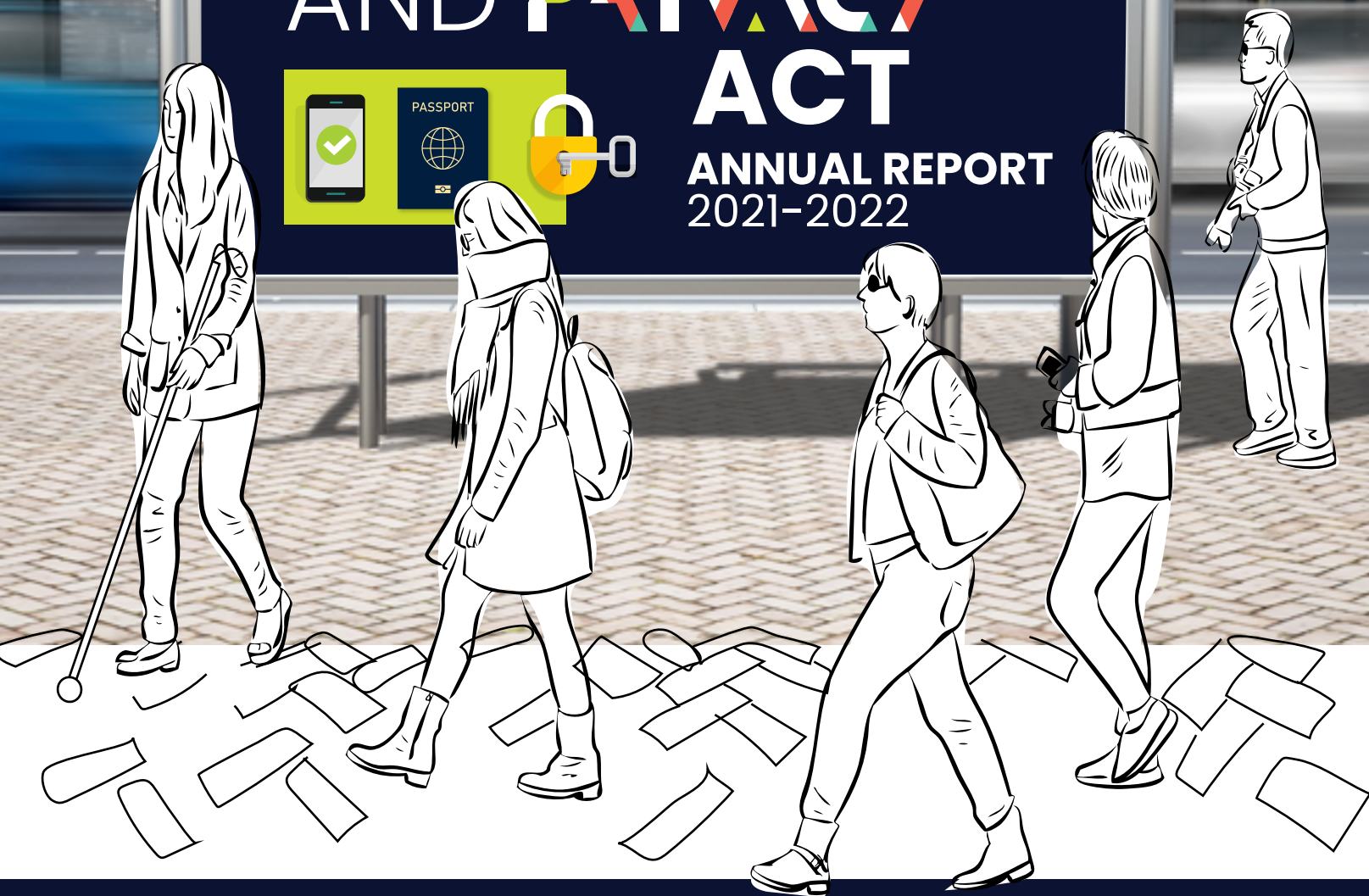


# ACCESS TO INFORMATION AND PRIVACY ACT

ANNUAL REPORT  
2021-2022



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada

Canada

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Cat. no. Ci4-24E-PDF

ISSN 2371-2724

IRCC - 3351-10-2022



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## Introduction

Immigration, Refugees, and Citizenship Canada (IRCC) is pleased to present to Parliament its annual report on the administration of the *Access to Information Act* (ATIA) and the *Privacy Act* (PA). This integrated report describes how IRCC administered and fulfilled its obligations under both *Acts* between April 1, 2021, and March 31, 2022, and is presented in three parts:

**Part I (General Information)** contains departmental information common to both the administration of the ATIA and PA.

**Part II (Report on the Administration of the *Access to Information Act*)** contains reporting information specific to the administration of the ATIA.

**Part III (Report on the Administration of the *Privacy Act*)** contains reporting information specific to the administration of the *Privacy Act*.

IRCC is committed to both the spirit and intent of the *Access to Information Act* to ensure openness and transparency within the Department. The Department is dedicated to upholding the trust that Canadians place in our organization to protect their personal information.

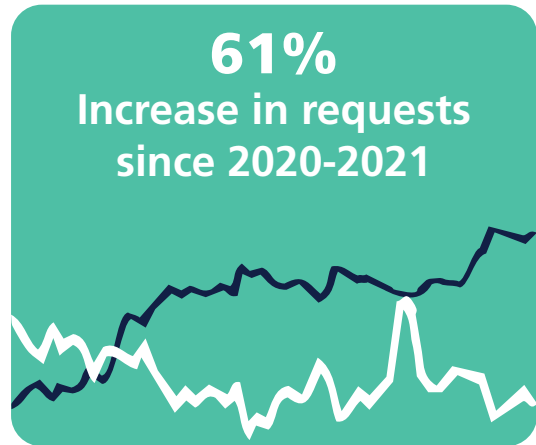
This report is tabled in Parliament in accordance with section 94 of the *Access to Information Act* and section 72 of the *Privacy Act* under the direction of the Minister of Immigration, Refugees and Citizenship.



# PART 1: GENERAL INFORMATION

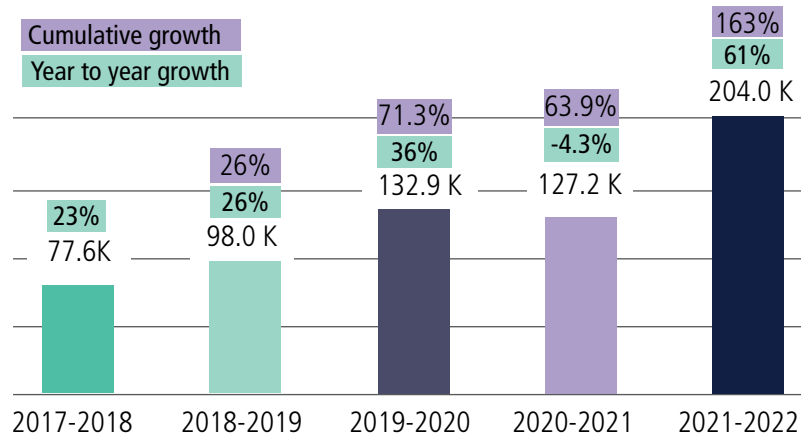
## ATIP Overview

The Access to Information and Privacy (ATIP) program at IRCC remains the most solicited ATIP program amongst all federal institutions and continues to receive over half of all ATIP requests made to the Government of Canada. During the reporting period, IRCC received 204,279 Access to information and Privacy requests combined, which represent a 61% increase from the previous year.



## ATIP Growth

Cumulative growth since 2017  
Year-to-year growth



The majority of requests involve clients' immigration, citizenship or refugee applications.

Despite the growing volume, IRCC maintained a steady service level by stabilizing its ATIP workforce and implementing Robotic Process Automation (RPA). Relative to the previous reporting period, IRCC's performance rate increased by 38%. IRCC ATIP continues to develop and incorporate modernization initiatives to manage high ATIP volumes while also upholding the values of client service excellence, transparency and privacy protection.



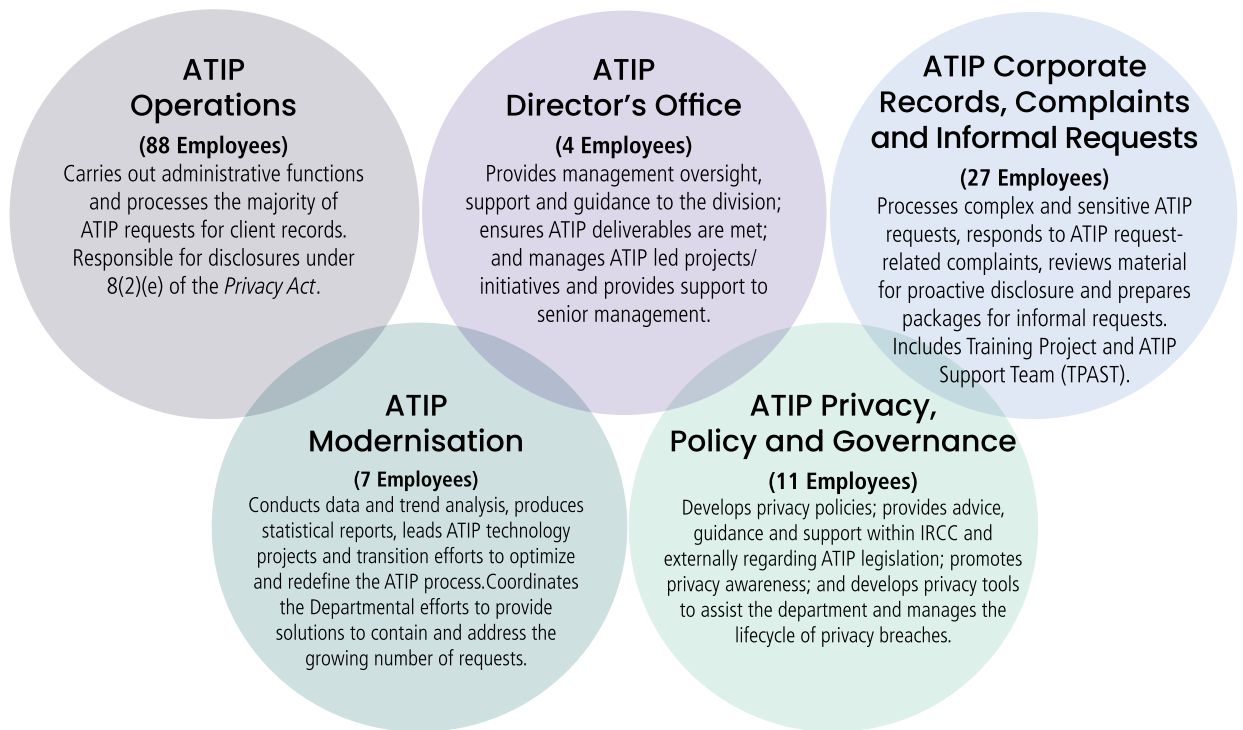
## IRCC Mandate

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, 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.



## Organizational Structure

The ATIP Division is part of the Integrated Corporate Business branch (ICB), under the Corporate Services Sector at IRCC. The ATIP Director reports to the Director General of ICB who also holds the title of Chief Privacy Officer. Five units within the Division administer the Department's responsibilities under the *Access to Information* and *Privacy Acts*. The Division's workforce comprised 137 employees in the 2021-2022 reporting period.



## Access to Information and Privacy Delegation Order

The Minister of Immigration, Refugees and Citizenship is responsible for administering requests made to the Department under the *Access to Information Act* and the *Privacy Act*. In accordance to section 95(1) of the *Access to Information Act* and section 73 of the *Privacy Act*, the Minister delegates authority to departmental senior management, including the ATIP Departmental Coordinator (the Director of the ATIP Division), to carry out the Minister's powers, duties, or functions under the *Acts* in relation to ATIP requests. Certain authorities are delegated to particular positions in the ATIP Division at National Headquarters as shown in Annex B and Annex C of this report.



## Training and Awareness

To address the ongoing training needs of the Department, the ATIP Division created a Training Project and ATIP Support Team. The team delivers all formal and informal ATIP training within IRCC. Formal training is managed and advertised by IRCC’s Learning Academy, whereas informal training, which tends to focus on specialized areas within the ATIP program, is managed by IRCC’s ATIP Division.

### Training and Awareness

<b>Formal Training</b>	114 Sessions	<b>Formal Instructor led Access to Information Specific Training</b>	68 sessions
	1,669 Participants		
<b>Informal Training</b>	63 Sessions	<b>Formal Instructor led Privacy Specific Training</b>	46 sessions
	698 Participants	<b>Informal Instructor led ATI Specific Training</b>	63 sessions
<b>Self directed virtual courses</b>	1,910 Completed		
<b>Total number of IRCC Staff trained</b>	<b>4,277</b>	<b>Total number of Instructor led virtual training</b>	<b>177 sessions</b>

The Division collaborated with IRCC’s Learning Academy to identify which ATIP courses would be mandatory for departmental employees and added monthly privacy breach training sessions to the course catalogue.

In addition, a new administrative process was developed for the Department’s ATIP liaison officers, including the introduction of Kofax. Kofax is a digital tool (comparable to the Adobe Pro) that facilitates the creation, conversion and compilation of PDF documents in response to the ATIP paperless request process.

The team also designed and implemented a new response to the ATIP Request form and reviewed and restructured the corporate repositories for improved information management practices.

Policy work on defining Subject Matter Expert roles and responsibilities, defining and refining the scope of new requests and new procedures for voluminous files is underway.







## Monitoring Compliance

The ATIP Division makes use of frequent and comprehensive reporting tools to monitor compliance and maintain accountability. On a daily basis, statistical reports are distributed to ATIP management to help manage workflow. The following more specialized reports are distributed to Senior Management at regular intervals:

### Weekly

- A snapshot report that looks at ATIP request volumes received and closed, on time compliance rates, backlog volumes, etc.
- A summary of weekly received corporate ATI requests
- A summary of requests related to COVID-19

### Monthly

- A report on each sector's compliance with internal standards for providing responsive records to the ATIP Division
- A privacy breach report\*
- Public disclosures report (8(2)(m))\*

\*No personal information is disclosed in any of these reports.

## Audits

No audits were concluded during the fiscal year.

## Appeal to the Federal Court

There were no appeals to the Federal Court filed against IRCC regarding the *Access to Information Act* or the *Privacy Act* during the 2021-2022 reporting period.

## COVID-19 Impact Statement

The Access to Information and Privacy Division was not disrupted by the COVID-19 pandemic in this reporting period. The Division remained fully operational in a mostly telework capacity. A limited number of employees worked on site to process files containing secret information, process mail out requests and provide Information technology (IT) support.





# PART II : REPORT ON THE ADMINISTRATION OF THE *ACCESS TO INFORMATION ACT*

## Purpose of the *Access to Information Act*

The *Access to Information Act* came into force on July 1, 1983, and was amended by Bill C-58 on June 21, 2019. The purpose of this *Act* is to provide a right of access to information in records under the control of a government institution in accordance with the principles that

- government information should be available to the public
- exceptions to the right of access should be limited and specific
- decisions made on the disclosure of government information should be reviewed independently of government.

## Service Agreement Statement

IRCC had no service agreements under section 96 of the *Access to Information Act*.

## Reporting on access to information fees for the purposes of the *Service Fees Act*

The *Service Fees Act* requires a responsible authority to report annually to Parliament on the fees collected by the institution. With respect to fees collected under the *Access to Information Act*, the information below is reported in accordance with the requirements of section 20 of the *Service Fees Act*.

**Enabling authority:** *Access to Information Act*

**Fees Payable for 2021-22:** \$5.00 application fee is the only fee charged for an access to information request

**Total revenue:** IRCC collected \$735,665.00 on 176,814 Access to Information requests

**Fees waived:** In accordance with the Interim Directive on the Administration of the *Access to Information Act*, issued on May 5, 2016, and the changes to the *Access to Information Act* that came into force on June 21, 2019, IRCC waives all fees prescribed by the *Act* and Regulations, other than the \$5 application fee set out in paragraph 7(1)(a) of the Regulations. A total of \$2,755 in fees were waived during this reporting period.

**Cost of operating the program:** \$9,607,654.00

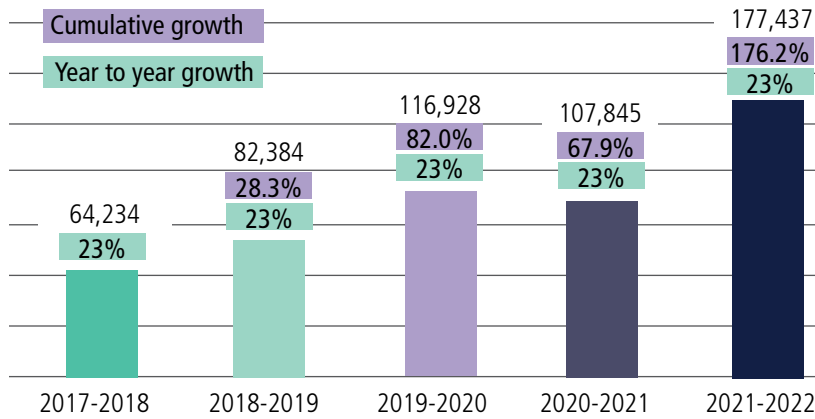




## Performance 2021-22

IRCC continues to receive the largest volume of *Access to Information (ATI) Act* requests of all Government of Canada institutions. During the reporting period, the Department received 177,473 ATI requests, which represents a 65% increase from the previous reporting period.

### IRCC ATI Growth



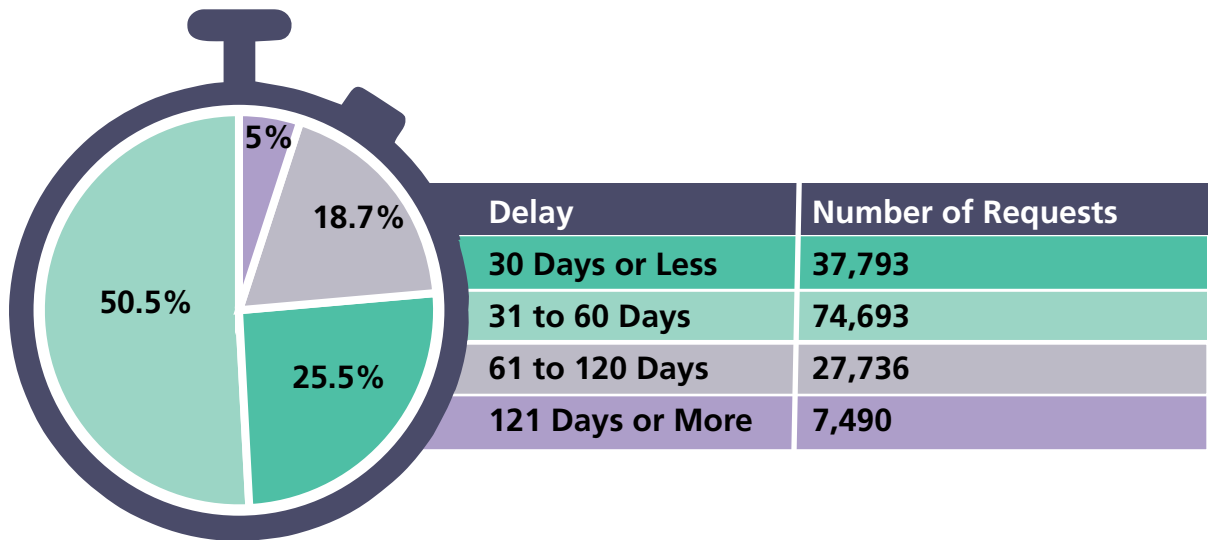
Pages processed under the *Access to Information Act* 2021-2022

**11,564,878**

### Meeting Legislated Timelines under the Act

The compliance rate for completed *Access to information* requests was 36.09% for the reporting period, a decrease of 37.52% from the previous reporting period which was 71%.

### Completion time of *Access to Information Act* Requests





## Requests Carried Over

IRCC ATIP carried over 49,392 requests from previous reporting periods. Of these, 19,829 files were still within the legislative timeframe.

Fiscal Year Open ATIA Requests were received	Open requests that are within legislated timelines as of March 31, 2022	Open requests that are beyond legislated timelines as of March 31, 2022	Total
2021-2022	19,579	28,618	48,197
2020-2021	244	910	1,154
2019-2020	5	30	35
2018-2019	1	5	6
2017-2018 or earlier	0	0	0
<b>Total</b>	<b>19,829</b>	<b>29,563</b>	<b>49,392</b>

## Complaints Carried Over

IRCC carried over 63 active access to information complaints from previous reporting periods.

Reporting Period	Number of complaints carried over
2020-2021	52
2019-2020	3
2018-2019	6
2017-2018	2

## Extensions

Section 9 of the *Access to Information Act* permits the statutory time limits to be extended if consultations are necessary or the request involves a large volume of records that cannot be processed within the original time limit without unreasonably interfering with the operations of the Department. IRCC invoked 5,487 extensions during the 2021-2022 reporting period.

<b>9(1)(a)</b> Invoked 999 times to search through a large volume of records or to respond to the influx of requests or both, which interfered with departmental operations	<b>9(1)(b)</b> Invoked 4,477 times to undertake consultations	<b>9(1)(c)</b> Invoked 11 times to conduct consultations with third parties
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## Consultations

IRCC received 170 consultations from other government departments (OGDs) under the *Act*. IRCC responded to 198 consultation requests from other GoC institutions and one request from an organization outside the GoC during the reporting period. Some files were carried over from the previous reporting period.

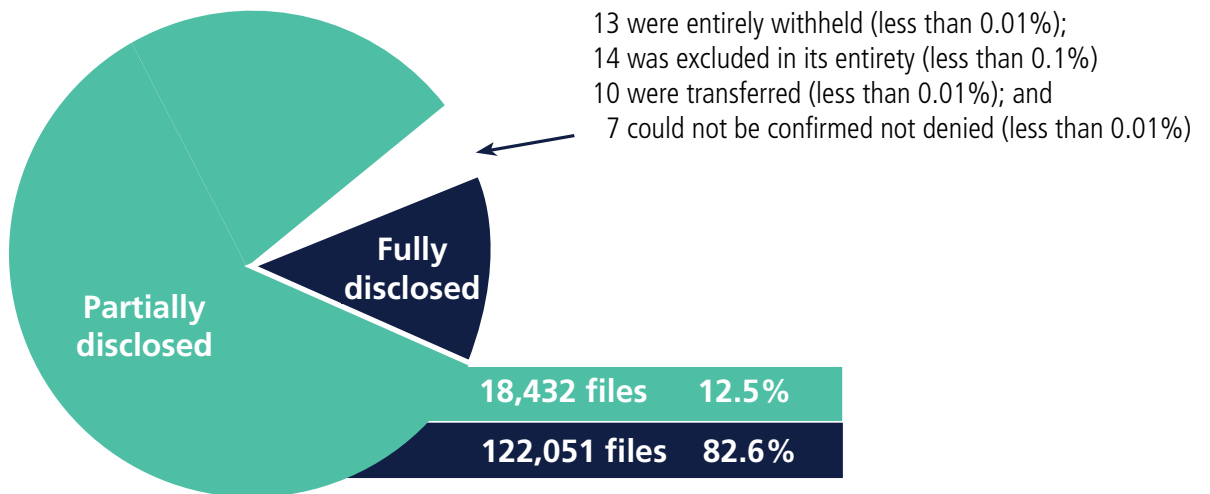
## Completion Times for consultations

Completion Time	Number of Requests
30 Days or Less	130
31 to 60 Days	38
61 to 120 Days	19
121 Days or More	12
<b>Total</b>	<b>199</b>

## Exemptions and Exclusions

The Department released records in their entirety in 18,432 requests (12.5%) and invoked one or more exemptions in 122,078 requests (82.6%). The remaining 7,202 requests (4.9%) were either transferred, abandoned, had no existing records, or the Department could neither confirm nor deny the existence of these records, as doing so could reveal information that is protected under the *Act*.

## Disposition of completed requests



The most frequently used exemptions were Subsection 19(1) – personal Information (invoked 51,105 times), Section 17 – safety of Individuals (invoked 38,595 times) and Subsection 15(1) – international affairs, defence and prevention of subversive activities (invoked 22,236 times).

The *Access to Information Act* does not apply to records that are already available to the public (Section 68), or to confidences of the Queen’s Privy Council (Section 69). IRCC excluded records pursuant to section 68 in 10 requests and section 69 in 28 Requests.



## Sources of requests under the *Access to Information Act*

The majority of requests made under the *Act* (43.9%) originate from the business sector, primarily immigration lawyers and consultants.



**43.9%**

Business sector  
(mainly immigration  
lawyers and consultants)



**39%**

General public



**7.1%**

Media, organizations  
and academia



**9.9%**

Requesters who  
declined to identify  
themselves

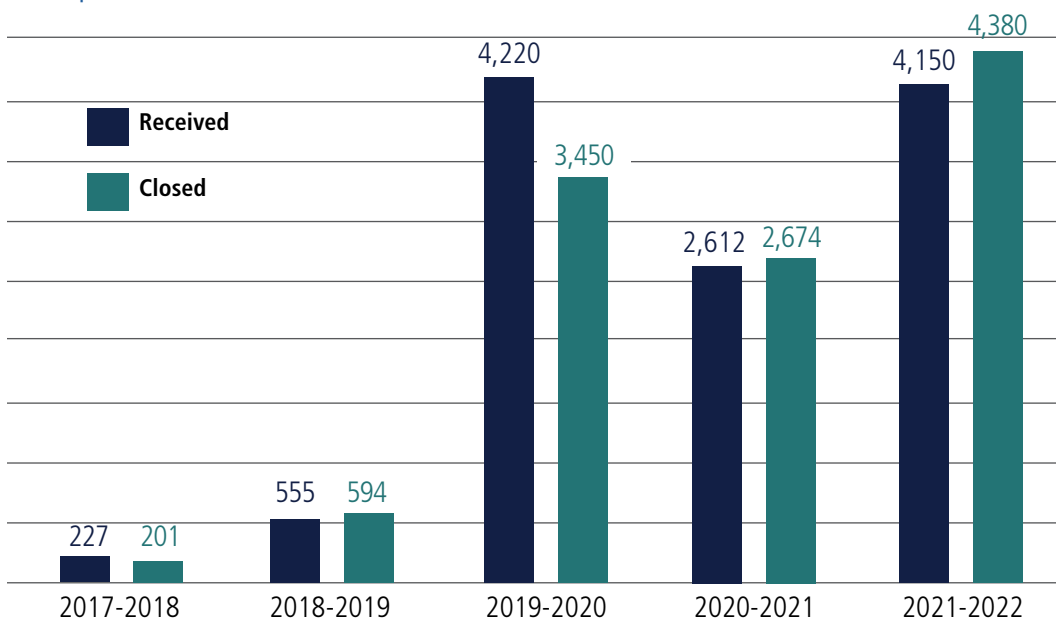
## Informal Requests under the *Access to Information Act*

IRCC posts summaries of completed access to information requests pertaining to corporate records on the [Open Government portal](#). In 2021-2022, IRCC closed 3,153 informal requests (copies of previously released requests).

## Key issues and actions taken on complaints under the *Access to Information Act*

During the 2021-2022 reporting period, the Department was notified of 4,150 Access to Information complaints received by the Office of the Information Commissioner (OIC). This volume represents a 58% increase since the last reporting period, and is equivalent to 2.4% of all requests processed.

### Complaints Closed





The majority of complaints were related to extensions and delays. The ATIP Division processed and closed 4,380 complaint investigations. Of these, 68 complaints were abandoned, discontinued or unsubstantiated, and 27 were deemed not well founded by the OIC. The remaining 4,105 complaints were resolved, and 180 were deemed well-founded.

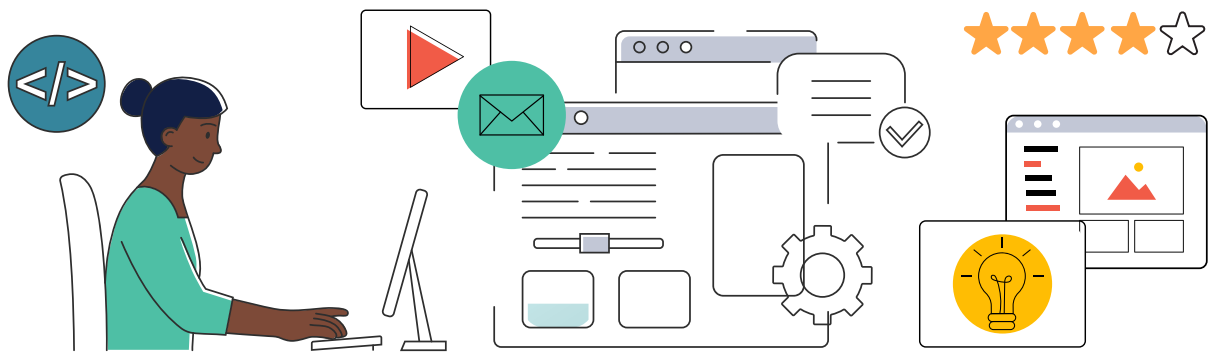


The majority of complaints received (97%) were related to ATIP requests for immigration client files. Of these, 95% of the complaints were delay or extension complaints.



Throughout the reporting period, IRCC has continued to maintain a positive, collaborative relationship with the OIC. The rise in extension and delay complaints is directly related to IRCC's high ATIP volumes concerning client immigration case files. IRCC is addressing this challenge by implementing the key recommendations made in the wake of the OIC's systemic investigation of IRCC, discussed below. The full report can be accessed here:

<https://www.oic-ci.gc.ca/en/resources/reports-publications/access-issue-challenging-status-quo>



## Update on the Systemic Investigation

In May 2021, the Information Commissioner of Canada (OIC) published the results of an investigation into IRCC's processing of Access to Information requests, in particular the requests for immigration application files. The purpose of the investigation was to better understand and address the dramatic surge of incoming requests and complaints lodged against IRCC.

In December, IRCC informed the Commissioner that it had completed three of the five recommendations and is working closely with internal stakeholders to complete the remaining action items. IRCC's Management Action Plan in response to the OIC's recommendations can be found on IRCC's external website here:

<https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/management-action-plan-oic-recommendations.html>



The following initiatives were undertaken to respond to the systemic investigation:

## Improvements to IRCC's My Account Portal

*My Account* is a legacy online client service account that provides IRCC clients with access to real-time application status information regarding their immigration, refugee, or citizenship application.

IRCC continues to collaborate on future iterations of the client online experience to improve the communication of application status. In order to improve the clarity on the status of their applications, IRCC launched Application Status Trackers for Citizenship Grant and Permanent Resident (Family Class) lines of business. These Application Status Trackers have improved IRCC's transparency by providing on-demand access to existing application status information.

## ATIP Online Request form

IRCC ATIP updated the ATIP Online Request form to make it more user-friendly for clients by clarifying the language. Additional changes were made to reflect the *Privacy Act* Extension Order requirements.

## Proactively Responding to Client Needs

The Management Action Plan called on IRCC to provide more clarity to the status of their applications and/or the reasons for refusal of an application. In 2021-2022, IRCC undertook a data modeling initiative to address immigration lines of business that accounted for a large number of ATIP requests in an effort to give timely information and reduce backlogs. Clients are seeking increased transparency and more meaningful communications regarding the processing of their applications and to better understand why their applications have been refused.

In order to improve the clarity on reasons for refusal, a pilot was launched in February 2022 to proactively release officer decision notes to some temporary resident visa applicants at the time of an application decision. These notes provide clients with detailed information as to why their application was refused, including a breakdown of the officer's rationale when finalizing the application. Once the pilot has concluded, IRCC will analyze the outcomes initiative should be implemented more widely.







## Policies, guidelines, procedures and initiatives within the ATIP Division

IRCC undertook several projects related to improving its processing of requests made under the *Access to Information Act*:

Some ATIP Division employees were cross-trained on various functions and temporarily reassigned to a special project focused on substantially reducing the older ATIP request backlog. This allowed management to temporarily reassign employees to the areas where the processing need was greatest.

Building on lessons learned with the previous Syria situation, the ATIP office quickly responded to the new situations in Afghanistan and Ukraine by having a dedicated resource in ATIP to respond to all Access to Information requests received on those topics. This ensured one line of communication with the departmental stakeholders as well as consistency in responses.

For more information on IRCC's performance in administering the *Access to Information Act*, please see the Statistical Report on the Administration of the *Access to Information Act* in Annex D.

## PART III: REPORT ON THE *PRIVACY ACT*

### Purpose of the *Privacy Act*

The *Privacy Act* came into effect on July 1, 1983 and was amended by Bill C-58 on June 21, 2019. The purpose of this *Act* is to protect the personal information of individuals under the responsibility and control of federal institutions, and to provide individuals with a right of access to that information.

### Service Agreement Statement

IRCC had no service agreements under section 73.1 of the *Privacy Act*.

### Performance 2021-2022

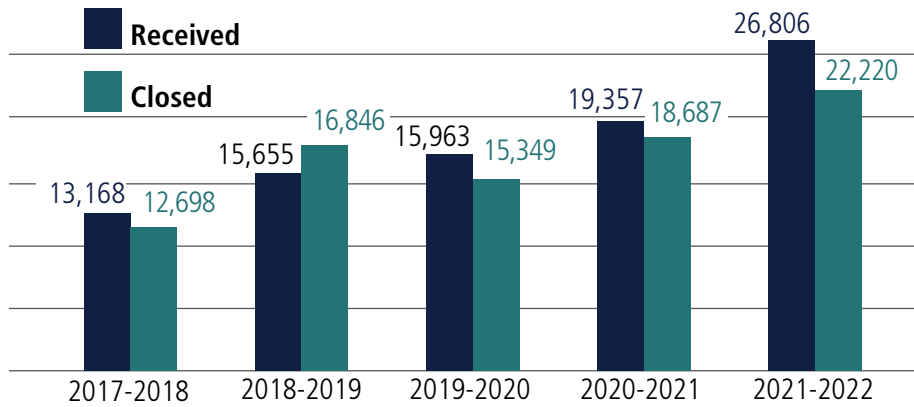
IRCC remains one of the most accessed federal institutions, receiving a total of 26,806 new requests under the *Privacy Act* in 2021-2022. This volume represents an increase of 38.5% from the previous year. IRCC responded to 38% of requests received under the *Privacy Act* within the legislated timeframe.

The majority of *Privacy Act* requests received were for information relating to client records.





## Requests received and completed



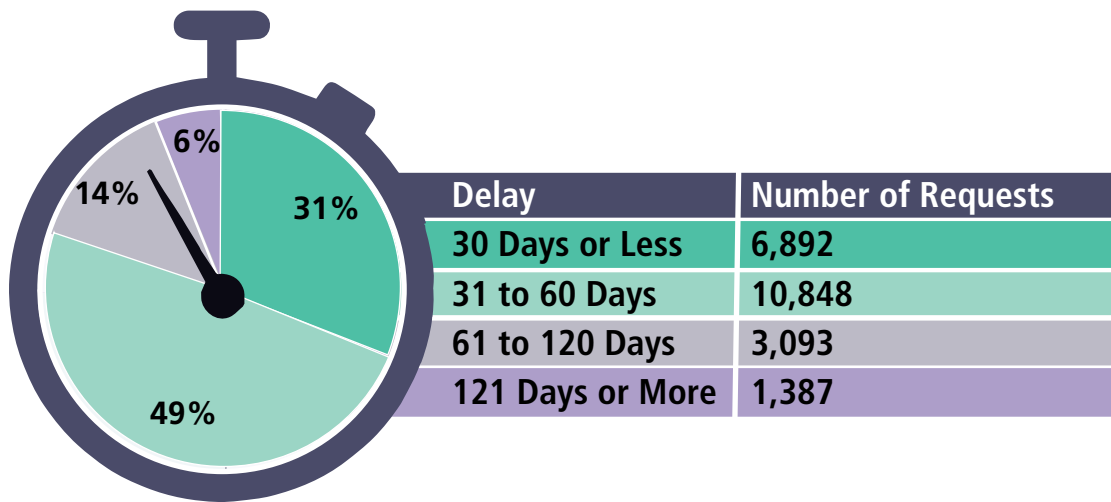
Pages processed under the *Privacy Act* 2021-2022

**951,125**

## Meeting Legislated Timelines under the Act

The compliance rate for completed *Privacy Act* requests was 35.78% for the reporting period, a decrease of 31.93% from the previous reporting period.

## Completion time of Privacy Requests



## Requests Carried Over

IRCC ATIP carried over 8,100 requests from previous reporting periods. Of these, 2,160 files were still within the legislative timeframe.

Fiscal Year Open PA Requests were received	Open requests that are within legislated timelines as of March 31, 2022	ATIP Request Volumes	Total
2021-2022	2,159	5,887	8,046
2020-2021	1	52	53
2019-2020	0	1	1
2018-2019 or earlier	0	0	0
<b>Total</b>	<b>2,160</b>	<b>5,940</b>	<b>8,100</b>



## Complaints Carried Over

IRCC carried over 4 active *Privacy Act* complaints from previous reporting periods. All 4 complaints are from the 2020-2021 reporting period.

## Extensions

Section 15 of the *Privacy Act* permits the statutory time limit to be extended if consultations are necessary, translation is required, or if the request is for a large volume of records and processing it within the original time limit would unreasonably interfere with the operations of the Department.

IRCC extended the legislative timeframe on 1,238 requests pursuant to 15(a) during the 2021-2022 reporting period.

## Consultations

Other federal government institutions consulted IRCC 49 times under the Act. IRCC responded to 52% of those consultations within 30 days.

## Exemptions and Exclusions

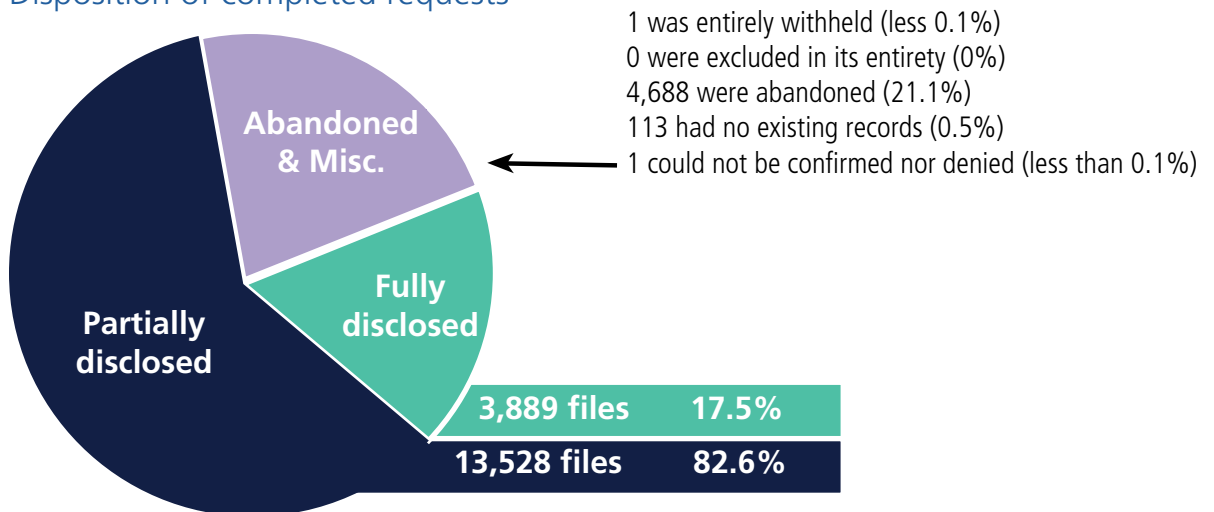
The Department released records in their entirety in 3,889 requests (17.5%) and invoked one or more exemptions in 13,528 requests (60.9%). The remaining 4,803 requests (21.6%) were transferred, abandoned, had no existing records, or existence of these records could neither be confirmed nor denied as doing so could reveal information that is protected under the Act.

The most frequently used exemptions were

- Section 26 – Personal Information (invoked 7,428 times)
- Section 21 – International relations, defense and subversive activities (invoked 8,226 times)
- Paragraph 22(1)(b) – law enforcement criminal investigations (invoked 3,922 times).

The *Privacy Act* does not apply to records that are already available to the public (Section 69), or to confidences of the Queen’s Privy Council (Section 70). IRCC did not exclude any information under the Act in the reporting period.

## Disposition of completed requests





## Summary of key issues and actions taken on complaints

During the 2021-2022 fiscal year, the Office of the Privacy Commissioner (OPC) notified the Department of 15 formal *Privacy Act* complaints and 17 informal complaints (i.e., complaints that are not formally investigated under section 31 of the *Privacy Act*). The majority of complaints under the *Privacy Act* were related to delays.

The ATIP Division responded to 14 formal and 18 informal complaint investigations. Of the informal complaints, 5 were not substantiated, 4 were well founded, and 9 were settled or resolved to the satisfaction of the requester.

Due to the small number of privacy-related complaints, it is not possible to pinpoint one single issue and no remedial actions were needed.

## Policies, guidelines, procedures and initiatives with the ATIP Division

The Privacy Policy and Governance Team within the ATIP Division undertook multiple projects and initiatives to provide internal and external guidance and support on privacy policy, promote privacy awareness, and develop tools to assist IRCC manage privacy breaches.

### Supported the Department with provision of privacy advice and guidance on high priority initiatives

- Throughout the year, the ATIP Division provided privacy advice and guidance on high priority initiatives for IRCC. The team assisted
  - IRCC program areas on the implementation TBS Mandatory Vaccination Policy
  - provided support to Canada's response to the situation in Afghanistan by working with relevant program areas on privacy related issues
  - worked with departmental officials and federal partners on privacy issues related to measures being implemented to support Ukrainian nationals and their family members come to Canada.

### Model Privacy Assessments (MPAs)

- The ATIP Division implemented a new privacy tool, a Model Privacy Assessment, designed to assess privacy compliance of specific technological models or tools at a very detailed level. During the reporting period the team completed 11 Model Privacy Assessments.



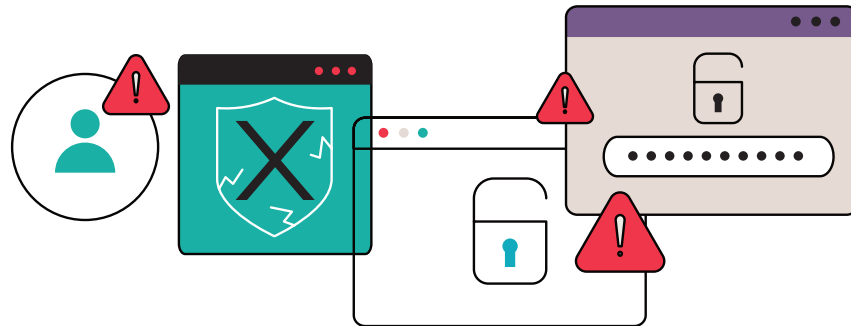


## Baseline Privacy Requirement Project

- The ATIP Division developed the Baseline Privacy Requirements document and presented it to the ATIP Assistant Deputy Minister Community and completed the Privacy Protocol on Data Exploration at IRCC.
- The Baseline Privacy Requirements document was created to help ensure a minimum level of privacy compliance for initiatives involving data-driven technologies.

## IRCC Privacy Policy Program Review

During the reporting period, IRCC ATIP conducted a review of the privacy program at IRCC. The team began the preliminary work to implement the short-term recommendations stemming from the review, while IRCC continues to explore long-term options to transform and re-organize the Privacy Policy and Governance team in order to meet the Department's growing complexity of privacy policy needs.



## Material Privacy Breaches

A privacy breach refers to the improper or unauthorized collection, use, disclosure, retention or disposition of personal information. A material privacy breach is a privacy breach that involves sensitive personal information and could reasonably be expected to cause injury or harm to the individual.

The ATIP Division provided advice and guidance to departmental staff on containment and mitigation strategies to improve the protection of personal information. In addition, senior officials were notified of all material breaches to facilitate communication within the Department and raise awareness of issues that could hinder the public's right to privacy.

The ATIP Division monitors all privacy breaches reported at IRCC. The Division also reviews how and where they are occurring within the Department. ATIP addresses trends and provides tailored privacy breach training sessions to raise awareness and increase privacy breach prevention.



In 2021-2022, IRCC notified the OPC and TBS of seven material privacy breaches. IRCC monitors all privacy breaches closely and has established notifications and remedial measures to address each situation. The majority of material breaches were of small scale and affected a limited number of individuals.

- Three material breaches involved sensitive personal information disclosed to the wrong individual(s). In each case, employees were reminded of the importance of privacy and the protection of personal information. The affected individuals were notified.
- Three material breaches involved personal information that had gone missing/lost. Despite extensive searches, the information could not be located. The affected individuals were notified.
- One material privacy breach involved the inadvertent collection of personal information. Once the issue was known, IRCC implemented a fix so that these types of clients would no longer be asked to provide the personal information involved in the breach. The affected individuals were notified.



## Privacy Impact Assessments

To fulfil its mandate and effectively deliver its programs and services, IRCC collects, uses and discloses personal information. In accordance with the [Treasury Board of Canada Secretariat \(TBS\) policy](#), the Department undertakes Privacy Impact Assessments (PIAs) to ensure compliance with the *Privacy Act* and identify privacy risks present in new or existing departmental programs, initiatives or projects that collect and use personal information.

Descriptions of PIAs completed during the 2021-2022 fiscal year are found below. The full PIA summaries can be found here: <https://www.canada.ca/en/immigration-refugees-citizenship/corporate/transparency/access-information-privacy/privacy-impact-assessment.html>

## Summary of PIAs Completed in 2021-2022

### **Pilot Project: Testing Online Recruitment Services for Staffing Processes – Vidcruiter**

This privacy impact assessment identifies and assesses privacy risks relating to a third party provider of applicant tracking, asynchronous video interviewing and online testing services as part of the assessment stage of staffing processes. The provider will also deliver related training and technical support services.

### **Disclosure of citizenship data to Elections Canada for updating the Register of Future Electors**

This privacy impact assessment is an addendum to initial PIA conducted on the sharing of citizenship information with Elections Canada for updating the National Register of Electors. The Register of Future Electors contains information on Canadian citizens aged between 14 and 17 who consented to register with Elections Canada. Upon turning 18, eligible individuals will be added to the National Register of Electors.

### **Disclosure of immigration data to Elections Canada for updating the National Register of Electors**

This privacy impact assessment is an addendum to initial PIA conducted on the sharing of immigration information with Elections Canada for updating the National Register of Electors. It identifies and assesses the privacy risks concerning the implementation of a two-way data exchange to enhance efforts to validate the data quality shared, as well as a one-time disclosure of certain related information from a legacy IRCC system.



## Disclosures of personal information pursuant to paragraphs 8(2)(m) and 8(2)(e)

In accordance with subsection 8(2) of the *Privacy Act*, under certain circumstances, a government institution may disclose personal information under its control without the consent of the individual to whom the information relates.

Paragraph 8(2)(e) provides that personal information may be disclosed to an investigative body specified in the regulations on the written request of the body for the purpose of enforcing any law of Canada or any province or carrying out a lawful investigation. The request must specify the purpose and describe the information to be disclosed.

During the reporting period, IRCC disclosed the personal information of 2,159 individuals to investigative bodies pursuant to paragraph 8(2)(e).

Paragraph 8(2)(m) provides that personal information may be disclosed for any purpose where, in the opinion of the head of an institution, (i) the public interest in disclosure clearly outweighs any invasion of privacy that could result from the disclosure, or (ii) disclosure would clearly benefit the individual to whom the information relates.





During this reporting period, IRCC disclosed personal information in 188 instances under paragraph 8(2)(m) of the *Privacy Act*:

Nature of disclosure	Requests processed where at least one individual's personal information was disclosed	Number of individuals affected	OPC notification in accordance with subsection 8(5)
Disclosure of contact information to the Public Health Agency of Canada of individuals who had been in close proximity to a person with COVID-19.	181	931	The OPC was notified after the disclosure in all cases because of the urgent nature of the disclosures and the volume of requests received.
Disclosure of contact information to the Public Health Agency of Canada of individuals who had been in close proximity to a person with Tuberculosis.	1	21	The OPC was notified at the same time as the disclosure because of the urgent nature of the disclosure.
Disclosure of contact information to the RCMP (in one case) and municipal law enforcement services (in the others) to notify next of kin of a deceased individual.	3	6	The OPC was notified before the disclosure in all cases.
In one case, disclosure of a missing person's general location and immigration document's information to a municipal law enforcement service. In the other, disclosure of a missing person's photograph and relatives' contact information to the RCMP.	2	5	In one case, the OPC was notified before the disclosure.  In the other, they were notified after because of the urgent nature of the disclosure.
Disclosure of a deceased's immigration status/limited history to a family member to explain the latter's ineligibility for a specific immigration program.	1	1	The OPC was notified before the disclosure.

For more information on IRCC's administering the *Privacy Act*, please see the Statistical Report on the Administration of the *Privacy Act* in Annex E.





# ANNEX A: SIGNED DELEGATION

Text version: Signed delegation

## Official Document

Department of Immigration, Refugees and  
Citizenship of Canada

Delegation of Authority

## Access to Information Act and Privacy Act

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 power,  
duties or functions under the Acts that  
are set in the Schedule in relation to that  
officer and employee.

Dated at Ottawa

This 30 day of August 2019

Ahmed Hussen, P.C., M.P.  
Minister of Immigration, Refugees and  
Citizenship

OFFICIAL DOCUMENT

DOCUMENT OFFICIEL

DEPARTMENT OF IMMIGRATION, REFUGEES AND  
CITIZENSHIP OF CANADA

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

DELEGATION OF AUTHORITY

DÉLÉGATION DE POUVOIRS

ACCESS TO INFORMATION  
ACT AND PRIVACY ACT

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

Fait à Ottawa

This 30 day of August 2019

ce 30 jour de août 2019

  
Ahmed Hussen, P.C., M.P.

Minister of Immigration, Refugees and Citizenship

Ahmed Hussen, C.P., député

Ministre de l'Immigration, des Réfugiés et de la Citoyenneté

# ANNEX B: DELEGATION ORDER UNDER THE ACCESS TO INFORMATION ACT

Delegation of Authority under the *Access to Information Act* and the Access to Information Regulations. The delegation includes acting appointments and assignments to these positions made pursuant to the *Public Service Employment Act* and regulations.

## Full Delegation

Position	Delegation
Deputy Minister / Associate Deputy Minister	Full Authority
Assistant Deputy Minister, Corporate Service Sector	Full Authority
Director General, Integrated Corporate Business	Full Authority, except the following sections of the <i>Access to Information Act</i> : <ul style="list-style-type: none"> <li>• 41(2) – seek review of an order of the Information Commissioner by Federal Court</li> <li>• Sections 82 to 88 concerning proactive publication of information</li> </ul>
Director, ATIP Division	Full Authority, except the following sections of the <i>Access to Information Act</i> : <ul style="list-style-type: none"> <li>• 41(2) – seek review of an order of the Information Commissioner by Federal Court</li> <li>• Sections 82 to 88 concerning proactive publication of information</li> </ul>
Assistant Directors, ATIP CRCI and OPS	Full Authority, except the following sections of the <i>Access to Information Act</i> : <ul style="list-style-type: none"> <li>• 6.1 – decline to act on a request</li> <li>• 20(6) – disclose third party information in the public interest</li> <li>• 41(2) – seek review of an order of the Information Commissioner by Federal Court</li> <li>• Sections 82 to 88 concerning proactive publication of information</li> <li>• 94 – responsibility to prepare an annual report to Parliament</li> </ul>

## Partial Delegation

*Access to Information Act* – Part 2 Only - Proactive disclosures

Position	Delegation
All Assistant Deputy Ministers	Full Authority for sections 82 to 88
Director General, Corporate Secretariat	Full Authority for sections 82 to 88

Section	Description	ATIP/PM-05		ATIP/PM-04		ATIP/PM-03	
		OPS	CRCI	OPS	CRCI	OPS	CRCI
4(2.1)	Duty to assist	•	•	•	•	•	•
6.1	Decline to act on request						
7	Notice where access requested	•	•	•	•	•	•
8(1)	Transfer of request	•	•	•		•	
9(1)	Extension of time limits	•	•	•		•	
9(2)	Notice of extension to Commissioner	•	•	•		•	
11(2)	Payment of additional fees	•	•	•	•	•	•
11(3)	Payment of fees for EDP record	•	•	•	•	•	•
11(4)	Deposit	•	•	•	•	•	•
11(5)	Notice of fee payment	•	•	•	•	•	•
11(6)	Waiver or refund of fees	•	•	•	•	•	•
12(2)(b)	Translation						
12(3)(b)	Conversion to alternate format						
13	Information obtained in confidence	•	•	•			
14	Refuse access: federal- provincial affairs		•				
15(1)	Refuse access: international affairs, defence, subversive activities	•	•	•			
16(1)	Refuse access: law enforcement and investigation	•		•		•	
16(2)	Refuse access: security information	•		•		•	

		ATIP/PM-05		ATIP/PM-04		ATIP/PM-03	
Section	Description	OPS	CRCI	OPS	CRCI	OPS	CRCI
16(3)	Refuse access: policing services for provinces or municipalities	•	•	•		•	
17	Refuse access: safety of individuals	•	•	•		•	
18	Refuse access: economic interests of Canada		•				
18.1	Refuse access: economic interests of certain institutions		•				
19(1)	Refuse access: another person's information	•	•	•	•	•	•
19(2)	Disclose personal information	•	•	•	•	•	•
20(1)	Refuse access: third party information		•				
20(2),(3)	Disclose testing methods						
20(5)	Disclose third party information		•				
20(6)	Disclose in public interest						
21	Refuse access: advice, etc.						
22	Refuse access: tests and audits	•	•				
22.1	Refuse access: Audit working papers and draft audit reports		•				
23	Refuse access: solicitor-client privilege	•		•			
23.1	Refuse access: patent or trademark privilege						
24(1)	Refuse access: prohibited information	•					
25	Severability	•	•	•		•	
26	Refuse access: information to be published	•	•				
27(1)	Notice to third parties		•				
27(4)	Extension of time limit		•				
28(1)(b)	Notice of third party disclosure		•				
28(2)	Representation to be made in writing		•				
28(4)	Disclosure of record						

Section	Description	ATIP/PM-05		ATIP/PM-04		ATIP/PM-03	
		OPS	CRCI	OPS	CRCI	OPS	CRCI
30(5)(b)	Notice of ceasing to investigate						
32	Notice of intention to investigate						
33	Notice to third party		•				
35(2)(b)	Right to make representations		•				
37(4)	Access given to complainant		•				
41(2)	Seek review of order by Federal Court						
43(2)	Notice of court action						
44(2)	Notice to person who requested record		•				
52(2)(b)	Special rules for hearings						
52(3)	Ex parte representations						
71(1)	Facilities for inspection of manuals						
82	Proactive publication of information: travel expenses						
83	Proactive publication of information: hospitality expenses						
84	Proactive publication of information: reports tabled in Parliament						
85	Proactive publication of information: reclassification of positions						
86	Proactive publication of information: contracts						
87	Proactive publication of information: grants and contributions						
88	Proactive publication of information: Briefing materials						
94	Annual Report to Parliament						

Section	Description	ATIP/PM-05		ATIP/PM-04		ATIP/PM-03	
		OPS	CRCI	OPS	CRCI	OPS	CRCI
6(1)	Transfer of requests	•	•	•	•	•	•
7(2)	Search and preparation fees	•	•				
7(3)	Production and programming fees	•	•				
8	Examination of records	•	•	•	•	•	•
8,1	Limitations in respect of format	•	•				

## ANNEX C: DELEGATION ORDER UNDER THE *PRIVACY ACT*

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

### FULL DELEGATION

Position	Delegation
<b>Deputy Minister / Associate Deputy Minister</b>	Full Authority
<b>Assistant Deputy Minister, Corporate Service Sector</b>	Full Authority
<b>Director General, Integrated Corporate Business</b>	Full Authority, except the following sections of the Privacy Act: <ul style="list-style-type: none"> <li>• 8(2)(m) – disclosure of personal information in the public interest or to the benefit of the individual</li> </ul>
<b>Director, ATIP Division</b>	Full Authority, except the following sections of the Privacy Act: <ul style="list-style-type: none"> <li>• 8(2)(j) - disclosure of personal information for research and statistics</li> <li>• 8(2)(m) – disclosure of personal information in the public interest or to the benefit of the individual</li> </ul>
<b>Assistant Directors, ATIP CRCI</b>	Full Authority, except the following sections of the Privacy Act: <ul style="list-style-type: none"> <li>• 8(2)(e) - disclosure to investigative bodies</li> <li>• 8(2)(j) - disclosure of personal information for research and statistics</li> <li>• 8(2)(m) – disclosure of personal information in the public interest or to the benefit of the individual</li> <li>• 8(4) – record of disclosures for investigations</li> <li>• 8(5) - notify Privacy Commissioner of 8(2)(m)</li> <li>• 9(1) – record of consistent uses</li> <li>• 9(4) – Notify Privacy Commissioner of consistent uses</li> <li>• 10 – Personal Information Banks</li> <li>• 22.3 – Refusal of access under the Public Servants Disclosure Protection Act</li> <li>• 36(3)(b) - Response to review of exempt banks</li> <li>• 37(3) - Response to review of compliance</li> <li>• 72 – Prepare annual report to Parliament</li> <li>• Same as Assistant Director for ATIP CRCI, except the position does have 8(4) – record of consistent uses and 8(2)(e) - disclosure to investigative bodies</li> </ul>
<b>Assistant Directors, ATIP OPS</b>	<ul style="list-style-type: none"> <li>• Same as Assistant Director for ATIP CRCI, except the position does have 8(4) – record of consistent uses and 8(2)(e) - disclosure to investigative bodies</li> </ul>

## PARTIAL DELEGATION

### PRIVACY ACT – PART 2 ONLY - Proactive disclosures

Position	Delegation
Assistant Deputy Minister / Associate Assistant Deputy Minister, Strategic and Program Policy Sector	Only 8(2)(j) of the Privacy Act– disclosure of personal information for research and statistics
Director General, Corporate Secretariat	Only 8(2)(j) of the Privacy Act– disclosure of personal information for research and statistics

## PRIVACY ACT

Section	Description	ATIP/PM-05		ATIP/PM-04		ATIP/PM-03	
		OPS	CRCI	OPS	CRCI	OPS	CRCI
8(2)(e)	Disclosure for research to investigative bodies	•		•		•	
8(2)(j)	Disclosure for research and statistics						
8(2)(m)(i)	Disclosure in public interest clearly outweighs any invasion of privacy						
8(2)(m)(ii)	Disclosure in public interest, benefit of individual						
8(4)	Record of disclosure for investigations	•					
8(5)	Notify Privacy Commissioner of 8(2)(m)						
9(1)	Record of consistent uses						
9(4)	Notify Privacy Commissioner of consistent uses						
10	Personal information in banks						
14	Notice where access requested	•	•	•	•	•	•
15	Extension of time limits	•	•	•		•	
17(2)(b)	Decision regarding translation						
17(3)(b)	Conversion to alternate format						
18(2)	Refuse access: exempt bank	•	•				
19(1)	Refuse access: confidential information	•		•			
19(2)	Disclose confidential information	•		•			
20	Refuse access: federal-provincial affairs						

		ATIP/PM-05		ATIP/PM-04		ATIP/PM-03	
Section	Description	OPS	CRCI	OPS	CRCI	OPS	CRCI
21	Refuse access: international affairs, defence, subversive activities	•		•			
22	Refuse access: law enforcement and investigation	•		•		•	
22.3	Refuse access: Public Servants Disclosure Protection Act						
23	Refuse access: security clearance	•		•		•	
24	Refuse access: person under sentence	•					
25	Refuse access: safety of individuals	•	•	•		•	
26	Refuse access: another person's information	•	•	•	•	•	•
27	Refuse access: solicitor-client privilege	•		•			
27.1	Refuse access: patent or trademark privilege						
28	Refuse access: medical record	•		•			
31	Receive notice of investigation		•		•		
33(2)	Representation to Privacy Commissioner	•	•		•		
35(1)	Response to findings and recommendations of the Privacy Commissioner within a specified time	•	•		•		
35(4)	Access given to complainant	•					
36(3)(b)	Response to review of exempt banks						
37(3)	Response to review of compliance						
51(2)(b)	Request of court hearing in the National Capital Region						
51(3)	Ex parte representation to court						
72	Annual Report to Parliament						



		ATIP/PM-05		ATIP/PM-04		ATIP/PM-03	
Section	Description	OPS	CRCI	OPS	CRCI	OPS	CRCI
9	Examination of records	•	•	•	•	•	•
11(2)	Correction of personal information	•	•				
11(4)	Notification of refusal to correct personal information	•	•				
13(1)	Disclosure: medical information						
14	Disclosure: medical information – examine in person, in the presence of a duly qualified medical practitioner						

**Legend:**

**ATIP/PM-05 OPS:** Senior ATIP Administrators, ATIP Operations

**ATIP/PM-05 CRCI:** Senior ATIP Administrators, Corporate Records, Complaints and Informals

**ATIP/PM-04 OPS:** ATIP Administrators, ATIP Operations

**ATIP/PM-04 CRCI:** ATIP Administrators, Corporate Records, Complaints and Informals

**ATIP/PM-03 OPS:** ATIP Officers, ATIP Operations

**ATIP/PM-03 CRCI:** ATIP Officers, Corporate Records, Complaints and Informals

# ANNEX D: VALIDATED STATISTICAL REPORT ON THE ADMINISTRATION OF THE ACCESS TO INFORMATION ACT

**Name of institution:** Immigration, Refugees and Citizenship Canada

**Reporting period:** 2021-04-01 to 2022-03-31

## Section 1: Requests Under the Access to Information Act

### 1.1 Number of requests

	Number of Requests
Received during reporting period	177,473
Outstanding from previous reporting period	19,631
<b>Total</b>	<b>197,104</b>
Closed during reporting period	147,712
Carried over to next reporting period	49,392

### 1.2 Sources of requests

Source	Number of Requests
Media	320
Academia	5,932
Business (private sector)	77,989
Organization	6,361
Public	69,267
Decline to Identify	17,604
<b>Total</b>	<b>177,473</b>

### 1.3 Channels of requests

Source	Number of Requests
Online	176,003
E-mail	325
Mail	1,145
In person	0
Phone	0
Fax	0
Total	177,473

## Section 2: Informal requests

### 2.1 Number of Informal requests

Source	Number of Requests
Received during reporting period	3,691
Outstanding from previous reporting period	106
Total	3,797
Closed during reporting period	3,153
Carried over to next reporting period	644

### 2.2 Channels of Informal Requests

Source	Number of Requests
Online	3,691
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	3,691

## 2.3 Completion time of informal requests

Completion Time							
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
439	549	1,437	634	51	43	0	3,153

## 2.4 Pages released informally

Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
0	0	0	0	0	0	0	0	0	0

## 2.5 Pages re-released informally

Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	
0	0	0	0	0	0	0	0	0	

## Section 3: Applications to the information commissioner on Declining to Act on Requests

	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	0
<b>Total</b>	0
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Carried over to next reporting period	0

## Section 4: Requests Closed During the Reporting Period

### 4.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	92	3,552	8,628	4,727	611	334	488	18,432
Disclosed in part	379	30,339	65,088	21,594	2,193	1,560	898	122,051
All exempted	0	7	4	2	0	0	0	13
All excluded	1	6	2	2	1	1	1	14
No records exist	129	196	317	314	118	36	13	1,123
Request transferred	9	0	0	0	1	0	0	7
Request abandoned	224	2,854	653	1,097	123	330	781	6,062
Neither confirmed nor denied	0	5	1	0	0	1	0	7
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
<b>Total</b>	834	36,959	74,693	27,736	3,047	2,262	2,181	147,712

## 4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	7,597	16(2)	416	18(a)	1	20.1	0
13(1)(b)	37	16(2)(a)	3	18(b)	2	20.2	0
13(1)(c)	41	16(2)(b)	2	18(c)	0	20.4	0
13(1)(d)	5	16(2)(c)	85,566	18(d)	6	21(1)(a)	254
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	393
14	2	16.1(1)(a)	0	18.1(1)(b)	1	21(1)(c)	48
14(a)	117	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	67
14(b)	12	16.1(1)(c)	7	18.1(1)(d)	0	22	25
15(1)	22,236	16.1(1)(d)	0	19(1)	51,105	22.1(1)	2
15(1) - I.A.*	4	16.2(1)	0	20(1)(a)	2	23	157
15(1) -Def.*	279	16.3	0	20(1)(b)	87	23.1	0
15(1) -S.A.*	0	16.31	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	0	16.4(1)(a)	0	20(1)(c)	273	26	30
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(d)	15		
16(1)(a)(iii)	0	16.5	2				
16(1)(b)	174	16.6	0				
16(1)(c)	22,957	17	38,595				
16(1)(d)	0						

### 4.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	10	69(1)	0	69(1)(g) re (a)	12
68(b)	0	69(1)(a)	3	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	2
68.1	0	69(1)(c)	0	69(1)(g) re (d)	2
68.2(a)	0	69(1)(d)	1	69(1)(g) re (e)	3
68.2(b)	0	69(1)(e)	1	69(1)(g) re (f)	4
		69(1)(f)	0	69.1(1)	0

### 4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	140,483	0	0	1	0

### 4.5 Complexity

#### 4.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
11,564,878	8,761,858	146,579

#### 4.5.2 Relevant pages processed per requests disposition for paper and e-record formats by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	16,090	659,279	2,283	401,677	35	27,320	15	30,244	9	109,558
Disclosed in part	103,489	6,181,034	18,325	3,886,622	188	155,057	46	73,114	3	22,303
All exempted	13	609	0	0	0	0	0	0	0	0
All excluded	14	968	0	0	0	0	0	0	0	0
Request abandoned	6,062	17,094	0	0	0	0	0	0	0	0
Neither confirmed nor denied	7	0	0	0	0	0	0	0	0	0
<b>Total</b>	125,675	6,858,984	20,608	4,288,299	223	182,377	61	103,358	12	131,860

#### 4.5.3 Relevant minutes processed and disclosed for audio formats

Number of minutes processed	Numbers of minutes disclosed	Number of requests
20	20	1



#### 4.5.4 Relevant Minutes processed per request disposition for audio formats by size of requests

Disposition	Less than 60 Minutes processed		60-120 Minutes processed		More than 120 Minutes processed	
	Number of requests	Pages Disclosed	Number of requests	Pages Disclosed	Number of requests	Pages Disclosed
All disclosed	1	20	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the information Commissioner	0	0	0	0	0	0
<b>Total</b>	1	20	0	0	0	0

#### 4.5.5 Relevant minutes processed and disclosed for video formats

Number of Minutes Processed	Numbers of minutes disclosed	Number of requests
0	0	0

#### 4.5.6 Relevant Minutes processed per request disposition for video formats by size of requests

Disposition	Less than 60 Minutes processed		60-120 Minutes processed		More than 120 Minutes processed	
	Number of requests	Pages Disclosed	Number of requests	Pages Disclosed	Number of requests	Pages Disclosed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the information Commissioner	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0

#### 4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	6	0	0	6
Disclosed in part	117	10	0	127
All exempted	0	0	0	0
All excluded	0	2	0	2
Request abandoned	8	1	0	9
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the information Commissioner	0	0	0	0
<b>Total</b>	<b>131</b>	<b>13</b>	<b>0</b>	<b>144</b>

#### 4.6 Closed requests

##### 4.6.1 Requests closed within legislated timelines

<b>Number of requests closed within legislated timelines</b>	50,276
<b>Percentage of requests closed within legislated timelines (%)</b>	34.03650347

#### 4.7 Deemed refusals

##### 4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with operations/Workload	External Consultation	Internal Consultation	Other
97,436	97,436	0	0	0

#### 4.7.2 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	52,494	1,355	53,849
16 to 30 days	12,440	370	12,810
31 to 60 days	19,450	285	19,735
61 to 120 days	6,733	221	6,954
121 to 180 days	1,401	111	1,512
181 to 365 days	1,615	404	2,019
More than 365 days	170	387	557
<b>Total</b>	<b>94,303</b>	<b>3,133</b>	<b>97,436</b>

#### 4.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Section 5: Extensions

### 5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	Principal Reason		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	12	2	1,193	1
Disclosed in part	969	2	2,631	10
All exempted	0	0	1	0
All excluded	1	0	5	0
No records exist	14	1	487	0
Request abandoned	0	0	0	0
<b>Total</b>	999	5	4,472	11

### 5.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	22	1	145	4
31 to 60 days	238	3	2,642	2
61 to 120 days	729	0	190	5
121 to 180 days	8	1	28	0
181 to 365 days	1	0	1,466	0
365 days or more	1	0	1	0
<b>Total</b>	999	5	4,472	11

## Section 6: Fees

Fee Type	Fee Collected		60-120 Minutes processed		More than 120 Minutes processed	
	Number of Requests	Amount	Number of requests	Amount	Number of requests	Amount
Application	176,814	\$735,665.00	551	\$2,755.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
<b>Total</b>	176,814	\$735,665.00	551	\$2,755.00	0	\$0.00

## Section 7: Consultations Received From Other Institutions and Organizations

### 7.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	170	5,528	1	5
Outstanding from the previous reporting period	35	3,805	0	0
<b>Total</b>	205	9,333	1	5
Closed during the reporting period	198	8,283	1	5
Carried over within negotiated timelines	1	16	0	0
Carried over beyond negotiated timelines	6	1,034	0	0

## 7.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	32	25	4	2	0	0	0	63
Disclose in part	34	37	33	15	4	5	1	129
Exempt entirely	0	0	1	1	0	0	0	2
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	1	0	1	2	0	0	4
<b>Total</b>	66	63	38	19	6	5	1	198

## 7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	1
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	0	0	0	0	0	0	0	0
<b>Total</b>	1	0	0	0	0	0	0	1

## Section 8: Completion Time of Consultations on Cabinet Confidences

### 8.1 Requests with Legal Services

Number of Days	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	10	51	0	0	0	0	0	0	0	0
16 to 30	3	96	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	13	147	0	0	0	0	0	0	0	0

### 8.2 Requests with Privy Council Office

Number of Days	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

## Section 9: Investigation and Reports of finding

### 9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal representations
4,152	2	65

### 9.2 Investigation and Reports of finding

Section 37 Reports of finding received			Section 37(2) Final Reports		
Received	Containing recommendations issued by the information Commissioner	Containing orders issued by the information Commissioner	Received	Containing recommendations issued by the information Commissioner	Containing orders issued by the information Commissioner
1	0	1	1	0	1

## Section 10: Court action

### 10.1 Court actions on complaints

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

### 10.2 Court actions on third party notification under paragraph 28(1)(b)

Section 44 – Under paragraph 28(1)(b)
0



## Section 11: Resources Related to the *Access to Information Act*

### 11.1 Allocated Cost

<b>Expenditures</b>	<b>Amount</b>
Salaries	\$8,707,338
Overtime	\$720,960
Goods and Services	\$179,356
Professional services contracts	\$73,768
Other	\$105,588
<b>Total</b>	<b>\$9,607,654</b>

### 11.2 Human Resources

<b>Resources</b>	<b>Person Years Dedicated to Access to Information Activities</b>
Full-time employees	76.550
Part-time and casual employees	44.550
Regional staff	0.000
Consultants and agency personnel	0.500
Students	0.000
<b>Total</b>	<b>121.600</b>

# ANNEX E: VALIDATED STATISTICAL REPORT ON THE ADMINISTRATION OF THE *PRIVACY ACT*

Name of institution: Immigration, Refugees and Citizenship Canada

Reporting period: 2021-04-01 to 2022-03-31

## Section 1: Requests Under the *Privacy Act*

### 1.1 Number of requests

	Number of Requests
Received during reporting period	26,806
Outstanding from previous reporting period	3,514
<b>Total</b>	<b>30,320</b>
Closed during reporting period	22,220
Carried over to next reporting period	8,100

### 1.2 Channels of requests

Source	Number of Requests
Online	25,892
E-mail	302
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>26,806</b>

## Section 2: Informal requests

### 2.1 Number of Informal requests

Source	Number of Requests
Received during reporting period	0
Outstanding from previous reporting period	0
<b>Total</b>	<b>0</b>
Closed during reporting period	0
Carried over to next reporting period	0

### 2.2 Channels of Informal Requests

Source	Number of Requests
Online	0
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>0</b>

### 2.3 Completion time of informal requests

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

## 2.4 Pages released informally

Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
0	0	0	0	0	0	0	0	0	0

## Section 3: Requests Closed During the Reporting Period

### 3.1 Disposition and completion time

Disposition of Requests	Completion Time							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
All disclosed	17	875	2,166	613	133	74	11	3,889
Disclosed in part	66	2,971	8,006	1,831	328	228	98	13,528
All exempted	0	0	0	1	0	0	0	1
All excluded	0	0	0	0	0	0	0	0
No records exist	11	2	36	41	16	6	1	113
Request abandoned	939	2,010	640	607	57	117	318	4,688
Neither confirmed nor denied	0	1	0	0	0	0	0	1
<b>Total</b>	1,033	5,859	10,848	3,093	534	425	428	22,220

### 3.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
18(2)	0	22(1)(a)(i)	0	23(a)	0
19(1)(a)	511	22(1)(a)(ii)	0	23(b)	0
19(1)(b)	2	22(1)(a)(iii)	0	24(a)	0
19(1)(c)	2	22(1)(b)	3,922	24(b)	0
19(1)(d)	1	22(1)(c)	0	25	375
19(1)(e)	0	22(2)	0	26	7,428
19(1)(f)	0	22.1	0	27	5
20	1	22.2	0	27.1	0
21	8,226	22.3	0	28	1
		22.4	0		

### 3.3 Exclusions

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

### 3.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	22,220	0	0	0	0

### 3.5 Complexity

#### 3.5.1 Relevant pages processed and disclosed for paper and the e-record format

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
951,125	875,698	22,107

#### 3.5.2 Relevant pages processed per requests disposition for paper and e-record formats by size of requests

Disposition	Less Than 100 Pages processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	3,434	72,899	452	73,201	3	1,930	0	0	9	9
Disclosed in part	11,191	347,431	2,272	399,498	60	40,505	5	6,390	0	0
All exempted	1	1	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	4,683	1980	2	346	0	0	3	6,944	0	0
Neither confirmed nor denied	1	0	0	0	0	0	0	0	0	0
<b>Total</b>	19,310	422,311	2,726	473,045	63	42,435	8	13,334	0	0

### 3.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Numbers of minutes disclosed	Number of requests
0	0	0

### 3.5.4 Relevant minutes processed per request disposition for audio formats by size of requests

Disposition	Less than 60 Minutes processed		60-120 Minutes processed		More than 120 Minutes processed	
	Number of Requests	Minutes processed	Number of requests	Minutes processed	Number of requests	Minutes processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the information Commissioner	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0

### 3.5.5 Relevant minutes processed and disclosed for video formats

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
0	0	0

### 3.5.6 Relevant minutes processed per request disposition for video formats by size of requests

Disposition	Less than 60 Minutes processed		60-120 Minutes processed		More than 120 Minutes processed	
	Number of Requests	Minutes processed	Number of requests	Minutes processed	Number of requests	Minutes processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the information Commissioner	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0

### 3.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven information	Other	Total
All disclosed	0	0	33	0	33
Disclosed in part	3	0	7,372	0	7,375
All exempted	0	0	1	0	1
All excluded	0	0	0	0	0
Request abandoned	2	0	22	0	24
Neither confirmed nor denied	0	0	0	0	0
<b>Total</b>	5	0	7,428	0	7,433

## 3.6 Closed requests

### 3.6.1 Requests closed within legislated timelines

<b>Number of requests closed within legislated timelines</b>	8,443
<b>Percentage of requests closed within legislated timelines (%)</b>	37.99729973



### 3.7 Deemed refusals

#### 3.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with operations/ Workload	External Consultation	Internal Consultation	Other
13,777	13,777	0	0	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	8,263	337	8,600
16 to 30 days	270	48	318
31 to 60 days	1,111	67	1,178
61 to 120 days	327	170	497
121 to 180 days	1,923	74	1,997
181 to 365 days	993	101	984
More than 365 days	38	165	203
<b>Total</b>	<b>12,815</b>	<b>962</b>	<b>13,777</b>

### 3.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Section 4: Disclosures Under Subsections 8(2) and 8(5)

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Subsection 8(5)	Total
2,159	188	188	2,534

## Section 5: Requests for Correction of Personal Information and Notations

Disposition for Correction Requests Received	Number
Notations attached	0
Requests for correction accepted	0
<b>Total</b>	<b>0</b>

## Section 6: Extensions

### 6.1 Reasons for extensions

Number of requests where an extension was taken	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Translation purposes or conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet Confidence Section 70)	External	Internal	
<b>Total</b>	0	0	5	0	0	1	1,232	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 to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet Confidence Section (Section 70)	External	Internal	
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	0	0	5	0	0	1	1,232	0
31 days or greater								0
<b>Total</b>	0	0	5	0	0	1	1,232	0

## Section 7: Consultation 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	49	1,079	0	0
Outstanding from the previous reporting period	5	174	0	0
<b>Total</b>	54	1,253	0	0
Closed during the reporting period	52	1,197	0	0
Carried over within negotiated timelines	1	16	0	0
Carried over beyond negotiated timelines	1	40	0	0

### 7.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	1	1	3	0	0	0	0	5
Disclosed in part	11	15	12	4	1	0	0	43
Exempt entirely	2	0	1	0	0	0	0	3
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	1	0	0	0	0	0	1
<b>Total</b>	14	17	16	4	1	0	0	52

### 7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose 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 institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Section 8: Completion Time of Consultations on Cabinet Confidences

### 8.1 Requests with Legal Services

Number of Days	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## 8.2 Requests with Privy Council Office

Number of Days	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	9
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

### Section 9: Complaints and Investigation Notices Received

Section 31	Section 33	Section 35	Court Action	Total
44	0	36	0	80

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

#### 10.1 Privacy Impact Assessments

<b>Number of PIAs completed</b>	1
<b>Number of PIAs modified</b>	2

#### 10.2 Institution-specific and Central Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	18	0	0	0
Central	0	0	0	0
<b>Total</b>	18	0	0	0

## Section 11: Privacy Breaches

### 11.1 Material Privacy Breaches reported

<b>Number of material privacy breaches reported to TBS</b>	7
<b>Number of material privacy breaches reported to OPC</b>	7

### 11.2 Non-Material Privacy Breaches

<b>Number of non-material privacy breaches</b>	2,396
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## Section 12: Resources Related to the *Privacy Act*

### 12.1 Allocated Cost

<b>Expenditures</b>	<b>Amount</b>
Salaries	\$1,149,859
Overtime	\$28,198
Goods and Services	\$151,980
Professional services contracts	\$149,539
Other	\$2,441
<b>Total</b>	<b>\$1,330,037</b>

### 12.2 Human Resources

<b>Resources</b>	<b>Person Years Dedicated to Access to Information Activities</b>
Full-time employees	9.090
Part-time and casual employees	5.620
Regional staff	0.000
Consultants and agency personnel	1.000
Students	0.000
<b>Total</b>	<b>15.710</b>

# ANNEX F: SUPPLEMENTAL STATISTICAL REPORT ON THE ACCESS TO INFORMATION ACT AND THE PRIVACY ACT

**Name of institution:** Immigration, Refugees and Citizenship Canada

**Reporting period:** 2021-04-01 to 2022-03-31

## Section 1: Capacity to Receive Requests under the *Access to Information Act* and the *Privacy Act*

Number of weeks IRCC was able to receive ATIP requests through different channels.

	Number of Weeks
Able to receive requests by mail	52
Able to receive requests by email	52
Able to receive requests through the digital request service	52

## Section 2: Capacity to Process Records under the *Access to information Act* and the *Privacy Act*

2.1 Number of weeks IRCC was able to process paper records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Paper Records	0	0	52	52
Protected B Paper Records	0	0	52	52
Secret and Top Secret Electronic Records	0	52	0	52

2.2 Number of weeks IRCC was able to process electronic records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Paper Records	0	0	52	52
Protected B Paper Records	0	0	52	52
Secret and Top Secret Electronic Records	0	52	0	52

## Section 3: Open Requests and Complaints under the *Access to Information Act*

3.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are Within Legislated Timelines as of March 31, 2022	Open Requests that are Beyond Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	19,579	28,618	48,197
Received in 2020-2021	244	910	1,154
Received in 2019-2020	5	30	35
Received in 2018-2019	1	5	6
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016 earlier	0	0	0
<b>Total</b>	19,829	29,563	<b>49,392</b>

3.2 Enter the number of open complaints with the information commissioner of Canada that are outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institutions	Number of Complaints
Received in 2021-2022	330
Received in 2020-2021	52
Received in 2019-2020	3
Received in 2018-2019	6
Received in 2017-2018	2
Received in 2016-2017	0
Received in 2015-2016 earlier	0
<b>Total</b>	393



4.1 Enter the number of open requests that are outstanding from previous reporting periods.

<b>Fiscal Year Open Requests Were Received</b>	<b>Open Requests that are Within Legislated Timelines as of March 31, 2022</b>	<b>Open Requests that are Beyond Legislated Timelines as of March 31, 2022</b>	<b>Total</b>
Received in 2021-2022	2,159	5,887	8,046
Received in 2020-2021	1	52	53
Received in 2019-2020	0	1	1
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016 earlier	0	0	0
<b>Total</b>	<b>2,160</b>	<b>5,940</b>	<b>8,100</b>

4.2 Enter the number of open complaints with the Privacy Commissioner that are outstanding from previous reporting periods.

<b>Fiscal Year Open Complaints Were Received by Institutions</b>	<b>Number of Complaints</b>
Received in 2021-2022	17
Received in 2020-2021	4
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016 earlier	0
<b>Total</b>	<b>21</b>

## Section 5: Social Insurance Number (SIN)

<b>Did your institution receive authority for a new collection or new consistent use of the SIN in 2021-2022?</b>	<b>No</b>
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