

2022–2023 ANNUAL REPORT

PRIVACY ACT



Published by: National Film Board of Canada
© National Film Board of Canada, 2023
ISSN 2816-2633
Cat.No. NF1-9E-PDF

1. INTRODUCTION

The *Privacy Act* (the “Act”) gives Canadian citizens as well as individuals and corporations present in Canada the right to access records under the control of federal government institutions, subject to limited and specific exceptions. The Act is intended to complement existing procedures for access to government information and not to limit in any way information that is normally available to the public.

Section 72 of the Act requires the head of every federal government institution to submit a report to Parliament on the administration of the Act at their institution each fiscal year.

This report was prepared pursuant to section 72 of the Act and describes how the National Film Board of Canada (the “NFB”) administered the Act in fiscal year 2022–2023.

The NFB's mandate is to create relevant and innovative audiovisual content that interprets Canada and its diversity to Canadians and people around the world. The NFB works with filmmakers and artists from every region of Canada to produce exceptional documentaries, animated films, and interactive/immersive works rooted in Canadian experiences and realities. The NFB has long been a champion of technological and film innovation, both nationally and internationally. The NFB seeks to reflect the perspectives and experiences of communities that are systematically under-represented in the media and to develop innovative new storytelling forms and approaches.

2. ADMINISTRATION OF THE ACT

In accordance with section 73 of the Act, the Minister of Canadian Heritage appoints the following individuals to administer the Act:

- The Government Film Commissioner;
- The Director General, Institutional, Legal and Human Resources Services;
- The Privacy Coordinator;
- The Legal Counsel.

The NFB has no official entity tasked with processing access to personal information requests. The requests are forwarded to the Privacy Coordinator, who is part of the Business Affairs and Legal Services department.

The Privacy Coordinator is also responsible for coordination pursuant to the *Access to Information Act*. There are no other ATIP (Access to Information and Privacy) officers at the NFB.

The NFB was not party to any service agreement under section 73.1 of the Act during the period covered by this report.

3. DELEGATION ORDER

A copy of the Delegation Order is attached as Appendix A.

4. 2022–2023 PERFORMANCE

The 2022–2023 Statistical Report on the Privacy Act and the Supplemental ATIP Statistical Report for 2022–2023 are attached as Appendix B.

Percentage of requests responded to within legislated timelines

From April 1, 2022, to March 31, 2023, the NFB received 1 personal information request, which was processed within 30 days (100%).

Disposition of records

Under the NFB's control, there were 144 pages relevant to the personal information request received in 2022–2023. They were all disclosed.

Number of active requests that are outstanding from previous reporting periods

There are no active requests outstanding from previous reporting periods.

Number of active complaints that are outstanding from previous reporting periods

There are no active complaints outstanding from previous reporting periods.

Consultations

In 2022–2023, the NFB did not receive any consultation requests from other Government of Canada institutions or organizations.

Impact of COVID-19-related measures on the ability to fulfil the responsibilities imposed by the Privacy Act

For most of the 2022–2023 year, the vast majority of the NFB staff worked remotely, and activities related to the administration of the Act were conducted remotely as well. During this period, the NFB's ability to fulfil its Privacy Act responsibilities was not affected by COVID-19-related measures.

5. TRAINING AND AWARENESS

Privacy protection is a critical aspect of our organization's operations, especially within the Information Technology (IT) department and the production team responsible for interactive audiovisual projects. In order to ensure that our employees understand the importance of privacy and are equipped with the necessary knowledge and skills, a series of training and awareness activities was conducted during the reporting period.

The informal briefings were led by the Privacy Coordinator and targeted both the IT department and the interactive audiovisual production team. The sessions covered best practices for handling personal information.

To address specific privacy-related concerns and ensure individual comprehension, one-on-one training sessions were organized with employees who handle sensitive data regularly. These sessions were tailored to their specific roles and responsibilities, focusing on privacy policies, data-handling procedures and security measures.

All new NFB employees are required to take the online course "Access to Information and Privacy Fundamentals" (COR502), from the Canada School of Public Service.

6. POLICIES, GUIDELINES, PROCEDURES AND INITIATIVES

Recognizing the need to address privacy concerns in non-administrative uses, the NFB developed a privacy protocol. The protocol establishes guidelines and procedures to govern the collection, use and retention of personal information for non-administrative purposes.

To address privacy concerns related to the use of cookies, the NFB has updated its privacy policies. These policies provide clear guidelines on the collection, use, and management of information obtained through cookies.

The NFB is working to improve consent mechanisms, particularly in the digital realm, to ensure that individuals have a clear understanding of how their personal information will be used and have the ability to provide informed consent.

The NFB has improved its security measures to protect personal information, including encryption, anonymization, and access controls.

The NFB is taking proactive steps to develop comprehensive privacy policies for various web applications, including Google Analytics.

7. SUMMARY OF KEY ISSUES AND ACTIONS TAKEN ON COMPLAINTS

The NFB was not the subject of any complaints to the Office of the Privacy Commissioner of Canada during the period covered by this report.

8. MONITORING COMPLIANCE

No tracking of the time required to process access to information requests was conducted during the period covered by this report.

9. MATERIAL PRIVACY BREACHES

No material privacy breaches occurred during the reporting period.

10. PRIVACY IMPACT ASSESSMENTS

The NFB completed and submitted one PIA for evaluation during the reporting period, which involved meetings with the advisor (Office of the Privacy Commissioner of Canada).

The summary of the PIA:

Media School's Digital Storytelling Workshop is an introductory media production workshop for 13 to 18-year-olds. Students learn to create their own digital stories using accessible tools like smartphones and widely available software. Students can record class notes on the platform, which only they can access. The platform allows notes to be downloaded but does not support sharing. To use the platform, students and teachers need to create user accounts on nfb.ca and teachers must subscribe to NFB CAMPUS.

In addition, the NFB prepared two additional PIAs to assess the potential privacy risks and implications associated with specific projects and initiatives. The PIAs involved comprehensive consultations with relevant stakeholders, including project teams, data protection officers and a legal advisor. These PIAs will also be submitted for evaluation.

11. PUBLIC INTEREST DISCLOSURES

No personal information was disclosed in compliance with clause 8(2)m) of the Act.

APPENDIX A

DELEGATION ORDER

PRIVACY ACT

Office national du film du Canada
National Film Board of Canada


Arrêté de délégation en vertu de la *Loi sur l'accès à l'information* et de la *Loi sur la protection des renseignements personnels*

En vertu de l'article 73 de la *Loi sur l'accès à l'information* et de l'article 73 de la *Loi sur la protection des renseignements personnels*, la ministre du Patrimoine canadien délègue aux titulaires des postes mentionnés ci-dessous, ainsi qu'aux personnes occupant à titre intérimaire lesdits postes, les attributions dont elle est, en qualité de responsable de l'Office national du film du Canada, investie par les dispositions de la *Loi sur l'accès à l'information* et de la *Loi sur la protection des renseignements personnels* ainsi que de leurs règlements. Le présent document remplace et annule tout arrêté antérieur.

Postes

1. Commissaire du gouvernement à la cinématographie — Autorité absolue
2. Directeur général, services institutionnels, services juridiques et ressources humaines – Autorité absolue
3. Coordonnateur de l'accès à l'information et de la protection des renseignements personnels — Autorité absolue
4. Conseiller juridique - Autorité absolue

Daté, en la ville de GATINEAU,
ce 22 jour de

2017


L'honorable Mélanie Joly
Ministre du Patrimoine canadien

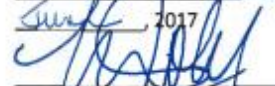
Access to Information Act and Privacy Act
Delegation Order

The Minister of Canadian Heritage, pursuant to section 73 of the *Access to Information Act* and section 73 of the *Privacy Act*, hereby designates the persons holding the positions set out below, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister as the head of the National Film Board of Canada, under the provisions of the *Access to Information Act* and the *Privacy Act* and related regulations. This designation replaces all previous delegation orders.

Positions

1. Government Film Commissioner— Full authority
2. Director General, Institutional, Legal and Human Resources Services – Full authority
3. Access to Information and Privacy Coordinator—Full authority
4. Legal Counsel – Full authority

Dated, at the City of GATINEAU, this
22nd day of

June, 2017


The Honourable Mélanie Joly
Minister of Canadian Heritage

APPENDIX B

2022–2023 STATISTICAL REPORTS

PRIVACY ACT



Statistical Report on the *Privacy Act*

Name of institution: NATIONAL FILM BOARD OF CANADA

Reporting period: 4/1/2022 to 3/31/2023

Section 1: Requests Under the *Privacy Act*

1.1 Number of requests received

		Number of Requests
Received during reporting period		1
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		1
Closed during reporting period		1
Carried over to next reporting period		0
• Carried over within legislated timeline	0	
• Carried over beyond legislated timeline	0	

1.2 Channels of requests

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

2.4 Pages released informally

Less Than 100 Pages Released		100-500 Pages Released		501-1000 Pages Released		1001-5000 Pages Released		More Than 5000 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

Section 3: Requests Closed During the Reporting Period

3.1 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	1	0	0	0	0	0	1
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	0	1	0	0	0	0	0	1

3.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
18(2)	0	22(1)(a)(i)	0	23(a)	0
19(1)(a)	0	22(1)(a)(ii)	0	23(b)	0
19(1)(b)	0	22(1)(a)(iii)	0	24(a)	0
19(1)(c)	0	22(1)(b)	0	24(b)	0
19(1)(d)	0	22(1)(c)	0	25	0
19(1)(e)	0	22(2)	0	26	0
19(1)(f)	0	22.1	0	27	0
20	0	22.2	0	27.1	0
21	0	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)	0	70(1)(e)	0
69.1	0	70(1)(b)	0	70(1)(f)	0
		70(1)(c)	0	70.1	0

3.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	1	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
144	144	1

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

Disposition	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 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	144	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	0	0	1	144	0	0	0	0	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 confirmed nor denied	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 confirmed nor denied	0	0	0	0	0	0
Total	0	0	0	0	0	0

3.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	0	0	0	0	0
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
Total	0	0	0	0	0

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	1
Percentage of requests closed within legislated timelines (%)	100

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
0	0	0	0	0

3.7.2 Request 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	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	0	0

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 Subsections 8(2) and 8(5)

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

8.2 Requests with Privy Council Office

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

Section 9: Complaints and Investigations Notices Received

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

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

10.1 Privacy Impact Assessments

Number of PIAs completed	1
Number of PIAs modified	0

10.2 Institution-specific and Central Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	3	0	0	0
Central	43	0	0	0
Total	46	0	0	0

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
---	---

Section 12: Resources Related to the Privacy Act

12.1 Allocated Costs

Expenditures		Amount
Salaries		\$44,808
Overtime		\$0
Goods and Services		\$0
• Professional services contracts	\$0	
• Other	\$0	
Total		\$44,808

12.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	0.600
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	0.600

Note: Enter values to three decimal places.

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

Name of institution: National Film Board of Canada

Reporting period: 2022-04-01 to 2023-03-31

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

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	50
Able to receive requests by email	50
Able to receive requests through the digital request service	50

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	2	3	47	52
Protected B Paper Records	2	3	47	52
Secret and Top Secret Paper Records	2	3	47	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	2	1	49	52
Protected B Electronic Records	2	1	49	52
Secret and Top Secret Electronic Records	2	1	49	52

Section 3: Open Requests and Complaints Under the Access to Information Act

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

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2023	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2023	Total
Received in 2022-2023	0	0	0
Received in 2021-2022	0	1	1
Received in 2020-2021	0	0	0
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	0	0	0
Received in 2014-2015	0	0	0
Received in 2013-2014 or earlier	0	0	0
Total	0	1	1

Row 11, Col. 3 of Section 3.1 must equal Row 7, Col. 1 of Section 1.1 of the 2022-2023 Statistical Report on the *Access to Information Act*

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 2022-2023	0
Received in 2021-2022	0
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
Total	0

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, 2023	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2023	Total
Received in 2022-2023	0	0	0
Received in 2021-2022	0	0	0
Received in 2020-2021	0	0	0
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	0	0	0
Received in 2014-2015	0	0	0
Received in 2013-2014 or earlier	0	0	0
Total	0	0	0

Row 11, Col. 3 of Section 4.1 must equal Row 7, Col. 1 of Section 1.1 of the 2022-2023 Statistical Report on the *Privacy Act*

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 2022-2023	0
Received in 2021-2022	0
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
Total	0

Section 5: Social Insurance Number

Has your institution begun a new collection or a new consistent use of the SIN in 2022-2023?	No
--	----

Section 6: Universal Access under the Privacy Act

How many requests were received from confirmed foreign nationals outside of Canada in 2022-2023?	0
--	---

Row 1, Col. 1 of Section 6 must be equal to or less than Row 1, Col. 1 of Section 1.1 of the 2022-2023 Statistical Report on the *Privacy Act*