

2016-2017 ANNUAL REPORT

Access to Information Act
Privacy Act



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

Canada

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Introduction

Immigration, Refugees and Citizenship Canada (IRCC) is pleased to present to Parliament its 23rd annual report on the administration of the [Access to Information Act](#) and the [Privacy Act](#). The report describes the activities that support compliance with both Acts for the fiscal year commencing April 1, 2016, and ending March 31, 2017.

Section 72 of each Act requires that the head of every federal government institution submit an annual report to Parliament on the administration of the *Access to Information Act* and *Privacy Act* during the fiscal year. This report outlines IRCC's accomplishments in carrying out its Access to Information and Privacy (ATIP) responsibilities during the 2016-2017 reporting period.

About IRCC

IRCC's work encompasses a broad range of activities such as:

- ✦ 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 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.

Our mandate comes from the [Department of Citizenship and Immigration Act](#). The Minister for IRCC is responsible for the [Citizenship Act](#) and shares responsibility with the Minister of Public Safety for the [Immigration and Refugee Protection Act](#) (IRPA).

Delegation Order

The Minister of IRCC (or delegate) is responsible for dealing with requests under the *Access to Information Act* and the *Privacy Act*. The Minister delegates his authority to members of senior management and the ATIP Departmental Coordinator (ATIP Director) to carry out his 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.

Purpose of the Acts

Access to Information Act

The purpose of the *Access to Information Act* is to provide a right of access to 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.

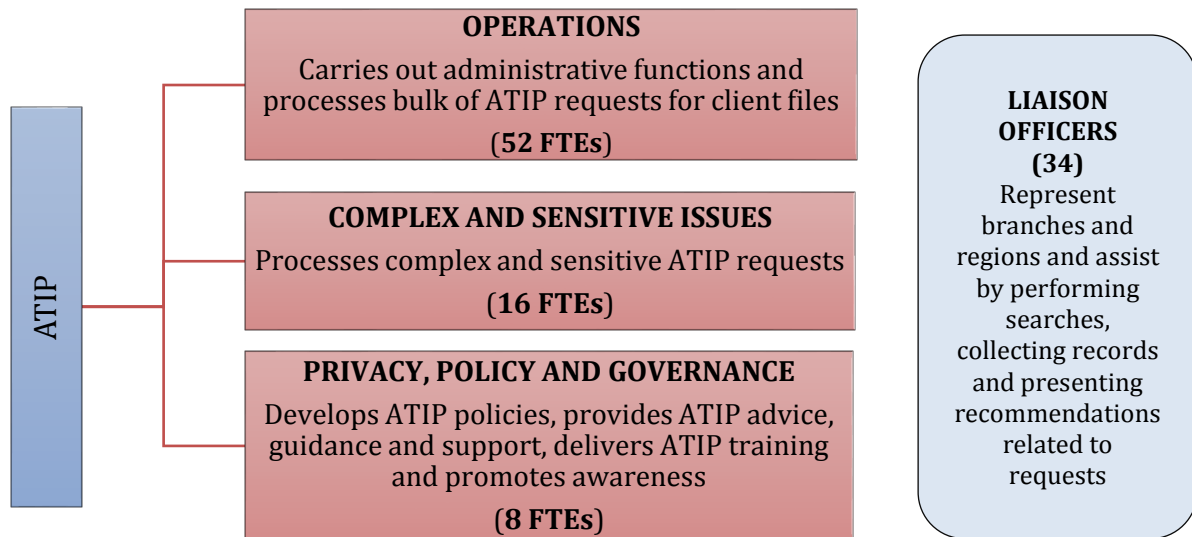
Privacy Act

The purpose of the *Privacy Act* is to extend the present laws of Canada that protect the privacy of individuals with respect to personal information about themselves held by a government institutions and to provide individuals with a right of access to that information. The Act protects an individual's privacy by preventing others from having unlawful access to personal information. It also permits an individual specific rights regarding the collection, use and disclosure of this information.

Organizational Structure

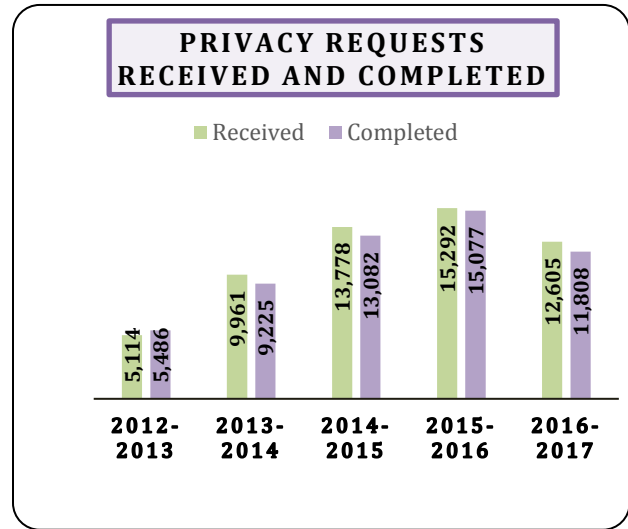
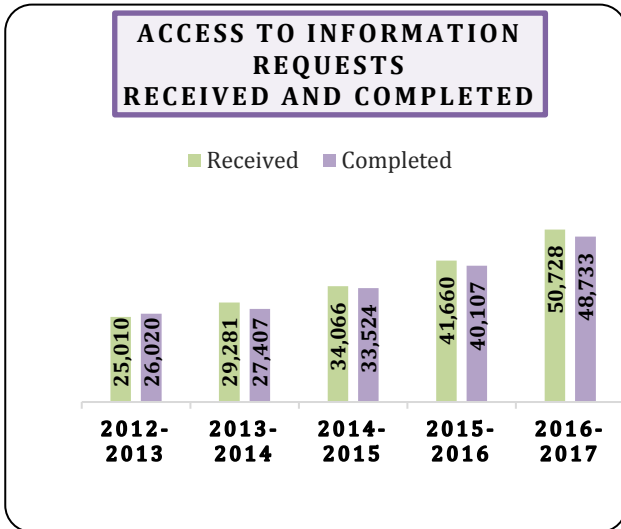
The ATIP Division is part of the Corporate Affairs Branch in the Corporate Services Sector at IRCC. The Division administers the *Access to Information Act* and the *Privacy Act* for IRCC and is led by a Director, who acts as the ATIP Coordinator for the Department. Three units carry out the Division's work in addition to 34 Liaison Officers who, though not ATIP employees, coordinate ATIP activities of IRCC branches.

ATIP divisional structure at IRCC



Highlights of the Statistical Report, 2016-2017

Requests received under both Acts



IRCC remains the most accessed federal institution, receiving **50,728** requests under the *Access to Information Act* in 2016-2017. This total represents an increase of nearly 22 per cent from the previous reporting period.

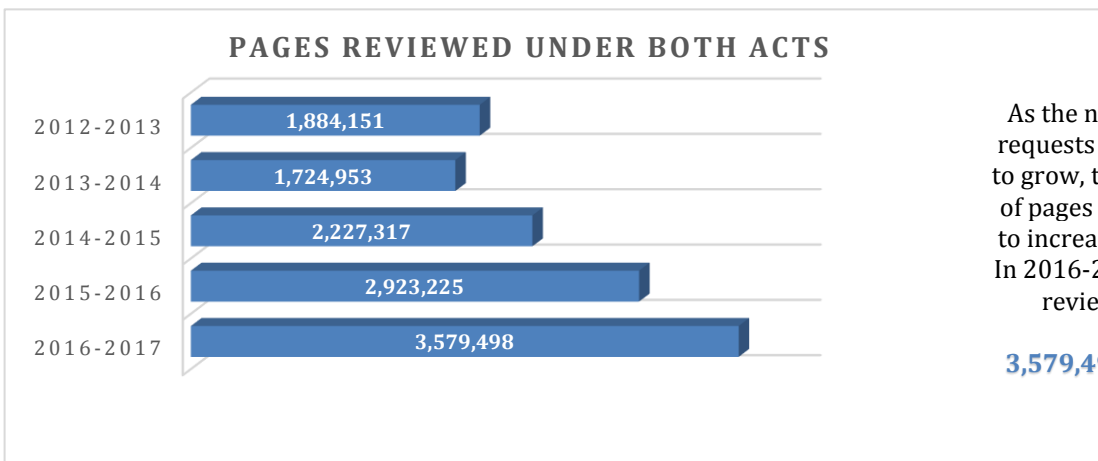
The Department invoked exemptions on 35,437 requests (73 per cent), and all information was provided in 9,102 of its requests (19 per cent). The remaining 4,194 requests (8 per cent), were either transferred or abandoned.

The majority of *Access to Information Act* requests received were for case files.

IRCC remains one of the most accessed federal institutions, receiving a total of **12,605** requests submitted under the *Privacy Act* in 2016-2017.

The Department invoked exemptions on 7,272 requests (65 per cent), and all information was provided in 1,990 requests (19 per cent). The remaining 2,546 requests (16 per cent) were either transferred or abandoned.

The majority of privacy requests received were for case files.

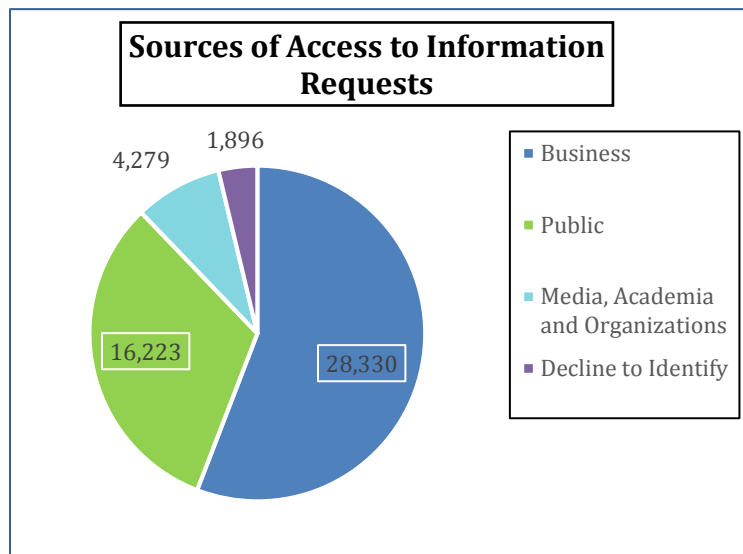


As the number of requests continues to grow, the volume of pages continues to increase as well. In 2016-2017, IRCC reviewed...

3,579,498 pages

Sources of requests under the Access to Information Act

The business sector (primarily immigration consultants and lawyers) is still the largest source of requests, accounting for 56 per cent of all requests. The general public accounts for 32 per cent, and the media, organizations and academia account for 8 per cent of requests. The remaining 4 per cent represents requesters who decline to identify themselves.



Exemptions invoked under both Acts

Access to Information Act

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

- ✚ Subsection 19(1), which protects personal information, was used in 22,526 cases (46 per cent);
- ✚ Subsection 15(1), which covers international relations, defence and subversive activities, was used in 9,573 cases (20 per cent); and
- ✚ Subsection 16(1), which addresses law enforcement and criminal investigations, was used in 20,034 cases (41 per cent).

More than one section can be applied to a specific request.

Privacy Act

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

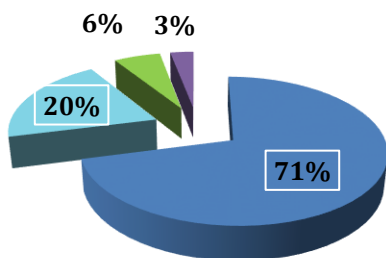
- ✚ Section 26, which protects personal information, was used in 5,155 cases (43 per cent);
- ✚ Section 21, which covers international relations, defence and subversive activities, was used in 4,388 cases (37 per cent); and
- ✚ Paragraph 22(1)(b), which addresses law enforcement and criminal investigations, was used in 3,086 cases (26 per cent).

More than one section can be applied to a specific request.

Completion time under both Acts

IRCC completed the majority of its requests within 30 days.

Access to information requests completion times

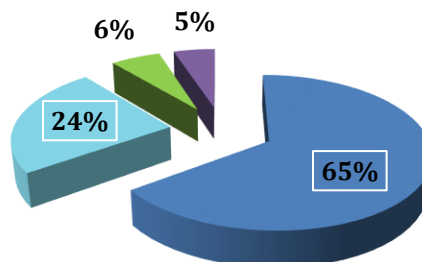


■ Within 30 days or fewer ■ 31 to 60 days
■ 61 to 120 days ■ 121 days or more

IRCC responded to:

- ✦ 34,772 requests (71 per cent) within 30 days or less;
- ✦ 9,730 requests (20 per cent) within 31 to 60 days;
- ✦ 2,887 requests (6 per cent) within 61 to 120 days; and
- ✦ 1,344 requests (3 per cent) in 121 days or more.

Privacy requests completion times



■ Within 30 days or fewer ■ 31 to 60 days
■ 61 to 120 days ■ 121 days or more

IRCC responded to:

- ✦ 7,662 requests (65 per cent) within 30 days or less;
- ✦ 2,846 requests (24 per cent) within 31 to 60 days;
- ✦ 690 requests (6 per cent) within 61 to 120 days; and
- ✦ 610 requests (5 per cent) in 121 days or more.

Complaints and audits under both Acts

Access to Information Act

During the 2016-2017 reporting period, the Department was notified of 115 access complaints received by the Office of the Information Commissioner of Canada. This represents 0.24 per cent of all requests completed during this period. The majority of complaints were related to processing times or exemptions.

During the reporting period, ATIP processed and closed 191 complaint investigations. Of these, 127 complaints were abandoned, discontinued or deemed to be unfounded, and the remaining 64 complaints were resolved to the satisfaction of the requester.

During the 2016-2017 reported period, no audits were undertaken under the *Access to Information Act*.

Privacy Act

During the 2016-2017 reporting period, the Department was notified of 25 privacy complaints received by the Office of the Privacy Commissioner (OPC). This represents 0.22 per cent of all requests completed during this period. The majority of the OPC complaints were related to processing times.

During the reporting period, ATIP processed and closed 13 complaint investigations. Of these, three were deemed not well-founded or discontinued, while 10 were resolved to the satisfaction of the requester.

During the 2016-2017 reported period, no audits were undertaken under the *Privacy Act*.

Actions taken under both Acts

To reduce the processing times of requests that are overly broad, analysts contact requesters to try to determine exactly what information they are seeking to obtain. This enables ATIP to narrow the scope of the request. Additionally, it enables the ATIP Division to respond in a timely manner while ensuring the requester receives relevant records.

Another action taken by the ATIP Division was to implement a requirement for analysts to document extension rationales to ensure that all extensions taken can be reviewed and justified.

Informal access requests under the Access to Information Act

IRCC posts summaries of completed access to information requests pertaining to corporate records on the Open Information website. In 2016-2017, IRCC closed 492 requests for copies of some of these previously released requests.

Monitoring Compliance Under Both Acts

The ATIP Division prepares two weekly reports for senior management. First, a 'snapshot' report that contains various statistics, including the number of requests received and processed, as well as the current compliance rate under both Acts. Second, a summary report of upcoming requests soon to be disclosed under the *Access to Information Act*.

Appeal to the Federal Court Under Both Acts

No appeals to the Federal Court were filed against IRCC regarding the *Access to Information Act* or the *Privacy Act* during the 2016-2017 reporting period.

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 policy, the Department undertakes Privacy Impact Assessments (PIAs) to determine whether privacy risks are present in all new or existing departmental programs, initiatives or projects that collect and retain personal information.

During the 2016-2017 fiscal year, IRCC completed six PIAs. The PIAs are available online at <http://www.cic.gc.ca/english/department/atip/pia/index.asp> and are briefly described below.

Information sharing on a case-by-case basis with Australia and New Zealand

The PIA report examined the authority under which IRCC undertakes case-by-case information exchanges with counterpart organizations in Australia and New Zealand, the types of information that may be exchanged, and the measures and safeguards being adopted to ensure exchanges meet modern privacy standards.

Information exchange on a case-by-case basis may only be undertaken by a designated official for a specific reason related to the purpose of administering or enforcing immigration and citizenship laws. Case-by-case exchanges may include the exchange of both biographic and biometric information. Exchanges must always be necessary, relevant and proportionate.

The PIA can be found at <http://www.cic.gc.ca/english/department/atip/pia/annexes-exchange-information-case-by-case-australia-new-zealand.asp>.

Enrolment of biometric information of overseas refugee resettlement applicants

The PIA report is an addendum to the PIA for the Temporary Resident Biometrics Project, a joint project conducted by IRCC, the Canada Border Services Agency and the Royal Canadian Mounted Police (RCMP).

The objectives of the report are to:

- ✚ determine key areas where the collection of biometrics from overseas refugee resettlement applicants differs from the previously assessed collection of biometrics from temporary residents;
- ✚ determine if privacy risks exist in these key areas; and
- ✚ provide recommendations on measures to mitigate or eliminate identified risks.

As part of this project, the collection of biometric information from overseas refugee resettlement applicants began in November 2014. It involves sharing the information with the RCMP for verification against the immigration and Canadian criminal fingerprint repository, the results of which are communicated to IRCC's Global Case Management System. The verification results support the decision-making process for overseas refugee resettlement applications.

The PIA can be found at <http://www.cic.gc.ca/english/department/atip/pia/bio-enrolment-2016.asp>.

iCARE Pre-Arrival Services Modules

The PIA report was conducted to assess the privacy impacts emanating from the integration of Pre-Arrival Services Modules within the Immigration Contribution Agreement Reporting Environment (iCARE), which captures settlement program data from service provider organizations offering services to clients who are outside of Canada. It builds upon the core privacy analysis conducted by IRCC with respect to iCARE's introduction, as reported in IRCC's iCARE PIA completed in February 2014.

IRCC is responsible for facilitating the integration of newcomers into Canada through the funding and administration of settlement and resettlement services. These services include information and orientation sessions, mentoring and employment advice, or language assessments and training. Some of these services are provided to eligible clients before they come to Canada.

While settlement and resettlement services themselves are delivered through third-party service provider organizations, IRCC plays a leading role in settlement and resettlement assistance programming and development.

The PIA can be found at <http://www.cic.gc.ca/english/department/atip/pia/icare-2016.asp>.

Information collection arrangement with the Canada Revenue Agency – Citizenship Grants

The PIA report examined the privacy impacts of changes introduced by Bill C-24: the *Strengthening Canadian Citizenship Act*, which include a requirement that adults applying for a grant of Canadian citizenship must file Canadian income taxes, if required under the *Income Tax Act*, in order to be eligible. In addition, adult applicants seeking a grant of citizenship are also required to meet physical presence requirements.

The collection of taxpayer information from the Canada Revenue Agency enables IRCC to verify whether an applicant has filed their tax return(s), and to determine whether the applicant's taxpayer information is consistent with other information submitted to demonstrate that physical presence/residence obligations have been met.

While these elements of the *Strengthening Canadian Citizenship Act* came into force as of June 11, 2015, most of the regulations related to information sharing required updated or new agreements or arrangements with partner departments. This includes updates to the information sharing arrangements between the Canada Revenue Agency and IRCC to facilitate the new requirement for citizenship applicants to file income taxes, for those required to do so under the [Income Tax Act](#); and strengthened information sharing authorities, the subject of the PIA.

The PIA can be found at <http://www.cic.gc.ca/english/department/atip/pia/grants-2016.asp>.

Randomized selection intake management process for Parents and Grandparents Program

The PIA report was conducted to assess the potential privacy impacts of using a randomized selection process to manage intake into the Parents and Grandparents Program. The Department already collects information from sponsors and principal applicants as part of the Parents and Grandparents Program application process. The PIA covers the random selection process itself and the information collected as part of this process in the "Interest to Sponsor" web form.

To ensure greater fairness and transparency, and to improve access to the application process for the Parents and Grandparents Program, the Government of Canada introduced a randomized selection process, effective January 1, 2017. The randomized selection process requires individuals to submit basic personal information to the Department via a web form to signal their interest to sponsor in the Parents and Grandparents Program.

The personal information required to complete the web form includes name, date of birth, country of birth and mailing and email addresses. This personal information is automatically populated into a database. Once the 30-day period for indicating an interest to sponsor has closed, the Department removes duplicate entries and then randomly select 10,000 persons, which is the limit on the number of complete applications accepted for processing in any year, to submit an application to sponsor their parents or grandparents.

The PIA can be found at <http://www.cic.gc.ca/english/department/atip/pia/PGP-2017.asp>.

Medical surveillance and the sharing of information with provincial and territorial public health authorities

The PIA report assessed the sharing of information with provincial or territorial public health authorities as it relates to those foreign nationals ordered to comply with the medical surveillance condition, as well as the sharing of HIV data with those public health authorities. Additionally, the PIA assessed the privacy risks related to the new Global Case Management System functionality and the secure web portal.

As part of the immigration process, IRCC's Migration Health Branch provides medical screening and medical assessment services throughout Canada and around the world, pursuant to paragraph 16(2)(b) of the IRPA.

IRCC has established policies and procedures in line with the protection of public health to prevent individuals who are inadmissible under health grounds from entering Canada. This includes medical surveillance whereby an individual who is found to have inactive pulmonary tuberculosis, or latent pulmonary tuberculosis, is required to report for a medical follow-up (and possibly treatment requirements) by the provincial or territorial public health authority where the foreign national resides while in Canada.

The PIA can be found at <http://www.cic.gc.ca/english/department/atip/pia/medical-surveillance.asp>

Material Privacy Breaches

In 2016-2017, IRCC notified the OPC and the Treasury Board of Canada Secretariat of nine material privacy breaches. IRCC monitors all privacy breaches closely and puts in place notification and remedial measures to address each situation.

The program area sent apology letters to the affected individuals. The ATIP Division provided advice and guidance on containment and mitigation strategies to improve the protection of personal information. In addition, senior officials are 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 continually monitors all privacy breaches reported at IRCC. We also review how and where they are occurring within the Department. The ATIP Division addresses trends and provides tailored privacy breach training sessions to raise awareness and increase privacy breach prevention.

Initiatives

To improve internal processes and client service under the *Privacy Act*, IRCC undertook the following initiatives:

- ✚ The ATIP unit on Complex and Sensitive Issues launched a Lean Review of the Department-wide ATIP process in order to improve its efficiency.
- ✚ ATIP reached out to work collaboratively with stakeholders to clarify the IRCC ATIP process with the goal of improving ATIP services.
- ✚ ATIP engaged program areas throughout IRCC to assess client service practices that may be causing unnecessary increases in ATIP requests, as well as to improve client service correspondence and the client portal.

Policies, Guidelines and Procedures Under Both Acts

The ATIP Operations Unit created three teams of analysts who review files due within two weeks, as well as a fourth team that reviews files due within 72 hours. This process enables the unit to minimize the number of late files.

In addition, the Operations Unit created an informal developmental program for the unit's new clerks. This program allows them to progress from simple tasks to more complex ones, resulting in a reduction of the number of errors made during the initial stages of the file life cycle.

An assessment was conducted of the ATIP case management software to locate gaps and inefficiencies pertaining to the administration of requests. As a result, the Division implemented a new process to improve the effectiveness of the software to obtain data that is more accurate, reducing redundant procedures.

Training and Awareness

Privacy issues continue to grow in significance, especially in the face of burgeoning information technologies. During the reporting period, the ATIP Division continued to promote ATIP awareness and to conduct bilingual training sessions through a variety of approaches.

IRCC Privacy Day

The Department has developed, over the years, comprehensive privacy policies, procedures and guidelines to meet its privacy obligations and establish a coherent approach to privacy protection. The Privacy Framework is one such tool created to strengthen privacy at IRCC.

ATIP held its first Privacy Day in 2016. This initiative was launched to raise awareness of the importance of safeguarding personal information. As the Department is responsible for vast amounts of clients' personal information, IRCC continues to encourage employees to utilize privacy best practices in all aspects of their work. This is important because Canadians expect that the personal information they entrust to us will be properly handled and protected.

The IRCC Privacy Day will be celebrated annually to serve as a reminder to protect personal information across all business lines.

In addition, ATIP distributed promotional messages on a regular basis throughout the Department via *Today@IRCC*, the Department's internal electronic newsletter.

Mandatory training

The ATIP Division is pleased to report that more than 1,400 employees participated in its training sessions last year. ATIP gives three important sessions throughout the year:

- ✚ **Understanding and Managing ATIP Requests** is designed to provide a greater understanding of the roles and responsibilities of the ATIP Division, the liaison officers and other departmental officials in the processing of an ATIP request. Six sessions were given throughout the year. A total of 74 employees attended.
- ✚ **ATIP Training for Middle Managers and Executives** is for middle managers and executives. The course provides an overview of key ATIP principles and practices, and a greater understanding of the roles and responsibilities of managers and employees. A total of 22 managers and executives completed the course.
- ✚ **Protecting and Giving Access to Information at IRCC** is a mandatory online course for all employees. It provides a brief overview of key ATIP principles and practices and fosters a greater understanding of the roles and responsibilities of all employees. During the year, 869 employees took the online training session.

IRCC ATIP also gives tailored training sessions and workshop presentations to reinforce and increase knowledge and understanding of privacy and personal information. These sessions are independent of mandatory courses and are given in response to a group's specific interests. A total of 196 employees were provided tailored ATIP training in six sessions last year.

Privacy breach training

Privacy breach training sessions are designed to provide a greater understanding of what a privacy breach is, the roles and responsibilities of employees, and awareness of emerging trends of privacy breaches.

Privacy breach training sessions are focused not only on how to contain a breach, but also how to evaluate it, notify internal and external stakeholders, mitigate the impact and reduce the probability of a recurrence. The sessions provide an opportunity for program areas to ask questions pertaining to real scenarios and receive practical advice from ATIP staff.

A total of 255 employees received privacy breach training in 2016-2017.

ANNEX A: Signed Delegation

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 73 of the *Access to Information Act* and 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 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) 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 20 day of JUNE 2016

ce 20 jour de juin 2016


John McCallum, P.C., M.P.

Minister of Immigration, Refugees and Citizenship

John McCallum, C.P., député

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

ANNEX B: Delegation Order under the *Access to Information Act*

OFFICIAL DOCUMENT

Delegation of Authority under the *Access to Information Act* and the *Access to Information Regulations*

DESCRIPTIONS	SECTION	Position/Title*									
		1	2	3	4	5	6	7	8	9	10
<i>Access to Information Act</i>											
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) and (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) and (3)	•	•	•	•	•					
Disclose third-party information	20(5)	•	•	•	•	•					
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)	•	•	•	•							
<i>Ex parte</i> representations	52(3)	•	•	•	•	•						
Exempt information may be excluded	71(2)	•	•	•	•	•						
Access to Information Regulations												
Transfer of requests	6	•	•	•	•	•	•	•	•	•	•	•
Examination of records	8	•	•	•	•	•	•	•	•	•	•	•

● Delegation

Legend

DM	Deputy Minister
ADM-CS / DG-CA	ADM, Corporate Services / Director General, Corporate Affairs
ATIP / DIRECTOR	Director, Access to Information and Privacy (EX-01)
ATIP / Assistant Director	Assistant Director, ATIP Operations (OPS) (PM-06) / Assistant Director, Complex and Sensitive Issues (CSI) (PM-06)
ATIP / PM-05 OPS	Senior ATIP Administrators, ATIP Operations (OPS)
ATIP / PM-05 CSI	Senior ATIP Administrators, ATIP Complex and Sensitive Issues (CSI)
ATIP / PM-04 OPS	ATIP Administrators, ATIP Operations (OPS)
ATIP / PM-04 CSI	ATIP Administrators, ATIP Complex and Sensitive Issues (CSI)
ATIP / PM-03 OPS	ATIP Officers, ATIP Operations (OPS)
ATIP / PM-03 CSI	ATIP Officers, ATIP Complex and Sensitive Issues (CSI)

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

ANNEX C: Delegation Order under the *Privacy Act*

OFFICIAL DOCUMENT

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

DESCRIPTIONS	SECTION	Position/Title*										
		DM	ADM-CS / DG-CA	ADM-SPP / DG-RE	ATIP / DIRECTOR	ATIP / ASSISTANT DIRECTOR CSI	ATIP / ASSISTANT DIRECTOR OPS / ATIP / PM-05 OPS	ATIP / PM-05 CSI	ATIP / PM-04 OPS	ATIP / PM-04 CSI	ATIP / PM-03 OPS	ATIP / PM-3 CSI
Privacy Act												
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 alternate 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)	•	•		•	•						
<i>Ex parte</i> representation to court	51(3)	•	•		•	•	•					
Privacy Regulations												
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	•	•		•	•						

● Delegation

Legend

DM	Deputy Minister
ADM-CS / DG-CA	ADM, Corporate Services / Director General, Corporate Affairs
ADM-SPP / DG-RE	Associate ADM, Strategic and Program Policy / Director General, Research and Evaluation
ATIP / DIRECTOR	Director, Access to Information and Privacy (EX-01)
ATIP / ASSISTANT DIRECTOR CSI	Assistant Director, Complex and Sensitive Issues, CSI (PM-06)
ATIP / ASSISTANT DIRECTOR OPS	Assistant Director, ATIP Operations, OPS (PM-06)
ATIP / PM-05 OPS	Senior ATIP Administrator, ATIP Operations (OPS)
ATIP / PM-05 CSI	Senior ATIP Administrators, Complex and Sensitive Issues (CSI)
ATIP / PM-04 OPS	ATIP Administrators, ATIP Operations (OPS)
ATIP / PM-04 CSI	ATIP Administrators, Complex and Sensitive Issues (CSI)
ATIP / PM-03 OPS	ATIP Officers, ATIP Operations (OPS)
ATIP / PM-03 CSI	ATIP Officers, ATIP Complex and Sensitive Issues (CSI)

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

ANNEX D: Statistical Report on the *Access to Information Act*



Statistical Report on the *Access to Information Act*

Name of institution Immigration, Refugees and Citizenship Canada
 Reporting period: 2016-04-01 to 2017-03-31

Part 1: Requests under the *Access to Information Act*

1.1 Number of requests

	Number of requests
Received during reporting period	50728
Outstanding from previous reporting period	5242
Total	55,970
Closed during reporting period	48733
Carried over to next reporting period	7237

1.2 Sources of requests

Sources	Number of requests
Media	304
Academia	1595
Business (private sector)	28330
Organization	2380
Public	16223
Decline to identify	1896
Total	50728

1.3 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
63	129	115	86	58	40	1	492
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	566	6159	1750	523	57	38	9	9102
Disclosed in part	2158	22633	7596	2261	320	255	124	35347
All exempted	5	3	4	4	1	2	0	19
All excluded	40	19	8	2	1	1	0	71
No records exist	118	636	257	75	11	9	2	1108
Request transferred	14	1	0	0	0	0	0	15

Request abandoned	1488	931	115	22	8	10	496	3070
Neither confirmed nor denied	1	0	0	0	0	0	0	1
Total	4390	30382	9730	2887	398	315	631	48733

2.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests	Section	Number of requests
13(1)(a)	2138	16(2)	258	18(a)	0	20.1	1
13(1)(b)	25	16(2)(a)	3	18(b)	2	20.2	0
13(1)(c)	32	16(2)(b)	1	18(c)	0	20.4	0
13(1)(d)	18	16(2)(c)	23	18(d)	3	21(1)(a)	256
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	250
14	40	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	52
14(a)	50	16.1(1)(b)	3	18.1(1)(c)	0	21(1)(d)	50
14(b)	23	16.1(1)(c)	13	18.1(1)(d)	0	22	159
15(1)	0	16.1(1)(d)	0	19(1)	22526	22.1(1)	4
15(1) - I.A.*	862	16.2(1)	1	20(1)(a)	7	23	168
15(1) - Def.*	766	16.3	0	20(1)(b)	61	24(1)	4
15(1) - S.A.*	7945	16.4(1)(a)	0	20(1)(b.1)	0	26	49
16(1)(a)(i)	5	16.4(1)(b)	0	20(1)(c)	24		
16(1)(a)(ii)	3	16.5	0	20(1)(d)	6		
16(1)(a)(iii)	2	17	187				
16(1)(b)	81						
16(1)(c)	19941						
16(1)(d)	2						

* 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)	64	69(1)	0	69(1)(g) re (a)	8
68(b)	0	69(1)(a)	5	69(1)(g) re (b)	8
68(c)	0	69(1)(b)	3	69(1)(g) re (c)	8
68.1	64	69(1)(c)	0	69(1)(g) re (d)	8
68.2(a)	64	69(1)(d)	4	69(1)(g) re (e)	8
68.2(b)	0	69(1)(e)	12	69(1)(g) re (f)	8
		69(1)(f)	0	69.1(1)	8

2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	224	8878	0
Disclosed in part	343	35004	0
Total	567	43882	0

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	330125	319387	9102
Disclosed in part	2463973	2220145	35347
All exempted	665	0	19
All excluded	134	0	71
Request abandoned	39630	0	3070
Neither confirmed nor denied	0	0	1

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	8554	224395	537	87448	9	5530	2	2014	0	0
Disclosed in part	29289	1029081	5734	976931	248	132564	73	64671	3	16898
All exempted	18	0	1	0	0	0	0	0	0	0
All excluded	71	0	0	0	0	0	0	0	0	0
Request abandoned	2988	0	73	0	3	0	6	0	0	0
Neither confirmed nor denied	1	0	0	0	0	0	0	0	0	0
Total	40921	1253476	6345	1064379	260	138094	81	66685	3	16898

2.5.3 Other complexities

Disposition	Consultation required	Assessment of fees	Legal advice sought	Other	Total
All disclosed	62	1	0	4	67
Disclosed in part	467	3	0	16	486
All exempted	5	0	0	0	5
All excluded	4	0	0	6	10
Request abandoned	23	0	0	1	24
Neither confirmed nor denied	0	0	0	0	0
Total	561	4	0	27	592

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
8860	8836	11	9	4

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	3921	88	4009
16 to 30 days	1576	40	1616
31 to 60 days	1345	50	1395
61 to 120 days	812	50	862
121 to 180 days	146	31	177
181 to 365 days	217	22	239
More than 365 days	442	120	562
Total	8459	401	8860

2.7 Requests for translation

Translation requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

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	119	0	39	3
Disclosed in part	681	8	392	12
All exempted	6	0	7	0
All excluded	4	0	3	0
No records exist	30	0	15	2
Request abandoned	123	1	13	10
Total	963	9	469	27

3.2 Length of extensions

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	
30 days or less	80	1	118	2
31 to 60 days	758	3	208	20
61 to 120 days	89	3	122	4
121 to 180 days	26	1	16	1
181 to 365 days	10	1	5	0
365 days or more	0	0	0	0
Total	963	9	469	27

Part 4: Fees

Fee type	Fee collected		Fee waived or refunded	
	Number of requests	Amount	Number of requests	Amount
Application	48491	\$242,450	102	\$501
Search	0	\$0	0	\$0
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
Total	48,491	\$242,450	102	\$501

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	232	8213	15	424
Outstanding from the previous reporting period	22	2985	0	0
Total	254	11198	15	424
Closed during the reporting period	215	7532	11	203
Pending at the end of the reporting period	39	3666	4	221

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	57	38	16	3	1	1	0	116
Disclose in part	22	35	19	4	1	1	0	82

Exempt entirely	2	2	1	1	0	0	0	6
Exclude entirely	0	0	0	1	0	0	0	1
Consult other institution	0	0	0	0	0	0	0	0
Other	9	0	1	0	0	0	0	10
Total	90	75	37	9	2	2	0	215

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	4	1	2	0	0	0	0	7
Disclose in part	0	4	0	0	0	0	0	4
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
Total	4	5	2	0	0	0	0	11

Part 6: Completion time for 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	2	4	0	0	0	0	0	0	0	0
61 to 120	2	21	0	0	0	0	0	0	0	0
121 to 180	2	93	2	486	1	816	0	0	0	0
181 to 365	4	25	2	356	1	750	0	0	0	0
More than 365	4	58	2	273	0	0	0	0	0	0
Total	14	201	6	1115	2	1566	0	0	0	0

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
Total	0	0	0	0	0	0	0	0	0	0

Part 7: Complaints and investigations

Section 32	Section 35	Section 37	Total
115	25	0	140

Part 8: Court action

Section 41	Section 42	Section 44	Total
0	0	0	0

Part 9: Resources related to the *Access to Information Act*

9.1 Costs

Expenditure	Amount
Salaries	\$3,097,781
Overtime	\$96,908
Goods and services	\$172,677
• Professional services contracts	\$123,006
• Other	\$49,671
Total	\$3,367,366

9.2 Human Resources

Resources	Person years dedicated to Access to Information activities
Full-time employees	31.29
Part-time and casual employees	17.06
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.00
Total	48.35

ANNEX E: Statistical Report on the *Privacy Act*



Government of Canada
Gouvernement du Canada

Statistical Report on the *Privacy Act*

Name of institution Immigration, Refugees and Citizenship Canada

Reporting period: 2016-04-01 to 2017-03-31

Part 1: Requests under the *Privacy Act*

	Number of requests
Received during reporting period	12605
Outstanding from previous reporting period	1950
Total	14555
Closed during reporting period	11808
Carried over to next reporting period	2747

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	113	1103	590	138	19	25	2	1990
Disclosed in part	326	4177	2025	515	121	97	10	7271
All exempted	0	0	0	0	1	0	0	1
All excluded	0	0	0	0	0	0	0	0
No records exist	75	252	115	22	7	5	3	479
Request abandoned	956	660	116	15	2	2	316	2067
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	1470	6192	2846	690	150	129	331	11808

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)	250	22(1)(a)(ii)	0	23(b)	0
19(1)(b)	5	22(1)(a)(iii)	0	24(a)	0
19(1)(c)	10	22(1)(b)	3086	24(b)	0
19(1)(d)	14	22(1)(c)	2	25	8
19(1)(e)	0	22(2)	0	26	5155
19(1)(f)	0	22.1	0	27	24
20	2	22.2	0	28	0
21	4388	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	227	1763	0
Disclosed in part	173	7098	0
Total	400	8861	0

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	63412	59023	1990
Disclosed in part	661452	594768	7271
All exempted	25	0	1
All excluded	0	0	0
Request abandoned	20082	0	2067
Neither confirmed nor denied	0	0	0
Total	744971	653791	11329

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	1815	29218	172	28112	3	1693	0	0	0	0
Disclosed in part	5456	217059	1690	291750	89	46334	36	39625	0	0
All exempted	1	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	2028	0	35	0	2	0	2	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	9300	246277	1897	319862	94	48027	38	39625	0	0

2.5.3 Other complexities

Disposition	Consultation required	Assessment of fees	Legal advice sought	Other	Total
All disclosed	12	0	0	0	12
Disclosed in part	94	0	0	0	94
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	5	0	0	0	5
Neither confirmed nor denied	0	0	0	0	0
Total	111	0	0	0	111

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
3149	3143	4	1	1

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	1470	16	1486
16 to 30 days	424	10	434
31 to 60 days	387	19	406
61 to 120 days	307	12	319
121 to 180 days	66	2	68
181 to 365 days	103	7	110
More than 365 days	281	45	326
Total	3038	111	3149

2.7 Requests for translation

Translation requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

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

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Subsection 8(5)	Total
4151	17	17	4185

Part 4: Requests for Correction of Personal Information and Notations

Disposition for Correction Requests Received	Number
Notations attached	0
Requests for correction accepted	1
Total	1

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	17	0	1	0
Disclosed in part	92	0	34	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	42	0	2	0
Total	151	0	37	0

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	0	0	0	0
16 to 30 days	151	0	37	0
Total	151	0	37	0

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	38	1198	3	5
Outstanding from the previous reporting period	3	389	0	0
Total	41	1587	3	5
Closed during the reporting period	38	1213	3	5
Pending at the end of the reporting period	3	374	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	8	5	2	0	0	0	0	15
Disclosed in part	10	2	2	6	1	0	0	21
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	1	0	0	0	0	0	2
Total	19	8	4	6	1	0	0	38

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	1	1	0	0	0	0	0	2
Disclosed in part	0	1	0	0	0	0	0	1
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
Total	1	2	0	0	0	0	0	3

Part 7: Completion time for 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
Total	0	0	0	0	0	0	0	0	0	0

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
Total	0	0	0	0	0	0	0	0	0	0

Part 8: Complaints and Investigations Notices received

Section 31	Section 33	Section 35	Court action	Total
25	0	0	0	25

Part 9: Privacy Impact Assessments (PIAs)

Number of PIAs completed	6
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Part 10: Resources related to the *Privacy Act*

10.1 Costs

Expenditure	Amount
Salaries	\$1,595,826
Overtime	\$49,923
Goods and services	\$88,954

• Professional services contracts	\$63,366	
• Other	\$25,588	
Total		\$1,734,703

10.2 Human Resources

Resources	Person years dedicated to privacy activities
Full-time employees	16.12
Part-time and casual employees	8.79
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.00
Total	24.91