

Annual Report on the Privacy Act

2024-25



Office of the
Auditor General
of Canada

Bureau du
vérificateur général
du Canada

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23 September 2025

**Office of the Auditor General of Canada
2024–25 Annual Report on the Privacy Act**

To the Honourable Speakers of the House of Commons and the Senate:

In accordance with section 72 of the Privacy Act, please find attached the Office of the Auditor General of Canada's 2024–25 Annual Report on the Privacy Act.

Yours sincerely,

[Original signed by]

Karen Hogan, FCPA
Auditor General of Canada
240 Sparks Street
Ottawa, Ontario K1A 0G6

Enclosure

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Introduction

The Privacy Act gives individuals the right to access information about themselves that is held by the Office of the Auditor General of Canada (OAG), subject to certain specific and limited exceptions. The Privacy Act also protects individuals' privacy by giving them substantial control over the collection, use, and disclosure of their personal information and by preventing others from having access to that information.

Section 72 of the act requires the head of each government institution to prepare an annual report on the administration of the act within the institution and to submit the report to Parliament.

This annual report on the Privacy Act at the OAG describes how we administered our responsibilities under the act during the 2024–25 fiscal year.

Who we are

The OAG audits federal government operations and provides Parliament with independent information, advice, and assurance regarding the federal government's stewardship of public funds.

We are in the business of legislative auditing. We conduct

- performance audits of federal organizations
- annual financial audits of the government's financial statements
- special examinations and annual financial audits of Crown corporations
- audits of the governments of Nunavut, Yukon, and the Northwest Territories

Since 1995, the OAG has also had a specific environmental and sustainable development mandate, which is carried out by the Commissioner of the Environment and Sustainable Development on behalf of the Auditor General of Canada. The Commissioner has additional responsibilities under the Federal Sustainable Development Act and the Canadian Net-Zero Emissions Accountability Act to review and monitor the Government of Canada's sustainable development strategies and its implementation of measures aimed at mitigating climate change.

Access to Information and Privacy team

The Access to Information and Privacy (ATIP) team began the reporting period as part of the Legal Services Group but was transferred to the Information and Data Management Group reporting to the Assistant Auditor General of the Digital Services Group. The full-time ATIP Coordinator is supported by an ATIP analyst and paralegal, legal counsel, and administrative staff as required. The main activities of the ATIP team included

- monitoring compliance with ATIP legislation and relevant procedures and policies
- processing requests under both the Access to Information Act and the Privacy Act
- developing and maintaining internal policies, procedures, and guidelines to ensure that the OAG respected the Access to Information Act and the Privacy Act

- promoting awareness of the Access to Information Act and the Privacy Act within the OAG to ensure that employees were aware of their responsibilities
- preparing annual reports to Parliament, other statutory reports, and other materials that central agencies might require
- representing the OAG in dealings with the Treasury Board of Canada Secretariat, the information and privacy commissioners, and other government organizations in matters pertaining to the Access to Information Act and the Privacy Act
- helping the OAG meet its commitments to ensure openness and transparency, through proactive and informal disclosure of information



DELEGATION ORDER under the ACCESS TO INFORMATION ACT and the PRIVACY ACT

I, Karen Hogan, Auditor General of Canada, pursuant to subsection 95(1) of the Access to Information Act and subsection 73(1) of the Privacy Act, hereby delegate to 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 as the head of the Office of the Auditor General of Canada, under the provisions of the Act and related regulations set out in the schedule beside each position. This delegation order replaces all previous delegation orders.

27 September 2024

ARRÊTÉ AUTORISANT LA DÉLÉGATION DE POUVOIRS PRÉVUS dans la LOI SUR L'ACCÈS À L'INFORMATION et LA LOI SUR LA PROTECTION DES RENSEIGNEMENTS PERSONNELS

Je, Karen Hogan, vérificatrice générale du Canada, en vertu du paragraphe 95(1) de la Loi sur l'accès à l'information et du paragraphe 73(1) de la Loi sur la protection des renseignements personnels, délègue aux titulaires des postes indiqués dans l'annexe qui suit, ou aux personnes occupant ces postes à titre intérimaire, l'exercice des pouvoirs et fonctions qui lui ont été conférés à titre de responsables du Bureau du vérificateur général du Canada en vertu des dispositions de la Loi et du Règlement qui figurent ci-dessous. La présente annexe remplace tous les arrêtés sur la délégation de pouvoirs antérieurs.

Le 27 septembre 2024

Schedule / Annexe		
Position / Poste	Access to Information Act and Regulations/ Loi sur l'accès à l'information et règlements	Privacy Act and Regulations/ Loi sur la protection des renseignements personnels et règlements
Assistant Auditor General, Chief Security Officer, Chief Information Officer / Vérificatrice générale adjointe, dirigeante principale de l'information, agente de sécurité ministérielle	Full Authority / Autorité absolue	Full Authority/ Autorité absolue
ATIP Coordinator / Coordonnateur de l'AIPRP	Full Authority / Autorité absolue	Full Authority / Autorité absolue

[Original signed by]

Karen Hogan, FCPA Auditor
General of Canada
Vérificatrice générale du Canada

Performance in 2024–25

During the reporting period, from 1 April 2024 to 31 March 2025, the OAG did not receive any formal requests for personal information under the Privacy Act. However, the OAG received multiple requests for personal information under the Access to Information Act and a significant number of informal requests for personal information.

The OAG did not receive any complaints during the reporting period.

Training and awareness

The OAG requires that all employees complete mandatory ATIP training, offered by the Canada School of Public Service as an online, self-paced course.

All new OAG employees are required to complete the training within 3 months of the start date of their employment.

During the reporting period, 32 employees completed this training.

The ATIP Coordinator regularly provides OAG employees with guidance and briefings on the processing of ATIP requests. Furthermore, information is available on the OAG's internal website to help raise employees' awareness of privacy issues, such as the collection, retention, use, and disclosure of personal information.

Policies, guidelines, and procedures

The OAG did not implement any new policies, guidelines, or procedures during the reporting period.

Initiatives and projects to improve privacy

The OAG has engaged outside parties and is planning the procurement of request processing software. Our current plans are to join other federal government organizations in using a platform hosted by Shared Services Canada. This software is planned to be implemented during the 2025–26 reporting period.

Complaints and investigations

The OAG did not receive any complaints pursuant to the Privacy Act during this reporting period, and no investigations regarding the OAG were carried out.

Material privacy breaches

One non-material privacy breach occurred during the reporting period. An individual applying for a job at the OAG submitted personal information of another individual inappropriately, which was accidentally retained in the file related to the job application. When the OAG became aware of the error, the information was promptly deleted and the affected individual was notified.

Completed privacy impact assessments

Financial management using SAP

The OAG transitioned from the GX Financials financial management system hosted on premises to the SAP system hosted by the Treasury Board of Canada Secretariat. This assessment was conducted as part of the required assessments for onboarding to this tool.

Audit working paper software—Modified assessment

The OAG completed a privacy impact assessment in 2022 related to the acquisition of new audit management software. The OAG has since decided to onboard our audit management software to a Government of Canada enterprise application, TeamMate Plus, hosted by Shared Services Canada. The privacy impact assessment conducted in 2022 was modified accordingly.

Preliminary (informal) assessments

For all new or amended projects, the OAG has implemented a mandatory process that requires the completion of a preliminary privacy assessment checklist. This document ensures that personal information elements are considered before and during the completion of the project.

This process also identifies the required elements for a formal privacy impact assessment, which is initiated if the preliminary assessment identifies the need for one.

During the reporting period, the OAG completed 31 preliminary assessments.

Public interest disclosures

On 2 separate occasions during the reporting period, the OAG disclosed personal information of certain individuals in response to a request by the Standing Committee on Public Accounts. One disclosure was related to the OAG's audit of Sustainable Development Technology Canada, and the second disclosure was related to the OAG's audit Combatting Cybercrime. In both circumstances, the OAG determined, pursuant to section 8(2)(m)(i) of the act, that public interest in disclosure clearly outweighed the possible invasion of privacy that could result from the disclosure. The affected individuals were advised of the disclosure, and the OAG reported the disclosure to the Privacy Commissioner in compliance with section 8(5) of the act.

Monitoring compliance

The OAG uses time tracking software to monitor and track privacy-related activities and functions, including employees' attendance at privacy information and training sessions.

As noted in this report, preliminary privacy assessments are completed when projects may include elements of personal information collection or use. The ATIP team uses software to track and monitor these projects.

The OAG uses standard language in contracts, agreements, and arrangements, which include requirements for the protection and provision of personal information.

The OAG complies with Treasury Board directives, policies, and guidelines where applicable. The OAG Information and Data Management group ensures that all necessary actions are taken within the legislated or recommended deadline or time frame.

Requests for correction of personal information

No requests for correction of personal information were received during the reporting period.

Appendix—Statistical Report on the Privacy Act



Government of Canada
Gouvernement du Canada

Statistical Report on the Privacy Act

Name of institution: Office of the Auditor General of Canada

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

Section 1: Requests Under the Privacy Act

1.1 Number of requests received

		Number of Requests
Received during reporting period		0
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		0
Closed during reporting period		0
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	0
Email	0
Mail	0
In person	0
Phone	0
Fax	0
Total	0

Section 2: Informal requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		38
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		38
Closed during reporting period		38
Carried over to next reporting period		0

2.2 Channels of informal requests

Source	Number of Requests
Online	0
E-mail	38
Mail	0
In person	0
Phone	0
Fax	0
Total	38

2.3 Completion time of informal requests

Completion Time							
0 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
38	0	0	0	0	0	0	38

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
21	91	8	2972	7	5745	2	2298	0	0

Section 3: Requests Closed During the Reporting Period

3.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
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	0	0	0	0	0	0	0

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	0	0	0	0	0

3.5 Complexity

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

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
0	0	0

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

	Less Than 100 Pages Processed		100–500 Pages Processed		501–1000 Pages Processed		1001–5000 Pages Processed		More Than 5000 Pages Processed	
Disposition	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	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
Confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	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	0
Percentage of requests closed within legislated timelines (%)	0

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	2	0	2

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

Number of extensions taken	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Translation purposes or conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet Confidence Section (Section 70)	External	Internal	
0	0	0	0	0	0	0	0	0

6.2 Length of extensions

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

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	0	0	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	0	0	0	0
Closed during the reporting period	0	0	0	0
Carried over within negotiated timelines	0	0	0	0
Carried over beyond negotiated timelines	0	0	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
	0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

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
	0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	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		501–1000 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

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	1

10.2 Institution-specific and central personal information banks

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	2	0	0	0
Central	0	0	0	0
Total	2	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	1
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Section 12: Resources Related to the *Privacy Act*

12.1 Allocated costs

Expenditures		Amount
Salaries		\$60,223
Overtime		\$0
Goods and services		\$0
• Professional services contracts	\$0	
• Other	\$0	
Total		\$60,223

12.2 Human resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	0.500
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	0.500

Note: Enter values to three decimal places.