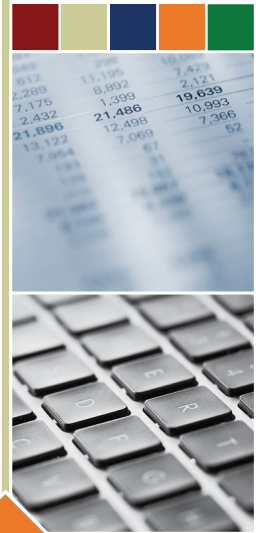


Citizenship and Immigration Canada



Annual Report 2014–2015  
*Access to Information Act*  
*Privacy Act*

*Building a stronger Canada: Citizenship and Immigration Canada (CIC) strengthens Canada's economic, social and cultural prosperity, helping ensure Canadian safety and security while managing one of the largest and most generous immigration programs in the world.*

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*Loi sur l'accès à l'information*

*Loi sur la protection des renseignements personnels*

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# Table of Contents

## Part One

### *Access to Information Act*

Introduction.....	2
About Citizenship and Immigration Canada .....	2
Access to Information and Privacy Division.....	3
Activities and Accomplishments .....	4
I. Performance.....	4
II. Initiatives .....	4
III. Promotion, Awareness and Training .....	5
IV. External Views .....	5
Statistical Overview .....	6
I. Requests Received Under the <i>Access to Information Act</i> .....	6
II. Sources of Requests .....	7
III. Disposition of Completed Requests .....	8
IV. Exemptions Invoked .....	8
V. Consultations.....	9
VI. Extensions.....	9
VII. Completion Time .....	9
VIII. Complaints .....	10
IX. Appeals to the Federal Court.....	10
Appendix A: Report on the <i>Access to Information Act</i> .....	11
Appendix B: Delegation Order.....	19



## Part Two

# *Privacy Act*

Introduction.....	24
About Citizenship and Immigration Canada .....	24
Access to Information and Privacy Division.....	25
Activities and Accomplishments .....	26
I. Performance.....	26
II. Initiatives .....	26
III. Promotion, Awareness and Training .....	27
IV. External Views .....	27
Statistical Overview .....	28
I. Requests Received Under the <i>Privacy Act</i> .....	28
II. Disposition of Completed Requests .....	28
III. Exemptions Invoked .....	28
IV. Disclosure of Personal Information Under Subsection 8(2) .....	29
V. Consultations.....	29
VI. Extensions.....	29
VII. Completion Time .....	30
VIII. Complaints.....	30
IX. Privacy Breaches.....	30
X. Appeals to the Federal Court.....	31
XI. Privacy Impact Assessments.....	31
Appendix C: Report on the <i>Privacy Act</i> .....	33
Appendix D: Delegation Order .....	41





## Part One | *Access to Information Act*

### Introduction

Citizenship and Immigration Canada (CIC) is pleased to present to Parliament its 21<sup>st</sup> annual report on the administration of the *Access to Information Act* for the fiscal year commencing April 1, 2014 and ending March 31, 2015.

The purpose of the *Access to Information Act* is to provide a right of access to information in records under the control of a government institution. The Act maintains that government information should be available to the public, that necessary exceptions to the right of access should be limited and specific and that decisions on the disclosure of government information should be reviewed independently of the government.

Section 72 of the Act requires the head of every federal government institution to submit an annual report to Parliament on the administration of the Act during the fiscal year. This report outlines CIC's accomplishments in carrying out its access to information responsibilities and obligations during the 2014–2015 reporting period.

### About Citizenship and Immigration Canada

CIC was created in 1994 to link citizenship registration and immigration services, to promote the unique ideals all Canadians share and to help build a stronger Canada. In November 2008, the Department's portfolio was expanded to include multiculturalism. In addition, effective July 2, 2013, primary responsibility for the Passport program and the administration of the *Canadian Passport Order* and the *Order Respecting the Issuance of Diplomatic and Special Passports* were transferred from the Department of Foreign Affairs, Trade and Development (DFATD) to CIC.

Canada has a proud tradition of welcoming immigrants. Our immigration and refugee systems and our vast network of organizations that helps newcomers settle and integrate are among the best in the world. This tradition is enhanced by the value we place on multiculturalism, which is fundamental to our belief that all citizens are equal. Multiculturalism aims to ensure that all citizens, regardless of their ethnocultural community, have equal opportunities and feel they belong in Canada. Through multiculturalism, new Canadians are encouraged to integrate into Canadian society and to take an active part in its social, cultural, economic and political affairs.

CIC's mandate comes from the shared jurisdiction of section 95 of the *Constitution Act, 1867*, the *Citizenship Act*, the *Immigration and Refugee Protection Act (IRPA)*, the *Canadian Multiculturalism Act*, the *Canadian Passport Order* and the *Order Respecting the Issuance of Diplomatic and Special Passports*.

CIC's work encompasses a broad range of activities, including the following:

- ♦ facilitating the arrival of people and their integration into Canadian life in a way that maximizes their contribution to the country while protecting the health, safety and security of Canadians;
- ♦ maintaining Canada's humanitarian tradition by protecting refugees and other people in need of protection;
- ♦ enhancing the values and promoting the rights and responsibilities of Canadian citizenship;
- ♦ administering the *Canadian Passport Order*;
- ♦ reaching out to all Canadians and fostering increased intercultural understanding and an integrated society with equal opportunity for all, regardless of race, ethnicity and religion; and
- ♦ advancing global migration policies in a way that supports Canada's immigration and humanitarian objectives.

## Access to Information and Privacy Division

The Access to Information and Privacy (ATIP) Division is part of the Corporate Affairs Branch in the Corporate Services Sector. The Division administers the *Access to Information Act* and is led by a director, who acts as the ATIP coordinator for the Department. Three units carry out the Division's work: Operations and Fast Track; Complex Cases and Issues; and Policy, Training and Projects. Each unit's manager reports to the director.

The ATIP Division receives, coordinates and processes requests for information under the *Access to Information Act*, providing high-quality and timely service to requesters. The Division also coordinates requests made under the Mutual Legal Assistance Treaty.

CIC maintains a network of 34 ATIP liaison officers, who represent the branches and regions of the Department. The ATIP liaison officers provide assistance by performing searches, collecting records and presenting recommendations related to requests.



# Activities and Accomplishments

## I. Performance

For another consecutive year, CIC received more Access to Information (ATI) requests than any other federal institution. A total of 34,066 ATI requests were received in the 2014–2015 fiscal year, which represents an increase of 16 percent from the previous year and breaks another record in ATIP's history. Although faced with a significant increase in volume, the Department processed 33,524 requests and maintained a high compliance rate of 87.81 percent.

## II. Initiatives

In 2014–2015, CIC undertook the following initiatives to improve internal processes and client service under the *Access to Information Act*:

- developed a protocol document that clearly outlines and defines the roles and responsibilities of CIC employees, including senior officials, when responding to access and privacy requests;
- monitored the intake and processing of files on a weekly and monthly basis, regularly reassessed priorities and redistributed workloads in order to maintain a high compliance rate;
- improved client service delivery by automatically notifying external clients of ATIP service standards when an email enquiry is sent to the generic inbox.

In addition, through formal and informal consultations, CIC continues to collaborate and share best practices with various organizations, such as the Canada Border Services Agency, the Canada Revenue Agency, the Canadian Security Intelligence Service, Public Works and Government Services Canada, Employment and Social Development Canada, the Treasury Board of Canada Secretariat (TBS), and the Department of Foreign Affairs, Trade and Development.

These best practices in improving and modernizing ATIP operations will continue in 2015–2016 and beyond.



### III. Promotion, Awareness and Training

During the fiscal year, the ATIP Division continued to promote ATIP awareness through a variety of approaches and mediums. The ATIP Division:

- distributed promotional messages throughout the Department, for example, *Right to Know Week*, *the ATIP Bulletin* and others;
- provided workshop presentations, training courses and awareness sessions to increase knowledge and understanding of ATIP and reinforce its importance across the Department;
- developed an online, narrated presentation that supported the implementation of the streamlined processing of ATIP requests for corporate records;
- worked collaboratively with the Information Management Branch to promote awareness of ATIP and information management best practices across the Department.

Overall, in 2014–2015, the ATIP Division trained (in-class and online) approximately 900 CIC employees across Canada and abroad.

### IV. External Views

#### Treasury Board Secretariat Management Accountability Framework Assessment Extracts Related to Access to Information

CIC was not evaluated by TBS on the “Effectiveness of Information Management” stream for 2014–2015 as part of the Management Accountability Framework assessment.

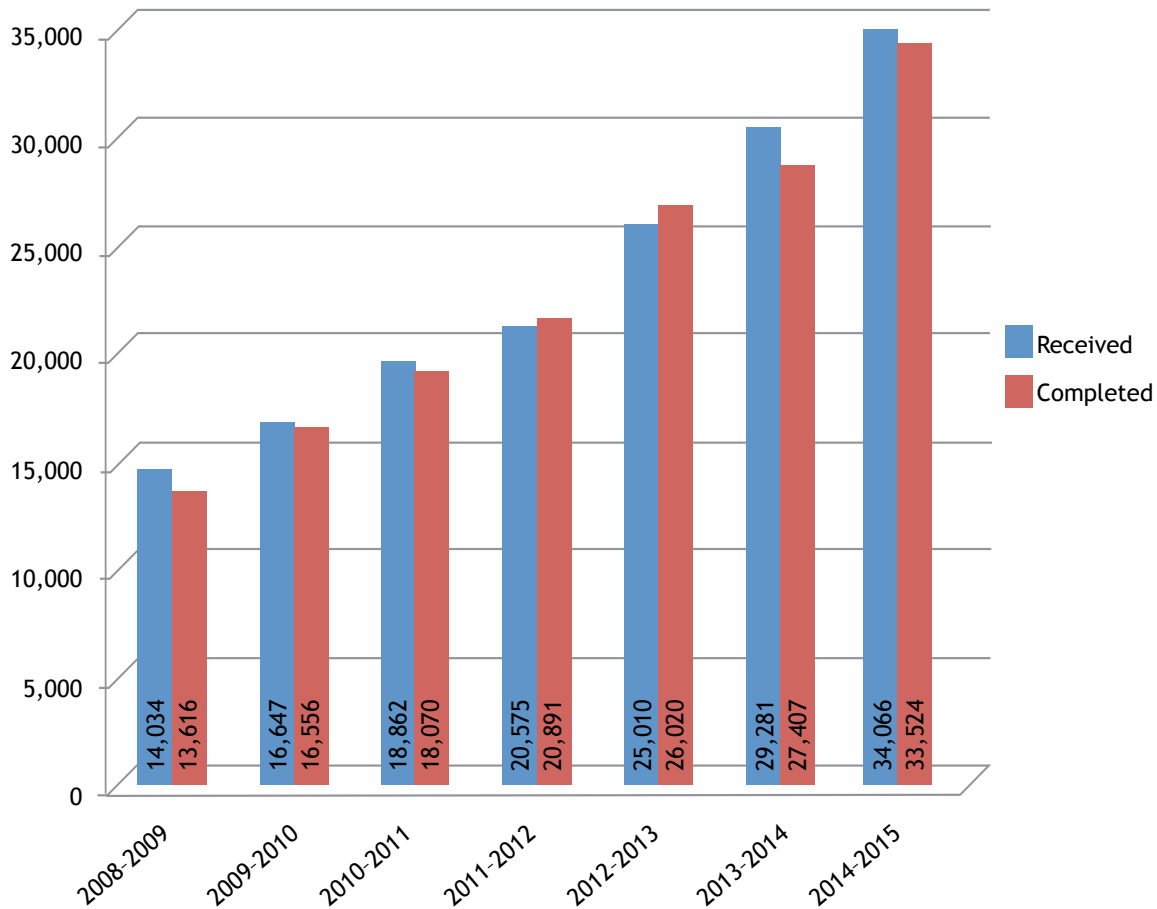


## Statistical Overview

### I. Requests Received Under the *Access to Information Act*

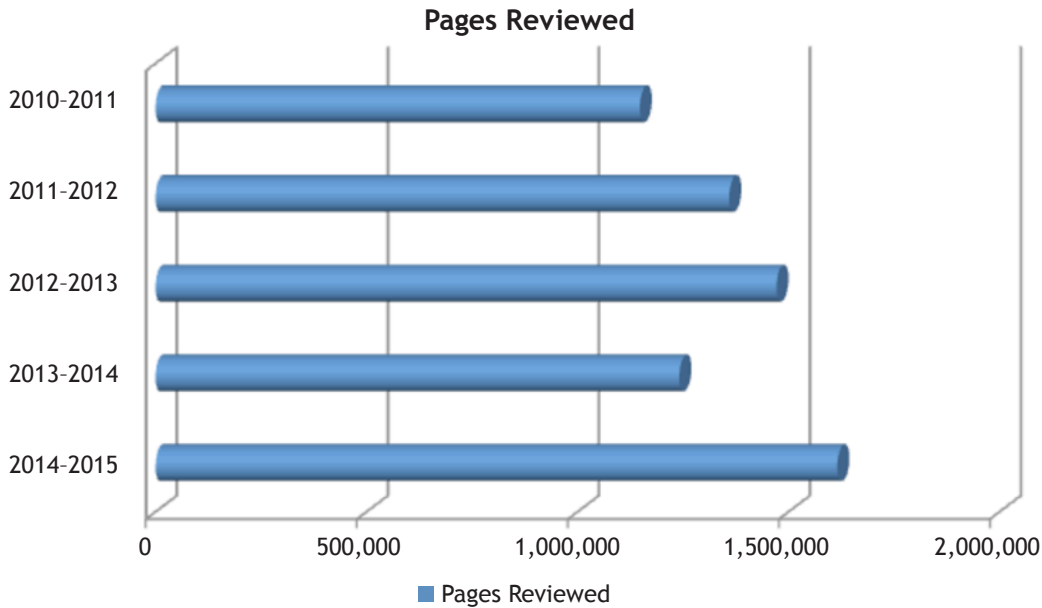
CIC continues to be the most accessed federal institution, receiving an unprecedented 34,066 requests under the *Access to Information Act* between April 1, 2014 and March 31, 2015. This total represents an increase of nearly 16 percent from the previous reporting period. The number of requests received by the Department has more than doubled in the past seven years. As noted above, CIC is addressing the increase in volume by continuing to improve efficiencies in order to respond to requests within the legislative time frame.

Access to Information Requests  
Received and Completed



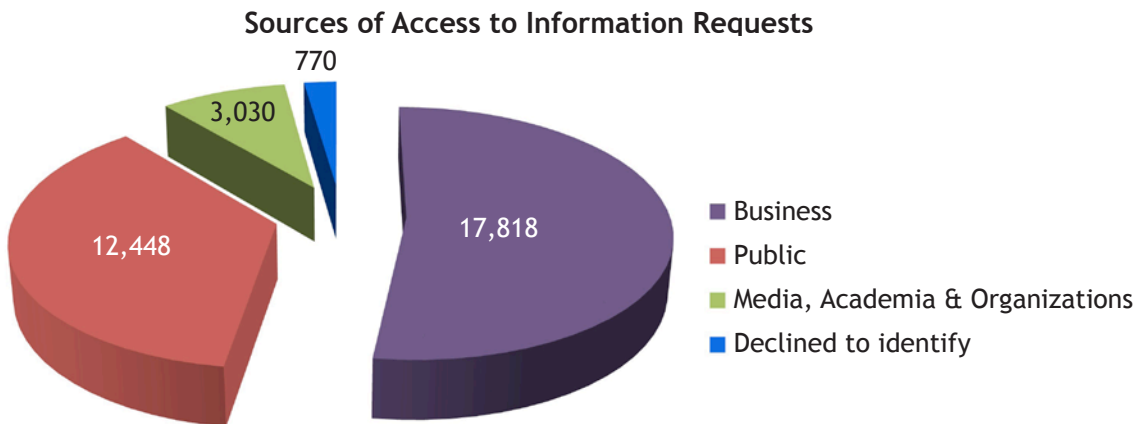
The majority of ATI requests received were for personal information files.

At the same time as the number of requests have increased, the volume and complexity of the information being considered has also increased. In 2014–15, CIC reviewed over 1,615,772 pages, representing an overall increase of 30 percent since last fiscal year. Using a single electronic system for the processing of all immigration and citizenship cases means that each file contains more detailed and varied information. The information is stored in multiple fields within the sole electronic repository. Therefore, when the information is retrieved, more pages are being reviewed.



## II. Sources of Requests

The business sector is the largest source of requests, accounting for 52 percent of all requests. The general public accounts for 37 percent of requests. The remaining 9 percent of requests come from media, academia and other organizations. The other two percent represents requesters who declined to identify themselves.





### III. Disposition of Completed Requests

In 2014–2015, CIC completed 33,524 requests. The ATIP Division put in place various measures, such as weekly briefing sessions with senior management, to monitor the intake of requests and to ensure that requests are processed within the legislative time frame.

In 9,916 cases (29 percent), CIC provided all the information requested. In 20,424 requests (61 percent), the Department invoked exemptions. Of the remaining 3,184 requests (10 percent), either no records existed or the request was transferred, abandoned or neither confirmed nor denied.

### IV. Exemptions Invoked

The majority of exemptions invoked by CIC fell under three sections of the *Access to Information Act*:

- ♦ Subsection 19(1), which protects personal information, was used in 14,579 cases (43 percent);
- ♦ Subsection 15(1), which covers international relations, defence and subversive activities, was used in 8,929 cases (26 percent); and
- ♦ Subsection 16(1), which addresses law enforcement and criminal investigations, was used in 4,035 cases (12 percent).

It should be noted that more than one section can be applied to a specific request.

## V. Consultations

In addition to processing requests received directly under the *Access to Information Act*, CIC was consulted by other federal government institutions in 242 cases in which the records under the control of these institutions related to CIC activities.

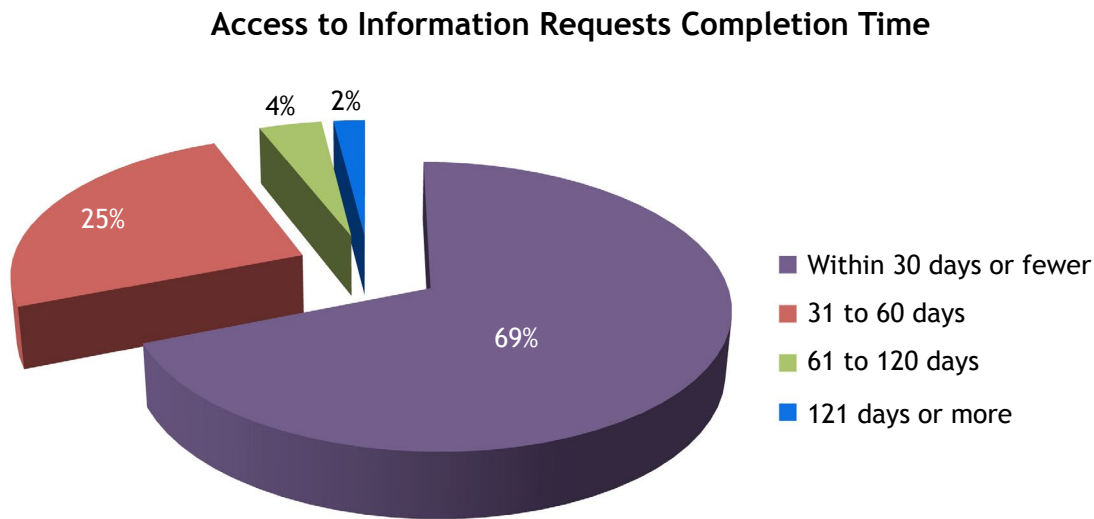
## VI. Extensions

Section 9 of the *Access to Information Act* allows the statutory time limits to be extended, if consultations are necessary 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.

CIC invoked a total of 1,465 extensions during the 2014–2015 reporting period. Extensions were required in 552 instances, when CIC consulted with other federal institutions prior to responding. Extensions were required in 883 instances to search through a large volume of records and/or to respond to the influx of requests which interfered with operations. The Department also invoked 30 extensions to conduct third party notifications.

## VII. Completion Time

CIC responded to 23,241 requests (69 percent) within 30 days or fewer and a further 8,217 requests (25 percent) within 31 to 60 days. The Department completed 1,252 requests (4 percent) within 61 to 120 days, and 814 requests (2 percent) required 121 days or more to complete.





## VIII. Complaints

During the 2014–2015 reporting period, the Department was notified of 243 complaints received by the Office of the Information Commissioner (OIC). This represents less than one percent of all requests completed during this period. The majority of complaints were related to processing times and extensions.

During the reporting period, 309 complaint investigations were completed. Of these, 71 complaints were abandoned, discontinued or deemed to be unfounded, and the remaining 238 complaints were resolved to the satisfaction of the requester.

## IX. Appeals to the Federal Court

One appeal to the Federal Court was filed against CIC regarding the *Access to Information Act* during the 2014–2015 reporting period. A decision has yet to be rendered.

# Appendix A: Report on the *Access to Information Act*



## Statistical Report on the *Access to Information Act*

Name of institution: Citizenship and Immigration Canada

Reporting period: 2014-04-01 to 2015-03-31

### Part 1: Requests Under the *Access to Information Act*

#### 1.1 Number of requests

	Number of Requests
Received during reporting period	34066
Outstanding from previous reporting period	3114
<b>Total</b>	<b>37180</b>
Closed during reporting period	33524
Carried over to next reporting period	3656

#### 1.2 Sources of requests

Source	Number of Requests
Media	243
Academia	1127
Business (private sector)	17818
Organization	1660
Public	12448
Decline to Identify	770
<b>Total</b>	<b>34066</b>

#### 1.3 Informal 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	
266	128	207	222	66	7	3	899

**Note:** All requests previously recorded as “treated informally” will now be accounted for in this section only.



## Part 2: Requests Closed During the Reporting Period

### 2.1 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	195	7025	2374	246	34	37	5	9916
Disclosed in part	189	12970	5572	934	222	274	122	20283
All exempted	3	12	5	5	2	5	0	32
All excluded	21	55	13	9	7	3	1	109
No records exist	758	322	121	14	6	7	3	1231
Request transferred	44	8	1	0	0	0	0	53
Request abandoned	1494	139	130	44	10	37	39	1893
Neither confirmed nor denied	5	1	1	0	0	0	0	7
<b>Total</b>	<b>2709</b>	<b>20532</b>	<b>8217</b>	<b>1252</b>	<b>281</b>	<b>363</b>	<b>170</b>	<b>33524</b>

### 2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	768	16(2)	214	18(a)	0	20.1	0
13(1)(b)	16	16(2)(a)	4	18(b)	0	20.2	0
13(1)(c)	27	16(2)(b)	2	18(c)	0	20.4	0
13(1)(d)	10	16(2)(c)	13	18(d)	0	21(1)(a)	259
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	290
14	24	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	51
14(a)	77	16.1(1)(b)	1	18.1(1)(c)	0	21(1)(d)	54
14(b)	6	16.1(1)(c)	28	18.1(1)(d)	0	22	291
15(1)	0	16.1(1)(d)	0	19(1)	14579	22.1(1)	2
15(1) - I.A.*	804	16.2(1)	1	20(1)(a)	3	23	132
15(1) - Def.*	714	16.3	0	20(1)(b)	50	24(1)	5
15(1) - S.A.*	7411	16.4(1)(a)	0	20(1)(b.1)	0	26	50
16(1)(a)(i)	6	16.4(1)(b)	0	20(1)(c)	16		
16(1)(a)(ii)	1	16.5	0	20(1)(d)	6		
16(1)(a)(iii)	3	17	53				
16(1)(b)	54						
16(1)(c)	3971						
16(1)(d)	0						

\* I.A.: International Affairs    Def.: Defence of Canada    S.A.: Subversive Activities



## 2.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	61	69(1)	2	69(1)(g) re (a)	9
68(b)	0	69(1)(a)	7	69(1)(g) re (b)	9
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	9
68.1	61	69(1)(c)	0	69(1)(g) re (d)	9
68.2(a)	61	69(1)(d)	3	69(1)(g) re (e)	9
68.2(b)	0	69(1)(e)	23	69(1)(g) re (f)	9
		69(1)(f)	1	69.1(1)	9

## 2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	333	9581	0
Disclosed in part	646	19583	0
<b>Total</b>	<b>979</b>	<b>29164</b>	<b>0</b>

## 2.5 Complexity

### 2.5.1 Relevant pages processed and disclosed

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	284327	260696	9916
Disclosed in part	1307813	1099498	20283
All exempted	1473	0	32
All excluded	932	0	109
Request abandoned	21227	9639	1893
Neither confirmed nor denied	0	0	7

### 2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	9682	218566	214	29398	16	5752	4	6980	0	0
Disclosed in part	17986	595247	2062	333425	170	93664	62	74046	3	3116
All exempted	28	0	4	0	0	0	0	0	0	0
All excluded	107	0	2	0	0	0	0	0	0	0
Request abandoned	1859	2797	27	2175	3	411	4	4256	0	0
Neither confirmed nor denied	7	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>29669</b>	<b>816610</b>	<b>2309</b>	<b>364998</b>	<b>189</b>	<b>99827</b>	<b>70</b>	<b>85282</b>	<b>3</b>	<b>3116</b>



### 2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	134	2	0	6	142
Disclosed in part	596	4	0	56	656
All exempted	25	0	0	1	26
All excluded	20	0	0	1	21
Request abandoned	38	0	0	5	43
Request confirmed nor denied	0	0	0	0	0
<b>Total</b>	<b>813</b>	<b>6</b>	<b>0</b>	<b>69</b>	<b>888</b>

### 2.6 Deemed refusals

#### 2.6.1 Reasons for not meeting statutory deadline

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
3706	3628	4	31	43

#### 2.6.2 Number of days past deadline

Number of Days Past Deadline	Number of Requests Past Deadline Where No Extension Was Taken	Number of Requests Past Deadline Where An Extension Was Taken	Total
1 to 15 days	2112	88	2200
16 to 30 days	286	31	317
31 to 60 days	276	71	347
61 to 120 days	245	84	329
121 to 180 days	115	49	164
181 to 365 days	168	75	243
More than 365 days	67	39	106
<b>Total</b>	<b>3269</b>	<b>437</b>	<b>3706</b>

### 2.7 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>

## Part 3: Extensions

### 3.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	154	2	57	2
Disclosed in part	666	11	404	25
All exempted	3	0	9	0
All excluded	2	5	18	0
No records exist	20	0	13	0
Request abandoned	38	1	32	3
<b>Total</b>	<b>883</b>	<b>19</b>	<b>533</b>	<b>30</b>

### 3.2 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	64	3	216	4
31 to 60 days	769	0	108	12
61 to 120 days	28	2	149	12
121 to 180 days	13	12	41	1
181 to 365 days	9	2	19	1
365 days or more	0	0	0	0
<b>Total</b>	<b>883</b>	<b>19</b>	<b>533</b>	<b>30</b>

## Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	32648	\$163,360	321	\$1,610
Search	1	\$100	1	\$25
Production	0	\$0	0	\$0
Programming	0	\$0	0	\$0
Preparation	0	\$0	0	\$0
Alternative format	0	\$0	0	\$0
Reproduction	0	\$0	0	\$0
<b>Total</b>	<b>32649</b>	<b>\$163,460</b>	<b>322</b>	<b>\$1,635</b>



## Part 5: Consultations Received From Other Institutions and Organizations

### 5.1 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	222	6083	4	52
Outstanding from the previous reporting period	20	3455	3	27
<b>Total</b>	<b>242</b>	<b>9538</b>	<b>7</b>	<b>79</b>
Closed during the reporting period	234	9426	5	55
Pending at the end of the reporting period	8	112	2	24

### 5.2 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	72	34	31	0	0	2	0	139
Disclose in part	31	14	15	7	1	4	1	73
Exempt entirely	2	1	4	0	0	0	0	7
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	10	3	1	1	0	0	0	15
<b>Total</b>	<b>115</b>	<b>52</b>	<b>51</b>	<b>8</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>234</b>

### 5.3 Recommendations and completion time for consultations received from other organizations

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	2	0	0	0	0	4
Disclose in part	1	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>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>

## Part 6: Completion Time of Consultations on Cabinet Confidences

### 6.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	7	16	0	0	0	0	0	0	0	0
121 to 180	5	31	1	0	0	0	0	0	0	0
181 to 365	5	33	1	102	0	0	1	956	0	0
More than 365	8	24	0	0	0	0	0	0	0	0
<b>Total</b>	<b>25</b>	<b>104</b>	<b>2</b>	<b>102</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>956</b>	<b>0</b>	<b>0</b>

### 6.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
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>

## Part 7: Complaints and Investigations

Section 32	Section 35	Section 37	Total
243	2	0	245

## Part 8: Court Action

Section 41	Section 42	Section 44	Total
1	0	0	1



## Part 9: Resources Related to the Access to Information Act

### 9.1 Costs

Expenditures		Amount
Salaries		\$2,300,167
Overtime		\$92,078
Goods and Services		\$229,448
• Professional services contracts	\$52,406	
• Other	\$177,042	
<b>Total</b>		<b>\$2,621,693</b>

### 9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	23.00
Part-time and casual employees	15.00
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.59
<b>Total</b>	<b>38.59</b>

**Note:** Enter values to two decimal places.

# Appendix B: Delegation Order

OFFICIAL DOCUMENT

DOCUMENT OFFICIEL

## DEPARTMENT OF CITIZENSHIP AND IMMIGRATION OF CANADA

## MINISTÈRE DE LA CITOYENNETÉ ET DE L'IMMIGRATION 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, the Minister of Citizenship and Immigration, pursuant to Section 73 of the *Access to Information Act* and the *Privacy Act*, hereby authorize the officer and employee of Citizenship and Immigration Canada 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.

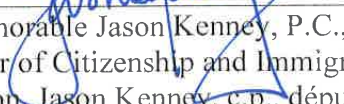
En ma qualité de ministre de la Citoyenneté et de l'Immigration et conformément à l'article 73 de la *Loi sur l'accès à l'information* et de la *Loi sur la protection des renseignements personnels*, j'autorise par la présente l'agent(e) et employé(e) de Citoyenneté et Immigration Canada dont le poste ou la classification est énoncé dans l'annexe ci-jointe à exécuter ces 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 <sup>20<sup>th</sup></sup> day of <sup>May</sup>, 2012

ce <sup>20<sup>ème</sup></sup> jour de <sup>mai</sup>, 2012

  
The Honourable Jason Kenney, P.C., M.P.  
Minister of Citizenship and Immigration  
L'hon. Jason Kenney, c.p., député  
Ministre de la Citoyenneté et de l'Immigration



## OFFICIAL DOCUMENT

## Delegation of Authority Under the *Access to Information Act* and the *Access to Information Regulations*

DESCRIPTORS	SECTION	Position/Title*							
		DM	ADMCS/DGCA	ATIP/DIR	ATIP/MCCI	ATIP/MPM05/ SUPPM04	ATIP/PM05	ATIP/PM04	ATIP/PM03
		1	2	3	4	5	6	7	8
<b>ACCESS TO INFORMATION ACT</b>									
Notice where access granted	7	•	•	•	•	•	•	•	•
Transfer of request	8(1)	•	•	•	•	•	•	•	•
Extension of time limits	9(1)	•	•	•	•	•	•	•	•
Notice of extension to Commissioner	9(2)	•	•	•	•	•	•	•	•
Notice where access refused	10(1) & (2)	•	•	•	•	•	•	•	•
Payment of additional fees	11(2)	•	•	•	•	•	•	•	•
Payment of fees for EDP record	11(3)	•	•	•	•	•	•	•	•
Deposit	11(4)	•	•	•	•	•	•	•	•
Notice of fee payment	11(5)	•	•	•	•	•	•	•	•
Waiver or refund of fees	11(6)	•	•	•	•	•	•	•	•
Translation	12(2)	•	•	•	•	•	•	•	•
Conversion to alternate format	12(3)	•	•	•	•	•	•	•	•
Information obtained in confidence	13	•	•	•	•	•			
Refuse access - federal-provincial affairs	14	•	•	•	•	•			
Refuse access - international affairs, defence	15(1)	•	•	•	•	•			
Refuse access - law enforcement and investigation	16(1)	•	•	•	•	•			
Refuse access - security information	16(2)	•	•	•	•	•			
Refuse access - policing services for provinces or municipalities	16(3)	•	•	•	•	•			
Refuse access - safety of individuals	17	•	•	•	•	•			
Refuse access - economic interests of Canada	18	•	•	•	•	•			
Refuse access - another person's information	19(1)	•	•	•	•	•	•	•	•
Disclose personal information	19(2)	•	•	•	•	•	•	•	•
Refuse access - third party information	20(1)	•	•	•	•	•			
Disclose testing methods	20(2) & (3)	•	•	•	•	•			
Disclose third party information	20(5)	•	•	•	•	•			

• Delegation



Disclose in public interest	20(6)	•	•	•	•	•			
Refuse access - advice, etc.	21	•	•	•	•	•			
Refuse access - tests and audits	22	•	•	•	•	•			
Refuse access - solicitor-client privilege	23	•	•	•	•	•			
Refuse access - prohibited information	24(1)	•	•	•	•	•			
Disclose severed information	25	•	•	•	•	•	•		
Refuse access - information to be published	26	•	•	•	•	•			
Notice to third parties	27(1)	•	•	•	•	•	•		
Extension of time limit	27(4)	•	•	•	•	•	•		
Notice of third party disclosure	28(1)	•	•	•	•	•	•		
Representation to be made in writing	28(2)	•	•	•	•	•	•		
Disclosure of record	28(4)	•	•	•	•	•			
Disclosure on Commissioner's recommendation	29(1)	•	•	•	•	•			
Notice of intention to investigate	32	•	•	•	•	•			
Notice to third party	33	•	•	•	•	•			
Right to make representations	35(2)	•	•	•	•	•	•	•	•
Findings and recommendations of the Information Commissioner	37(1)(b)	•	•	•	•	•			
Access given to complainant	37(4)	•	•	•	•	•			
Notice to third party of court action	43(1)	•	•	•	•	•			
Notice to person who requested record	44(2)	•	•	•	•	•			
Special rules for hearings	52(2)	•	•	•	•	•			
Ex parte representations	52(3)	•	•	•	•	•			
Exempt information may be excluded	71(2)	•	•	•	•	•			
<b>ACCESS TO INFORMATION REGULATIONS</b>									
Transfer of requests	6	•	•	•	•	•	•	•	•
Examination of records	8	•	•	•	•	•	•	•	•

**Legend:**

DM	Deputy Minister
ADMCS/DGCA	ADM, Corporate Services / Director General, Corporate Affairs
ATIP/DIR	Director, Access to Information and Privacy (EX-01)
ATIP/MCCI	Manager, Complex Cases and Issues, ATIP (PM-06)
ATIP/MPM05/SUPPM04	Managers, Operations and Fast Track, ATIP (PM-05) / Supervisor, Fast Track (PM-04)
ATIP/PM05	Senior ATIP Administrators, ATIP (PM-05)
ATIP/PM04	ATIP Administrators, ATIP (PM-04)
ATIP/PM03	ATIP Officers, ATIP (PM-03)

\* Includes acting appointments and assignments to these positions made pursuant to the *Public Service Employment Act* and regulations.







612	11,196	7,423
2,209	8,892	2,121
7,175	1,399	19,699
2,432	21,486	10,893
21,896	12,498	7,366
13,122	7,069	52
7,964	67	
188	31	
	1	



Citizenship and Immigration Canada



*Privacy Act*



## Part Two | *Privacy Act*

### Introduction

Citizenship and Immigration Canada (CIC) is pleased to present to Parliament its 21<sup>st</sup> annual report on the administration of the *Privacy Act* for the fiscal year commencing April 1, 2014 and ending March 31, 2015.

The purpose of the *Privacy Act* is to provide a right of access to information in records under the control of a government institution. The Act maintains that government information should be available to the public, that necessary exceptions to the right of access should be limited and specific and that decisions on the disclosure of government information should be reviewed independently of the government.

Section 72 of the Act requires the head of every federal government institution to submit an annual report to Parliament on the administration of the Act during the fiscal year. This report outlines CIC's accomplishments in carrying out its privacy responsibilities and obligations during the 2014–2015 reporting period.

### About Citizenship and Immigration Canada

CIC was created in 1994 to link citizenship registration and immigration services, to promote the unique ideals all Canadians share and to help build a stronger Canada. In November 2008, the Department's portfolio was expanded to include multiculturalism. In addition, effective July 2, 2013, primary responsibility for the Passport program and the administration of the *Canadian Passport Order* and the *Order Respecting the Issuance of Diplomatic and Special Passports* were transferred from the Department of Foreign Affairs, Trade and Development (DFATD) to CIC.

Canada has a proud tradition of welcoming immigrants. Our immigration and refugee systems and our vast network of organizations that helps newcomers settle and integrate are among the best in the world. This tradition is enhanced by the value we place on multiculturalism, which is fundamental to our belief that all citizens are equal. Multiculturalism aims to ensure that all citizens, regardless of their ethnocultural community, have equal opportunities and feel they belong in Canada. Through multiculturalism, new Canadians are encouraged to integrate into Canadian society and to take an active part in its social, cultural, economic and political affairs.

CIC's mandate comes from the shared jurisdiction of section 95 of the *Constitution Act, 1867*, the *Citizenship Act*, the *Immigration and Refugee Protection Act (IRPA)*, the *Canadian Multiculturalism Act*, the *Canadian Passport Order* and the *Order Respecting the Issuance of Diplomatic and Special Passports*.

CIC's work encompasses a broad range of activities, including the following:

- ♦ facilitating the arrival of people and their integration into Canadian life in a way that maximizes their contribution to the country while protecting the health, safety and security of Canadians;
- ♦ maintaining Canada's humanitarian tradition by protecting refugees and other people in need of protection;
- ♦ enhancing the values and promoting the rights and responsibilities of Canadian citizenship;
- ♦ administering the *Canadian Passport Order*;
- ♦ reaching out to all Canadians and fostering increased intercultural understanding and an integrated society with equal opportunity for all, regardless of race, ethnicity and religion; and
- ♦ advancing global migration policies in a way that supports Canada's immigration and humanitarian objectives.

## Access to Information and Privacy Division

CIC is stepping up the pace of modernizing the way it works by continuing to streamline its programs and operations. In 2012–2013, as part of the restructuring of CIC's presence across the country, CIC centralized the processing of Privacy requests, including requests from investigative bodies at National Headquarters in Ottawa, to improve service to the public. The Division also coordinates requests made under Mutual Legal Assistance Treaties.

The Access to Information and Privacy (ATIP) Division is part of the Corporate Affairs Branch in the Corporate Services Sector. The Division administers the *Privacy Act* and is led by a director, who acts as the ATIP coordinator for the Department. Three units carry out the Division's work: Operations and Fast Track; Complex Cases and Issues; and Policy, Training and Projects. Each unit's manager reports to the director.

CIC maintains a network of 34 ATIP liaison officers, who represent the branches and regions of the Department. The ATIP liaison officers provide assistance by performing searches, collecting records and presenting recommendations related to requests.



# Activities and Accomplishments

## I. Performance

In the 2014–2015 fiscal year, CIC received 13,778 privacy requests, representing a 38 percent increase from the previous reporting period.

## II. Initiatives

In 2014–2015, CIC undertook the following initiatives to improve internal processes and client service under the *Privacy Act*:

- ♦ developed a protocol document that clearly outlines and defines the roles and responsibilities of CIC employees, including senior officials, when responding to access and privacy requests;
- ♦ monitored the intake and processing of files on a weekly and monthly basis, regularly reassessed priorities and redistributed workloads in order to maintain a high compliance rate;
- ♦ improved client service delivery by automatically notifying external clients of ATIP service standards when an email enquiry is sent to the generic inbox;
- ♦ improved the privacy breach policy suite to further strengthen the protection of personal information and reinforce the roles and responsibilities of all CIC employees in the reporting of breaches;
- ♦ initiated steps to develop a Privacy Framework that will strengthen the privacy program and policies across the Department. The expected benefits for CIC are to ensure better privacy practices and increased accountability as well as to mitigate privacy breaches and increase compliance with TBS policies.

In addition, through formal and informal consultations, CIC continues to collaborate and share best practices with various organizations, such as the Canada Border Services Agency, the Canada Revenue Agency, the Canadian Security Intelligence Service, Public Works and Government Services Canada, Employment and Social Development Canada, the Treasury Board of Canada Secretariat (TBS) and the Department of Foreign Affairs, Trade and Development.

These best practices in improving and modernizing ATIP operations will continue in 2015–2016 and beyond.

### III. Promotion, Awareness and Training

During the fiscal year, the ATIP Division continued to promote ATIP awareness through a variety of approaches and mediums. The ATIP Division:

- distributed promotional messages throughout the Department, for example, privacy breach guidelines and tools, *Privacy Matters*, the *ATIP Bulletin* and others;
- provided workshop presentations, training courses and awareness sessions to increase knowledge and understanding of ATIP and reinforce its importance across the Department;
- developed an online, narrated presentation that supported the implementation of the streamlined processing of ATIP requests for corporate records;
- worked collaboratively with the Information Management Branch to promote awareness of ATIP and information management best practices across the Department.

Overall, in 2014–2015, the ATIP Division trained (in-class and online) approximately 900 CIC employees across Canada and abroad.

### IV. External Views

#### **Treasury Board Secretariat Management Accountability Framework Assessment Extracts Related to Access to Information**

CIC was not evaluated by TBS on the “Effectiveness of Information Management” stream for 2014–2015 as part of the Management Accountability Framework assessment.



## Statistical Overview

### I. Requests Received Under the *Privacy Act*

Between April 1, 2014 and March 31, 2015, CIC received 13,778 requests under the *Privacy Act*. This represents an increase of 38 percent from the previous reporting period.

### II. Disposition of Completed Requests

The number of requests received and completed has increased significantly—almost tripling over the past five years. In 2014–2015, CIC completed 13,082 requests. The ATIP Division put in place various measures, such as weekly briefing sessions with senior management, to monitor the intake of requests and to ensure that requests are processed within the legislative time frame.

In 2,460 cases (19 percent), CIC provided all the information requested. For 8,269 requests (63 percent), the Department invoked exemptions. Of the remaining 2,353 requests (18 percent), either no records existed or the request was transferred, abandoned or neither confirmed nor denied.

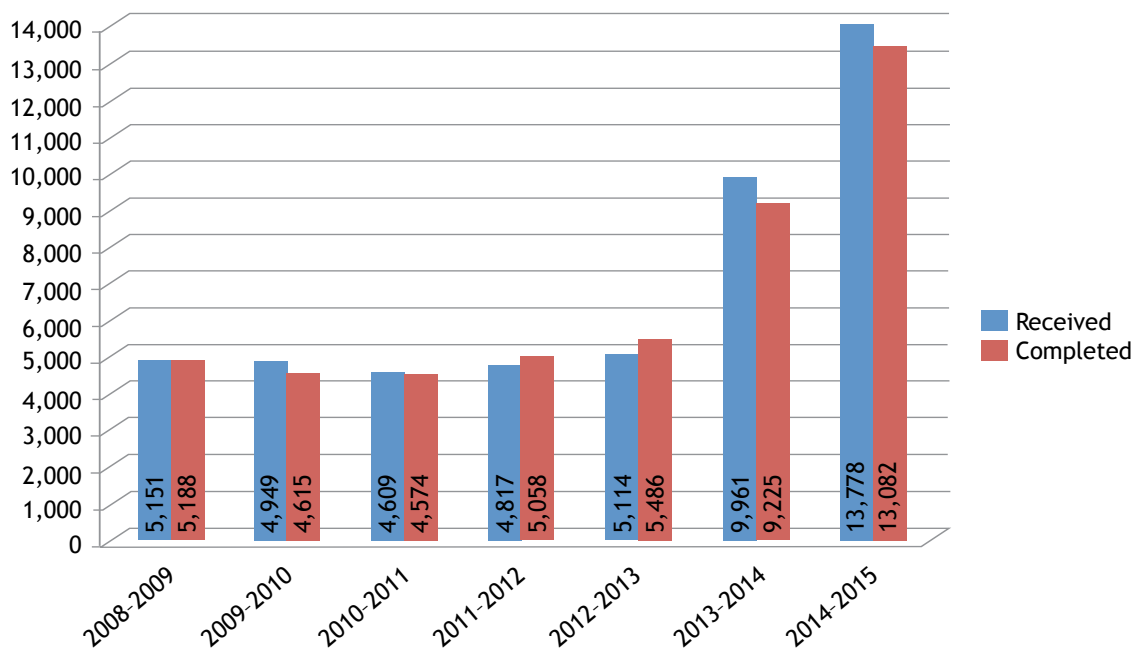
### III. Exemptions Invoked

The majority of exemptions invoked by CIC fell under three sections of the *Privacy Act*:

- ♦ section 26, which protects personal information, was used in 5,013 cases (38 percent);
- ♦ section 21, which covers international relations, defence and subversive activities, was used in 5,273 cases (40 percent); and
- ♦ paragraph 22(1)(b), which addresses law enforcement and criminal investigations, was used in 1,911 cases (15 percent).

It should be noted that more than one section can be applied to a specific request.

**Privacy Act Requests  
Received and Completed**





## IV. Disclosure of Personal Information Under Subsection 8(2)

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.

During this reporting period, CIC disclosed personal information under subsection 8(2) in responding to 1,866 requests from investigative bodies under paragraph 8(2)(e). CIC also disclosed information under paragraphs 8(2)(a), (b), (c), (d) and (f). No disclosures were made under paragraphs 8(2)(g), (h), (i), (k) and (l).

In addition, 12 requests were received under paragraph 8(2)(m)(ii) of the *Privacy Act*, with 11 of these resulting in the disclosure of personal information:

- A total of 11 requests were received from the Public Health Agency of Canada (PHAC). The Agency requested the contact information (such as address, phone number or any other method of contact) of passengers on a commercial aircraft who were sitting in close proximity to a person with a communicable disease for longer than eight hours. The information released by CIC was limited to name and contact information. In all cases, the Office of the Privacy Commissioner (OPC) was notified of the release at the same time as the disclosure to PHAC, due to the urgency of the requests.
- The remaining one request did not meet the criteria of paragraph 8(2)(m).

## V. Consultations

In addition to processing requests received directly under the *Privacy Act*, CIC was consulted by other federal government institutions in 38 cases in which the records under their control related to CIC activities.

## VI. Extensions

Section 15 of the *Privacy Act* allows the statutory time limits to be extended, if consultations are necessary, if 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.

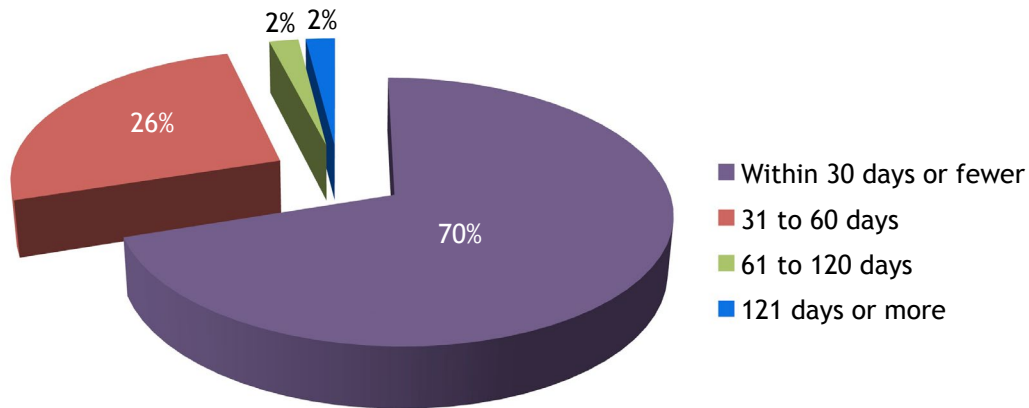
CIC invoked a total of 170 extensions during the 2014–2015 reporting period. Of these, 37 were deemed necessary because CIC needed to consult with other federal institutions prior to responding. Extensions were required in a further 133 instances to search for or through a large volume of records and/or to respond to the influx of requests, which interfered with operations. The Department did not invoke any extensions for translation purposes.



## VII. Completion Time

While managing a significant increase in requests, CIC completed a majority of requests within 30 days. CIC responded to 9,174 requests (70 percent) within 30 days or fewer and a further 3,409 requests (26 percent) within 31 to 60 days. The Department completed 284 requests (2 percent) within 61 to 120 days, and 215 requests (2 percent) required 121 days or more to complete.

Privacy Requests Completion Time



## VIII. Complaints

During the 2014–2015 reporting period, the Department was notified of 22 privacy complaints received by the Office of the Privacy Commissioner (OPC). This represents less than half a percent of all requests completed during this period. The majority of complaints were related to processing times.

During the reporting period, 24 complaint investigations were completed. Of these, 11 were deemed not well-founded or discontinued, while 13 were resolved to the satisfaction of the requester.

## IX. Privacy Breaches

In 2014–2015, CIC notified the OPC and the TBS of 75 material privacy breaches. Many of these breaches involved misdirected mail. CIC monitors these privacy breaches closely and puts in place notification and remedial measures as information about an individual's case file could be used improperly including the potential for identity theft.

The program area notified and sent apology letters to the affected individuals. The Division provided advice and guidance 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.

## X. Appeals to the Federal Court

No appeals to the Federal Court were filed against CIC regarding *Privacy Act* complaints during the 2014–2015 reporting period.

## XI. Privacy Impact Assessments

To fulfil its mandate and effectively deliver its programs and services, CIC collects, uses and discloses personal information. In accordance with the TBS policy, the Department regularly undertakes privacy impact assessments (PIAs) to determine whether privacy risks are present in new or existing departmental programs, initiatives or projects that collect and retain personal information.

During the 2014–2015 fiscal year, CIC completed four PIAs. Their executive summaries are provided below. (PIA report summaries for CIC can be found at [cic.gc.ca/english/department/atip/pia/index.asp](http://cic.gc.ca/english/department/atip/pia/index.asp).)

### Express Entry

Launched January 1, 2015, Express Entry marks a key milestone in the Government of Canada's immigration system modernization agenda. Express Entry will facilitate faster and more flexible management of permanent economic immigration, and it will position Canada to target candidates with the skills and experience that result in positive labour market outcomes. The objective of the PIA report was to determine whether there are privacy risks associated with Express Entry and, if so, to provide recommendations on the mitigation or elimination of the risks. The report identified some privacy risks and made recommendations related to information sharing and the retention and disposition of personal information, all of which have been addressed by CIC.

### Immigration Contribution Agreement Reporting Environment (iCARE)

CIC is responsible for promoting the integration of individuals into Canadian society in order to help build a stronger and more cohesive Canada. CIC's Settlement Program contributes to this objective by helping newcomers participate more fully in Canadian life.

Settlement outcomes are presently captured in CIC's Immigration Contribution Accountability Measurement System (iCAMS). This system is expected to be phased out with the introduction of iCARE, a new platform designed to support the delivery of settlement services and the measurement of service activities and outcomes. iCARE is expected to allow for the expansion of CIC's reporting capabilities and the refinement of statistical reporting measures.

The PIA report on iCARE examined CIC's introduction of a new web-based platform to capture settlement program data from its service providers. The PIA served to proactively manage and mitigate potential risks to newcomers' personal information related to settlement programming activities. Critical recommendations resulting from the PIA process were evaluated and addressed by management during the development and implementation of this initiative.



## International Student Program

The PIA report pertains to the regulations to improve the integrity of the International Student Program under the *Immigration and Refugee Protection Act* (IRPA) and the *Immigration and Refugee Protection Regulations* (IRPR). The report addresses CIC's collection, use, disclosure, retention, disposition and safeguarding of the personal information of foreign nationals (i.e., not Canadian citizens or permanent residents) related to these new program requirements and authorities within CIC's mandate.

As part of the International Student Program, the holder of the study permit may be required to provide evidence to an officer of their compliance with study permit conditions. More specifically, an officer may request evidence in instances where there is reason to believe that the permit holder is not compliant with the study permit conditions, or evidence may be requested as part of a random assessment of the overall level of compliance with study permit conditions. The report identified some privacy risks, and mitigation strategies were implemented prior to the coming into force of the regulatory provisions.

## Temporary Resident Biometrics Project

The PIA report is an update to the Interdepartmental Privacy Impact Assessment conducted in 2012 on the Temporary Resident Biometrics Project, which is a joint CIC, CBSA and RCMP project. The objectives of the PIA are to provide an update on the privacy risks and mitigation measures identified in the 2012 Temporary Resident Biometrics Project Privacy Impact Assessment and to identify and provide recommendations on any new risks associated with the Temporary Resident Biometrics Project since completion of the previous report.

The goal of the Temporary Resident Biometrics Project is to improve the quality of information provided to CIC and CBSA officers to allow them to make more informed decisions relating to an applicant's admissibility. Through biometrics, the identity of a Temporary Resident Visa, study permit or work permit applicant will be established at the time of application, authenticated through checks with Canadian criminal and immigration databases and verified by CBSA Border Services Officers when the individual arrives at a Port of Entry.

The PIA report describes all of the privacy risks identified during the development and implementation of the Temporary Resident Biometrics Project and the robust measures taken to mitigate these risks.

# Appendix C: Report on the *Privacy Act*



## Statistical Report on the *Privacy Act*

Name of institution: Citizenship and Immigration Canada

Reporting period: 2014-04-01 to 2015-03-31

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

	Number of Requests
Received during reporting period	13778
Outstanding from previous reporting period	1035
<b>Total</b>	<b>14813</b>
Closed during reporting period	13082
Carried over to next reporting period	1731

### Part 2: Requests Closed During the Reporting Period

#### 2.1 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	97	1676	614	47	19	4	3	2460
Disclosed in part	75	5196	2645	210	68	40	29	8263
All exempted	0	4	2	0	0	0	0	6
All excluded	0	0	0	0	0	0	0	0
No records exist	513	171	57	5	1	2	0	749
Request abandoned	1324	118	91	22	6	31	12	1604
Neither confirmed nor denied	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2009</b>	<b>7165</b>	<b>3409</b>	<b>284</b>	<b>94</b>	<b>77</b>	<b>44</b>	<b>13082</b>



## 2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
18(2)	0	22(1)(a)(i)	0	23(a)	0
19(1)(a)	238	22(1)(a)(ii)	2	23(b)	0
19(1)(b)	6	22(1)(a)(iii)	0	24(a)	0
19(1)(c)	2	22(1)(b)	1911	24(b)	0
19(1)(d)	5	22(1)(c)	30	25	3
19(1)(e)	0	22(2)	0	26	5013
19(1)(f)	0	22.1	0	27	22
20	0	22.2	0	28	0
21	5273	22.3	0		

## 2.3 Exclusions

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

## 2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	563	1896	0
Disclosed in part	278	7983	0
<b>Total</b>	<b>841</b>	<b>9879</b>	<b>0</b>

## 2.5 Complexity

### 2.5.1 Relevant pages processed and disclosed

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	61126	56306	2460
Disclosed in part	546036	474476	8263
All exempted	284	0	6
All excluded	0	0	0
Request abandoned	4099	3487	1604
Neither confirmed nor denied	0	0	0
<b>Total</b>	<b>611545</b>	<b>534269</b>	<b>12333</b>

## 2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	2401	44583	54	8480	4	2539	1	704	0	0
Disclosed in part	7384	255777	755	125909	97	57622	26	35090	1	78
All exempted	5	0	1	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	1596	2439	8	1048	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>11386</b>	<b>302799</b>	<b>818</b>	<b>135437</b>	<b>101</b>	<b>60161</b>	<b>27</b>	<b>35794</b>	<b>1</b>	<b>78</b>

## 2.5.3 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	6	0	0	0	6
Disclosed in part	79	0	0	0	79
All exempted	2	0	0	0	2
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
<b>Total</b>	<b>87</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>87</b>

## 2.6 Deemed refusals

### 2.6.1 Reasons for not meeting statutory deadline

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
1735	1725	0	2	8

**2.6.2 Number of days past deadline**

Number of Days Past Deadline	Number of Requests Past Deadline Where No Extension Was Taken	Number of Requests Past Deadline Where An Extension Was Taken	Total
1 to 15 days	1151	27	1178
16 to 30 days	116	5	121
31 to 60 days	134	8	142
61 to 120 days	113	16	129
121 to 180 days	63	5	68
181 to 365 days	56	8	64
More than 365 days	24	9	33
<b>Total</b>	<b>1657</b>	<b>78</b>	<b>1735</b>

**2.7 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>

**Part 3: Disclosures Under Subsections 8(2) and 8(5)**

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Subsection 8(5)	Total
1866	11	11	1888

**Part 4: 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>



## Part 5: Extensions

### 5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	15(a)(i) Interference With Operations	15(a)(ii) Consultation		15(b) Translation or Conversion
		Section 70	Other	
All disclosed	16	0	1	0
Disclosed in part	99	0	35	0
All exempted	3	0	0	0
All excluded	0	0	0	0
No records exist	1	0	1	0
Request abandoned	14	0	0	0
<b>Total</b>	<b>133</b>	<b>0</b>	<b>37</b>	<b>0</b>

### 5.2 Length of extensions

Length of Extensions	15(a)(i) Interference with operations	15(a)(ii) Consultation		15(b) Translation purposes
		Section 70	Other	
1 to 15 days	1	0	0	0
16 to 30 days	132	0	37	0
<b>Total</b>	<b>133</b>	<b>0</b>	<b>37</b>	<b>0</b>

## Part 6: Consultations Received From Other Institutions and Organizations

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

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	35	676	0	0
Outstanding from the previous reporting period	3	230	0	0
<b>Total</b>	<b>38</b>	<b>906</b>	<b>0</b>	<b>0</b>
Closed during the reporting period	37	884	0	0
Pending at the end of the reporting period	1	22	0	0

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

Recommendation	Number of Days Required to Complete Consultation Requests							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	17	1	3	0	0	0	0	21
Disclosed in part	11	2	0	1	1	0	0	15
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	1	0	0	0	0	0	0	1
<b>Total</b>	<b>29</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>37</b>

### 6.3 Recommendations and completion time for consultations received from other organizations

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	
All disclosed	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<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>

## Part 7: Completion Time of Consultations on Cabinet Confidences

### 7.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
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>

### 7.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
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>



### Part 8: Complaints and Investigations Notices Received

Section 31	Section 33	Section 35	Court action	Total
22	0	0	0	22

### Part 9: Privacy Impact Assessments (PIAs)

Number of PIA(s) completed	4
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### Part 10: Resources Related to the *Privacy Act*

#### 10.1 Costs

Expenditures		Amount
Salaries		\$1,132,918
Overtime		\$45,352
Goods and Services		\$113,012
• Professional services contracts	\$25,812	
• Other	\$87,200	
<b>Total</b>		<b>\$1,291,282</b>

#### 10.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	12.00
Part-time and casual employees	8.00
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.00
<b>Total</b>	<b>20.00</b>

**Note:** Enter values to two decimal places.

# Appendix D: Delegation Order

OFFICIAL DOCUMENT

DOCUMENT OFFICIEL

## DEPARTMENT OF CITIZENSHIP AND IMMIGRATION OF CANADA

## MINISTÈRE DE LA CITOYENNETÉ ET DE L'IMMIGRATION 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, the Minister of Citizenship and Immigration, pursuant to Section 73 of the *Access to Information Act* and the *Privacy Act*, hereby authorize the officer and employee of Citizenship and Immigration Canada 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.

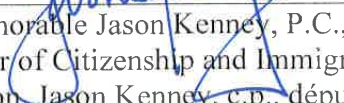
En ma qualité de ministre de la Citoyenneté et de l'Immigration et conformément à l'article 73 de la *Loi sur l'accès à l'information* et de la *Loi sur la protection des renseignements personnels*, j'autorise par la présente l'agent(e) et employé(e) de Citoyenneté et Immigration Canada dont le poste ou la classification est énoncé dans l'annexe ci-jointe à exécuter ces 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 <sup>20<sup>th</sup></sup> day of <sup>May</sup>, 2012

ce <sup>20<sup>ème</sup></sup> jour de <sup>mai</sup>, 2012

  
The Honourable Jason Kenney, P.C., M.P.  
Minister of Citizenship and Immigration  
L'hon. Jason Kenney, c.p., député  
Ministre de la Citoyenneté et de l'Immigration



## OFFICIAL DOCUMENT

 Delegation of Authority Under the *Privacy Act* and the *Privacy Regulations*

DESCRIPTIONS	SECTION	Position/Title*								
		DM	ADM-CS/DG-CA	AADM-SPP/ DG-RE	ATIP/DIR	ATIP/M-CCI	ATIP/M-PM-05 SUP-PM-04	ATIP/PM-05	ATIP/PM-04	ATIP/PM-03
• Delegation										
<i>Privacy Act</i>										
Disclosure to investigative bodies	8(2)(e)	•	•		•	•	•	•	•	•
Disclosure for research and statistics	8(2)(j)	•	•	•						
Disclosure in public interest clearly outweighs any invasion of privacy	8(2)(m)(i)	•								
Disclosure in public interest, benefit of individual	8(2)(m)(ii)	•								
Record of disclosure for investigations	8(4)	•	•		•	•				
Notify Privacy Commissioner of 8(2)(m)	8(5)	•	•		•					
Record of consistent uses	9(1)	•	•		•					
Notify Privacy Commissioner of consistent uses	9(4)	•	•		•	•	•	•	•	•
Personal information in banks	10(1)	•	•		•	•	•	•	•	•
Notice where access is granted	14	•	•		•	•	•	•	•	•
Extension of time limits	15	•	•		•	•	•	•	•	•
Notice where access is refused	16	•	•		•	•	•	•	•	•
Decision regarding translation	17(2)(b)	•	•		•	•	•	•	•	•
Conversion to alternative format	17(3)(b)	•	•		•	•	•	•	•	•
Refuse access – exempt bank	18(2)	•	•		•	•	•	•		
Refuse access – confidential information	19(1)	•	•		•	•	•			
Disclose confidential information	19(2)	•	•		•	•	•			
Refuse access – federal-provincial affairs	20	•	•		•	•	•			
Refuse access – international affairs, defence	21	•	•		•	•	•			
Refuse access – law enforcement and investigation	22	•	•		•	•	•			
Refuse access – security clearance	23	•	•		•	•	•			
Refuse access – person under sentence	24	•	•		•	•	•			
Refuse access – safety of individuals	25	•	•		•	•	•			
Refuse access – another person's information	26	•	•		•	•	•	•	•	•
Refuse access – solicitor-client privilege	27	•	•		•	•	•			
Refuse access – medical record	28	•	•		•	•	•			
Receive notice of investigation	31	•	•		•	•	•			

Representation to Privacy Commissioner	33(2)	•	•		•	•	•	•	•	•
Response to findings and recommendations of the Privacy Commissioner within a specified time	35(1)(b)	•	•		•	•	•			
Access given to complainant	35(4)	•	•		•	•	•			
Response to review of exempt banks	36(3)(b)	•	•		•	•				
Response to review of compliance	37(3)	•	•		•	•	•			
Request of court hearing in the National Capital Region	51(2)(b)	•	•		•	•				
Ex parte representation to court	51(3)	•	•		•	•	•			
<b>Privacy Regulations</b>										
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, in the presence of a duly qualified medical practitioner	14	•	•		•	•				

## Legend

DM	Deputy Minister
ADM-CS/DG-CA	ADM, Corporate Services / Director General, Corporate Affairs
AADM-SPP/DG-RE	Associate ADM, Strategic and Program Policy / Director General, Research and Evaluation
ATIP/DIR	Director, Access to Information and Privacy (EX-01)
ATIP/M-CCI	Manager, Complex Cases and Issues, ATIP (PM-06)
ATIP/M-PM-05/SUP-PM-04	Managers, Operations and Fast Track, ATIP (PM-05) / Supervisor, Fast Track (PM-04)
ATIP/PM-05	Senior ATIP Administrators, ATIP (PM-05)
ATIP/PM-04	ATIP Administrators, ATIP (PM-04)
ATIP/PM-03	ATIP Officers, ATIP (PM-03)

\*Includes acting appointments and assignments to these positions pursuant to the *Public Service Employment Act and Regulations*.