



# Access to Information Act

# Annual Report

2022-2023

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## LIST OF ACRONYMS AND ABBREVIATIONS

<b>AORS</b>	ATIP Online Request Service
<b>ATIP</b>	Access to information and privacy
<b>ATIP/D</b>	Director, Access to Information and Privacy Secretariat
<b>ATIP/DD</b>	Deputy Director, Access to Information and Privacy Secretariat
<b>CS</b>	Corporate Secretary
<b>DM</b>	Deputy Minister
<b>TBS</b>	Treasury Board Secretariat

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# Canadian Heritage's Annual Report on the Administration of the Access to Information Act 2022-2023

## 1. INTRODUCTION

The Department of Canadian Heritage is pleased to table in Parliament its annual report on the administration of the [Access to Information Act](#) (the Act) for the fiscal year from April 1, 2022, to March 31, 2023.

Section 94 of the Act requires that the head of every federal government institution submit an annual report to Parliament on the administration of the Act during the fiscal year. This report is also prepared and tabled in Parliament in accordance with section 20 of the [Service Fees Act](#).

### 1.1. The *Access to Information Act*

The purpose of the Act is to provide a right of access to information in records under the control of a government institution. It stipulates that government information should be available to the public; that necessary exceptions to the right of access should be limited and specific; and that decisions on the disclosure of government information should be reviewed independently of government.

The Department of Canadian Heritage is fully committed to both the spirit and the intent of the Act to ensure transparency within the Department. The information contained in this report provides an overview of the activities of the Department in implementing the Act.

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## 1.2. Mandate of Canadian Heritage

The Department's mandate is set out in the [Department of Canadian Heritage Act](#) and centres on fostering and promoting "Canadian identity and values, cultural development, and heritage."

To achieve its objectives, Canadian Heritage collaborates with a wide range of partners from the private sector, creative enterprises, public institutions and non-governmental organizations to enrich cultural experiences, strengthen identity, and promote participation in sport and communities. The Department also engages with Canadians through programs that support a wide range of activities from youth exchanges, through commemorations and celebrations, to high-performance sports, multiculturalism and anti-racism action. These programs are delivered through headquarters and five regional offices across the country.

The Department of Canadian Heritage is responsible for programs and policies that help all Canadians participate in their shared cultural and civic life. The Department's legislative mandate, set out in the [Department of Canadian Heritage Act](#) and other statutes for which the Minister of Canadian Heritage is responsible, lists the Minister's many responsibilities under the heading of powers and duties related to "Canadian identity, values, cultural development and heritage".

The Department oversees numerous statutes, including the [Broadcasting Act](#), the [Copyright Act](#) and the [Investment Canada Act](#) (the latter two acts shared with Innovation, Science and Economic Development Canada), the [Official Languages Act](#) (Part VII), the [Museums Act](#), the [Canada Traveling Exhibitions Indemnification Act](#), the [Cultural Property Export and Import Act](#), the [Status of the Artist Act](#), the [Canadian Multiculturalism Act](#) and the [Physical Activity and Sport Act](#) (shared with Health Canada).

The Department of Canadian Heritage is specifically responsible for formulating and implementing cultural policies related to copyright, foreign investment and broadcasting, as well as policies related to arts, culture, heritage, official languages, sport, state ceremonial and protocol, and Canadian symbols. In addition, in the coming years, one of the main objectives of the Department will be to strengthen the cultural and creative sectors. The Department's programs, delivered through headquarters and multiple points of service including five

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regional offices across the country, fund community and third-party organizations to promote the benefits of culture, identity and sport for Canadians.

In 2022-2023, the Minister of Canadian Heritage was accountable to Parliament for the Department, three departmental agencies, eleven Crown corporations and two administrative tribunals, and was assisted by the Minister of Housing, Diversity and Inclusion, the Minister of Official Languages and responsible for the Atlantic Canada Opportunities Agency, the Minister for Women and Gender Equality and Youth, and the Minister of Sport and responsible for the Economic Development Agency of Canada for the Regions of Quebec.

## **2. STRUCTURE OF THE ACCESS TO INFORMATION AND PRIVACY SECRETARIAT**

The Access to Information and Privacy (ATIP) Secretariat is responsible for administering the Act within the Department of Canadian Heritage. Its mandate is to act on behalf of the Minister of Canadian Heritage in ensuring compliance with the Act, regulations, and government policy and to create departmental directives, including standards, in all matters relating to the Act.

During the reporting period, the ATIP Secretariat consisted of a director, a deputy director, one employee in the Policy and Governance Unit, as well as six analysts and two administrative resources in the Operations Unit.

The Operations Unit is responsible for processing requests under the Act. This includes receiving requests from the public, liaising with program areas within the department to retrieve records and recommendations for their disclosure, performing a line-by-line review of records and conducting external consultations as required to balance the public's right of access with the government's need to safeguard certain information in limited and specific cases. The Operations Unit represents the Department in dealings with the Office of the Information Commissioner with respect to the resolution of complaints made against the Department.

The ATIP Secretariat's Policy and Governance Unit provides policy advice and guidance to the Department on access to information and the protection of

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personal information. It develops policy instruments and processing products and tools. The unit liaises with employees, prepares, and delivers training and awareness sessions throughout the Department. In addition, the unit coordinates the preparation of the Department's annual report and publishes its [Information about programs and information holdings](#), formerly known as Info Source.

In the departmental organizational structure, the ATIP Secretariat reports to the Corporate Secretariat at Canadian Heritage.

### **3. DELEGATION ORDER**

The powers, duties and functions of the administration of the Act have been delegated by the Minister to the Deputy Minister, the Corporate Secretary and the Director of the ATIP Secretariat. A copy of Canadian Heritage's delegation order is appended to this report as Appendix A.

### **4. ADMINISTRATION OF REQUESTS**

The statistical report on the Act is included as Appendix B of this report.

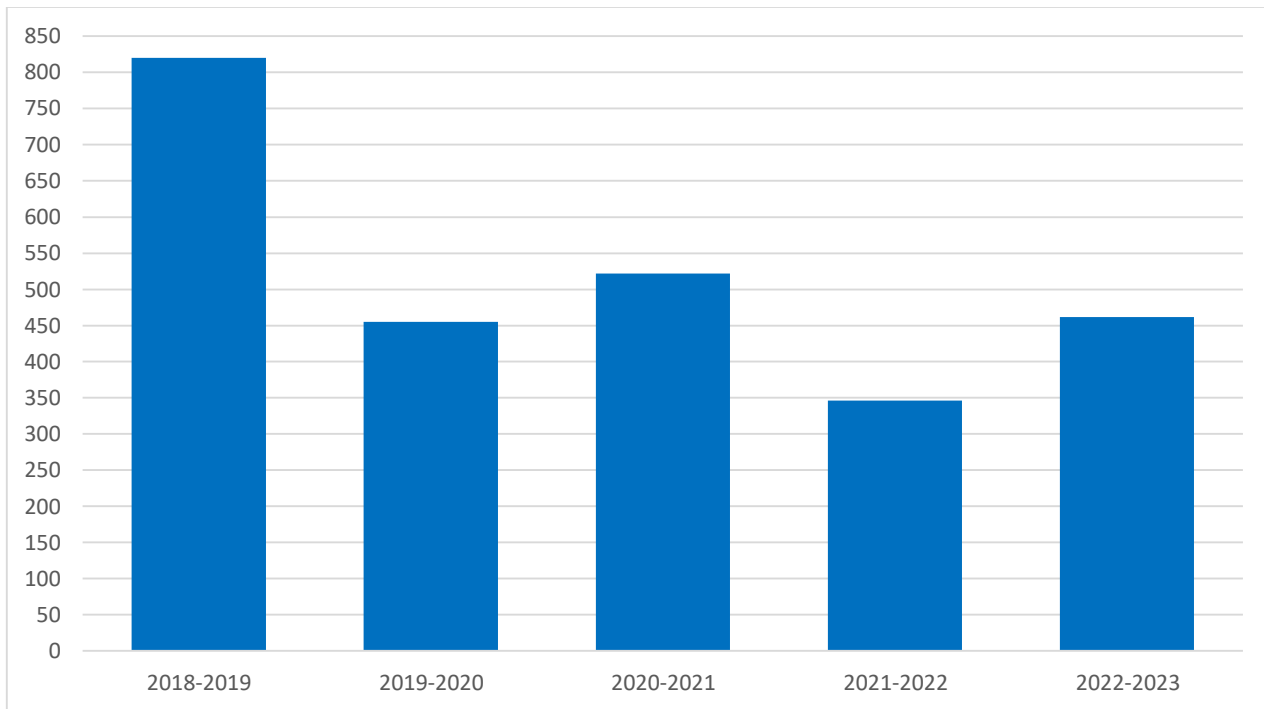
#### **4.1. Access requests**

The ATIP Secretariat received a total of 462 requests between April 1, 2022, and March 31, 2023. This represents an increase of 34% compared to the previous year. With the 111 requests carried over from the previous reporting period, there were a total of 573 active requests in 2022–2023.

As shown in Chart 1, the number of requests received by Canadian Heritage in fiscal year 2022-2023 is significantly higher than in the previous fiscal year.



Chart 1: Number of requests received, 2018-2019 to 2022-2023



## Topics

The requests for information received by Canadian Heritage cover a wide range of topics. For this reporting period, the most frequently requested type of document was briefing notes to the Minister or Deputy Minister.

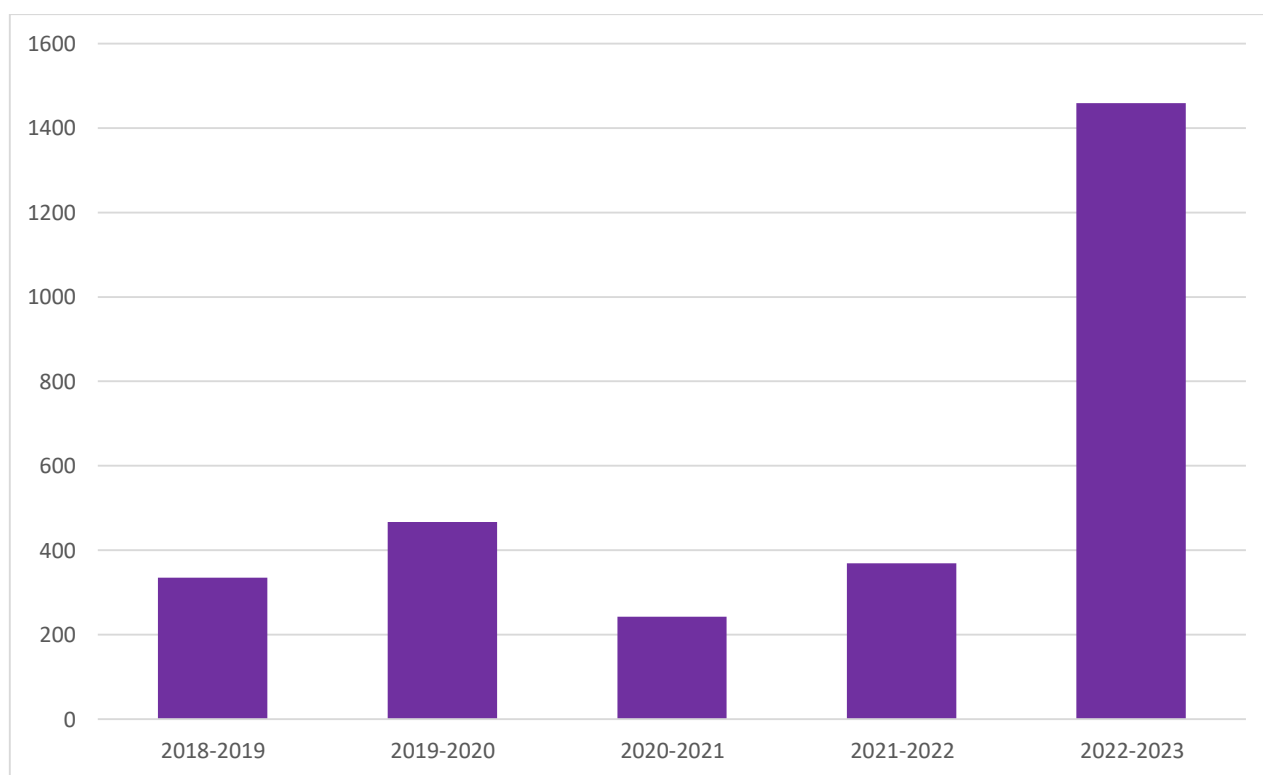
The requests included topics such as funding to organizations by Canadian Heritage, the national mourning following the death of Her Majesty Queen Elizabeth II, online misinformation, revision of the *Broadcasting Act*, mechanisms for safe sport, Hockey Canada, the Community Media Advocacy Centre (CMAC) and the appointment of Canada's Special Representative on Combatting Islamophobia.

## Informal requests

Since 2011, government institutions have been posting lists of completed access to information requests [on the Web](#). This Open Government initiative is designed to enable the public to make informal requests for records that were previously released.

Canadian Heritage processed 363 informal requests in 2022–2023 for information about previously released requests, approximately the same number of requests processed in the previous fiscal year. However, the number of informal requests received was exceptionally high compared with the last 5 years, as demonstrated in Chart 2 (below). Canadian Heritage received 1,459 informal requests in 2022-2023. Most of these requests were received in the final months of the fiscal year. Including the 14 pending requests from the previous fiscal year, the total number of active informal requests in 2022-2023 is 1473.

Chart 2: Number of requests treated informally, 2018-2019 to 2022-2023



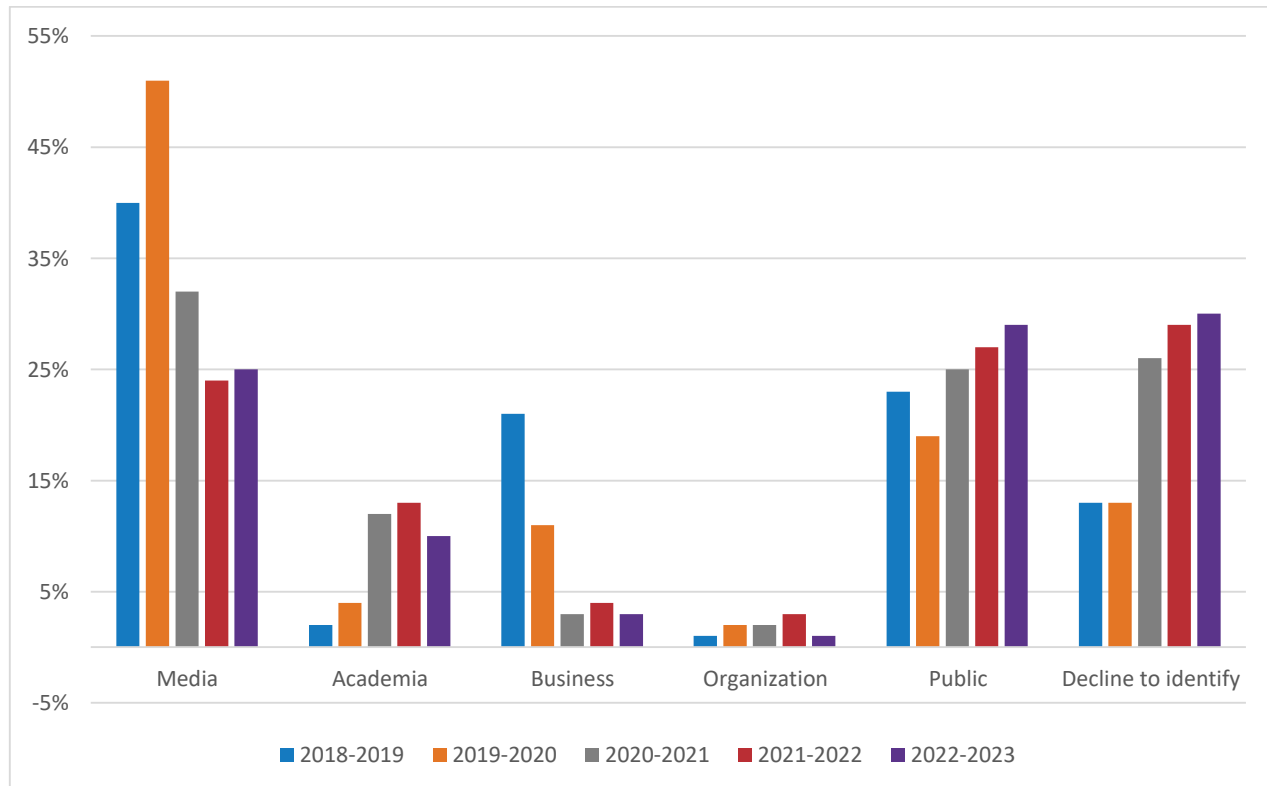
## 4.2. Request sources

Of the requests that were received in this reporting period, 25% were made by the media, while 29% were made by the public. A total of 30% of requesters declined to identify themselves and 10% of requesters were from academia.

As indicated in Chart 3, the media have consistently been the largest source of requests for Canadian Heritage in the past fiscal years. However, since last fiscal

year, the number of requests from the public and from requesters refusing to identify themselves exceeded those from the media.

Chart 3: Request sources, 2018-2019 to 2022-2023



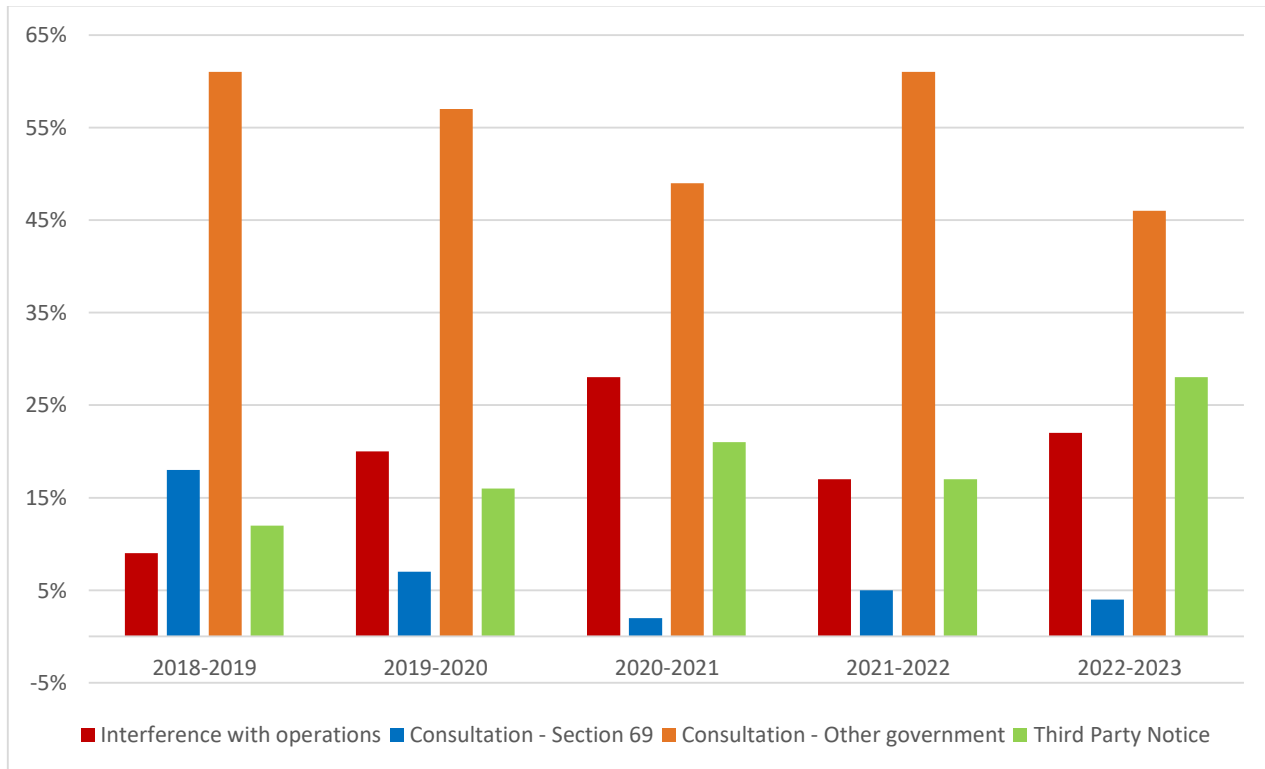
### 4.3. Extensions

Requests can be extended beyond the 30-day statutory time frame in three circumstances; when the request is for a large number of records or necessitates a search through a large number of records, when consultations are necessary, or to give notice to a third party.

This reporting period, extensions were required in 80 cases. In 1 case, the Department required a time extension of 30 days or less. In 79 cases, an extension of over 30 days was required.

Chart 4 illustrates the circumstances for which extensions were taken during the last five years. As in previous years, consultations with other federal institutions or other levels of government was the most common reason for extension.

Chart 4: Reasons for time extensions, 2018-2019 to 2022-2023

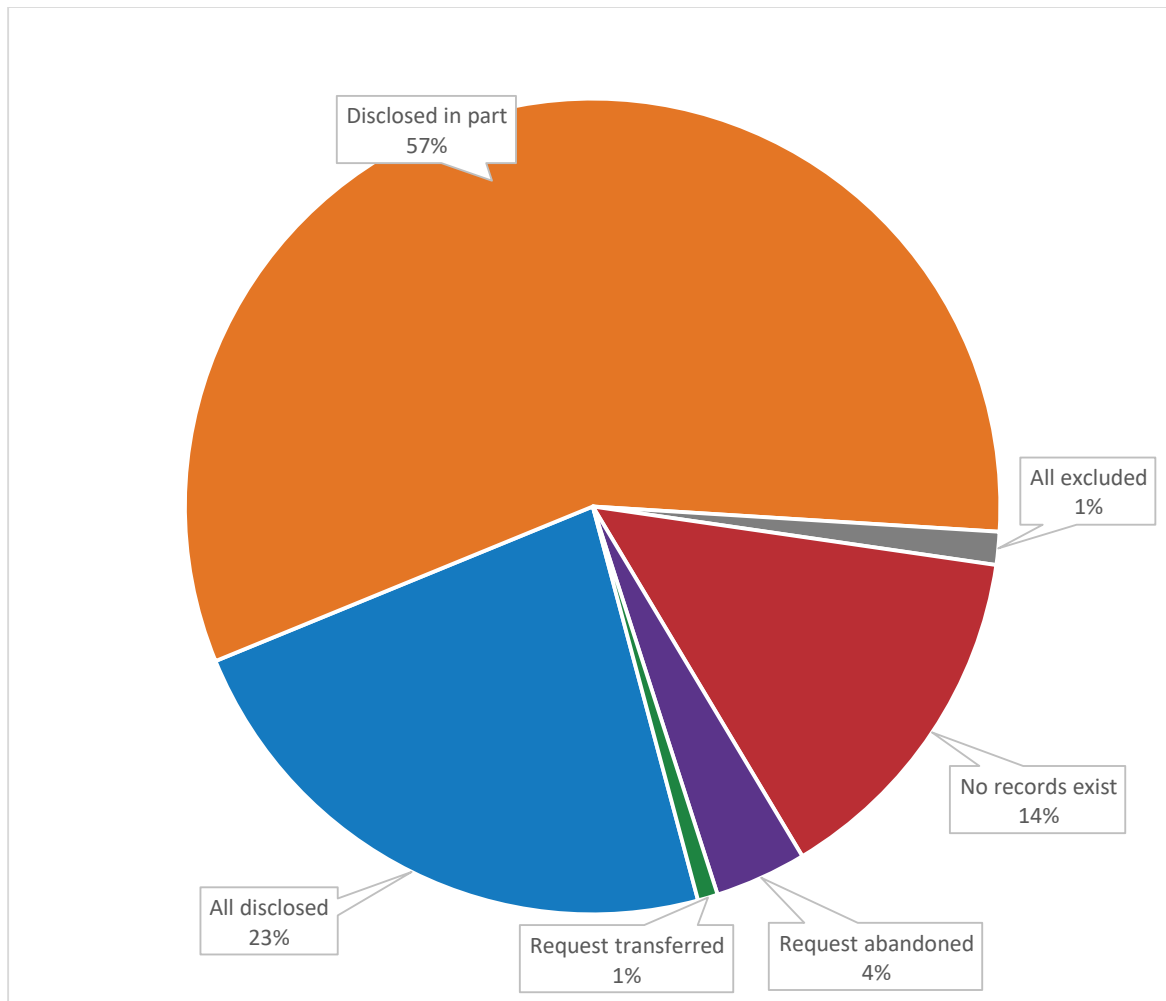


#### 4.4. Completed requests

A total of 383 requests were completed by the end of the year 2022–2023. This represents 29 more requests than the number completed in the last fiscal year.

Of the 383 completed requests, 219 requests were disclosed in part. Eighty-eight were disclosed in full. There were no existing records for 54 requests. Information was fully excluded in 5 requests. No request has been fully exempted. Three requests were forwarded to other federal institutions and 14 requests were abandoned by requesters. The breakdown of requests in percentage is shown in chart 5 below.

Chart 5: Breakdown of requests, 2022-2023



The 383 completed requests were processed within the following time frames:

- 104 requests (27%) completed within 30 days;
- 70 requests (18%) completed within 31 to 60 days;
- 99 requests (26%) completed within 61 to 120 days;
- 110 requests (29%) completed within 121 or more days.

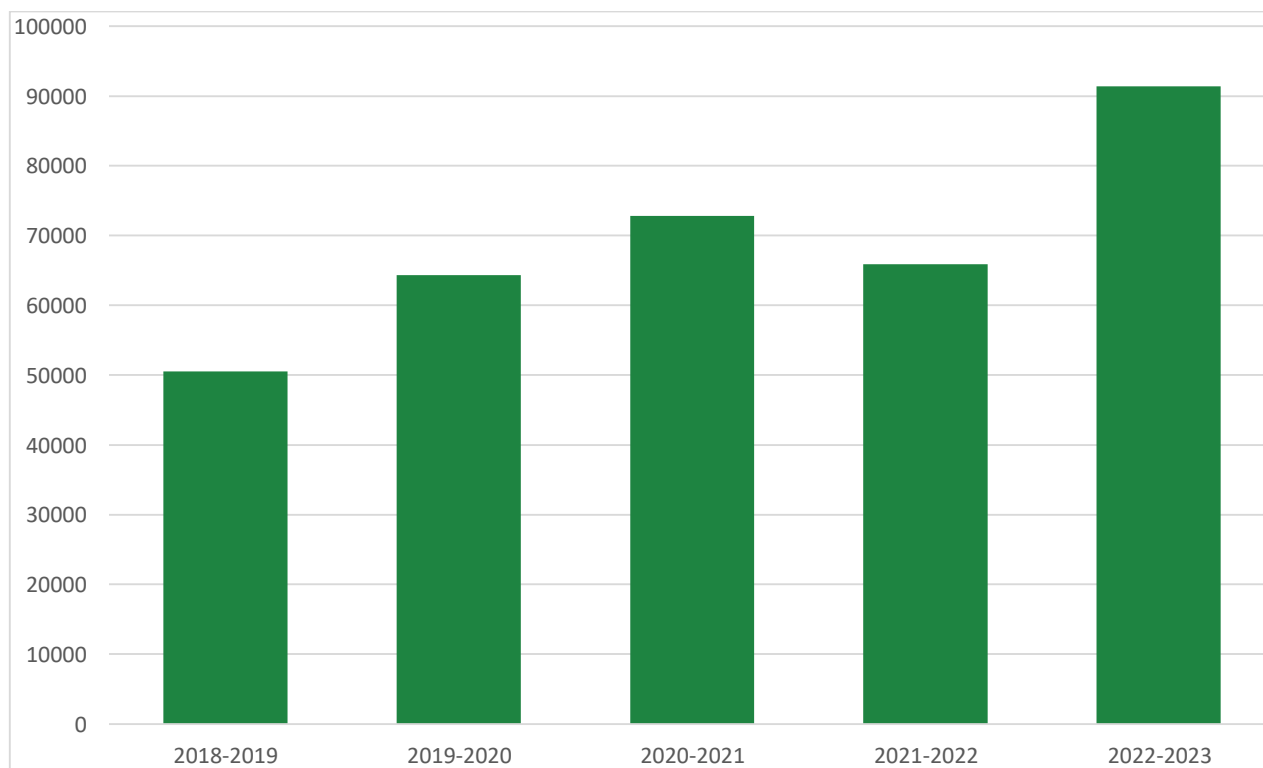
The relatively high number (compared to previous years) of requests closed within 121 or more days is due to the high volume of requests processed. In fact, as we shall see below, the average number of pages processed was higher than in previous years. It is also due to the Department's efforts to process the inventory of backlogged applications. At the end of the reporting period, of the 190 requests

carried forward to the next fiscal year, only 28 requests received from previous fiscal years were still outstanding.

- Received in 2021-2022 : 21
- Received in 2020-2021 : 2
- Received in 2019-2020 : 2
- Received in 2017-2018 : 1
- Received in 2016-2017 : 1
- Received in 2015-2016 : 1

Canadian Heritage processed 91,381 pages of documents in 2022-2023. This represents a significant increase of 39% over the previous year and is the highest number of pages processed by Canadian Heritage in 10 years. Chart 6 illustrates the number of pages processed by the Department over the last five years.

Chart 6: Number of relevant pages processed, 2018-2019 to 2022-2023



In addition, it is important to note that requests were more voluminous than in 2021-2022. On average, Canadian Heritage processed 239 pages per request in

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2022-2023, compared to 186 pages per request in the previous fiscal year, an increase of 28%.

## 4.5. Exemptions/exclusions

The Act does not apply to certain types of records. The legislation allows information to be excluded from requests. In this reporting period, 83 exclusions were applied. Among these, 80 exclusions are based on subsection 69(1) (confidences of the Queen's Privy Council for Canada). Subsection 68(a) (published documents) was applied 3 times this fiscal year.

The Act sets out specific exceptions to the right of access known as exemptions. Each exemption is intended to protect information relating to a particular public or private interest, and together they form the only basis for refusing access to information under the Act.

Of the 383 requests completed, 548 exemptions to withhold information were invoked. The exceptions most commonly applied by the Department were:

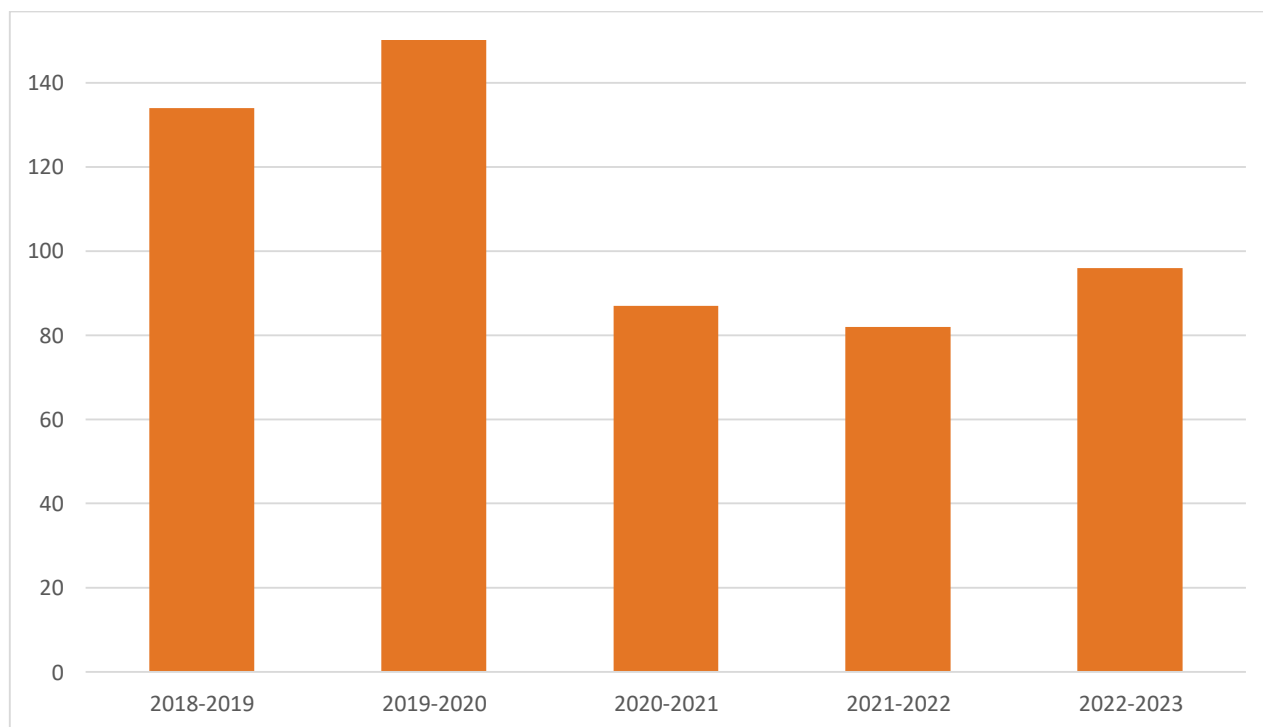
- Subsection 19(1) (records containing personal information), which was applied in 124 requests;
- Paragraph 21(1)(a) (information relating to the internal decision-making processes of government), which was applied in 99 requests;
- Paragraph 21(1)(b) (account of consultations and deliberations) applied in 99 requests;
- Paragraph 20(1)(b) (confidential information supplied by a third party) which was applied in 83 requests.

## 4.6. Consultations

The ATIP Secretariat reviewed and provided recommendations on the disclosure of records of other government institutions that were related to Canadian Heritage. During the reporting period, the ATIP Secretariat received a total of 96 consultation requests from other federal institutions and other levels of governments. This represents an increase of 17% from the previous fiscal year, as shown in Chart 7. As for the processing time to respond to these consultation requests, Canadian Heritage responded within 30 days for 55% of them.

In 2022-2023, Canadian Heritage received consultation requests from 24 federal institutions and 5 other government institutions. The top consulting institutions were the Treasury Board Secretariat, the Privy Council Office, Global Affairs Canada and Crown-Indigenous Relations and Northern Affairs Canada.

Chart 7: Number of consultations received, 2018-2019 to 2022-2023



#### 4.8. Grounds for declining to handle requests

In the 2022-2023 fiscal year, Canadian Heritage did not submit any grounds for declining to handle requests to the Information Commissioner. There are no pending requests.



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## **4.9. Impact of the COVID-19 pandemic on the ATIP Secretariat**

The COVID-19 pandemic had no impact on the ATIP Secretariat's operations during the reporting period. The ATIP Secretariat developed and implemented an action plan that was completed during the 2020-2021 fiscal year, which put in place various tools to improve its practices and avoid any disruption in service. In carrying out the action plan, the ATIP Secretariat has, among other things, made available a Protected B server that is remotely accessible to its analysts and has transformed its operations to be fully electronic.

## **5. TRAINING AND AWARENESS**

To increase awareness and understanding of the Act among departmental employees, awareness and training sessions were provided by the ATIP Secretariat. Access to information Awareness training is part of the mandatory training curriculum given to new PCH employees.

During the reporting period, a training schedule was posted monthly on the Department's intranet site and all employees were invited to register. The training was conducted remotely via Teams. These sessions provided information on the purpose and provisions of the Act, as well as the roles and responsibilities of the Department's employees and the ATIP Secretariat. The ATIP Secretariat also provided specific training to certain branches that requested it and tailored the information to their specific needs.

The ATIP Secretariat conducted 11 access to information training and awareness sessions for employees in the National Capital Region and regional offices. A total of 203 people participated in these sessions.

The ATIP Secretariat also ran an awareness campaign during Right to Know Week 2022, sharing an informative message to all employees about their responsibilities under the Act. This message was shared through a customized column in the News@PCH communication sent weekly to all PCH employees.

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The ATIP Secretariat intranet site provides departmental employees with information on the Act and the related departmental policies and procedures. It also provides training tools on access to information. The ATIP Secretariat continues to update its intranet page in order to provide branches with all the necessary tools to understand basic access to information issues.

## 6. POLICIES, GUIDELINES AND PROCEDURES

### 6.1 Policy instruments

During the reporting period, the ATIP Secretariat continued to work on creating a culture that promotes the importance of the public's right of access to information by updating its policy instruments and tools in use within the Department.

In 2022-2023, the ATIP Secretariat has developed a toolbox for its analysts. The purpose of this toolbox is to facilitate the arrival of new team members and standardize procedures. It includes all the ATIP Secretariat's internal procedures, as well as most of the guidelines issued by TBS, the Office of the Privacy Commissioner of Canada and prevailing case law. The Toolbox is updated whenever new instructions, guides or implementation notices are adopted by TBS. It is easily accessible and can be found on the desks of all ATIP Secretariat employees.

### 6.2 Information about programs and information holdings

The publication entitled [\*Information about programs and information holdings\*](#) (formerly known as Info Source) provides information about the functions, programs, activities and related information holdings of government institutions. It provides individuals, as well as current and former government employees, with relevant information to assist them to access personal information about themselves held by government institutions.

The Treasury Board Secretariat (TBS) requires that government institutions publish their [Information about programs and information holdings](#) chapter on their website. During the reporting period, the Department of Canadian Heritage has completed the process of updating its chapter, that is now published on its website.

## 7. PROACTIVE DISCLOSURE

For the purposes of Part 2 of the *Act*, Canadian Heritage is a government entity listed in Schedule 1 of the [Financial Administration Act](#).

Canadian Heritage is subject to the following proactive publication requirements:

<b>Legislative Requirement – Canadian Heritage</b>	<b>Section</b>
<a href="#">Travel Expenses</a>	82 of the Act
<a href="#">Hospitality Expenses</a>	83 of the Act
<a href="#">Reports tabled in Parliament</a>	84 of the Act
<a href="#">Contracts over \$10,000</a>	86 of the Act
<a href="#">Grants &amp; Contributions over \$25,000</a>	87 of the Act
<a href="#">Packages of briefing materials prepared for new or incoming deputy heads or equivalent</a>	88(a) of the Act
<a href="#">Titles and reference numbers of memoranda prepared for a deputy head or equivalent, that is received by their office</a>	88(b) of the Act
<a href="#">Packages of briefing materials prepared for a deputy head or equivalent's appearance before a committee of Parliament</a>	88(c) of the Act
<a href="#">Reclassification of positions</a>	85 of the Act
<a href="#">Summary of completed access to information requests</a>	4.1.46 of the <i>Directive on</i>

	<i>access to information requests</i>
<b>Legislative Requirement – Canadian Heritage Ministers</b>	<b>Section</b>
<a href="#">Packages of briefing materials prepared by a government institution for new or incoming ministers</a>	74(a) of the Act
<a href="#">Titles and reference numbers of memoranda prepared by a government institution for the minister, that is received by their office</a>	74(b) of the Act
<a href="#">Package of question period notes prepared by a government institution for the minister and in use on the last sitting day of the House of Commons in June and December</a>	74(c) of the Act
<a href="#">Packages of briefing materials prepared by a government institution for a minister's appearance before a committee of Parliament</a>	74(d) of the Act
<a href="#">Travel Expenses</a>	75 of the Act
<a href="#">Hospitality Expenses</a>	76 of the Act
<a href="#">Contracts over \$10,000</a>	77 of the Act
<a href="#">Ministers' Offices Expenses</a>	78 of the Act

Approximately 30% of proactive publication requirements due during the reporting period were published within the timeframe prescribed by the Act.

Proactive publication within the Department of Canadian Heritage is decentralized and is the shared responsibility of several internal players, such as the ATIP Secretariat, the Chief Financial Officer Branch and the Deputy Minister's Office. Each internal player ensures compliance with its own proactive publication requirements and the deadlines set out in the Act.

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## 8. INITIATIVES AND PROJECTS TO IMPROVE ACCESS TO INFORMATION

In 2022-2023, the ATIP Secretariat developed a toolkit for Offices of Primary Interest. The objective of this tool is to better equip Offices of Primary Interest to understand their obligations in processing access to information requests, and to respond more effectively to such requests by having a better understanding of our internal processes, the purpose of the Act and the exceptions to the right of access set out in the Act. This tool will be published on the Secretariat's intranet page at the start of the next fiscal year and will be periodically updated to include additional documents and short videos.

In addition, during the reporting period, the ATIP Secretariat also developed a new tool to facilitate access to information training for the department's employees. This tool was developed with LMS365 software and takes the form of a SharePoint page that includes our various training documents. The aim of this tool is to facilitate registration for training courses given by the Secretariat and to enable better traceability of training data. In the longer term, this tool will also enable interactive material to be added to training courses. The tool will be deployed across the entire department at the start of the next fiscal year.

Finally, in 2022-2023, the ATIP Secretariat used the ATIP Online Request Service (AORS), developed by TBS, to modernize service delivery and facilitate request processing. This initiative, underway since last fiscal year, has improved the applicant experience and facilitated access to requested information.

## 9. COMPLAINTS, INVESTIGATIONS AND AUDITS

In 2022-2023, twenty-eight (28) complaints regarding the processing of access to information requests were filed with the Office of the Information Commissioner of Canada against Canadian Heritage. The reasons for the complaints included: administrative delay (15); refusal of communication (exemption/exclusion)(7); and refusal of communication (incomplete response)(6).

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The Office of the Information Commissioner has completed its investigation of 33 complaints against Canadian Heritage. The Information Commissioner determined that 6 complaints were well founded and 10 were unfounded. In addition, 5 complaints were abandoned, and 12 complaints were settled. During the investigations, Canadian Heritage cooperated with the Office of the Information Commissioner to facilitate its handling of the complaints and disclosed additional documents to the requester with a view to resolving them.

At the end of the fiscal year, 15 complaints were still ongoing. Among these, 5 complaints were received in previous fiscal years:

- Received in 2021-2022 : 2
- Received in 2020-2021 : 1
- Received in 2018-2019 : 1
- Received in 2017-2018 : 1

Canadian Heritage was not involved in any audits, but was involved in one legal dispute before the Federal Court during this reporting period.

## 10. FEES AND COSTS

The [Service Fees Act](#) requires a responsible authority to report annually to Parliament on the fees collected by the institution.

With respect to fees collected under the Act, the information below is reported in accordance with the requirements of section 20 of the [Service Fees Act](#).

The enabling authority to collect fees is the *Access to Information Act*. The \$5 application fee is the only fee charged for an Access to Information request. In 2022–2023, the amount of fees collected (and the total revenue from those fees) was \$1,510. In accordance with the [Interim Directive on the Administration of the Access to Information Act](#), issued on May 5, 2016, Canadian Heritage waives all fees prescribed by the Act and Regulations, other than the \$5 application fee set out in paragraph 7(1)(a) of the Regulations. In addition, application fees were waived for 79 applications. No applications were reimbursed.

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The departmental costs of the administration of the Act is \$929,060. Of which, \$877,376 in salary costs and \$51,684 in goods and services.

## **11. MONITORING COMPLIANCE**

To provide requesters with an accurate and timely response, the ATIP Secretariat monitored request processing times daily using the ATIP case management system (Access Pro Case Management/Redaction), in addition to holding weekly meetings with Secretariat management. Reports that provide details on the status of requests are sent to the program liaison officers, departmental executives and senior management each month. A mechanism has also been set up to monitor tasking notices sent to offices of primary responsibility, to make them aware of accumulated delays. These practices make it possible to control the time taken to process requests, and to limit inter-institutional consultations to those that are necessary.

# APPENDIX A – DELEGATION ORDER



## DELEGATION ORDER

### Access to Information Act and Privacy Act

Pursuant to Section 95 of the *Access to Information Act* and Section 73 of the *Privacy Act*, I, as head of the Department of Canadian Heritage, hereby designate the persons holding the positions set out in the schedule hereto, or persons occupying on an acting basis those positions, to exercise my powers and functions under these Acts specified opposite each position.

This Delegation Order supersedes all previous *Access to Information Act* and *Privacy Act* Delegation Orders.

A handwritten signature in black ink, appearing to read "Pablo Rodriguez", is positioned above a horizontal line.

The Honourable Pablo Rodriguez  
Minister of Canadian Heritage

February 22, 2022  
Date

The wordmark for "Canada" is displayed in a serif font, with a small red and white Canadian flag icon positioned above the letter 'a'.



**Powers and functions delegated pursuant to Section 95 of  
the Access to Information Act and the Access to Information Regulations**

**Legend:**

DM Deputy Minister

CS Corporate Secretary

ATIP/D Director, Access to Information and Privacy Secretariat

ATIP/DD Deputy Director, Access to Information and Privacy Secretariat

Note: The Xs indicate which position has delegated authority for each section of the Act.

**Access to Information Act**

Section	Description	DM	CS	ATIP/D	ATIP/DD
4(2.1)	Responsibility of government institutions	x	x	x	
6.1(1)	Declining to act on request	x	x	x	
7a)	Notice where access requested	x	x	x	
7b)	Giving access to record	x	x	x	
8(1)	Transfer of request to another government institution	x	x	x	x
9	Extension of time limits	x	x	x	x
9(2)	Notice of extension to Information Commissioner	x	x	x	x
10	Where access is refused	x	x	x	

11(2)	Waiver - Additional fee	x	x	x	x
12(2)b)	Language of access	x	x	x	
12(3)b)	Access in an alternative format	x	x	x	
13	Exemption - Information obtained in confidence	x	x	x	
14	Exemption - Federal-provincial affairs	x	x	x	
15	Exemption - International affairs and defence	x	x	x	
16	Exemption - Law enforcement and investigation	x	x	x	
<b>Section</b>	<b>Description</b>	<b>DM</b>	<b>CS</b>	<b>ATIP/D</b>	<b>ATIP/DD</b>
16.5	Exemption - <i>Public Servants Disclosure Protection Act</i>	x	x	x	
17	Exemption - Safety of individuals	x	x	x	
18	Exemption - Economic interests of Canada	x	x	x	
18.1	Exemption - Economic interests of the Canada Post Corporation, Export Development Canada, the Public Sector Pension Investment Board and VIA Rail Canada Inc.	x	x	x	
19	Exemption - Personal information	x	x	x	
20	Exemption - Third party information	x	x	x	
21	Exemption - Operations of Government	x	x	x	
22	Exemption - Testing procedures, tests and audits	x	x	x	
22.1	Exemption - Audit working papers and draft audit reports	x	x	x	

23	Exemption - Solicitor-client privilege	x	x	x	
24	Exemption - Statutory prohibitions	x	x	x	
25	Severability	x	x	x	
26	Exemption - Information to be published	x	x	x	
27(1), (4)	Third-party notification	x	x	x	x
28(1)b), (2), (4)	Third-party notification	x	x	x	x
29(1)	Where the Information Commissioner recommends disclosure	x	x	x	
33	Advising Information Commissioner of third-party involvement	x	x	x	
35(2)b)	Right to make representations	x	x	x	
37(1)c)	Notice to the Commissioner of action taken	x	x	x	
37(4)	Access to be given to complainant	x	x	x	
41(2)	Review by Federal Court of a report from the Information Commissioner	x			
<b>Section</b>	<b>Description</b>	<b>DM</b>	<b>CS</b>	<b>ATIP/D</b>	<b>ATIP/DD</b>
43(2)	Notice to third-party (application to Federal Court for review)	x	x	x	
44(2)	Notice to applicant (application to Federal Court by third-party)	x	x	x	
52(2)b), (3)	Special rules for hearings	x	x	x	
94	Annual report to Parliament	x	x	x	

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### **Access to Information Regulations**

<b>Section</b>	<b>Description</b>	<b>DM</b>	<b>CS</b>	<b>ATIP/D</b>	<b>ATIP/DD</b>
6(1)	Transfer of request	x	x	x	x
8	Providing access to record(s)	x	x	x	
8.1	Limitations in respect of format	x	x	x	

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## **APPENDIX B – STATISTICAL REPORT ON THE ACCESS TO INFORMATION ACT**



## Statistical Report on the *Access to Information Act*

Name of institution: Canadian Heritage

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

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

#### 1.1 Number of requests

		Number of Requests
Received during reporting period		462
Outstanding from previous reporting periods		111
• Outstanding from previous reporting period	97	
• Outstanding from more than one reporting period	14	
<b>Total</b>		<b>573</b>
Closed during reporting period		383
Carried over to next reporting period		190
• Carried over within legislated timeline	169	
• Carried over beyond legislated timeline	21	

#### 1.2 Sources of requests

Source	Number of Requests
Media	119
Academia	47
Business (private sector)	14
Organization	5
Public	137
Decline to Identify	140
<b>Total</b>	<b>462</b>

#### 1.3 Channels of requests

Source	Number of Requests
Online	462
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>462</b>

## Section 2: Informal Requests

### 2.1 Number of informal requests

		Number of Requests
Received during reporting period		1459
Outstanding from previous reporting periods		14
• Outstanding from previous reporting period	14	
• Outstanding from more than one reporting period	0	
<b>Total</b>		<b>1473</b>
Closed during reporting period		363
Carried over to next reporting period		1110

### 2.2 Channels of informal requests

Source	Number of Requests
Online	1459
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>1459</b>

### 2.3 Completion time of informal 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	
153	162	47	1	0	0	0	363

### 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
124	2472	55	14784	19	12815	15	22375	0	0

**2.5 Pages re-released informally**

Less Than 100 Pages Re-released		100-500 Pages Re-released		501-1000 Pages Re-released		1001-5000 Pages Re-released		More Than 5000 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	Number of Requests	Pages Re-released
87	2940	50	12088	7	6157	6	8169	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	0
<b>Total</b>	<b>0</b>
Approved by the Information Commissioner during reporting period	0
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	3	31	26	20	3	5	0	88
Disclosed in part	3	26	31	68	32	43	16	219
All exempted	0	0	0	0	0	0	0	0
All excluded	0	2	0	2	1	0	0	5
No records exist	4	25	13	5	5	2	0	54
Request transferred	3	0	0	0	0	0	0	3
Request abandoned	7	0	0	4	0	2	1	14
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
<b>Total</b>	<b>20</b>	<b>84</b>	<b>70</b>	<b>99</b>	<b>41</b>	<b>52</b>	<b>17</b>	<b>383</b>



## 4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	3	16(2)	2	18(a)	0	20.1	0
13(1)(b)	1	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	5	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	2	16(2)(c)	39	18(d)	2	21(1)(a)	98
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	99
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	7
14(a)	5	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	1
14(b)	1	16.1(1)(c)	0	18.1(1)(d)	0	22	1
15(1)	0	16.1(1)(d)	0	19(1)	124	22.1(1)	0
15(1) - I.A.*	10	16.2(1)	0	20(1)(a)	4	23	30
15(1) - Def.*	0	16.3	0	20(1)(b)	83	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	5
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	12	26	0
16(1)(a)(ii)	0	16.5	0	20(1)(d)	5		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	0	17	1				
16(1)(c)	3						
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)	3	69(1)	0	69(1)(g) re (a)	19
68(b)	0	69(1)(a)	10	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	8
68.1	0	69(1)(c)	3	69(1)(g) re (d)	10
68.2(a)	0	69(1)(d)	2	69(1)(g) re (e)	10
68.2(b)	0	69(1)(e)	5	69(1)(g) re (f)	11
		69(1)(f)	2	69.1(1)	0

## 4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	307	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
91381	70082	326

**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		501-1000 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	75	1105	10	1861	1	579	0	0	2	12936
Disclosed in part	123	3314	51	12214	15	11344	30	46441	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	3	115	2	330	0	0	0	0	0	0
Request abandoned	12	110	1	377	1	655	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>213</b>	<b>4644</b>	<b>64</b>	<b>14782</b>	<b>17</b>	<b>12578</b>	<b>30</b>	<b>46441</b>	<b>2</b>	<b>12936</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 confirmed 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 confirmed 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>	0	0	0	0	0	0

**4.5.7 Other complexities**

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	26	0	39	65
Disclosed in part	123	0	102	225
All exempted	0	0	0	0
All excluded	0	0	1	1
Request abandoned	1	0	2	3
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	150	0	144	294

#### 4.6 Closed requests

##### 4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	214
Percentage of requests closed within legislated timelines (%)	55.87467363

#### 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
169	111	7	39	12

##### 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	30	3	33
16 to 30 days	8	4	12
31 to 60 days	20	7	27
61 to 120 days	41	7	48
121 to 180 days	21	2	23
181 to 365 days	20	2	22
More than 365 days	2	2	4
<b>Total</b>	<b>142</b>	<b>27</b>	<b>169</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 for 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	1	0	4	1
Disclosed in part	15	3	30	21
All exempted	0	0	0	0
All excluded	0	0	2	0
Request abandoned	2	0	1	0
No records exist	0	0	0	0
Declined to act with the approval of the Information Commissioner		0	0	0
<b>Total</b>	<b>18</b>	<b>3</b>	<b>37</b>	<b>22</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	1	0	0	0
31 to 60 days	2	3	26	22
61 to 120 days	5	0	7	0
121 to 180 days	10	0	2	0
181 to 365 days	0	0	2	0
365 days or more	0	0	0	0
<b>Total</b>	<b>18</b>	<b>3</b>	<b>37</b>	<b>22</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	383	\$1,510.00	79	\$395.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
<b>Total</b>	<b>383</b>	<b>\$1,510.00</b>	<b>79</b>	<b>\$395.00</b>	<b>0</b>	<b>\$0.00</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	88	10345	8	309
Outstanding from the previous reporting period	4	49	0	0
<b>Total</b>	<b>92</b>	<b>10394</b>	<b>8</b>	<b>309</b>
Closed during the reporting period	83	10338	7	278
Carried over within negotiated timelines	9	56	1	31
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
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	35	12	16	3	2	1	0	69
Disclose in part	0	0	6	7	1	0	0	14
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>35</b>	<b>12</b>	<b>22</b>	<b>10</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>83</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	
Disclose entirely	1	1	2	1	0	0	0	5
Disclose in part	0	0	1	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	1	0	0	0	0	0	0	1
<b>Total</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>

**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	2	73	0	0	0	0	0	0	0	0
16 to 30	4	16	1	0	0	0	0	0	0	0
31 to 60	3	154	1	172	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
<b>Total</b>	<b>9</b>	<b>243</b>	<b>2</b>	<b>172</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**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
<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 finding**

**9.1 Investigations**

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
28	12	3

**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
0	0	2	21	0	0

**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		\$877,376
Overtime		\$0
Goods and Services		\$51,684
• Professional services contracts	\$0	
• Other	\$51,684	
<b>Total</b>		<b>\$929,060</b>

**11.2 Human Resources**

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	9.882
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
<b>Total</b>	<b>9.882</b>

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





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

Name of institution: Canadian Heritage

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	52
Able to receive requests by email	52
Able to receive requests through the digital request service	52

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

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

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

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

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Electronic Records	0	0	52	52
Protected B Electronic Records	0	0	52	52
Secret and Top Secret Electronic Records	0	0	52	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	21	141	162
Received in 2021-2022	0	21	21
Received in 2020-2021	0	2	2
Received in 2019-2020	0	2	2
Received in 2018-2019	0	0	0
Received in 2017-2018	0	1	1
Received in 2016-2017	0	1	1
Received in 2015-2016	0	1	1
Received in 2014-2015	0	0	0
Received in 2013-2014 or earlier	0	0	0
<b>Total</b>	<b>21</b>	<b>169</b>	<b>190</b>

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	10
Received in 2021-2022	2
Received in 2020-2021	1
Received in 2019-2020	0
Received in 2018-2019	1
Received in 2017-2018	1
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
<b>Total</b>	<b>15</b>

**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	1	1	2
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
<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>

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	1
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
<b>Total</b>	<b>1</b>

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**Section 5: Social Insurance Number**

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