



Canadian Security  
Intelligence Service

Service canadien du  
renseignement de sécurité



# Administration of the *Access to Information Act*

2024–2025 Annual Report

Canada 

Cat. No.: PS71-3E-PDF  
ISSN: 2819-1293

Photography: © CSIS Photography and Gettyimages.ca  
© His Majesty the King in Right of Canada, as represented by the Minister of Public Safety, 2025.

Published in September 2025.

Aussi disponible en français sous le titre : *Administration de la Loi sur l'accès à l'information : Rapport annuel 2024-2025.*

# Table of contents

1. 2024–2025 highlights .....	4
2. Summary .....	4
3. Introduction.....	5
4. CSIS mandate .....	6
5. Organizational structure .....	6
6. Delegation order.....	8
7. Interpretation of the 2024–2025 Statistical Report for requests under the <i>Access to Information Act</i> .....	8
7.1 - Sources of requests.....	10
7.2 - Disposition of completed requests .....	10
7.3 - Deemed refusals.....	11
7.4 - Extensions .....	11
7.5 - Exemptions and exclusions invoked .....	12
7.6 - Consultations received from other Government of Canada institutions .....	13
7.7 - Other requests.....	14
8. Proactive publication under Part 2 of the ATIA .....	15
9. Training and awareness .....	16
10. Policies, guidelines, procedures and initiatives .....	17
11. Initiatives and projects to improve access to information .....	17
12. Issues and actions taken on complaints or audits.....	17
13. Monitoring compliance.....	19
14. Fees.....	19
Annex A: Delegation Order .....	21
Annex B: 2024–2025 Statistical Report on the Administration of the <i>Access to Information Act</i> .....	23
Annex C: 2024-2025 Supplemental Statistical Report.....	37

# 1. 2024–2025 highlights

- During the 2024–2025 fiscal year, the **on-time compliance** rates for *Access to Information Act* requests stood at 77%.
- **373 Access to Information Act requests** were received during the 2024–2025 fiscal year (55% decrease from the 2023–2024 fiscal year).
- **35,726 pages reviewed** during the 2024–2025 fiscal year (consistent with the number of pages reviewed last fiscal year).
- **1,054 informal requests** were received during the 2024–2025 fiscal year (57% increase from the 2023–2024 fiscal year).



# 2. Summary

This reporting period marked the 40th anniversary of the Canadian Security Intelligence Service (CSIS) that has, since 1984, 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.

Security threats facing Canada and its allies continued to increase in complexity, intensity, velocity and volume in 2024–2025. As international conflicts persist, there are increasing threats from foreign nations seeking to undermine Canada’s security, economic prosperity and democracy through acts of foreign interference, coercion, and espionage. Despite successful high profile terrorism-related arrests this past year, the trajectory of terrorism threat trends is concerning. Canada also faces pressures from the impact of new technologies such as encryption and generative artificial intelligence, requiring Canada to keep pace in their adoption, and our understanding of the varied opportunities and risks. The ever-evolving and persistent threat environment requires a nimble and dynamic operational approach.

Within this context, CSIS remains committed to being as transparent with Canadians as possible, while protecting national security sensitivities and privileged information. It is, in part, through the Access to Information and Privacy (ATIP) program that we achieve this transparency, a program that has performed very well and has had, historically, high on-time compliance rates. More recently, and over the last year in particular, the CSIS ATIP program has faced a number of challenges and workload pressures, which has resulted in a drop in performance. For example, while the 2023–24 ATI on-time compliance rate was 96%, it now stands at 77%, while *Privacy Act* on-time compliance has fallen from 96% to 66%. There are a number of factors at play; however, this drop is largely attributable to a massive 124% increase in requests under the *Privacy Act* by individuals seeking the status of immigration and citizenship applications. As a comparatively small ATIP unit where the analysts are generalized, this significant and rapid increase in immigration-related *Privacy Act* requests has resulted in a drop in overall on-time compliance under both the *Privacy Act* and *Access to Information Act* (ATIA).

The ATIP Section’s management team is actively examining a variety of options to deal with some of these pressures. This includes:

- leveraging partnerships, and reviewing and streamlining consultation processes, such as with Library Archives Canada (LAC), where we are managing a significant backlog of historical files;
- examining better, more direct ways to address client requirements for information regarding their immigration process;
- using technology as a source of efficiencies, including the introduction of a new case management software system, and moving towards full digitization of our internal business processes; and,
- in terms of human resources, undertaking a number of staffing strategies in order to fill the current capacity gaps and in support of succession planning in the coming years, with some retirements on the horizon.

The collective impact of the aforementioned lines of efforts are expected—with time—to yield some efficiencies in processing time and improve on-time compliance rates. However, the sheer volumes are such that the backlog of unopened and unprocessed immigration-related *Privacy Act* requests will continue to grow, as will non-compliance with legislated timelines.

### **3. Introduction**

The ATIA provides Canadian citizens, as well as individuals and corporations present in Canada, the right to access federal government records of a non-personal nature. The government balances the public’s right of access to information against the legitimate need to protect sensitive information. The ATIA complements, but does not replace, other means of obtaining government information.

CSIS prepared this report for tabling in Parliament according to section 94 of the *Access to Information Act*. It covers the way in which CSIS administered the ATIA from April 1, 2024, to March 31, 2025.

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

## **4. CSIS mandate**

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. CSIS also provides security assessments on individuals who require site 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*. CSIS conducts foreign intelligence collection within Canada at the request of the Minister of Foreign Affairs or the Minister of National Defence.

In 2024 Bill C-70, *An Act respecting countering foreign interference*, updated the CSIS Act in a significant way, providing the basis for some of its operational activities to keep pace with advances in technology and significantly increasing its ability to engage with stakeholders outside the Government of Canada.

## **5. Organizational structure**

In 2024–2025, the ATIP Section remained under the Deputy Director, Policy and Strategic Partnerships Directorate. The employees of the ATIP Section are fully dedicated to the administration of both the ATIA and the *Privacy Act* programs within CSIS, providing high quality responses to internal and external clients, including to other government departments, as well as providing advice to CSIS employees as they fulfill their obligations under both acts. The CSIS Legal Services Branch, staffed by Department of Justice of Canada lawyers, provides legal advice as required.

The Director General of the Litigation and Disclosure Branch, within the Directorate, is supported by the Chief (Coordinator), ATIP Section. There are three key units, namely the ATIP Intake/Governance Unit and two ATIP operational units. These units worked together to process ATIP requests in accordance with legislation, regulations, policies and directives. Their responsibilities include:

- receiving and processing all requests in accordance with the ATIA;
- assisting requesters in formulating their requests when required;
- gathering all pertinent records and ensuring rigorous and complete searches;

- conducting the initial review of records and providing recommendations to program areas;
- applying all discretionary and mandatory exemptions under the ATIA;
- conducting and responding to all internal and external consultations;
- consolidating recommendations;
- assisting the Office of the Information Commissioner (OIC) in all access-related matters including complaints against CSIS;
- representing CSIS in litigation cases;
- preparing the Annual Report on the Administration of the *Access to Information Act*;
- providing ongoing advice and guidance to senior management and CSIS staff on all matters related to the ATIA;
- ensuring all employees are aware of the obligations imposed by the legislation;
- monitoring changes to procedures/policies and court cases impacting the ATIA; and
- participating in ATIP community activities, such as Treasury Board of Canada Secretariat (TBS) ATIP community meetings and various working groups.

The ATIP Section is comprised of 22 full-time and one part-time term position at various levels. These positions included one chief (coordinator), one deputy chief, two unit heads, two senior analysts, 12 analysts, three ATIP officers, one researcher and one part-time term analyst. One senior analyst, one analyst and the part-time term analyst worked solely on ATIA consultations from LAC for historical records of the Royal Canadian Mounted Police (RCMP) Security Service. The other senior analyst's responsibilities included proactive publication obligations under Part 2 of the ATIA. Some of these positions were vacant during the reporting period and, overall, the ATIP Section's vacancy rate stood at 18%. This situation is complicated by challenges with recruitment and staffing, where attracting ATIP analysts to CSIS, given the unique work requirements, is difficult, and the hiring process is lengthy. The ATIP unit also experienced a disruption in leadership, with the Coordinator reassigned to support other priority areas temporarily (a new CSIS ATIP coordinator started in March 2025).

As defined under Section 96 of the ATIA, CSIS did not provide or receive services related to any power, function to or from another government institution during this reporting period.

## 6. Delegation order

Pursuant to subsection 73(1) of the *Privacy Act*, the Minister of Public Safety, Democratic Institutions and Intergovernmental Affairs delegated the powers, duties and functions for the administration of the ATIA to CSIS employees in the following positions:

- Director,
- Deputy Director, Policy and Strategic Partnerships,
- Director General, Litigation and Disclosure Branch,
- Chief, ATIP Section,
- Deputy Chief, ATIP Section,
- Unit Head, ATIP Section (limited authority).

The Delegation Order (Annex A) issued by the Honourable Dominic LeBlanc, P.C., K.C., M.P., on April 25, 2024, remained in effect at the end of this reporting period. Following the 2025 federal election and the subsequent appointment of the Honourable Gary Anandasangaree, P.C., M.P., as Minister of Public Safety, a new delegation order will be included in the 2025–2026 *Privacy Act* annual reporting.

## 7. Interpretation of the 2024–2025 Statistical Report for requests under the *Access to Information Act*

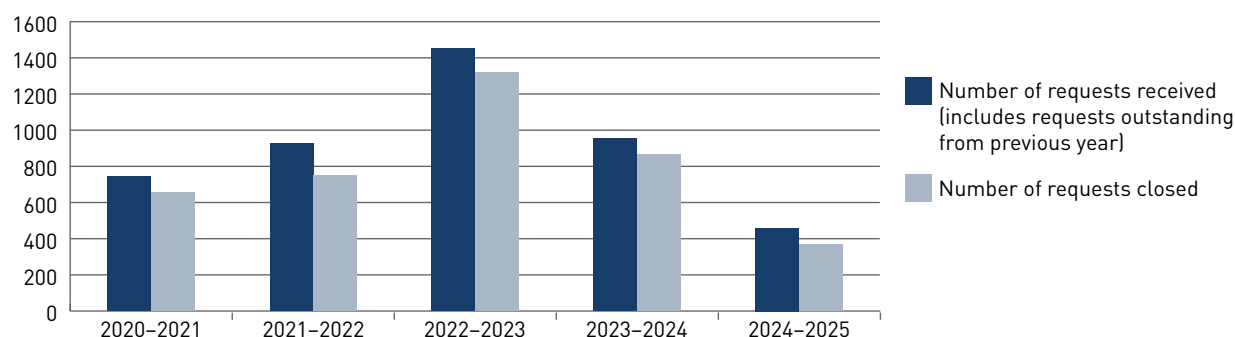
Every year, TBS requires institutions to submit a statistical report on their administration of the ATIA, which contains cumulative data on the application of the legislation during the fiscal year. The CSIS Statistical Report for 2024–2025 as well as the Supplemental Report are included in Annex B and Annex C of this report. The statistics included in this report have been rounded to the nearest decimal point.

**Table 1. Overview of the 2024–2025 statistics on CSIS administration of access to information 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
2024–2025	373	87	367	93	35,726	9,627	77%
2023–2024	822	132	867	87	35,402	13,298	91%
2022–2023	1,276	176	1,320	132	76,424	28,476	91%
2021–2022	844	84	752	176	45,243	17,428	94%



**Figure 1. Multi-year trend: Number of requests received vs. number of requests closed**



As indicated in table 1, CSIS received 373 requests under the ATIA between April 1, 2024, and March 31, 2025. This represents a 55% decrease from requests received during the previous reporting period. Despite the decrease in ATIA requests, the CSIS ATIP Section reviewed 35,726 pages, which is an increase from the 35,402 pages reviewed in 2023–2024.

The decrease in ATIA requests is largely due to *Extension Order No. 3* under the *Privacy Act*. In July 2022, legislation granted non-Canadians outside of Canada the right to gain access to their information and to complain to the Privacy Commissioner of Canada with respect to the exercise of these rights. This allowed foreign nationals to make requests under the *Privacy Act*, which has stricter statutory timelines than the ATIA, and no cost. As such, requesters favored making requests under the *Privacy Act* rather than the ATIA. Since the introduction of Universal Access, the ATIP Section has seen a drastic shift in requests previously made under the ATIA to requests made under the *Privacy Act*.

CSIS had 87 outstanding requests at the end of the 2023–2024 reporting period. Of those 87 requests, CSIS received 67 during the 2023–2024 fiscal year and 20 prior to April 1, 2023. As of the end of the 2024–2025 fiscal year, CSIS ATIP carried over 93 requests to the next fiscal year (see section 1.1 of Annex C). A total of 83% of those open requests were within their legislated timelines as of March 31, 2025 and 16% were beyond their legislated timelines as of that same date.

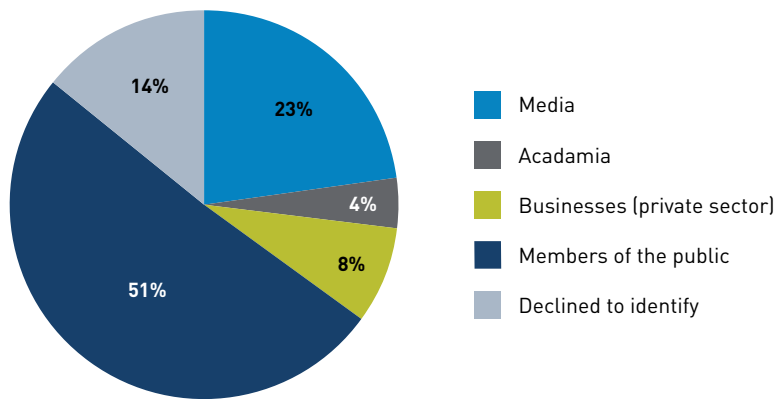
**Table 2. Number of open requests outstanding from previous reporting periods (section 1.1 of Annex C)**

Fiscal year open requests were received	Open requests that are <i>within</i> legislated timelines as of March 31, 2025	Open requests that are <i>beyond</i> legislated timelines as of March 31, 2025	Total
2024–2025	77	3	80
2023–2024	0	8	8
2022–2023	0	3	3
2021–2022	0	2	2
2021 or earlier	0	0	0
<b>Total</b>	<b>77</b>	<b>16</b>	<b>93</b>

## 7.1 - Sources of requests

The 373 requests received during this reporting period came from various sources. A total of 51% of requests came from members of the public; primarily those who sought to determine whether CSIS had investigative information on them or those seeking the status of their citizenship and immigration application. A total of 8% of requests came from businesses such as law offices looking for access to the immigration and citizenship information of their clients. A total of 23% of requests came from members of the media, 4% came from academics, and 14% of requesters declined to identify. Finally, 98% of requests received were submitted through the ATIP Online Request Service (AORS).

**Figure 2 - Sources of requests**



## 7.2 - Disposition of completed requests

The ATIP Section successfully closed 367 requests during the 2024–2025 reporting period: 11% within 1 to 15 days, 36% within 16 to 30 days, 18% within 31 to 60 days, 17% within 61 to 120 days and 18% took over 121 days. Of the records relevant to these requests, 50% were disclosed in part, 19% were all exempted, 20% did not exist, 2% were transferred or abandoned and for 8%, the existence of records could neither be confirmed nor denied. One request was declined with the approval of the Information Commissioner for being vexatious, submitted out of bad faith or an abuse of right.

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

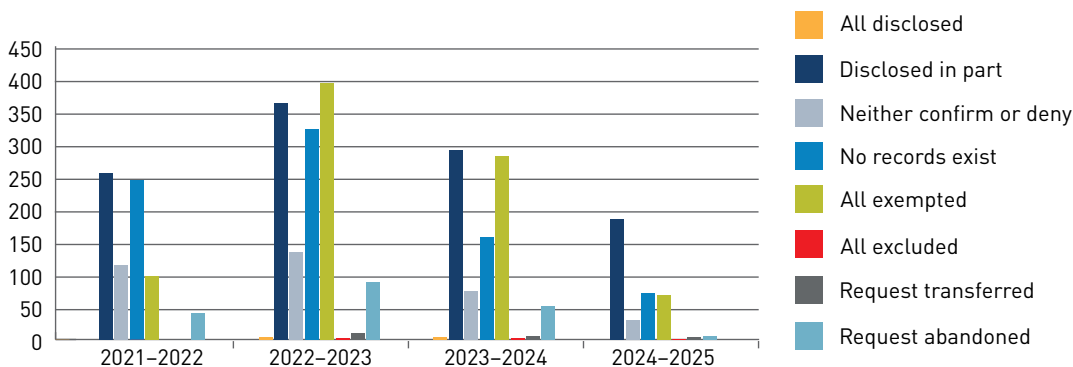
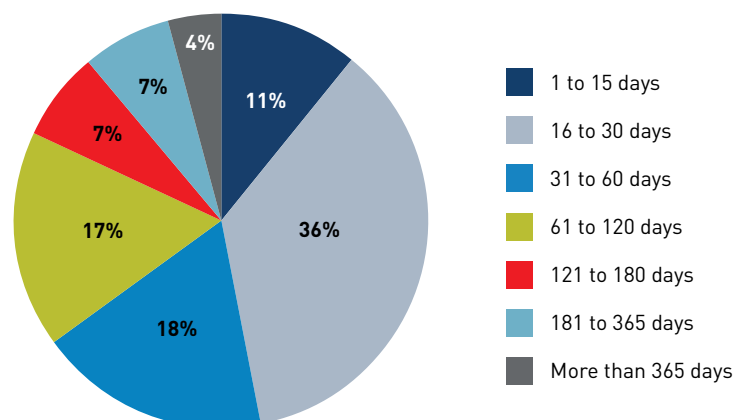


Figure 4 - Completion time



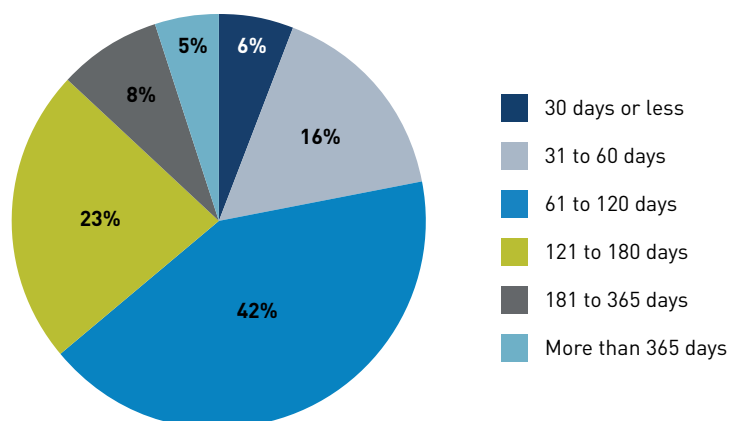
### 7.3 - Deemed refusals

Out of the 367 requests closed during this reporting period, the ATIP Section successfully closed 282 requests (77%) within the legislated timelines; however, the remaining 85 requests (23%) were closed past the legislated timelines. Of those 85 requests, extensions were taken on 25%. The main reasons for requests closed past their legislated timelines were the need to consult other government departments on classified records, the interference with operations and the drastic increase in overall workload without additional resources.

### 7.4 - 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 CSIS operations. CSIS ATIP had increasing difficulty adhering to legislated timelines and required more lengthy, extensions. The difficulty adhering to the timelines continues to be a direct result of the massive increase of *Privacy Act* requests and the shortage of resources. Throughout the reporting period, extensions were taken on 140 requests. Of the extensions taken, 95% were due to the interference with CSIS operations and/or increase in workload and 5% were due to CSIS' need to consult various other government departments on classified records. Timelines were extended by less than 60 days in 32% of cases, between 61 to 120 days in 42% of cases and by more than 121 days in 36% of cases.

**Figure 5 - Length of extensions**



## 7.5 - Exemptions and exclusions invoked

The ATIA allows institutions to exempt information from being released for a variety of reasons. The ATIP Section invoked 1,693 exemptions under the ATIA during the reporting period.

**Table 3. Breakdown of the exemptions used**

Section of the ATIA	Type of exemption	Number of times
Section 13	Records obtained in confidence from other levels of government	47
Section 15	Records expected to be injurious to the Government of Canada in the conduct of international affairs, the defence of Canada and subversive activities	334
Section 16	Records containing law enforcement, investigations and security information	615
Section 17	Records expected to threaten the safety of individuals	3
Section 19	Records containing personal information	218
Section 20	Records containing third-party information	1
Section 21	Records containing information related to the internal decision-making processes of government	78
Section 22	Records containing test procedures, tests and audits	3
Section 23	Records related to solicitor-client privilege	18
Section 24	Records where there are statutory prohibitions against disclosure	242
Section 26	Records where information is to be published within 90 days	3

The ATIA does not apply to information already publicly available and excludes material such as Cabinet confidences. The ATIP Section invoked exclusions under the ATIA 60 times.

**Table 4. Breakdown of exclusions used**

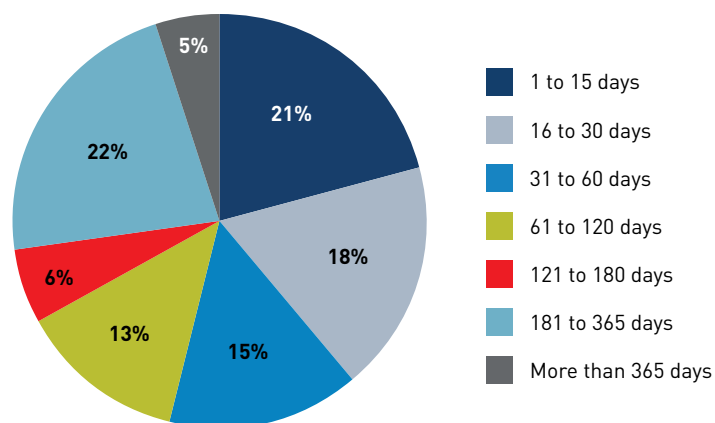
Section of the ATIA	Exclusion type	Number of times
Section 68	Information that could be found in the public domain	13
Section 69	Confidences of the King's Privy Council for Canada	47

## 7.6 - Consultations received from other Government of Canada institutions

During the 2024–2025 fiscal year, CSIS received 311 access to information consultation requests involving CSIS records or information, totaling 55,708 pages to review, from various Government of Canada institutions. There was a 10% increase in consultation requests this fiscal year. CSIS ATIP had 208 outstanding consultation requests from the 2023–2024 fiscal year (179,467 pages to review) and carried over 228 consultation requests (221,878 pages to review) to the next reporting period. The large majority of the consultation requests carried over to the 2025–2026 fiscal year were from LAC. These consultations involve an immense number of pages to review and contain dated RCMP and CSIS security intelligence files, as well as complex and sensitive information. The ATIP Section completed the review of historical consultations based on the requirements and priorities of LAC. Regular communications between both institutions continued to take place during this reporting period. CSIS continuously strives to address the backlog of LAC consultations and is committed to exploring adjustments to the process in the next reporting period. CSIS ATIP will work collaboratively with LAC to address the backlog.

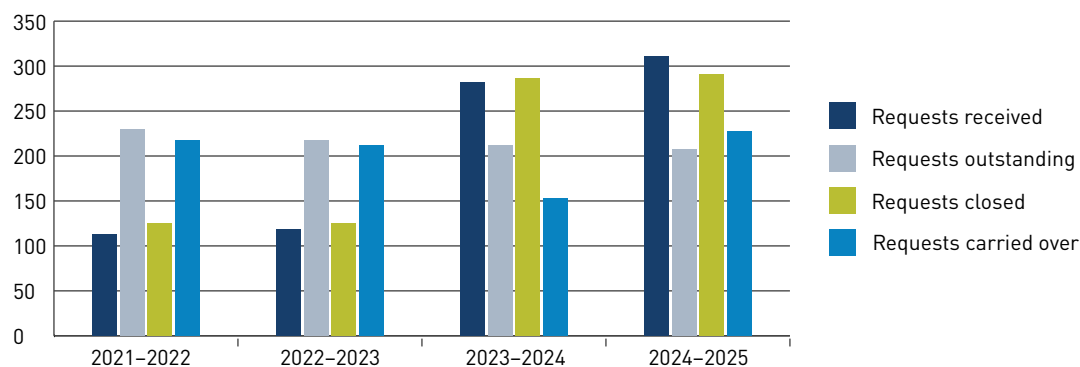
Throughout the 2024–2025 reporting period, the ATIP Section closed 291 consultation requests totaling 13,297 pages reviewed. Recommendations were provided to institutions in less than 30 days for 39% of consultation requests. The following figure represents the number of days required to complete consultation requests.

**Figure 6 – Completion time for consultations received from other Government of Canada institutions**

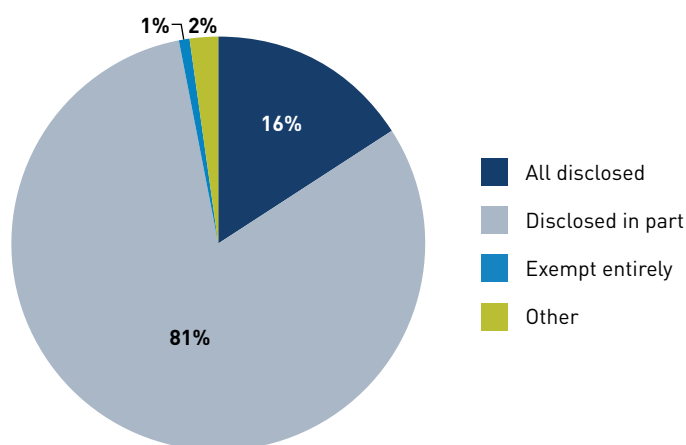


The following figure demonstrates the trends on CSIS' consultation requests during the past four fiscal years.

**Figure 7 - Multi-year trend: Consultations received from other federal institutions**



**Figure 8 - Recommendations for consultations received from other Government of Canada institutions**



## 7.7 - Other requests

The ATIP Section received 1,060 informal requests (not subject to the ATIA) during this reporting period. However, the significant increase in formal *Privacy Act* requests resulted in the inability to respond in a timely manner. Limited resources, competing priorities, and the administrative burden of informal requests limited the Section’s ability to process these types of requests in a reasonable timeframe. Only 1% of informal requests were closed this fiscal and the remaining 99% were carried over to the next reporting period. Prioritization exercises taking into account the limited resources resulted in CSIS ATIP processing formal requests over informal requests.

The ATIP Section also acted as a resource for CSIS employees, including executives, by offering advice and guidance further to provisions in the legislation. The ATIP Section provided assistance over 226 times on a variety of matters including, but not limited to, information management, security of information, policies, memorandum of understandings, question period notes and releases of information made by CSIS outside the parameters of the ATIA.

Throughout 2024–2025, the ATIP Section continued to receive telephone calls and emails from the public seeking direction on how to obtain information and/or how to submit a request under

the ATIA. The administration team in the ATIP Section provided guidance in a professional manner and often directed these individuals to the ATIP Online Request Service website for additional information.

## 8. Proactive publication under Part 2 of the ATIA

CSIS is a government institution as listed in Schedule 1.1 of the *Financial Administration Act* for the purposes of Part 2 of the ATIA. The office of the Minister of Public Safety is responsible for the fulfillment of sections 74 to 78 of the ATIA while CSIS is subject to sections 82 to 88. CSIS did not proactively publish information relating to travel and hospitality expenses, contracts over \$10,000 or grants and contributions over \$25,000. It relied on sections 90 (1) and (2) of the ATIA to refuse publication of such records for reasons set out in Part 1 of the ATIA. The CSIS ATIP section is responsible for the fulfillment of proactive publication requirements.

**Table 5. Proactive publication requirements**

Legislative requirement	Section of the ATIA	Publication timeline	Institutional requirement (Y/N)	% published within the legislated timelines	Link to webpage
<b>All government institutions as defined in section 3 of the ATIA</b>					
Travel expenses	82	Within 30 days after the end of the month of reimbursement	Y (however, relies on Section 90)	N/A	N/A
Hospitality expenses	83	Within 30 days after the end of the month of reimbursement	Y (however, relies on Section 90)	N/A	N/A
Reports tabled in Parliament	84	Within 30 days after tabling	Y	100%	<a href="#">Briefing Material - Canada.ca</a>
<b>Government entities or departments, agencies, and other bodies subject to the ATIA and listed in schedules I, I.1, or II of the <i>Financial Administration Act</i></b>					
Contracts over \$10,000	86	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	Y (however, relies on Section 90)	N/A	N/A
Grants and contributions over \$25,000	87	Within 30 days after the quarter	Y (however, relies on Section 90)	N/A	N/A
Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment	Y	0%	<a href="#">Briefing Material - Canada.ca</a>
Titles and reference numbers of memoranda prepared for a deputy head or equivalent, that is received by their office	88(b)	Within 30 days after the end of the month received	Y	17%	<a href="#">Briefing Note Titles and Numbers</a>

**Table 5. Proactive publication requirements (CONTINUED)**

Legislative requirement	Section of the ATIA	Publication timeline	Institutional requirement (Y/N)	% published within the legislated timelines	Link to webpage
Packages of briefing materials prepared for a deputy head or equivalent's appearance before a committee of Parliament	88(c)	Within 120 days after appearance	Y	25%	<a href="#">Briefing Material - Canada.ca</a>
<b>Government institutions that are departments named in Schedule I of the <i>Financial Administration Act</i> or portions of the core public administration named in Schedule IV of the ATIA (i.e. government institutions for which Treasury Board is the employer)</b>					
Reclassification of positions	85	Within 30 days after the quarter	Y (however, relies on Section 90)	N/A	N/A

During the fiscal year, CSIS proactively published 70 titles and reference numbers of memoranda prepared for the Director and received by his office on the Open Government Portal. CSIS continued to fall behind in the proactive publication of briefing materials prepared for the Director's appearances in Parliament. The limited resources and the increase in requests under the *Privacy Act* made it challenging to meet proactive publication requirements. Despite this, CSIS was able to meet its proactive publication obligations 42% of the time. During the reporting period, there were 13 requests made under the ATIA further to the proactive publication of briefing note titles and reference numbers. These requests will continue to increase as CSIS continues to deliver on its obligations under Part 2 of the ATIA.

The ATIP Section was unable to turn its attention to improving its administrative procedures to meet proactive publication requirements. While a dedicated resource within the ATIP Section was responsible for proactive publication, their focus shifted to the processing of formal ATIA requests. Despite this, CSIS strives to improve the way it provides Canadians with complete, accurate and timely government information.

## **9. Training and awareness**

During this fiscal year, the employees of the CSIS ATIP Section and the Privacy Unit participated in a variety of deep dive sessions offered by TBS' ATIP Professionals Community Development Office. The ATIP section continued to encourage its employees to explore other training opportunities including a variety of courses offered by CSIS, the Canada School of Public Service and other venues.

The ATIP Section continued to offer its awareness sessions through ATIP e-learning narrated slides. These form part of the employee orientation program, which is required for all new employees. All other CSIS employees have the ability to reference the narrative slides at any given time through an e-learning application. The narrated slides provided participants with an overview of the *Privacy Act* and the ATIA, promoted a better comprehension of individual responsibilities and obligations relating to the acts, and offered a greater understanding of the



internal ATIP process. During the 2024–2025 fiscal year, 161 CSIS employees viewed the ATIP online module.

Through the 2024–2025 reporting period, the ATIP Section offered only limited in-person training sessions due to competing priorities. However, CSIS ATIP provided regular advice on the requirements of the ATIA to CSIS employees.

## **10. Policies, guidelines, procedures and initiatives**

---

The CSIS ATIP Section revised its procedures multiple times throughout the reporting period to deal with the drastic increase in immigration/citizenship-related requests. The amendments made to the procedures were, in most part, administrative. Because of the digitization initiative of the CSIS Information Management Branch, CSIS ATIP reviewed its workflow processes to support a shift from a paper-based environment to a digital environment. The ATIP Section responded to requesters via email rather than mailing paper or CD responses. This initiative improved the delivery of timely responses to Canadians and contributed to CSIS' goal to decrease its reliance on paper.

The ATIP Section did not implement any policies related to any other access to information matters this fiscal year.

## **11. Initiatives and projects to improve access to information**

---

The CSIS ATIP Section was on-boarded to TBS' ATIP Online Request Service (AORS) and the ATIP Online Management Tool (AOMT) in 2023. The purpose of the AOMT is to improve service delivery to requesters; however, CSIS ATIP struggled to use it to its full capabilities. The AOMT continued to be extremely slow and required too many repetitive actions. The challenges brought forth by the AOMT combined with the drastic increase in requests this fiscal year, made it unmanageable for the team to respond/close requests through the portal. Despite several updates to the AOMT, the ATIP Section continued to have difficulties with its efficiency.

The CSIS ATIP Section turned its attention to the evaluation of current and future needs to select the best option for the new Request Processing Software Solution (RPSS). Further to various discussions with the ATIP community and lessons learned from those who were in the implementation stage, CSIS ATIP committed to the procurement and implementation of the new RPSS during the next reporting period.

## **12. Issues and actions taken on complaints or audits**

---

Section 30 (1) of the ATIA provides requesters with the right to file a complaint with the OIC if they are not satisfied with the response to their access to information request. Reasons for

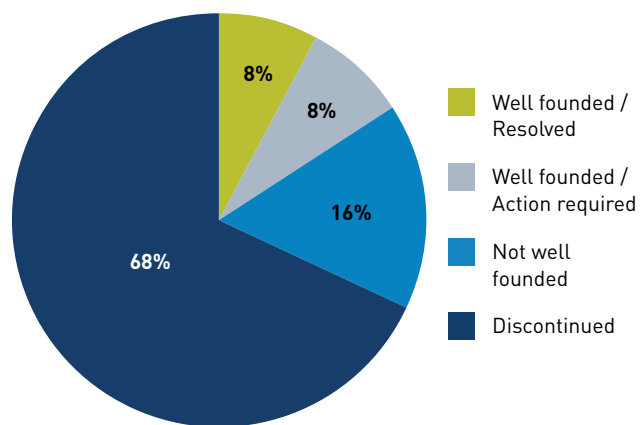
complaints could include delays in receiving a response, refusal of an institution to disclose records, missing/withheld information, extensions, etc. Thirty-six new complaints were registered with the OIC during the 2024–2025 fiscal year. This represents 10% of the total number of ATIA requests received throughout the fiscal year.

**Table 6. Reasons for complaints**

Reasons for complaints	Number of new complaints
Delay (deemed refusal)	15
Extension	7
Refusal – General	5
Miscellaneous	9
<b>Total</b>	<b>36</b>

The OIC ceased, discontinued or refused to investigate 35 complaints. OIC investigators issued their findings on 16 complaints during the reporting period. Further to their investigations, the OIC determined that eight were not well founded, four were well founded and resolved and four were deemed well founded and the subject of a Section 37(1) initial report. CSIS resolved the well-founded complaints by making every effort to comply with the recommendations of the OIC.

**Figure 9 – Findings for closed complaints**



CSIS had 18 open complaints at the end of the 2024–2025 reporting period. The following table shows the number of open complaints that were outstanding from previous reporting periods (see Annex C - section 1.2 of the Supplemental Statistical Report on the ATIA and *Privacy Act*).

**Table 7. Number of open complaints that were outstanding from previous reporting periods**

Fiscal year open complaints were received	Number of open complaints
2024–2025	12
2023–2024	4
2022–2023	1
2021–2022	0
2020–2021	1
2019–2020 or earlier	0

CSIS continues to work closely with the OIC in order to resolve complaints in an efficient and timely manner. To quickly resolve complaints and when possible, the ATIP Section conducted new searches, disclosed additional information and/or provided detailed representations on various exemptions. CSIS reviews the outcome of all investigations by the OIC and where appropriate, integrates lessons learned into corporate processes. The CSIS ATIP Section prides itself on providing excellent service and a proactive approach.

There were no audits conducted during the reporting period.

There were no court actions filed against CSIS relating to the ATIA during the reporting period.

## **13. Monitoring compliance**

There is a robust case monitoring system in place using reports produced by the ATIP case management software. The Chief, the Deputy Chief and the Unit heads on a daily basis, monitor ATIA requests, the need for inter-institutional consultations and proactive publication requirements. The ATIP Chief (Coordinator) conveys compliance issues to the Director General, Litigation and Disclosure Branch when required.

## **14. Fees**

The *Service Fees Act* requires a responsible authority to report annually to Parliament on the fees collected by an institution. With respect to fees collected under the ATIA, the information below is reported in accordance with the requirements of section 20 of the *Service Fees Act*. The \$5 application fee is the only fee that can be charged under the ATIA. During the 2024–2025 fiscal year, the total fee revenue for CSIS was \$1,710.

In accordance with the Interim Directive on the Administration of the Act, issued on May 5, 2016, and the changes to the ATIA that came into force on June 21, 2019, CSIS waived all fees prescribed by the ATIA and the Regulations, other than the \$5 application fee set out in paragraph 7(1)(a) of the Regulations. Fees waived by CSIS totaled \$155.





## **Annex A: Delegation Order**

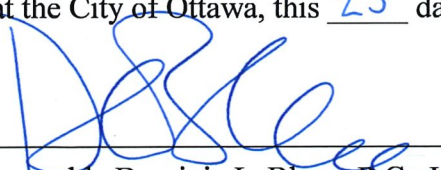
## ***Access to Information Act Delegation Order***


The Minister of Public Safety, Democratic Institutions and Intergovernmental Affairs pursuant to section 95 (1) of the *Access to Information Act (Act)*, hereby delegates to the persons holding the positions set out in the Schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions as the head of the Canadian Security Intelligence Service (CSIS), under the provisions of the *Act* and related regulations set out in the Schedule opposite each position. This designation replaces all previous delegation orders.

### **Schedule**

<b>Positions</b>	<b>Authorities Under the <i>Access to Information Act</i> and Regulations</b>
Director Deputy Director, Policy and Strategic Partnerships Director General, Litigation and Disclosure Chief, Access to Information and Privacy (ATIP) Deputy Chief, ATIP	Full authority
Unit Head, ATIP	Authority limited to section 9 (extension of time limits) and to determinations in relation to information collected under section 15 of the <i>CSIS Act</i>

Dated, at the City of Ottawa, this 25 day of April 2024.

  
 \_\_\_\_\_  
 The Honourable Dominic LeBlanc, P.C., K.C., M.P.  
 Minister of Public Safety, Democratic Institutions and Intergovernmental Affairs



**Annex B:  
2024–2025  
Statistical Report on  
the Administration of the  
*Access to Information Act***

**Name of institution:** Canadian Security Intelligence Service (CSIS)

**Reporting period:** 2024-04-01 to 2025-03-31

## Section 1: Requests under the *Access to Information Act*

### 1.1 Number of requests

		Number of requests
Received during the reporting period		373
Outstanding from previous reporting periods		87
• Outstanding from previous reporting period	67	
• Outstanding from more than one reporting period	20	
<b>Total</b>		<b>460</b>
Closed during reporting period		367
Carried over to next reporting period		93
• Carried over within legislated timeline	77	
• Carried over beyond legislated timeline	16	

### 1.2 Sources of requests

Source	Number of requests
Media	87
Academia	14
Business (private sector)	28
Organization	1
Public	189
Decline to Identify	54
<b>Total</b>	<b>373</b>

### 1.3 Channels of requests

Source	Number of requests
Online	367
E-mail	4
Mail	2
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>373</b>



## Section 2: Informal requests

### 2.1 Number of informal requests

		Number of requests
Received during the reporting period		1,060
Outstanding from previous reporting periods		250
• Outstanding from previous reporting period	215	
• Outstanding from more than one reporting period	35	
<b>Total</b>		<b>1,310</b>
Closed during reporting period		11
Carried over to next reporting period		1,299

### 2.2 Channels of informal requests

Source	Number of requests
Online	1,054
E-mail	6
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>1,060</b>

### 2.3 Completion time of informal requests

Completion time							
1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
0	2	2	6	0	0	0	11

### 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
0	0	0	0	0	0	0	0	0	0

## 2.5 Pages re-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 re-released	Number of requests	Pages re-released	Number of requests	Pages re-released	Number of requests	Pages re-released	Number of requests	Pages re-released
7	226	1	345	2	1,544	1	1,194	0	0

## Section 3: Applications to the Information Commissioner on declining to act on requests

	Number of requests
Outstanding from previous reporting period	0
Sent during reporting period	1
<b>Total</b>	<b>1</b>
Approved by the Information Commissioner during reporting period	1
Declined by the Information Commissioner during reporting period	0
Withdrawn during reporting period	0
Carried over to next reporting period	0

## Section 4: Requests closed during the reporting period

### 4.1 Disposition and completion time

Disposition of requests	Completion time							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
All disclosed	0	0	0	0	0	0	0	<b>0</b>
Disclosed in part	5	35	37	45	25	26	12	<b>185</b>
All exempted	15	29	12	12	1	0	0	<b>69</b>
All excluded	0	1	0	0	0	0	0	<b>1</b>
No records exist	13	41	10	7	1	0	0	<b>72</b>
Request transferred	3	1	0	0	0	0	0	<b>4</b>
Request abandoned	4	1	0	0	0	0	0	<b>5</b>
Neither confirm nor denied	0	24	6	0	0	0	0	<b>30</b>

## 4.1 Disposition and completion time (CONTINUED)

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	
Declined to act with the approval of the Information Commissioner	0	0	1	0	0	0	0	1
<b>Total</b>	<b>40</b>	<b>132</b>	<b>66</b>	<b>64</b>	<b>27</b>	<b>26</b>	<b>12</b>	<b>367</b>

## 4.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests	Section	Number of requests
13(1)(a)	32	16(2)	7	18(a)	0	20.1	0
13(1)(b)	1	16(2)(a)	1	18(b)	0	20.2	0
13(1)(c)	9	16(2)(b)	1	18(c)	0	20.4	0
13(1)(d)	5	16(2)(c)	6	18(d)	0	21(1)(a)	38
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	37
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	2
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	1
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	3
15(1)	105	16.1(1)(d)	0	19(1)	218	22.1(1)	0
15(1) – I.A.*	3	16.2(1)	0	20(1)(a)	0	23	18
15(1) – Def.*	2	16.3	0	20(1)(b)	1	23.1	0
15(1) – S.A.*	224	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	242
16(1)(a)(i)	206	16.4(1)(b)	0	20(1)(c)	0	26	3
16(1)(a)(ii)	1	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	136	16.6	0				
16(1)(b)	24	17	3				
16(1)(c)	233						
16(1)(d)	0						

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

## 4.3 Exclusions

Section	Number of requests	Section	Number of requests	Section	Number of requests
68(a)	13	69(1)	0	69(1)(g) re (a)	9
68(b)	0	69(1)(a)	2	69(1)(g) re (b)	4
68(c)	0	69(1)(b)	1	69(1)(g) re (c)	7

### 4.3 Exclusions (CONTINUED)

Section	Number of requests	Section	Number of requests	Section	Number of requests
68.1	0	69(1)(c)	1	69(1)(g) re (d)	8
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	9
68.2(b)	0	69(1)(e)	2	69(1)(g) re (f)	4
		69(1)(f)	0	69.1(1)	0

### 4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
29	156	0	0	0	0

### 4.5 Complexity

#### 4.5.1 Relevant pages processed and disclosed for paper and e-record formats

Number of pages processed	Number of pages disclosed	Number of requests
35,726	9,627	291

#### 4.5.2 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	0	0	0	0	0	0	0	0
Disclosed in part	143	3,410	32	6,460	3	1,813	5	9,643	2	14,209
All exempted	69	79	0	0	0	0	0	0	0	0
All excluded	1	112	0	0	0	0	0	0	0	0
Request abandoned	5	0	0	0	0	0	0	0	0	0
Neither confirm nor denied	30	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	1	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>249</b>	<b>3,601</b>	<b>32</b>	<b>6,460</b>	<b>3</b>	<b>1,813</b>	<b>5</b>	<b>9,643</b>	<b>20</b>	<b>14,209</b>

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

Number of minutes processed	Number of minutes disclosed	Number of requests
0	0	0

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

Disposition	Less than 60 minutes processed		60 – 120 minutes processed		More than 120 minutes processed	
	Number of requests	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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

Number of minutes processed	Number of minutes disclosed	Number of requests
0	0	0

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

Disposition	Less than 60 minutes processed		60 – 120 minutes processed		More than 120 minutes processed	
	Number of requests	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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

#### 4.5.7 Other complexities

Disposition	Consultation required	Legal advice sought	Other	Total
All disclosed	0	0	0	0
Disclosed in part	63	0	0	63
All exempted	0	0	0	0
All excluded	1	0	0	1
Request abandoned	0	0	0	0
Neither confirm nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	<b>64</b>	<b>0</b>	<b>0</b>	<b>64</b>

### 4.6 Closed requests

#### 4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	282
Percentage of requests closed within legislated timelines (%)	76.8

### 4.7 Deemed refusals

#### 4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal reason			
	Interference with operations/workload	External consultation	Internal consultation	Other
85	49	21	15	0

#### 4.7.2 Requests closed beyond legislated timelines (including any extension taken)

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	29	6	35
16 to 30 days	8	2	10
31 to 60 days	13	11	24
61 to 120 days	13	1	14
121 to 180 days	0	0	0
181 to 365 days	1	1	2
More than 365 days	0	0	0
<b>Total</b>	<b>64</b>	<b>21</b>	<b>85</b>

## 4.8 Requests for translation

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

## Section 5: Extensions

### 5.1 Reasons of extensions and disposition of requests

Disposition of requests where an extension was taken	9(1)(a) Interference with operations/workload	9(1)(b) Consultation		9(1)(c) Third-party notice
		Section 69	Other	
All disclosed	0	0	0	0
Disclosed in part	125	0	7	0
All exempted	3	0	0	0
All excluded	1	0	0	0
Request abandoned	0	0	0	0
No records exist	4	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	<b>133</b>	<b>0</b>	<b>7</b>	<b>0</b>

### 5.2 Length of extensions

Length of extensions	9(1)(a) Interference with operations/workload	9(1)(b) Consultation		9(1)(c) Third-party notice
		Section 69	Other	
30 days or less	9	0	0	0
31 to 60 days	21	0	1	0
61 to 120 days	56	0	3	0
121 to 180 days	29	0	3	0
181 to 365 days	11	0	0	0
365 days or more	7	0	0	0
<b>Total</b>	<b>133</b>	<b>0</b>	<b>7</b>	<b>0</b>

## Section 6: Fees

Fee type	Fee collected		Fee waived		Fee refunded	
	Number of requests	Amount	Number of requests	Amount	Number of requests	Amount
Application	342	\$1,710	31	\$155	0	\$0
Other fees	0	\$0	0	\$0	0	\$0
<b>Total</b>	<b>342</b>	<b>\$1,710</b>	<b>31</b>	<b>\$155</b>	<b>0</b>	<b>\$0</b>

## Section 7: Consultations received from other institutions and organizations

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

Consultations	Other Government of Canada institutions	Number of pages to review	Other organizations	Number of pages to review
Received during the reporting period	311	55,708	1	4
Outstanding from the previous reporting period	208	179,467	0	0
<b>Total</b>	<b>519</b>	<b>235,175</b>	<b>1</b>	<b>4</b>
Closed during the reporting period	291	13,297	1	4
Carried over within legislated timeline	13	13,150	0	0
Carried over beyond negotiated timelines	215	208,728	0	0

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

Recommendation	Number of days required to complete consultation requests							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
Disclosed entirely	24	11	6	4	0	1	0	<b>46</b>
Disclosed in part	33	38	37	34	17	63	14	<b>236</b>
Exempt entirely	1	1	2	0	0	0	0	<b>4</b>
Exclude entirely	0	0	0	0	0	0	0	<b>0</b>
Consult other institution	0	0	0	0	0	0	0	<b>0</b>
Other	2	1	0	1	0	0	1	<b>5</b>
<b>Total</b>	<b>60</b>	<b>51</b>	<b>45</b>	<b>39</b>	<b>17</b>	<b>64</b>	<b>15</b>	<b>291</b>



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

Recommendation	Number of days required to complete consultation requests							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
Disclosed entirely	0	0	0	0	0	0	0	0
Disclosed in part	1	0	0	0	0	0	0	1
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>

## Section 8: Completion time of consultations on Cabinet Confidences

### 8.1 Requests with Legal Services

Number of days	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
1 to 15	6	37	0	0	0	0	0	0	0	0
16 to 30	0	0	7	115	0	0	0	0	0	0
31 to 60	2	54	0	0	0	0	0	0	0	0
61 to 120	1	84	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>9</b>	<b>175</b>	<b>7</b>	<b>115</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### 8.2 Requests with the 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

## 8.2 Requests with the Privy Council Office (CONTINUED)

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
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Section 9: Investigations and reports of findings

### 9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal representations
36	22	36

### 9.2 Investigations and reports of finding

Section 37(1) Initial reports			Section 37(2) Final reports		
Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
4	0	4	20	0	4

## Section 10: Court action

### 10.1 Court actions on complaints

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

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

Section 44 - under paragraph 28(1)(b)
0

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

### 11.1 Allocated costs

Expenditures	Amount
Salaries	\$1,022,812
Overtime	\$1,929
Goods and services	\$350
<ul style="list-style-type: none"> <li>• Professional services contracts</li> </ul>	\$0
<ul style="list-style-type: none"> <li>• Other</li> </ul>	\$350
<b>Total</b>	<b>\$1,025,091</b>

### 11.2 Human resources

Resources	Person years dedicated to access to information activities
Full-time employees	11.000
Part-time and casual employees	1.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
<b>Total</b>	<b>12.000</b>

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



The background features a dark, textured surface with several autumn leaves in shades of yellow, orange, and red. Overlaid on this are white geometric lines forming various polygons. On the right side, there are several horizontal blue bars of varying lengths. A small blue triangle points upwards towards the text.

## **Annex C: 2024-2025 Supplemental Statistical Report**

**Name of institution:** Canadian Security Intelligence Service (CSIS)

**Reporting period:** 2024-04-01 to 2025-03-31

## Section 1: Requests carried over and active complaints under the *Access to Information Act*

### 1.1 Requests carried over to next reporting period, broken down by reporting period received

Fiscal year open requests were received	Open requests that are <i>within</i> legislated timelines as of March 31, 2025	Open requests that are <i>beyond</i> legislated timelines as of March 31, 2025	Total
Received in 2024–2025	77	3	80
Received in 2023–2024	0	8	8
Received in 2022–2023	0	3	3
Received in 2021–2022	0	2	2
Received in 2020–2021	0	0	0
Received in 2019–2020 or earlier	0	0	0
<b>Total</b>	<b>77</b>	<b>16</b>	<b>93</b>

### 1.2 Active complaints with the Information Commissioner of Canada, broken down by reporting period received

Reporting period active complaints were received by institution	Number of active complaints
Received in 2024–2025	12
Received in 2023–2024	4
Received in 2022–2023	1
Received in 2021–2022	0
Received in 2020–2021	1
Received in 2019–2020 or earlier	0
<b>Total</b>	<b>18</b>

## Section 2: Requests carried over and active complaints under the *Privacy Act*

### 2.1 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, 2025	Open requests that are <i>beyond</i> legislated timelines as of March 31, 2025	Total
Received in 2024–2025	945	3,742	4,687
Received in 2023–2024	0	0	0
Received in 2022–2023	0	0	0
Received in 2021–2022	0	0	0
Received in 2020–2021 or earlier	0	0	0
<b>Total</b>	<b>945</b>	<b>3,742</b>	<b>4,687</b>

### 2.2 Active complaints with the Privacy Commissioner of Canada, broken down by reporting period received


Reporting period active complaints were received by institution	Number of active complaints
Received in 2024–2025	4
Received in 2023–2024	0
Received in 2022–2023	0
Received in 2021–2022	0
Received in 2020–2021 or earlier	0
<b>Total</b>	<b>4</b>

## Section 3: Social Insurance Number (SIN)

Has your institution begun a new collection or a new consistent use of the SIN in 2024–2025?	No
--	----

## Section 4: Universal Access under the *Privacy Act*

How many requests were received from foreign nationals outside of Canada in 2024–2025?	4,377
--	-------



A safe, secure and prosperous Canada through trusted intelligence, advice and action.  
Des renseignements, des conseils et des interventions fiables pour un Canada sûr et prospère.

**For more information, contact us at:**

**Canadian Security Intelligence Service  
PO Box 9732 STN T  
Ottawa ON K1G 4G4  
Canada**

**Telephone: 613-993-9620  
TTY and or TDD: 613-991-9228**

[www.canada.ca/CSIS](http://www.canada.ca/CSIS)