



Canadian Security
Intelligence Service

Service canadien du
renseignement de sécurité



ANNUAL REPORT

2021-2022

Administration of the
PRIVACY ACT

Canada 

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1. Introduction

The *Privacy Act* (hereafter the “*Act*”) provides Canadian citizens, permanent residents, and individuals present in Canada, the right to access personal information under the control of the Government of Canada. The right of access to personal information is balanced against the legitimate need to protect sensitive information and to maintain the effective functioning of government, while promoting transparency and accountability in government institutions. The *Act* protects an individual’s privacy by preventing others from accessing his or her personal information, and manages the collection, retention, use and disclosure of personal information.

In June 2019, Bill C-58, *An Act to Amend the Access to Information Act and Privacy Act and to make consequential amendments to other Acts*, received Royal Assent. The Bill brought forth the most significant advances to the *Access to Information Act* as well as minor amendments to the *Privacy Act* since they came into force in 1983.

This report is prepared and tabled in Parliament in accordance with section 72 of the *Privacy Act*. It covers the way in which the Canadian Security Intelligence Service (CSIS) administered the *Act* from April 1, 2021 to March 31, 2022.

The Service is not reporting on behalf of wholly owned subsidiaries or non-operational institutions.

2. CSIS Mandate

CSIS has, for the past 38 years, continued to demonstrate its value to Canadians by providing the Government of Canada with crucial information and advice linked to threats to the security of Canada and to Canadian interests. The *CSIS Act* gives CSIS the mandate to investigate activities suspected of constituting threats to the security of Canada including terrorism and violent extremism, espionage and sabotage, foreign influenced activities, and subversion of government. In addition to providing advice to Government on these threats, CSIS may also take lawful measures to reduce them. The Service also provides security assessments on individuals who require access to classified information or sensitive files within the Government of Canada as well as security advice relevant to the exercise of the *Citizenship Act* and the *Immigration and Refugee Protection Act*. Foreign intelligence collection within Canada is also conducted by CSIS at the request of the Minister of Foreign Affairs or the Minister of National Defence.

In June 2019, the *National Security Act, 2017* received Royal Assent. This legislation modernized the original *CSIS Act* by addressing outdated legal authorities, introducing new safeguards and accountability measures as well as clarifying CSIS’ responsibilities. The legislation addressed specific challenges and provided new modern authorities needed to keep pace with continuous changes in the threat, as well as the technological and legal landscapes.

3. Organizational Structure

During the 2021-2022 fiscal year, the Access to Information and Privacy (ATIP) Section remained under the Deputy Director, Policy and Strategic Partnerships Directorate. Within the Directorate, the ATIP Section is part to the Litigation and Disclosure Branch headed by the Director General. The employees of the ATIP Section are fully dedicated to the administration of both the *Privacy Act* and the *Access to Information Act* programs within CSIS, providing high quality and timely responses to internal and external clients including other government departments as well as providing advice to CSIS employees as they fulfill their obligations under both *Acts*. CSIS Legal Services Branch, staffed by Department of Justice lawyers, provides legal advice as required.

The CSIS ATIP Section consisted of twenty full-time positions to fulfill CSIS' obligations under both the *Privacy Act* and the *Access to Information Act*. It included one Chief (Coordinator), one Deputy Chief, three unit Heads, thirteen full-time Analysts, one Administrative Officer, and one Researcher. The ATIP Section also had one part-time analyst working on historical records under the *Access to Information Act*. During the 2021-2022 fiscal year, the ATIP Section welcomed a new Coordinator and experienced resourcing challenges due to the ongoing COVID-19 pandemic. CSIS will be looking to modernize its ATIP Section during the next reporting period.

CSIS also has one Privacy Advisor who is responsible for the Privacy Impact Assessment (PIA) program and other privacy related matters. In 2020, the Privacy Advisor position was transferred from the ATIP Section to the Compliance Branch.

The ATIP Section's responsibilities vis-à-vis the *Act* are divided in two categories:

Operations

- receiving and processing all requests in accordance with the *Act*;
- assisting requesters in formulating their requests when required;
- gathering all pertinent records and ensuring that the search for information is rigorous and complete;
- conducting the initial review of the records and providing recommendations to the program areas;
- applying all discretionary and mandatory exemptions under the *Act*;
- conducting and responding to all internal and external consultations;
- consolidating the recommendations;
- assisting the Office of the Privacy Commissioner (OPC) in all privacy related matters including complaints against CSIS; and
- representing CSIS in privacy litigation cases.

Policies and Procedures

- coordinating the annual Info Source update and submission to TBS;
- preparing the annual report on the administration of the *Act*;

- providing ongoing advice and guidance to senior management and departmental staff on all matters related to the privacy;
- promoting privacy awareness and training sessions and ensuring all employees are aware of the obligations imposed by the legislation;
- monitoring departmental compliance with the *Act*, regulations and relevant procedures and policies;
- maintaining the CSIS public reading room;
- developing and maintaining privacy policies and guidelines, when required; and
- participating in ATIP community activities, such as TBS ATIP community meetings and various working groups.

As defined in section 73.1 of the *Privacy Act*, CSIS did not provide or receive services related to any power, duty or function to or from another government institution, during this reporting period.

4. Delegation Order

In accordance with section 73(1) of the *Act*, a delegation order signed by the Minister of Public Safety and Emergency Preparedness designates the persons holding certain positions to exercise and perform the duties of the Minister as Head of the institution. In the case of CSIS, these positions consist of the Director of CSIS, the Deputy Director of the Policy and Strategic Partnerships Directorate, the Director General of the Litigation and Disclosure Branch, as well as the Chief, Deputy Chief and unit Heads of the ATIP Section.

The Honourable Bill Blair, P.C., M.P. issued the delegation order (Annex A) on October 27, 2020. The Honourable Marco E. L. Mendicino, P.C., M.P. issued the delegation for the 2022-2023 reporting period.

5. Interpretation of the 2021-2022 statistical report for requests under the *Privacy Act*

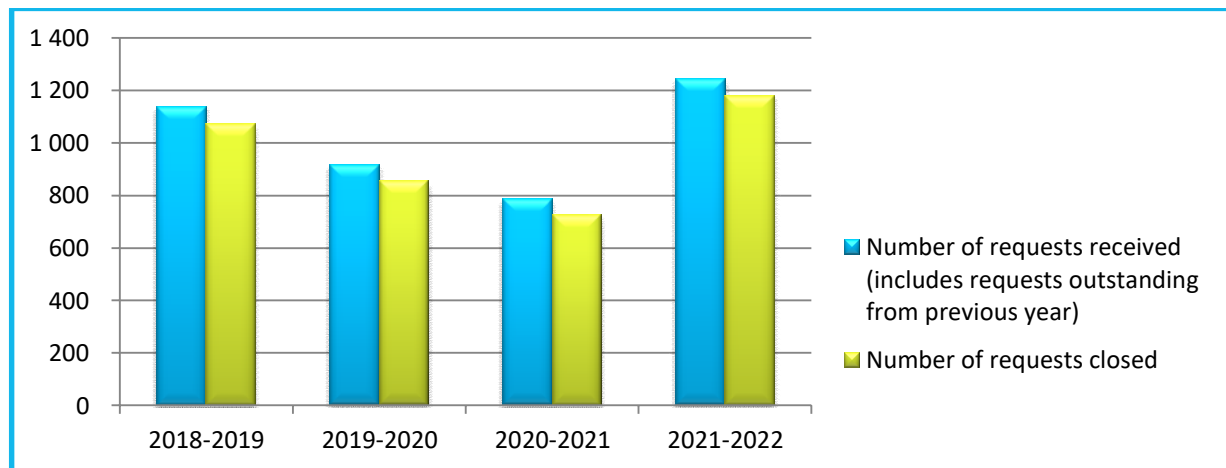
Every year, TBS requires institutions to submit a statistical report on their administration of the *Privacy Act*, which contains cumulative data on the application of the legislation during the fiscal year. The CSIS Statistical Report and Supplemental Report for 2021-2022 are included in Annex B and Annex C of this report. The statistics included in this report have been rounded to the nearest decimal point.

Table 1. Overview of the 2021-2022 statistics on the Service's administration of privacy requests in relation to statistics from the three previous years.

Fiscal year	Requests received	Outstanding requests	Requests closed	Requests carried over	Number of pages processed	Number of pages released	On-time compliance rate
2021-2022	1,183	61	1,179	65	21,688	9,842	94 %
2020-2021	725	62	725	62	38,188	8,895	87 %*
2019-2020	844	73	854	63	25,427	10,267	96 %
2018-2019	1,048	92	1,071	69	23,564	10,125	97 %

* The Covid-19 pandemic had a significant impact on the on-time compliance rate during the 2020-2021 fiscal year.

Figure 1 - Multi-year trend: Number of requests received and requests closed



As indicated in table 1, the Service received 1,183 requests between April 1, 2021 and March 31, 2022. This represents a 63 % increase from the requests received during the previous reporting period. The Service had 61 outstanding requests at the end of the 2020-2021 reporting period. Of those 61 requests, all were received during that fiscal year and none remained outstanding for more than one reporting period.

As of the end of the 2021-2022 fiscal year, 65 requests were carried over to the next fiscal year (see section 4.1 of Annex C). Seventy-seven percent of those open requests were within their legislated timelines as of March 31, 2022 and twenty-three percent were beyond their legislated timelines as of that same date.

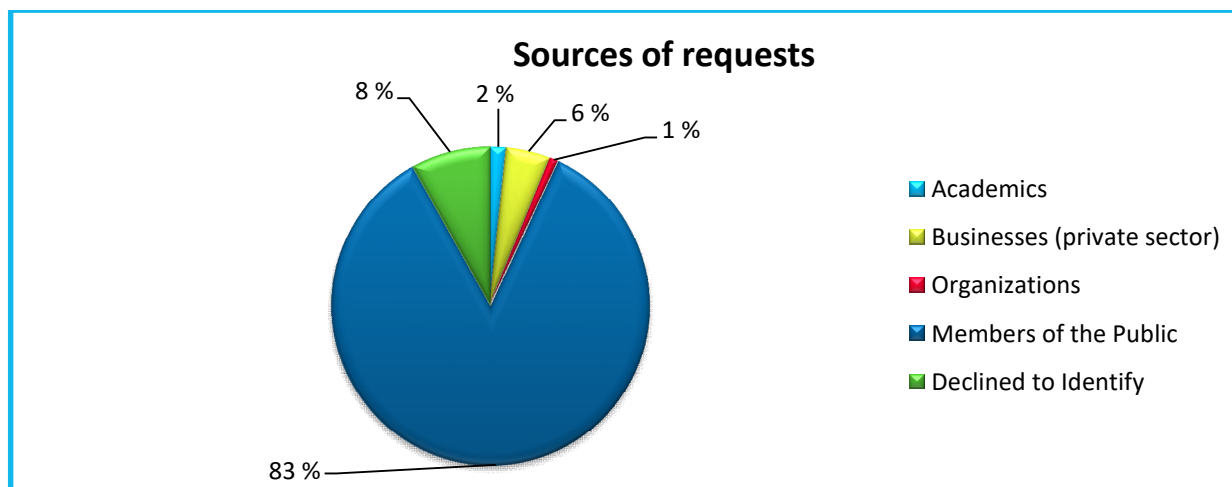
Table 2. Number of open requests outstanding from previous reporting periods (Section 4.1 of Annex C)

Fiscal year open requests were received	Open requests that are <i>within</i> legislated timelines as of March 31, 2022	Open requests that are <i>beyond</i> legislated timelines as of March 31, 2022	Total
2021-2022	50	9	59
2020-2021	0	6	6
Received in or prior to 2019-2020	0	0	0
Total	50	15	65

5.1 - Sources of requests

The 1,183 requests received during this reporting period came from various sources. Eighty-three percent came from members of the public who, largely, were seeking the status of their citizenship and immigration application or seeking to discover whether the Service had investigative information on them. Six percent of requests came from businesses such as law offices looking for the personal information of their clients in relation to the status of their immigration and citizenship application. It is worth noting that 99 % of requests were submitted through the ATIP Online Request Service (AORS). The remaining one percent was received by email or by mail.

Figure 2 - Sources of requests



5.2 - Disposition of completed requests

The ATIP Section successfully closed 1,179 requests during the 2021-2022 reporting period: 47 percent were closed within 1 to 15 days, 39 % were closed within 16 to 30 days and 14 percent took over 31 days to close. With regards to these requests, one was all disclosed, 21 % were disclosed in part, 24 % did not exist, and for 46 %, the existence could be neither confirmed nor denied.

Figure 3 - Multi-year trend: Disposition of closed requests

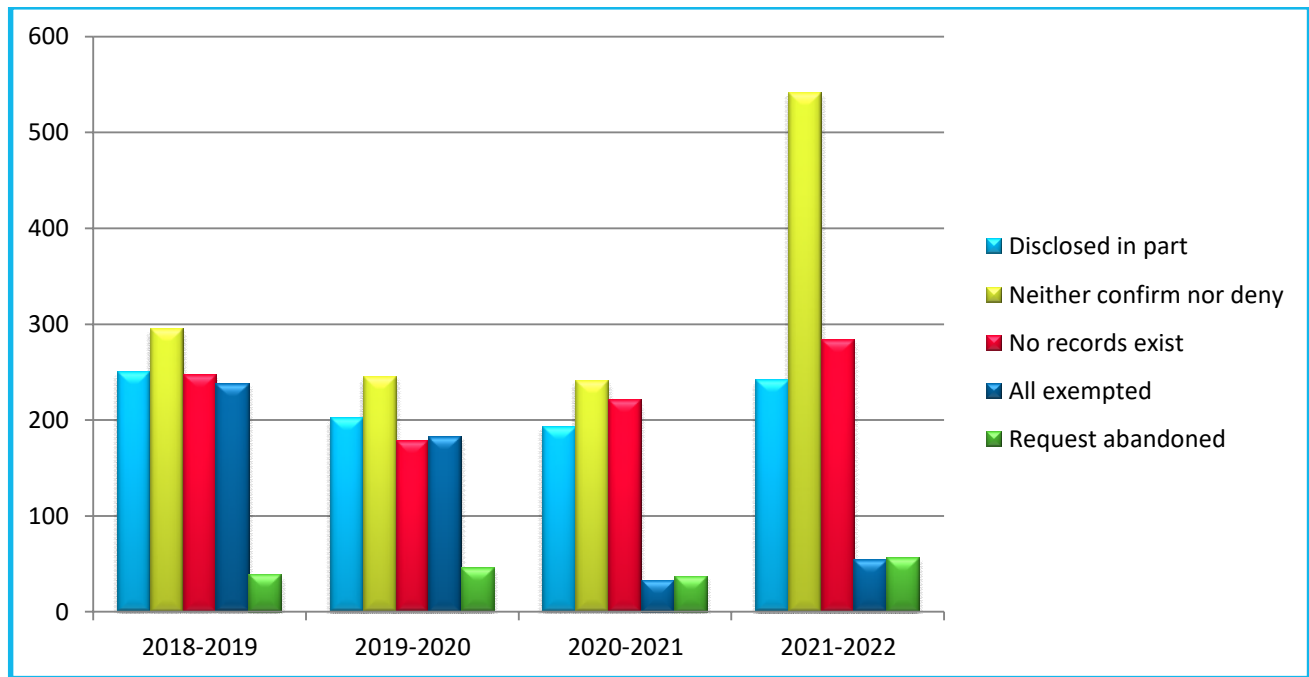
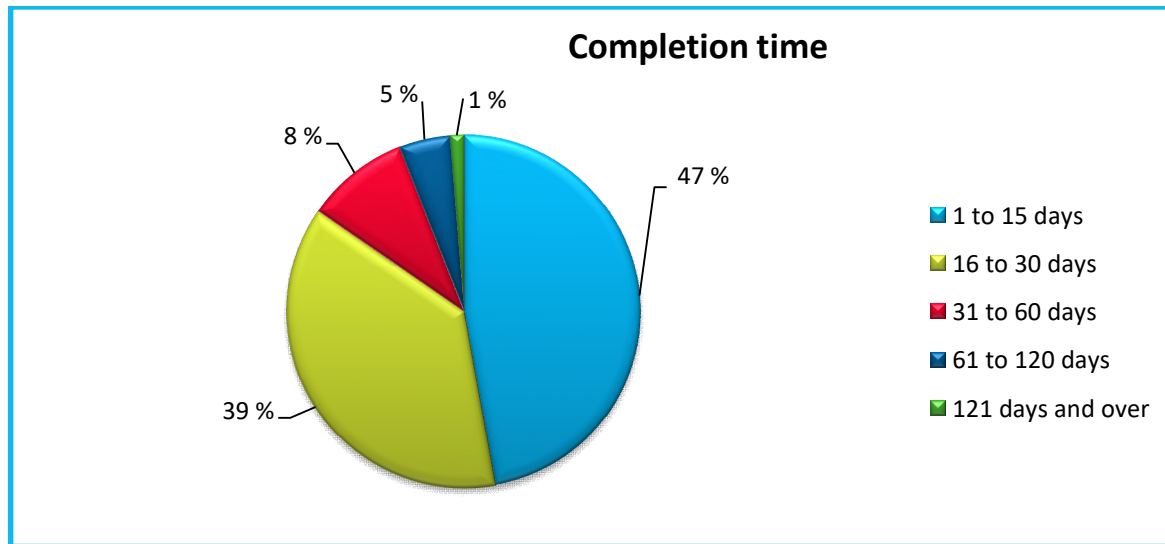


Figure 4 - Completion time



5.3 - Deemed refusals

Out of the 1,179 requests closed during this reporting period, the ATIP Section successfully closed 1,103 requests (94 %) within the legislated timelines; however, the remaining 80 requests (6 %) were closed past the legislated timelines. It is important to note that out of those 80 requests, extensions were taken on 79 %. The two main reasons for requests being closed past their legislated timelines were the

interference with operations/workload and the need to consult other government departments on classified records. The COVID-19 pandemic measures taken by other Government of Canada departments continued to have an impact on the Service's ability to close requests within the legislated timeframe.

5.4 - Extensions

The legislation allows for extensions when the response requires internal or external consultations, additional review time due to large amount of records, or when the review could interfere with Service operations. During the reporting period, extensions were taken on 143 requests. Thirty-five percent of the extensions taken were due to the need to consult various internal branches and/or other government departments and 65 % were due to the interference with operations / workload. Timelines were extended in the range of 16 to 30 days for the requests.

5.5 - Exemptions and exclusions invoked

The *Privacy Act* allows institutions to exempt information from being released for a variety of reasons. The ATIP Section invoked 1,523 exemptions under the *Act* during the reporting period.

Table 3. Breakdown of the exemptions used

Section of the Act	Type of exemption	Times invoked
Section 18	Exempting personal information contained in a personal information bank (exempt bank)	542
Section 19	Exempting personal information obtained in confidence	9
Section 21	Exempting personal information expected to be injurious to the Government of Canada in the conduct of international affairs, and subversive/hostile activities and the defense of Canada	314
Section 22	Exempting personal information obtained from an investigative body in the course of lawful investigations	546
Section 23	Exempting personal information obtained for the purpose of determining whether to grant security clearances	0
Section 25	Exempting personal information that could harm the safety of individuals	2
Section 26	Exempting personal information of individuals other than the individual who made the request	106
Section 27	Exempting personal information subject to solicitor-client privilege	4

The *Act* does not apply to information already publically available or excludes material such as Cabinet Confidences. The ATIP Section used this exclusion three times during the reporting period.

Table 4. Breakdown of exclusions used

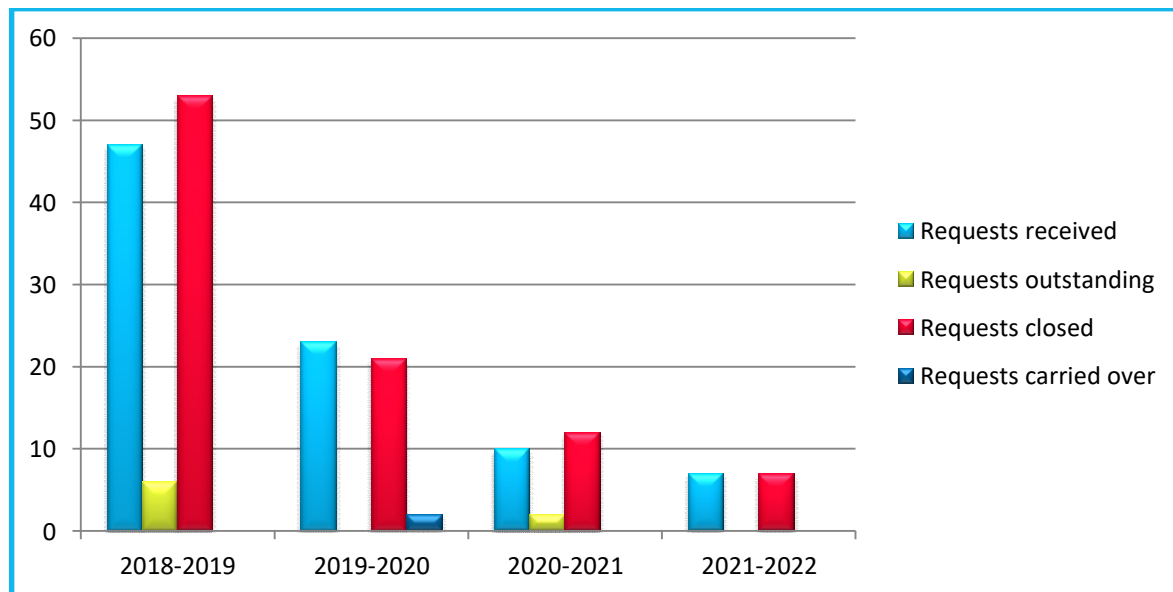
Section of the Act	Type of exclusion	Times invoked
Section 70 (1)	Confidence's of the Queen's Privy Council for Canada	3

5.6 - Consultations received from other Government of Canada institutions

During the 2021-2022 fiscal year, the Service received seven consultation requests under the *Privacy Act* involving Service records or matters. There were no consultation requests outstanding from the 2020-2021 fiscal year.

For this reporting period, the ATIP Section closed seven privacy consultation requests totaling 105 pages reviewed. Two consultation requests were processed in less than 15 days, four percent were closed between 16 and 30 days and one took more than 31 days to process. There were no privacy consultation requests carried over to the next fiscal year.

Figure 5 - Multi-year trend: Consultations received from other institutions



5.7 – Other requests

The ATIP Section also acted as a resource for CSIS executives by offering advice and guidance further to provisions in the legislation. The ATIP Section provided assistance, over nine times, on a variety of

matters including, but not limited to, releases of information made by CSIS outside the parameters of the *Act*.

Throughout 2021-2022, the ATIP Section continued to receive telephone calls and emails from employees of the Service as well as from the public seeking direction on how to obtain their personal information and/or how to submit a request under the *Privacy Act*. The ATIP Section administration team provided guidance in a professional manner and often directed these individuals to the AORS website for additional information.

5.8 – Impact of Covid-19 measures

As indicated in table 1, the on-time compliance rate of the ATIP Section for the previous reporting period (2020-2021) was significantly impacted by the global COVID-19 pandemic. The measures taken by the Service as well as those taken by the Government of Canada to combat the spread of the Coronavirus had considerable repercussions on the CSIS ATIP Section. However, the Service's on-time compliance rate improved substantially this fiscal year. There were eight weeks throughout the fiscal year that the Service's ATIP Section was reduced to partial capacity as a response to provincial lockdowns and/or COVID outbreaks. Although the Section was reduced, it was still able deliver on its legislative obligations. As noted in the 2021-2022 Supplemental Statistical Report on the *Access to Information Act* and *Privacy Act* (Annex C), the Service was able to receive paper requests by mail and through the AORS for all 52 weeks. For 44 weeks of the 2021-2022 fiscal year, the ATIP Section had the ability to process paper and electronic records at full capacity while respecting the COVID guidelines established by the institution in accordance with various Public Health bodies.

However, the most significant constraint of the COVID-19 pandemic on the Service's ATIP Section continued to be the inability of certain institutions to receive and process Secret and Top Secret records. Although the CSIS ATIP Section was operating at full capacity for the majority of the year, several institutions advised the Service of their persistent inability to neither receive nor process classified material because of their inability to access their offices to review classified consultation requests. This resulted in requests being in deemed refusal, partial responses to requesters and the need to take lengthy extensions. At the end of the 2021-2022 fiscal year, most of the pandemic restrictions were lifted, yet a few institutions remained unable to receive and process classified records. The Service anticipates that it will be inundated with consultation requests and responses once the remaining institutions return to the workplace. The impact will likely be discussed in the 2022-2023 annual report.

As mentioned earlier in the report, the CSIS ATIP Section experienced various resourcing challenges throughout the fiscal year, mostly due to the COVID-19 pandemic and shortage of qualified resources. Despite these challenges, the ATIP Section found innovative methods to staff vacant positions and began discussing the modernization of its section. The results of the modernization initiative will be discussed in the 2022-2023 ATIP annual reports.

6. Training and Awareness

During the 2021-2022 reporting period, the ATIP Section did not conduct many in-person training due to the ongoing COVID-19 restrictions. Rather, employees were encouraged to use other means of communication such as telephone calls, informal briefings, collaborative software, teleconferences, etc. The ATIP Section did continue to offer its awareness sessions through ATIP e-learning narrated slides. The narrated slides form part of the employee orientation program, which is required for all new employees. All other Service employees have the ability to reference the narrative slides at any given time through an e-learning application. The narrated slides provides participants with an overview of the *Act* and the *Access to Information Act*, promotes a better comprehension of individual responsibilities and obligations relating to the *Acts* and offers a greater understanding of the internal ATIP process. During the 2021-2022 fiscal year, 255 Service employees viewed the ATIP online module.

Following a request from another government institution, the CSIS ATIP Section provided an overview, via video teleconference (VTC), of its internal ATIP process in order to help the institution improve their compliance rate. A foreign partner also approached the ATIP Section to obtain a better understanding of the Canadian Access to Information and Privacy legislations. A VTC was organized to discuss retention, applicable exemptions, the right of access, type of requesters, types of information/records processed, extensions, complaints, proactive publication, pending amendments to the *Acts*, roles of the Information Commissioner and the Privacy Commissioner, etc. Both VTC's were excellent opportunities for the CSIS ATIP Section to demonstrate its professionalism and expertise in the field.

7. Policies, Guidelines, Procedures and Initiatives

The CSIS ATIP Section did not implement any new or revised policies, guidelines, procedures or initiatives related to privacy matters this fiscal year.

8. Issues and Actions Taken on Complaints or Audits

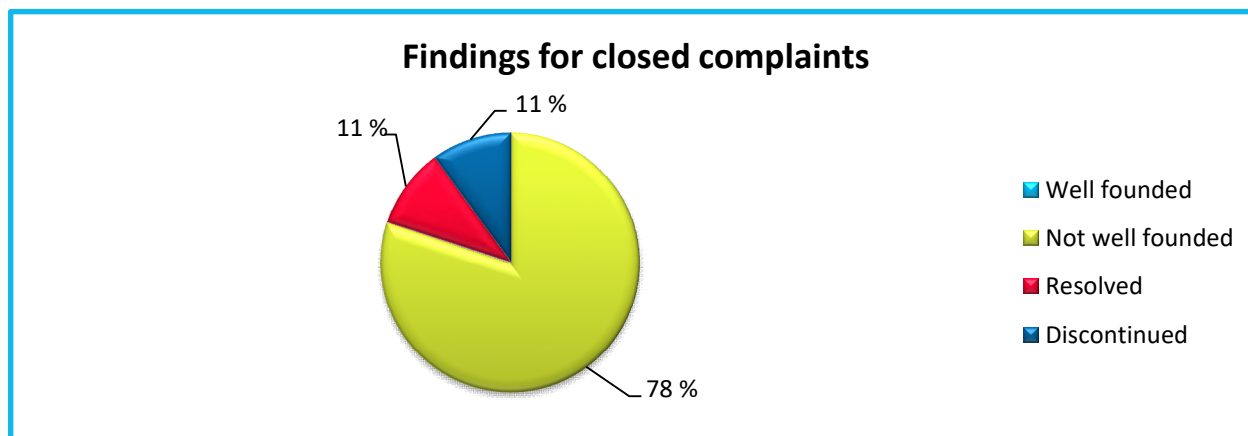
Section 29 (1) of the *Act* provides requesters with the right to file a complaint with the OPC if they are not satisfied with the response to their personal information request. Reasons for complaints include the refusal of an institution to disclose personal information, personal information used and disclosed for other purposes, delays in receiving a response, etc. Fourteen complaints were registered with the OPC during the 2021-2022 fiscal year. This represents 1 percent of the total number of *Privacy Act* requests received throughout the fiscal year.

Table 5. Complaint and investigation notices received

Section of the <i>Act</i>	Number of complaints
Section 31	14
Section 33	23
Section 35	9
Total	47

OPC investigators closed and issued their findings on nine complaints. They determined that seven complaints were not well founded, one was resolved at the early resolution stage, and one was discontinued. No complaints were deemed well founded.

Figure 6 – Findings for closed complaints



The Service had 23 open complaints at the end of the 2021-2022 reporting period. The following table shows the number of open complaints that were outstanding from previous reporting periods (see Annex C - section 4.2 of the Supplemental Statistical Report on the *Access to Information and Privacy Acts*).

Table 6. Number of open complaints that were outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received	Number of Open Complaints
2021-2022	7
2020-2021	8
2019-2020	1
2018-2019	1
2017-2018	1
2016-2017	5
2015-2016 or earlier	0

CSIS continues to work closely with the OPC in order to resolve complaints in an efficient and timely manner. The Service reviews the outcome of all investigations by the OPC and where appropriate, integrates lessons learned into corporate processes.

There was one Court action filed against CSIS regarding the *Act* during this reporting period. The Court proceedings on this action remain ongoing.

9. Monitoring Compliance

The unit Heads are responsible for monitoring compliance under the *Privacy Act* and reporting issues to the Chief, ATIP. The monitoring is continuously conducted via reports produced by the ATIP Case Management Software. The ATIP Coordinator conveys compliance issues to the Director General, Litigation and Disclosure Branch.

10. Material Breaches

There were no material privacy breaches reported to the OPC (or TBS) during this reporting period.

11. Privacy Impact Assessments (PIA)

The TBS Directive on PIA took effect on April 1, 2010. The PIA is a process that helps determine whether an initiative involving the use and collection of personal information raises privacy risks. It measures, describes and quantifies the risks, and proposes solutions to eliminate or mitigate them to an acceptable level prior to the implementation of new or substantially modified programs or activities.

In consultation with subject matter experts within the Service, the Privacy Advisor has the responsibility to assess whether modified or new programs / activities have an impact on privacy and warrant the preparation of a PIA, in accordance with the TBS Directive on PIAs. When a PIA is required, the Privacy Advisor initiates the process, coordinates its completion, obtains approvals, submits the PIA to the TBS and OPC, and responds to OPC recommendations.

There were no PIAs completed during this reporting period. Resource challenges, including Covid-19, had an impact on this program during the reporting period. As previously mentioned, the Privacy Advisor is part of another branch under the same directorate.

12. Public Interest Disclosures

There was no disclosure made under paragraph 8(2) (m) of the *Privacy Act* during the reporting period.

13. Other

Throughout the 2021-2022 fiscal year, the ATIP Section incurred \$ 974,799 in salary costs and \$ 1,210 in other costs associated with the administration of the *Privacy Act*.

ANNEX A

Privacy Act Delegation Order

Arrêté sur la délégation en vertu de la *Loi sur la protection des renseignements personnels*

The Minister of Public Safety and Emergency Preparedness, pursuant to section 73 (1) of the *Privacy Act**, hereby delegates the persons holding the positions set out in the schedule hereto to exercise the powers and perform the duties and functions of the Minister as the head of a government institution, that is, the Canadian Security Intelligence Service, under the sections of the *Act* set out in the schedule opposite each position.

En vertu de l'article 73 (1) de la *Loi sur la Protection des renseignements personnels**, le Ministre de la Sécurité publique et de la Protection civile délègue aux titulaires des postes mentionnés à l'annexe ci-après, les attributions dont il est, en qualité de responsable d'une institution fédérale, c'est-à-dire, le Service canadien du renseignement de sécurité, investi par les articles de la *Loi* mentionnés en regard de chaque poste.

Schedule

Annexe

Position

Privacy Act and Regulations

Poste

Loi sur la protection des renseignements personnels et règlements

Director of CSIS / Directeur du SCRS

Full Authority / Autorité absolue

Deputy Director, Policy and Strategic Partnerships / Sous-directeur, Politiques et partenariats stratégiques

Full Authority / Autorité absolue

Director General, Litigation and Disclosure /
Directeur général, Litiges et divulgations

Full Authority / Autorité absolue

Chief, ATIP / Chef, AIPRP

Full Authority / Autorité absolue

Deputy Chief, ATIP / Sous-chef, AIPRP

Full Authority / Autorité absolue

Unit Heads, ATIP / Chefs d'équipe, AIPRP

Full Authority / Autorité absolue

Dated, at the City of Ottawa
this 27th day of Oct. 2020.

Daté, en la ville d'Ottawa,
le ____ ième jour de ____ 2020.



Bill Blair, P.C., M.P.
Minister of Public Safety and
Emergency Preparedness

Bill Blair, C.P., député
Ministre de la Sécurité publique
et de la Protection civile

ANNEX B



Statistical Report on the *Privacy Act*

Name of institution: Canadian Security Intelligence Service (CSIS)

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

Section 1: Requests Under the *Privacy Act*

1.1 Number of requests

		Number of Requests
Received during the reporting period		1,183
Outstanding from previous reporting periods		61
▪ Outstanding from previous reporting period	61	
▪ Outstanding from more than one reporting period	0	
Total		1,244
Closed during reporting period		1,179
Carried over to next reporting period		65
▪ Carried over within legislated timeline	50	
▪ Carried over beyond legislated timeline	15	

1.2 Channels of requests

Source	Number of Requests
Online	1,171
E-mail	11
Mail	1
In person	0
Phone	0
Fax	0
Total	1,183

Section 2: Informal Requests

2.1 Number of informal requests

		Number of Requests
Received during the reporting period		9
Outstanding from previous reporting periods		0
▪ Outstanding from previous reporting period	0	
▪ Outstanding from more than one reporting period	0	
Total		9
Closed during reporting period		9
Carried over to next reporting period		0

2.2 Channels of informal requests

Source	Number of Requests
Online	0
E-mail	9
Mail	0
In person	0
Phone	0
Fax	0
Total	9

2.3 Completion time of informal requests

Completion Time							
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
5	3	0	1	0	0	0	9

2.4 Pages released informally

Less Than 100 Pages Released		100-500 Pages Released		501-1,000 Pages Released		1,001-5,000 Pages Released		More Than 5,000 Pages Released	
Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released
7	170	2	307	0	0	0	0	0	0

Section 3: Requests Closed During the Reporting Period

3.1 Disposition and completion time

Disposition of Requests	Completion Time							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
All disclosed	0	1	0	0	0	0	0	1
Disclosed in part	40	73	72	49	6	2	0	242
All exempted	31	21	2	0	0	0	0	54
All excluded	0	0	0	0	0	0	0	0
No records exist	146	117	17	4	0	0	0	284
Request abandoned	38	11	3	1	2	1	0	56
Neither confirm nor denied	301	235	4	2	0	0	0	542
Total	556	458	98	56	8	3	0	1,179

3.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
18(2)	542	22(1)(a)(i)	216	23(a)	0
19(1)(a)	7	22(1)(a)(ii)	0	23(b)	0
19(1)(b)	0	22(1)(a)(iii)	16	24(a)	0
19(1)(c)	2	22(1)(b)	312	24(b)	0
19(1)(d)	0	22(1)(c)	2	25	2
19(1)(e)	0	22(2)	0	26	106
19(1)(f)	0	22.1	0	27	4
20	0	22.2	0	27.1	0
21	314	22.3	0	28	0
		22.4	0		

3.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
69(1)(a)	0	70(1)	0	70(1)(d)	0
69(1)(b)	0	70(1)(a)	2	70(1)(e)	0
69.1	0	70(1)(b)	1	70(1)(f)	0
		70(1)(c)	0	70.1	0

3.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
123	120	0	0	0	0

3.5 Complexity

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

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
21,688	9,842	895

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

Disposition	Less than 100 Pages Processed		100-500 Pages Processed		501-1,000 Pages Processed		1,001-5,000 Pages Processed		More than 5,000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	0	0	1	120	0	0	0	0	0	0

Disclosed in part	192	5,438	43	8,615	5	3,383	2	2,225	0	0
All exempted	52	1,361	2	355	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	55	63	1	128	0	0	0	0	0	0
Neither confirm nor denied	542	0	0	0	0	0	0	0	0	0
Total	841	6,862	47	9,218	5	3,383	2	2,225	0	0

3.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

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

Disposition	Less than 60 Minutes Processed		60 – 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirm nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

3.5.5 Relevant minutes processed and disclosed for video formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

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

Disposition	Less than 60 Minutes Processed		60 – 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirm nor denied	0	0	0	0	0	0

Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

3.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0
Disclosed in part	156	0	0	156
All exempted	1	0	0	1
All excluded	0	0	0	0
Request abandoned	5	0	0	5
Neither confirm nor denied	2	0	0	2
Total	164	0	0	164

3.6 Closed requests

3.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	1,103
Percentage of requests closed within legislated timelines (%)	93,5538592

3.7 Deemed refusals

3.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with operations/Workload	External Consultation	Internal Consultation	Other
76	39	27	9	1

3.7.2 Requests closed beyond legislated timelines (including any extension taken)

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	6	21	27
16 to 30 days	1	14	15
31 to 60 days	4	10	14
61 to 120 days	5	11	16
121 to 180 days	0	3	3
181 to 365 days	0	1	1
More than 365 days	0	0	0
Total	16	60	76

3.8 Requests for translation

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

Section 4: Disclosures Under Subsection 8(2) and 8(5)

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Subsection 8(5)	Total
0	0	0	0

Section 5: Requests for Correction of Personal Information and Notations

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

Section 6: Extensions

6.1 Reasons for extensions and disposition of requests

Number of requests where an extension was taken	15(a)(i) Interference with operations				15(a)(ii) Consultation			15(b) Translation purposed or conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet Confidence Section (s.70)	External	Internal	
143	93	0	0	0	0	31	19	0

6.2 Length of extensions

Length of Extension	15(a)(i) Interference with operations				15(a)(ii) Consultation			15(b) Translation purposed or conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet Confidence Section (s.70)	External	Internal	
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	93	0	0	0	0	31	19	0
31 days or greater	0	0	0	0	0	0	0	0
Total	93	0	0	0	0	31	19	0

Disclosed in part	0	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

Number of Days	Fewer than 100 Pages Processed		100-500 Pages Processed		501-1,000 Pages Processed		1,001-5,000 Pages Processed		More than 5,000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
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

8.2 Requests with Privy Council Office

Number of Days	Fewer than 100 Pages Processed		100-500 Pages Processed		501-1,000 Pages Processed		1,001-5,000 Pages Processed		More than 5,000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
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

Section 9: Complaints and Investigation Notices Received

9.1 Investigations

Section 31	Section 33	Section 35	Court Action	Total
14	23	9	1	47

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

10.1 Privacy Impact Assessments (PIAs)

Number of PIAs completed	0
Number of PIAs modified	0

10.2 Institution-specific and Central Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	16	0	0	1
Central	0	0	0	0
Total	16	0	0	1

Section 11: Privacy Breaches

11.1 Material Privacy Breaches Reported

Number of material privacy breaches reported to TBS	0
Number of material privacy breaches reported to OPC	0

11.2 Non-Material Privacy Breaches

Number of non-material privacy breaches	0
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Section 12: Resources Related to the *Privacy Act*

11.1 Allocated Costs

Expenditures	Amount
Salaries	\$974,799
Overtime	\$1,095
Goods and Services	\$115
▪ Professional services contracts	\$0
▪ Other	\$115
Total	\$976,009

11.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	10,000
Part-time and casual employees	0,000
Regional staff	0,000
Consultants and agency personnel	0,000
Students	0,000

Total	10,000
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Note: Enter values to three decimal places.

ANNEX C



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

Name of institution: Canadian Security Intelligence Service (CSIS)

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

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

1.1 Enter the number of weeks your institution was able to receive ATIP requests through the different channels.

	Number of Weeks
Able to receive requests by mail	52
Able to receive requests by email	0
Able to receive requests through the digital request service	52

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

2.1 Enter the number of weeks your institution was able to process paper records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Paper Records	0	8	44	52
Protected B Paper Records	0	8	44	52
Secret and Top Secret Paper Records	0	8	44	52

2.2 Enter the number of weeks your institution was able to process electronic records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Electronic Records	0	8	44	52
Protected B Electronic Records	0	8	44	52

Secret and Top Secret Electronic Records	0	8	44	52
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Section 3: Open Requests and Complaints under the *Access to Information Act*

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

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2022	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	162	0	162
Received in 2020-2021	0	11	11
Received in 2019-2020	0	2	2
Received in 2018-2019	0	1	1
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016 or earlier	0	0	0
Total	162	14	176

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

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2021-2022	21
Received in 2020-2021	20
Received in 2019-2020	13
Received in 2018-2019	6

Received in 2017-2018	1
Received in 2016-2017	1
Received in 2015-2016 or earlier	6
Total	68

Section 4: Open Requests and Complaints under the *Privacy Act*

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

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2022	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	50	9	59
Received in 2020-2021	0	6	6
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016 or earlier	0	0	0
Total	50	15	65

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

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2021-2022	7
Received in 2020-2021	8

Received in 2019-2020	1
Received in 2018-2019	1
Received in 2017-2018	1
Received in 2016-2017	5
Received in 2015-2016 or earlier	0
Total	23

Section 5: Social Insurance Number (SIN)

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