IRCC clients. All affected individuals were notified.

V. Privacy Impact Assessments (PIAs)

To fulfil its mandate and effectively deliver its programs, activities and services, IRCC collects, uses, retains and discloses personal information. In accordance with the "Appendix C: Standard on Privacy Impact Assessment" in the Directive on Privacy Practices, the Department undertakes PIAs to ensure compliance with the PA, its Regulations and related policy instruments. These assessments also serve to identify potential privacy risks in both new and existing departmental programs, initiatives, or projects involving personal information.

Summaries of PIAs conducted during the 2025-2026 reporting period are provided below; for comprehensive summaries, refer to Privacy Impact Assessment Summaries.

Simplified Renewal Passport Application in the IRCC Portal – New Version (Client Experience Platform – CXP Project 1 Release 2)

IRCC works to protect the integrity of Canada's passport system so Canadians and eligible non-Canadians can travel with secure, internationally trusted documents. As part of a broader digital modernization effort, the department is moving its programs onto a new platform designed to streamline applications and case management. This includes the new Client Experience Portal for submitting applications and a Case Management Platform that will eventually replace the Global Case Management System (GCMS). Within this transition, the Passport Program has begun a limited rollout of Passport Online, offering a simplified digital renewal process handled internally by the Citizenship and Passport Programs Branch. A Privacy Impact Assessment (PIA) was completed to identify and address any privacy risks associated with launching this new online service.

Prescribed Presence in the Workplace Monitoring Program

IRCC uses existing internal data (PeopleSoft, network logins, badge swipes) to monitor employee on-site presence and departmental compliance with the TBS prescribed workplace presence requirements. The program verifies whether employees meet the 60% (staff) or 80% (executive) in-office requirement. It supports managers in applying the Direction consistently and equitably. No new personal information is collected; existing data is repurposed to assess on-site connectivity. Because this constitutes a new use of personal information, IRCC completed a PIA and created PIB PPU 084.

VI. Public Interest Disclosures

Paragraph 8(2)(m) of the PA states that personal information may be disclosed when, in the opinion of the head of an institution, the public interest in disclosure clearly outweighs any potential invasion of privacy that could result from the disclosure or when such disclosure would clearly benefit the individual to whom the information relates.

IRCC authorized the disclosure of personal information in 73 instances under paragraph 8(2)(m) of the PA during the reporting period, as outlined in Table 10 below. This is a substantial increase from 2024-2025, where IRCC authorized 19 disclosures under this section of the PA. The increase is caused by an increased awareness of the provision both internal and external to IRCC, leading to more and more engagement with PPMD to utilize that provision.

Nature of Disclosure	Disclosures Authorized Where at Least One Individual's Personal Information Was Disclosed	Individuals Affected	OPC Notification in Accordance with Subsection 8(5)
Disclosure of contact information of individuals to the Public Health Agency of Canada to notify individuals of confirmed or potential exposure to Tuberculosis.	2	3	The OPC was notified before the disclosure took place in all cases
Disclosure of contact information, including relationship information, of next of kin contacts of deceased individuals or individuals in critical medical condition, to policing agencies within Canada to assist in notifying next of kin.	49	86	The OPC was notified before the disclosure took place in all cases
Disclosure of personal information of missing persons and on some occasions, associated next of kin contacts, to policing agencies within Canada to support efforts in locating the missing individuals to ensure their safety and well-being.	15	21	The OPC was notified before the disclosure took place in all cases
Disclosure to Department of Justice Canada (DOJ) as the Canadian Federal Central Authority for the Hague Convention on the Civil Aspects of International Child Abduction for the purpose of supporting court proceedings to reunify an alleged abducted child with their parent.	1	2	The OPC was notified before the disclosure took place
Disclosure to the U.S Office of The Child & Family Well-Being of parental and/or familial contact information for a minor Canadian citizen for the purpose of determining a caregiver for placement following a child abuse investigation.	1	3	The OPC was notified before the disclosure took place
Disclosure of personal information to Global Affairs Canada International Law Bureau of individuals perished on Ukraine Flight PS0752 to support legal proceedings at the International Court of Justice.	1	5	The OPC was notified before the disclosure took place

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Continued

Nature of Disclosure	Disclosures Authorized Where at Least One Individual's Personal Information Was Disclosed	Individuals Affected	OPC Notification in Accordance with Subsection 8(5)
Disclosure to Department of Justice Canada (DOJ) to fulfill a court production Order for the Ontario court pertaining to a child abduction matter.	1	20	The OPC was notified before the disclosure took place
Disclosure to RCMP of citizenship and nationality information of individuals for the purpose of facilitating next of kin notifications with foreign governments for individuals deceased in a mass casualty incident.	1	29	The OPC was notified before the disclosure took place
Disclosure to The Alberta Law Enforcement Response Teams, (ALERT) Combined Forces Special Enforcement Unit (CFSE), Alberta/ RCMP, for the purpose of verifying the identity and seeking records of an individual who was victim of human trafficking.	1	1	The OPC was notified before the disclosure took place
Disclosure authority enabling the use of information (paragraph 7(b) of the *Privacy Act*) internally to disseminate information to IRCC offices to disrupt and deter fraud.	1	1	The OPC was notified before the disclosure took place
Total	**73**	**171**	

Table 10: Summary of Public Interest Disclosures under 8(2)(m) of the PA

VII. Policies, Guidelines and Procedures

The guidance, feedback, and recommendations provided by PPMD during this reporting period focused on strengthening IRCC's compliance with the *Privacy Act* and supporting the consistent application of privacy best practices across the department. In particular, PPMD's work concentrated on the following areas:

- Development and publication of departmental guidelines and tools to support the lawful and effective obtaining of consent under the *Privacy Act*.
- Enhancements to IRCC's mandatory procedures for managing privacy breaches, including targeted guidance related to low-risk breaches.
- Improvements to the Privacy Impact Assessment (PIA) review process to support higher-quality assessments and more timely reviews.
- Development of operational guidance to support public interest disclosures of personal information under paragraph 8(2)(m) of the *Privacy Act*.

The following measures were implemented or planned by PPMD to support these objectives during the reporting period.

Guidelines for Obtaining Consent

PPMD developed and published new guidelines on obtaining consent in January 2026. These guidelines provide detailed guidance on seeking consent from individuals under the *Privacy Act* and aim to ensure compliance with IRCC's obligations. They also incorporate relevant best practices for consent management. A one-page job aid on "Understanding Consent" was published alongside the guidelines as both a training tool and quick reference guide.

Update to IRCC's Mandatory Procedures for Managing Privacy Breaches

PPMD completed focused research on low-risk privacy breaches. The results were quickly put into practice through new guidance added to IRCC's mandatory procedures for managing privacy breaches.

Privacy Impact Assessment (PIA) Review Process

PPMD revised its existing PIA review process with the intention to improve both the quality and timeliness of Privacy Impact Assessments. The revisions included strengthening timelines, adding templates and clarifying expectations. The process currently divides the PIA review process into three phases, each with specified minimum review timeframes and expectations:

- **Kick-off Meetings**: This phase involves defining the scope of the PIAs, identifying necessary supporting documentation and relevant stakeholders, and providing mandatory PIA training to the designated program officials.
- **Review (Phase 1)**: This phase focuses on identifying compliance gaps, incomplete information, and missing supporting documentation, and offering targeted, constructive feedback to the responsible program officials to enhance the quality and accuracy of the draft PIA content prior to the final review.
- **Review (Phase 2)**: This phase encompasses the evaluation of any remaining privacy concerns or risks, as well as the development of suitable mitigation strategies. The review process is conducted concurrently by IRCC Legal Services and PPMD. Upon completion, the PIA is submitted for approval and signatures.

Public Interest Disclosure Standard Operating Procedure

The Standard Operating Procedure (SOP) for Disclosure of personal Information made in the Public Interest, was developed as a resource to guide the processing of 8(2)(m) disclosures under the *Privacy Act*. This SOP outlines the administrative steps of file management through to engaging Legal and Strategic Communications branches when necessary, seeking delegate decision, and outlines the legal obligations and steps of notifying the Office of the Privacy Commissioner (OPC) per section 8(5) of the Act.



VIII. Monitoring Compliance

IRCC employs standardized and comprehensive reporting and monitoring methods to ensure compliance, foster accountability, and facilitate continuous process improvement.

Time Taken to Process PA Requests

All requests and complaints are systematically documented to monitor processing times, and the intake data is closely monitored by program officials. IRCC Managers and Team Leaders within the IRCC ATIP program oversee responses to internal taskings, monitor extensions claimed for processing requests, and track ongoing internal and external consultations to proactively address potential issues. This data in turn is used to make decisions about training and to track trends and concerns.

Relevant data is collected from the ATIP case management system on a daily, weekly, biweekly, and quarterly basis. This data encompasses request volumes and processing outcomes, compliance rates, backlog levels, and other key performance indicators. The information is integrated into daily updates for managers, weekly reports for Directors and the Director Generals of each branch, and monthly reports for the Deputy Minister. Additionally, a monthly compliance report outlining sector and branch responses to internal ATIP taskings is sent to all sectors.

While the primary purpose of the IRCC ATIP program's statistical reporting is to ensure compliance, the program utilizes this data to analyze workflow efficiency, address ongoing challenges, and identify emerging trends in ATIP requests.

Privacy Protections in Contracts, Agreements and Arrangements

IRCC contracts include key provisions, and its information-sharing agreements and arrangements are designed to ensure robust protection of individuals' personal information.

Contracts

IRCC contracts and contractual agreements incorporate a clause emphasizing the contractor's obligation to adhere to the requirements of PA, as outlined in the Contract General Terms and Conditions:

> "Canada has an obligation to ensure that Canadian statutes, regulations and Treasury Board policies on privacy protection are respected by contractors when Canada contracts out parts of its activities, including mail services. These obligations, known as the Code of Fair Conduct, are contained in sections 4 to 7 of the *Privacy Act*, Revised Statutes of Canada 1985, chapter P-21. Organizations collecting, using or disclosing personal information in carrying out commercial activities are also under the obligation to ensure that personal information is protected in accordance with Canada's own obligation and, in addition, the *Personal Information Protection and Electronic Documents Act*, Statutes of Canada 2000, chapter 5."

Contractors are required to certify that they have reviewed the applicable requirements for personal information protection and will handle all personal data in a manner consistent with, and that does not impede, the application of the PA and TBS policies on privacy protection. Contractors are expected to supply accurate certification information, as IRCC depends on this documentation when awarding contracts.



Failure to adhere to these contractual obligations, including certification requirements, or the discovery of misrepresentations during IRCC's verification process, may lead the Department to determine that the contract is in default, potentially resulting in termination of the contract in accordance with the applicable default provisions.

Information-sharing Agreements and Arrangements

IRCC's Departmental "Directive on Information Sharing for ISAs" mandates that all information sharing activities comply with the requirements of the PA, ensuring a balanced approach between transparency, public accessibility, and the safeguarding of personal information.

- Summaries of ISAs must be made publicly accessible in accordance with section 4.2.36 of TBS's Directive on Privacy Practices.
- The development of ISAs should include consultation of the TBS Guidance on Preparing Information Sharing Arrangements Involving Personal Information and its associated templates, which provide sample provisions to ensure that privacy considerations are appropriately addressed in the agreements.

Once drafted, ISAs undergo a thorough review process prior to signature. Any necessary revisions are subsequently incorporated to ensure full compliance with the requirements specified in sections 4.2.33 to 4.2.37 of the TBS Directive.

IX. Initiatives and Projects to Improve Privacy

IRCC takes its responsibilities under the *Privacy Act* seriously, and remains committed to fostering openness and transparency through improved processes and client service. The Department continues to implement initiatives to address the root causes of rising ATIP volumes; balancing timely access to information with the need to protect sensitive personal data.

The accomplishments described below aim to increase privacy compliance and information accessibility for clients beyond the ATIP system. Additionally, these initiatives seek to improve both internal and external services through technological advancements and system upgrades. IRCC continues to work towards these improvements.

IRCC's ATIP program achieved the following key results over the reporting period:

- Managed an inventory of 262,312 requests and processed 184,329 requests in the fiscal year (representing approximately 70% of the inventory).
- Modernized and streamlined service delivery for ATIP request processing by refining workflows, enhancing reporting, and leveraging emerging technologies – including new case management tools, automation, and an AI-enabled ATIP agent – to improve efficiency, accuracy, and processing speed.
- Delivered significant legacy backlog reductions for client and corporate records through focused service design and prioritization.
- Continuing IRCC leadership in the Government of Canada with regards to Robotic Processing Automation. IRCC leads the GoC in the use of automation – there are currently 14 attended bots which perform manual functions once completed by human full time employees (FTEs). This allows FTEs to focus on more important review tasks.
- The successful procurement of a new case management software (to replace the legacy solution as of 2027).



- Exploring the usage of Artificial Intelligence to promote further ATIP efficiencies. During the reporting period, IRCC pursued a proof of concept using Microsoft's Azure cloud technology to support ATIP operations. Initial results are promising and work is extending into 2026-2027.

PPMD Initiatives

The initiatives outlined below, whether underway or completed during the reporting period, are intended to strengthen privacy governance, enhance risk management practices, and reinforce the protection of personal information across the department.

Privacy Work Plan

PPMD is developing a structured Privacy Work Plan to strengthen the overall privacy posture of the department and respond effectively to updates made within the Treasury Board's policies and directives. The Plan consolidates all upcoming privacy efforts across the department, identifies programs and activities with the greatest need for support, and creates a roadmap for advancing essential privacy work. By improving coordination, transparency, and alignment with current standards, this initiative supports IRCC's broader privacy compliance framework and reinforces the department's commitment to maintaining a strong, modern foundation for privacy management.

Review of Departmental Privacy Breaches

PPMD completed its first department-wide review of privacy breaches. The objective was to improve how these incidents are understood, assessed, and managed. The review focused on strengthening the consistency and transparency of risk assessments, including how potential harm is considered and how response actions are determined.

The review found that many breaches do not provide access to IRCC accounts, other government systems, or financial institutions. As a result, these incidents present little to no risk of harm.

Based on these findings, PPMD updated its procedures for documenting, assessing, and managing privacy breaches. The revised approach uses a standard method to assess risk and supports proportionate responses, including notification practices. These improvements promote consistent application of federal policy, reduce unnecessary concern for individuals, lower administrative burden, and allow IRCC to focus more attention on higher-risk incidents.



ATIP Corporate Records Initiatives

ATIP Corporate Records Division handles 4% of overall ATIP request volume. Most Privacy requests are made to the ATIP Client Records Division. However, IRCC remains in the top 3 departments for volume of corporate requests. Furthermore, given the mandate of the department and the sensitivity of its corporate holdings, the 4% of volume contains substantial sensitivity and must be handled with care when exercising discretion. Inevitably, personal information is contained in corporate requests.

As a result, Corporate Records focused upon strategic direction, policy coherence, cumulative risk (enterprise and program), performance and governance. The timely treatment of corporate records requests, the triage and completion of PA complaints, and representing IRCC with Treasury Board of Canada Secretariat during the reporting period.

Corporate Records had the following notable initiatives during the reporting period:

- Significant progress in reducing legacy backlog of ATIP Corporate Records requests, achieving a 50% reduction (from 493 to 249 files) during the reporting period, following the establishment of a dedicated backlog team in July 2025. This effort strengthened compliance, reduced legal and reputational risks, and improved service delivery outcomes.
- Continuing to improve the relationship between the Office of the Privacy Commissioner and IRCC. Despite a 125.8% increase in complaints compared to the previous period, IRCC had only a small proportion determined to be well founded (14 complaints, or 6% of the total 228 closed). This result was accomplished by diligent consultations, responsive action, and continued improvement of processes.
- Representing the department with Treasury Board of Canada Secretariat. This includes meeting with TBS on a regular basis and substantive responses to the Treasury Board review of the *Privacy Act* during the reporting period, which will continue into the next reporting period. Corporate Records continually emphasizes to TBS that due to our volumes, we have specific needs with regards to *Privacy Act* reform. Work is continuing with TBS to raise the profile of IRCC.

ATIP Client Records Initiatives

ATIP Client Records continues to work on solutions to address the increase in ATIP requests. This includes ongoing efforts to modernize our digital platform, giving clients access to information about their applications, and taking steps to be more transparent, such as proactively disclosing officers' decision notes to applicants.

As such, during this period, ATIP Client Records focused upon modernizing the ATIP program's service delivery model to ensure a focus on client service efficiency, consistency, accuracy and timeliness. This work included:

- Mapping of current procedures for triaging incoming requests and the introduction of automation improvements integrated into case management software that allow clerks to perform standardized tasks more efficiently and which allow for real time tracking.
- The introduction of identity validation for ATIP client records requests, thereby ensuring enhanced protection prior to the disclosure of personal information.
- Developing a robust statistical reporting dashboard which is used to track metrics including numbers of requests, numbers of complaints, percentage change compared to last year, trends and surges. This dashboard is submitted across the department.

These foundational changes reflect IRCC's commitment of modernizing its service delivery foundation to enable access to application information in a more timely manner – either during a formal ATIP process, or in the future, in a more timely manner during application processing.



Technological Assistance and Upgrades

Robotic Process Automation

IRCC is a leader in the use of Robotic Processing Automation to support its ATIP processing activities. This includes the deployment of automated solutions to handle routine tasks, allowing the Department to extend operational hours beyond traditional business times. These systems facilitate strategic resource allocation for decision-making processes, enhance data accuracy and timeliness, and minimize disruptions to ongoing operations.

In this reporting period, the Department progressed RPA capabilities even further. For example, IRCC developed and deployed a new bot during the reporting period to automate the data entry of bulk requests. This automation, enables staff to focus on other operational priorities rather than spending several days data-entering requests. IRCC also leveraged RPA throughout the period to facilitate new process flows, repurposing or reprograming bots as needed.

ATIP Service Modernization

During this reporting period, IRCC advanced its modernization of access to information services by expanding the use of automation and digital tools to support ATIP operations within a clear governance and privacy-by-design framework. New automated processes were introduced to standardize request screening and completeness checks, improving consistency, quality, and processing efficiency. Automation was also expanded to support the intake of high-volume requests for corporate records, reducing manual effort and enabling resources to be focused on higher-value decision-making activities.

IRCC also continued to explore responsible, governance-aligned use of Artificial Intelligence (AI) to enhance ATIP service delivery. This included developing capabilities to validate consent forms submitted with ATIP requests and support more intelligent access to frequently requested information, such as application processing notes. These innovations are designed strictly as knowledge-management and retrieval supports, not decision-making or decision-supporting tools, and follow IRCC's AI Strategy, responsible-use framework, and privacy requirements. They represent an important step toward a more modern and client-centred approach to access to information, with the next goal of providing clients with easier and more direct access to their personal information and application details.



IRCC's New Online Account

As part of an enhanced online experience for clients being rolled out through IRCC's Digital Platform Modernization (DPM) initiative, a new online account has been implemented that includes functionality to allow clients to have increased access to information. Already rolled out to visitor and passport renewal clients in Canada, this new online account will eventually become the single window to all IRCC services.

Enhancements include near real-time application status updates, access to officer decision notes, and a summarized view of all information and documents submitted with the application. Clients will also have the ability to view and update details of their profile information through this secure account, as well as access a message centre that maintains a record of correspondences and communications exchanged with IRCC.

During the reporting period, IRCC continued to expand access to this new online account and roll-out new features such as improved application tracking, document reminders, and client notifications. The Department recognizes that all IRCC clients, and their representatives, will benefit from the new online account and the functionality it brings. In 2026-2027, IRCC will be expanding the online account to allow clients to access enhanced case status information, as well as communicate with IRCC when they need support.

Proactive Release of Officer Decision Notes (ODN)

The Officer Decision Notes (ODN) initiative proactively releases the final decision note containing the officer's reasons why an application was refused. IRCC proactively shares this note with clients to enhance transparency, improve client service and reduce the need for Access to Information (ATI) requests to obtain this information. This is a key initiative that enhances openness and transparency, and responds directly to feedback from clients, immigration representatives, and parliamentarians, who have consistently identified the need for greater clarity, timely information, and faster access to refusal explanations. As of July 2025, ODNs are proactively released for most Temporary Resident application refusals, excluding application refusals for electronic travel authorizations (eTAs) and temporary resident permits (TRPs). The release of ODNs will be rolled out incrementally to additional lines of businesses.

Client Correspondence Project

The Client Correspondence Unit (CCU) has supported the review and improvement of over 80 written communications, with the majority of these revised documents now implemented and in circulation. To date, 3 key pieces of client correspondence often sought after by ATIP clients have been revised: the Temporary Resident Refusal Letter, the Study Permit Refusal Letter, and the Work Permit Refusal Letter. Additionally, the top 14 refusal grounds for Study Permits were updated with an emphasis on reducing complex legal language. The revised Study Permit and Work Permit Refusal Letters were launched in 2025-2026. Ongoing efforts are occurring to implement the revised top work permit refusal grounds and enhance the TR status extension and restoration refusal letters and grounds.



Moving Forward

Moving into the next reporting period, IRCC continues to be focused on the coordination of internal deliverables between Corporate and Client Records including improving service delivery and providing clients with greater access to their information.

Continuing our work with the OIC, IRCC will advance on the commitments stemming from the Information Commissioner's 2021 and 2024 systemic investigations and is steadily completing the remaining actions identified in its Management Action Plan. This includes investing in innovative solutions to improve service delivery through the use of automation and emerging technologies to streamline ATIP processing while focusing on reducing administrative effort and accelerating responses to clients concurrently. IRCC is also exploring and implementing artificial intelligence solutions to improve the timeliness of access to client and application information.

At the same time, the Department is reducing the pressure on the ATIP program by allowing clients to access their information through other available channels. As part of the modernization of the digital platform, IRCC plans to introduce a new feature in 2027 that will allow clients to directly access status updates on their applications, thereby eliminating the need for many formal ATIP requests and further improving transparency and service delivery.

IRCC ATIP will also continue to focus on using technology to improve productivity and investing in internal capacity, while reevaluating human resources requirements. The Department is committed to fulfilling its responsibilities under Access to Information legislation, and remains committed to openness, transparency, and accountability to the public.

Annexes:

Annex A: Copy of the signed delegation order in effect March 31, 2026

Annex B: Copy of the Delegation of Authority under the *Privacy Act* and the *Privacy Regulations* in effect March 31, 2026

Annex C: Statistical Report on the Administration of the *Privacy Act*

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

Annex A:
Copy of the signed delegation order in effect March 31, 2026

OFFICIAL DOCUMENT DOCUMENT OFFICIEL

IMMIGRATION, REFUGEES AND CITIZENSHIP CANADA

MINISTÈRE DE L'IMMIGRATION, DES RÉFUGIÉS ET DE LA CITOYENNETÉ DU CANADA

DELEGATION OF AUTHORITY

ACCESS TO INFORMATION ACT AND PRIVACY ACT

DÉLÉGATION DE POUVOIRS

LOI SUR L'ACCÈS À L'INFORMATION ET LOI SUR LA PROTECTION DES RENSEIGNEMENTS PERSONNELS

I, Minister of Immigration, Refugees and Citizenship, pursuant to section 95 of the *Access to Information Act* and section 73 of the *Privacy Act*, hereby authorize the officer and employee of Immigration, Refugees and Citizenship whose position or classification is set out in the attached Schedule to carry out those of my powers, duties or functions under the Acts that are set in the Schedule in relation to that officer and employee.

En ma qualité de ministre de l'Immigration, des Réfugiés et de la Citoyenneté et conformément à l'article 95 de la *Loi sur l'accès à l'information* et l'article 73 de la *Loi sur la protection des renseignements personnels*, j'autorise par la présente l'agent(e) et employé(e) du ministère de l'Immigration, des Réfugiés et de la Citoyenneté dont le poste ou la classification est énoncé dans l'annexe ci-jointe à exécuter mes fonctions, pouvoirs ou attributions en vertu des lois précisées dans l'annexe visant cet(te) agent(e) et employé(e).

Dated at Ottawa

This 14 day of May 2024

Fait à Ottawa

ce 14 jour de mai 2024

_____

Marc Miller, P.C., M.P.
Minister of Immigration, Refugees and Citizenship
Marc Miller, C.P., député
Ministre de l'Immigration, des Réfugiés et de la Citoyenneté

Annex B:
Copy of the Delegation of Authority under the *Privacy Act* and the *Privacy Regulations* in effect March 31, 2026

The delegation includes acting appointments and assignments to these positions made pursuant to the *Public Service Employment Act* and regulations.

FULL DELEGATION

Privacy Act	
Position	Delegation
Deputy Minister	Full Authority
Assistant Deputy Minister, Corporate Services	Full Authority
Director General, Access and Privacy Management Director	Full Authority, except the following section of the *Privacy Act*: • 8(2)(j) – disclosure for research purposes
Director, ATIP Operations Division	Full Authority, except the following sections of the *Privacy Act*: • 8(2)(j) – disclosure for research purposes • 8(2)(m)(i) – disclosure in the public interest • 8(2)(m)(ii) – disclosure for the benefit of the individual • 8(5) – notice of disclosure under 8(2)(m) • 9(4) – consistent uses • 10 – personal information banks • 51(2)(b) – special rules for hearings
Assistant Director, ATIP Operations Division	Full Authority, except the following sections of the *Privacy Act*: • 8(2)(j) – disclosure for research purposes • 8(2)(m)(i) – disclosure in the public interest • 8(2)(m)(ii) – disclosure for the benefit of the individual • 8(5) – notice of disclosure under 8(2)(m) • 9(4) – consistent uses • 10 – personal information banks • 51(2)(b) – special rules for hearings • 72(1) – report to parliament

PARTIAL DELEGATION

Privacy Act	
Position	Delegation
Director General and Chief Data Officer, Research and Evaluation	Authority limited to the following section of the *Privacy Act*: • 8(2)(j) – disclosure for research purposes
Director, Access to information and Privacy Innovation and Support Division	Authority limited to the following section of the *Privacy Act*: • 72(1) – report to Parliament
Director, PPM Division	Authority limited to the following sections of the *Privacy Act*: • 8(2)(m)(i) – disclosure in the public interest • 8(2)(m)(ii) – disclosure for the benefit of the individual • 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 • 33(2) – right to make representation • 72(1) – report to parliament
Assistant Director, PPM Division	Authority limited to the following sections of the *Privacy Act*: • 8(5) – notice of disclosure under 8(2)(m) • 33(2) – right to make representation
PM-05, PPM Division	Authority limited to the following sections of the *Privacy Act*: • 33(2) – right to make representation

PARTIAL DELEGATION

Descriptions	Section	PM-05 (Client)	PM-05 (Corp.)	PM-04 (Client)	PM-04 (Corp.)	PM-03 (Client)	PM-03 (Corp.)
Disclosure for research purposes	8(2)(j)						
Disclosure in the public interest	8(2)(m)(i)						
Disclosure to the benefit of the individual	8(2)(m)(ii)						
Copies of requests under 8(2)(e) to be retained	8(4)	•	•				
Notice of disclosure under 8(2)(m)	8(5)						
Record of disclosures to be retained	9(1)						
Consistent uses	9(4)						
Personal information banks	10						
Notice where access requested	14	•	•	•	•	•	•
Extension of time limits	15	•	•	•		•	
Where access is refused	15						
Language of access	17(2)(b)						
Access in alternative format	17(3)(b)						
Exemption – Exempt bank	18(2)	•	•				
Exemption – Information obtained in confidence	19(1)	•	•	•			
Exemption – Where authorized to disclose	19(2)	•	•	•			
Exemption – Federal-provincial affairs	20	•	•				

Continued on page 29

Continued

Descriptions	Section	PM-05 (Client)	PM-05 (Corp.)	PM-04 (Client)	PM-04 (Corp.)	PM-03 (Client)	PM-03 (Corp.)
Exemption – International affairs, and defence	21	•	•	•	•		
Exemption – Law enforcement and investigation	22	•	•	•			
Exemption – *Public Servants Disclosure Protection Act*	22.3						
Exemption – Security clearances	23	•	•	•		•	
Exemption – Individuals sentenced for an offence	24	•	•				
Exemption – Safety of individuals	25	•	•	•		•	
Exemption – Information about another individual	26	•	•	•	•	•	
Exemption – Protected information – solicitors, advocates and notaries	27	•		•			
Exemption – Medical record	28	•	•	•			
Right to make representation	33(2)		◊				
Access to be given	35(4)		◊				
Special rules for hearings	51(2)(b)						
Annual Report to Parliament	72(1)						

Privacy Regulations

Descriptions	Section	Director ATIP OPS	Assistant Director ATIP OPS	PM-05 (Client)	PM-05 (Corp.)	PM-04 (Client)	PM-04 (Corp.)	PM-03 (Client)	PM-03 (Corp.)
Examination of records	9	•	•	•	•	•	•	•	•
Correction of personal information	11(2)	•	•	•	•				
Notification of refusal to correct personal information	11(4)	•	•	•	•				
Disclosure: medical information	13(1)	•							
Disclosure: medical information – examine in person	14	•							

Legend:

PPM	Privacy Program Management
ATIP OPS	ATIP Operations Divisions
(Client)	Client records
(Corp.)	Corporate records
PM-05	Senior ATIP & Privacy Advisor positions
PM-04	ATIP & Privacy Advisor positions
PM-03	ATIP & Privacy Analyst positions
◊	Authority limited to the Senior ATIP & Privacy Advisor, Complaints Team Leader

Annex C:
Statistical Report on the Administration of the *Privacy Act*

Name of institution: Immigration, Refugees and Citizenship Canada

Reporting period: 2025-04-01 to 2026-03-31

Section 1: Requests under the *Privacy Act*

1.1 Number of Requests Received

		Number of Requests
Received during reporting period		84,753
Outstanding from previous reporting periods		19,698
Outstanding from previous reporting periods	15,206	
Outstanding from more than one reporting period	4,492	
Total		**104,451***
Closed during reporting period		74,396
Carried over to next reporting period		30,060
Carried over within legislated timeline	6,040	
Carried over beyond legislated timeline	24,020	

*There is a difference between the reported total and the sum of requests closed during the reporting period and requests carried over to the next reporting period. This discrepancy is the result of a small percentage of files from previous reporting periods being reopened. To mitigate this occurrence in the future, IRCC ATIP is strengthening its training to ensure analysts adhere to reporting guidelines.

1.2 Channels of Requests

Channel	Number of Requests
Online	82,461
E-mail	1,870
Mail	422
In person	0
Phone	0
Fax	0
Total	**84,753**

Section 2: Informal Requests

2.1 Number of Informal Requests

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

2.2 Completion Time of Informal Requests

Completion Time							
0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More than 365 Days	**Total**
0	0	0	0	0	0	0	**0**

2.3 Pages Released Informally

	Number of Requests	Pages Released
Less than 500	0	0
500 to 10,000	0	0
More than 10,000	0	0

Section 3: Requests Closed During the Reporting Period

3.1 Disposition and Completion Time

	Completion Time							
Disposition of Requests	0 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	2,816	9,188	6,146	2,182	1,638	528	394	**22,892**
Disclosed in part	6,349	14,045	9,312	4,087	4,455	2,076	1,556	**41,880**
All exempted	0	0	1	1	0	0	0	**2**
All excluded	0	0	0	0	0	0	0	**0**
No records exist	181	91	58	32	15	25	28	**430**
Request abandoned	1,942	1,049	763	1,974	1,049	309	1,758	**8,844**
Neither confirmed nor denied	205	85	37	10	3	2	6	**348**
Total	**11,493**	**24,458**	**16,317**	**8,286**	**7,160**	**2,940**	**3,742**	**74,396**

3.2 Exemptions

Section	Number of Requests
18(2)	0
19(1)(a)	2,044
19(1)(b)	8
19(1)(c)	5
19(1)(d)	1
19(1)(e)	1
19(1)(f)	0
20	0
21	16,008
22(1)(a)(i)	0
22(1)(a)(ii)	1
22(1)(a)(iii)	0
22(1)(b)	11,286
22(1)(c)	10
22(2)	0
22.1	0
22.2	0
22.3	4
22.4	0
23(a)	0
23(b)	0
24(a)	0
24(b)	0
25	265
26	29,294
27	5
27.1	0
28	0

3.3 Exclusions

Section	Number of Requests
69(1)(a)	0
69(1)(b)	0
69.1	0
70(1)	0
70(1)(a)	0
70(1)(b)	0
70(1)(c)	0
70(1)(d)	0
70(1)(e)	0
70(1)(f)	0
70.1	0

3.4 Format of Information Released

Format		Number of Requests
Paper		21
Electronic		64,752
E-record	64,751	
Data set	0	
Video	0	
Audio	1	
Other		0

3.5 Complexity

3.5.1 Relevant pages processed and disclosed for **paper**, **e-record**, and **dataset** formats

Number of pages processed	1,906,941
Number of pages disclosed	1,704,692
Number of requests	73,966

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

	Less Than 500 Pages Processed		500–10,000 Pages Processed		More Than 10,000 Pages Processed	
Disposition of Requests	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	22,890	356,353	2	1,793	0	0
Disclosed in part	41,703	1,365,405	177	168,505	0	0
All exempted	2	15	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	8,839	10,629	5	4,241	0	0
Neither confirmed nor denied	348	0	0	0	0	0
Total	**73,782**	**1,732,402**	**184**	**174,539**	**0**	**0**

3.5.3 Relevant minutes processed and disclosed for **audio** and **video** formats

Number of minutes processed	14
Number of minutes disclosed	14
Number of requests	1

3.5.4 Relevant minutes processed per request disposition for **audio** and **video** formats by size of requests

Disposition	Number of Requests	Minutes Processed
All disclosed	1	14
Disclosed in part	0	0
All exempted	0	0
All excluded	0	0
Request abandoned	0	0
Neither confirmed nor denied	0	0
Total	**1**	**14**

3.5.5 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven In-formation	Other	Total
All disclosed	0	0	0	0	**0**
Disclosed in part	0	0	0	0	**0**
All exempted	0	0	0	0	**0**
All excluded	0	0	0	0	**0**
Request abandoned	0	0	0	0	**0**
Neither confirmed nor denied	0	0	0	0	**0**
Total	**0**	**0**	**0**	**0**	**0**

3.6 Closed Requests

3.6.1 Requests closed within legislated timelines

	Number of Requests	Percentage of Requests
Closed within legislated timelines	37,404	50.28%

3.7 Deemed Refusals

3.7.1 Reasons for not meeting legislated timelines

		Number of Requests
Requests closed past the legislated timelines		36,992
Principal reason		
Interference with operations/workload	36,992	
External consultation	0	
Internal consultation	0	
Other	0	

3.7.2 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 Timeline Where an Extension Was Taken	Total
1 to 15 days	9,744	3	**9,747**
16 to 30 days	5,397	2	**5,399**
31 to 60 days	4,192	6	**4,198**
61 to 120 days	9,277	6	**9,283**
121 to 180 days	2,823	10	**2,833**
181 to 365 days	1,836	1	**1,837**
More than 365 days	3,619	76	**3,695**
Total	**36,888**	**104**	**36,992**

Section 4: Disclosures under Subsections 8(2) and 8(5)

	Number
Paragraph 8(2)(e)	260
Paragraph 8(2)(m)	73
Subsection 8(5)	73
Total	**406**

Section 5: Requests for Correction of Personal Information and Notations

Disposition for Correction Requests Received	Number
Notations attached	0
Requests for correction accepted	2
Total	**2**

Section 6: Extensions

6.1 Reasons for Extensions

		Number
Number of Extensions Taken		123
15(a)(i) Interference with operations		6
Further review required to determine exemptions	0	
Large volume of pages	0	
Large volume of requests	6	
Documents are difficult to obtain	0	
15(a)(ii) Consultation		117
Cabinet Confidence Section (Section 70)	4	
External	113	
Internal	0	
15(b) Translation purposes or conversion		0

6.2 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	Large Number of Pages	Large Volume of Requests	Documents Are Difficult to Obtain	Cabinet Confidence s.70	External	Internal	
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	0	0	6	0	4	113	0	0
31 days or greater	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0
Total	**0**	**0**	**6**	**0**	**4**	**113**	**0**	**0**

Section 7: Consultations Received from Other Institutions and Organizations

7.1 Consultations Received from Other Government of Canada Institutions and Other Organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	22	1,098	0	0
Outstanding from the previous reporting period	2	15	0	0
Total	**24**	**1,113**	**0**	**0**
Closed during the reporting period	24	1,113	0	0
Carried over within negotiated timelines	0	0	0	0
Carried over beyond negotiated timelines	0	0	0	0

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

Recommendations	Number of Days Required to Complete Consultations Requests							Total
	0 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	
Disclosed entirely	6	3	1	1	1	2	0	**14**
Disclosed in part	5	1	1	1	0	0	0	**8**
Exempt entirely	0	0	0	0	0	0	0	**0**
Exclude entirely	0	0	0	0	0	0	0	**0**
Consult other institution	0	0	0	0	0	0	0	**0**
Other	1	0	1	0	0	0	0	**2**
Total	**12**	**4**	**3**	**2**	**1**	**2**	**0**	**24**

7.3 Recommendations and Completion Time for Consultations Received from Other Organizations Outside the Government of Canada

Recommendations	Number of Days Required to Complete Consultation Requests							Total
	0 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	
Disclosed entirely	0	0	0	0	0	0	0	**0**
Disclosed in part	0	0	0	0	0	0	0	**0**
Exempt entirely	0	0	0	0	0	0	0	**0**
Exclude entirely	0	0	0	0	0	0	0	**0**
Consult other institutions	0	0	0	0	0	0	0	**0**
Other	0	0	0	0	0	0	0	**0**
Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

Number of Days	Fewer Than 500 Pages Processed		500–10,000 Pages Processed		More Than 10,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0
More than 365	0	0	0	0	0	0
Total	**0**	**0**	**0**	**0**	**0**	**0**

8.2 Requests with Privy Council Office

Number of Days	Fewer Than 500 Pages Processed		500–10,000 Pages Processed		More Than 10,000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0
More than 365	0	0	0	0	0	0
Total	**0**	**0**	**0**	**0**	**0**	**0**

Section 9: Complaints and Investigations Notices Received

	Number
Section 31	293
Section 33	13
Section 35	7
Court action	0
Total	**313**

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

10.1 Programs and Activities

Number of existing programs or activities that use personal information that have been substantially modified during the reporting period	0
Number of new programs or new activities that use personal information established during the reporting period	0

10.2 Privacy Impact Assessments

Number of PIAs completed	2
Number of PIAs modified	0
Number of PIA summaries published during the reporting period	2
Number of PIAs for which the risk mitigation measures have been reviewed during the reporting period	0

10.3 Protocols

Number of privacy protocols completed to establish or modify Personal Information Banks	0

10.4 Institution-specific and Central Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	22	1	0	1
Central	0	0	0	0
Total	**22**	**1**	**0**	**1**

10.5 Info Source page

Date of the most recent major change to Personal Information Banks on the Info Source page	2024-08-02

Section 11: Social Insurance Number

Number of new programs or activities that collect or use Social Insurance Number	0

Section 12: Privacy Breaches

12.1 Material Privacy Breaches

Material privacy breaches reported to TBS	27
Material privacy breaches reported to OPC	27

12.2 Non-material Privacy Breaches

Non-material Privacy Breaches	4,888

Section 13: Privacy Training

Number of employees that have completed privacy training during the reporting period	1,723

Section 14: Resources Related to the *Privacy Act*

14.1 Allocated Costs

Expenditures		Amount
Salaries		$4,191,925
Overtime		$145,306
Goods and Services		$0
Professional services contracts	$0	
Other	$0	
Total		**$4,337,231**

14.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	47.970
Part-time and casual employees	0.870
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.080
Total	**48.920**

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

Name of Institution: Immigration, Refugees and Citizenship Canada

Reporting Period: 2025-04-01 to 2026-03-31

Section 1: Requests Carried Over and Active Complaints under the *Access to Information Act*

1.1 Requests Carried Over to the Next Reporting Period, Broken Down by Reporting Period Received

Reporting Period Requests Carried Over Were Received	Requests Carried Over That Are **Within** Legislated Timelines as of March 31, 2026	Requests Carried Over That Are **Beyond** Legislated Timelines as of March 31, 2026	**Total**
Received in 2025-26	8,220	23,968	**32,188**
Received in 2024-25	9	11,733	**11,742**
Received in 2023-24	1	4,036	**4,037**
Received in 2022-23	0	17	**17**
Received in 2021-22	0	6	**6**
Received in 2020-21	0	1	**1**
Received in 2019-20	0	0	**0**
Received in 2018-19	0	0	**0**
Received in 2017-18	0	0	**0**
Received in 2016-17 or earlier	0	0	**0**
Total	**8,230**	**39,761**	**47,991**

1.2 Active Complaints with the Information Commissioner of Canada, Broken Down by Reporting Period Received

Reporting Period Active Complaints Were Received by Institution	Number of Active Complaints
Received in 2025-26	**256**
Received in 2024-25	**24**
Received in 2023-24	**5**
Received in 2022-23	**1**
Received in 2021-22	**0**
Received in 2020-21	**0**
Received in 2019-20	**0**
Received in 2018-19	**0**
Received in 2017-18	**0**
Received in 2016-17 or earlier	**0**
Total	**286**

Section 2: Requests Carried Over and Active Complaints under the *Privacy Act*

2.1 Requests Carried Over to the Next Reporting Period, Broken Down by Reporting Period Received

Reporting Period Requests Carried Over Were Received	Requests Carried Over That Are **Within** Legislated Timelines as of March 31, 2026	Requests Carried Over That Are **Beyond** Legislated Timelines as of March 31, 2026	**Total**
Received in 2025-26	6,040	17,411	**23,451**
Received in 2024-25	0	5,679	**5,679**
Received in 2023-24	0	930	**930**
Received in 2022-23	0	0	**0**
Received in 2021-22	0	0	**0**
Received in 2020-21	0	0	**0**
Received in 2019-20	0	0	**0**
Received in 2018-19	0	0	**0**
Received in 2017-18	0	0	**0**
Received in 2016-17 or earlier	0	0	**0**
Total	**6,040**	**24,020**	**30,060**

2.2 Active Complaints with the Privacy Commissioner of Canada, Broken Down by Reporting Period Received

Reporting Period Active Complaints Were Received by Institution	Number of Active Complaints
Received in 2025-26	**120**
Received in 2024-25	**6**
Received in 2023-24	**1**
Received in 2022-23	**0**
Received in 2021-22	**0**
Received in 2020-21	**0**
Received in 2019-20	**0**
Received in 2018-19	**0**
Received in 2017-18	**0**
Received in 2016-17 or earlier	**0**
Total	**127**

Section 3: Universal Access under the *Privacy Act*

How Many Requests Were Received from Foreign Nationals* Outside of Canada in 2025-26?	31,844

*Refers to clients who self-identify as foreign nationals outside of Canada on IRCC's Access to Information and Privacy (ATIP) online request portal.