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Table of contents

1. Introduction.....	5
1.1. The <i>Access to Information Act</i>	5
1.2. Mandate of Canadian Heritage	5
2. Structure of the Access to Information and Privacy Secretariat	7
3. Delegation order	8
4. Administration of requests	8
4.1. Access requests.....	8
4.2. Request sources	11
4.3. Extensions	13
4.4. Completed requests	15
4.5. Exemptions/exclusions	19
4.6. Consultations	19
4.7. Grounds for declining to handle requests	20
5. Training and awareness	21
6. Policies, guidelines and procedures.....	22
6.1 Policy instruments	22
6.2 Information about programs and information holdings.....	22
7. Proactive disclosure	23
8. Initiatives and projects to improve access to information	24
9. Complaints, investigations and audits	25
10. Fees and costs	26
11. Monitoring compliance	26
Appendix A – Delegation Order	28
Appendix B – Statistical Report on the <i>Access to Information Act</i>	34

On this page

List of charts

- Chart 1: Number of requests received, 2019-2020 to 2023-2024
- Chart 2: Number of requests treated informally, 2019-2020 to 2023-2024
- Chart 3: Request sources, 2019-2020 to 2023-2024
- Chart 4: Reasons for time extensions, 2019-2020 to 2023-2024
- Chart 5: Breakdown of requests, 2023-2024
- Chart 6: Number of relevant pages processed, 2019-2020 to 2023-2024
- Chart 7: Number of consultations received, 2019-2020 to 2023-2024

List of acronyms and abbreviations

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

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, 2023, to March 31, 2024.

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 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.

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

In 2023-2024, the Minister of Canadian Heritage was responsible to Parliament for the activities of the Department, three departmental agencies, eleven Crown corporations and two administrative tribunals, supported by the Minister of Sport and Physical Activity, the Minister of Diversity, Inclusion and Persons with Disabilities, the Minister of Employment, Workforce Development and Official Languages, and the Minister for Women, Gender Equality and Youth.

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, two employees in the Policy and Governance Unit, as well as six analysts and two administrative resources to support the operations of the Secretariat.

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 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 *Access to Information Act* is included as Appendix B of this report.

4.1. Access requests

The ATIP Secretariat received a total of 557 requests between April 1, 2023, and March 31, 2024. This represents an increase of 21% compared to the previous year. With the 191 requests carried over from the previous reporting period, therefore, there were a total of 748 active requests in 2023–2024.

As shown in Chart 1, the number of requests received by Canadian Heritage in fiscal year 2023-2024 is higher than in the previous fiscal year.

Chart 1: Number of requests received, 2019-2020 to 2023-2024

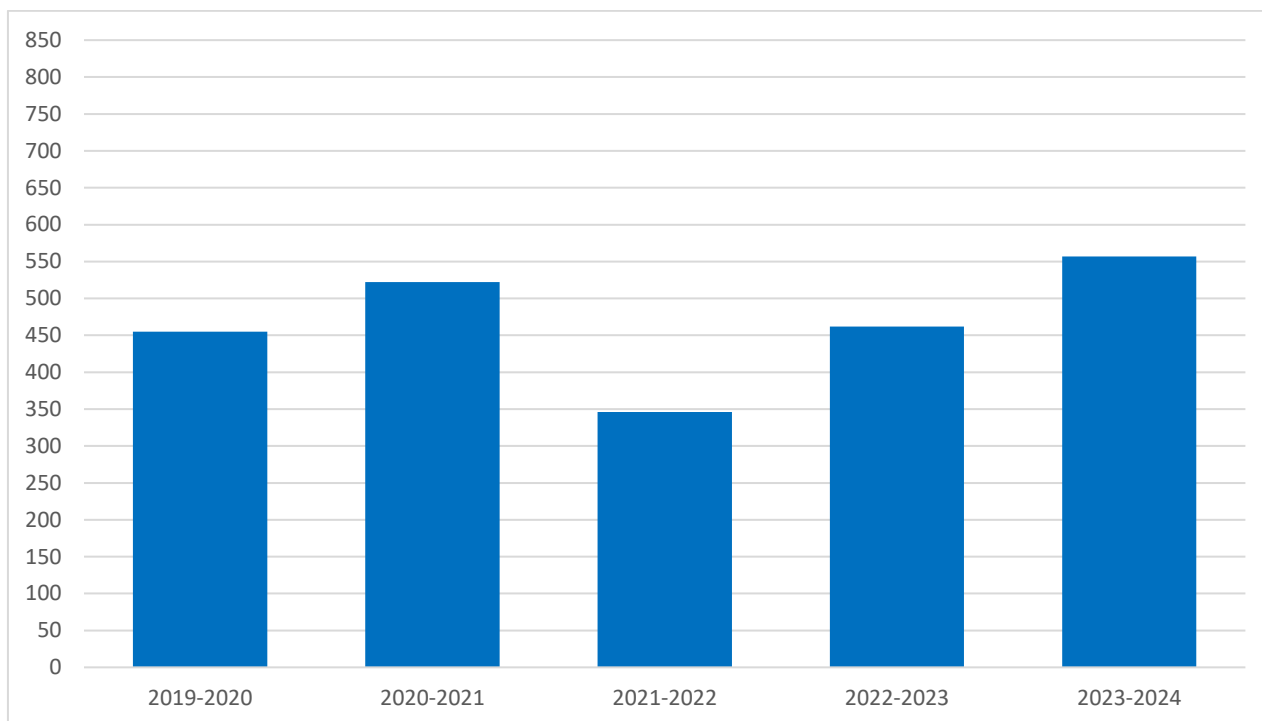


Chart 1: Number of requests received, 2019-2020 to 2023-2024 – text version

This bar graph shows the number of requests Canadian Heritage received each fiscal year from 2019-2020 to 2023-2024. The data illustrated in the graph is as follows:

- 2019-2020: 455 requests
- 2020-2021: 522 requests
- 2021-2022: 346 requests
- 2022-2023: 462 requests
- 2023-2024: 557 requests

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.

Requests included Canadian Heritage funding for organizations, Bills C-11 and C-18, lobbying activities and communications, and the National Memorial to Canada's Mission in Afghanistan.

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 1 559 informal requests in 2023–2024 for information about previously released requests, representing over four times the volume of requests processed in the previous fiscal year. The number of informal requests received was exceptionally high compared to the last 5 years, but similar to the number of requests received in the previous fiscal year, as confirmed in Chart 2 (below). In fact, Canadian Heritage received 1 334 informal requests in 2023-2024. Including the 229 pending requests from the previous fiscal year, the total number of active informal requests in 2023-2024 is 1 563.

Chart 2: Number of requests treated informally, 2019-2020 to 2023-2024

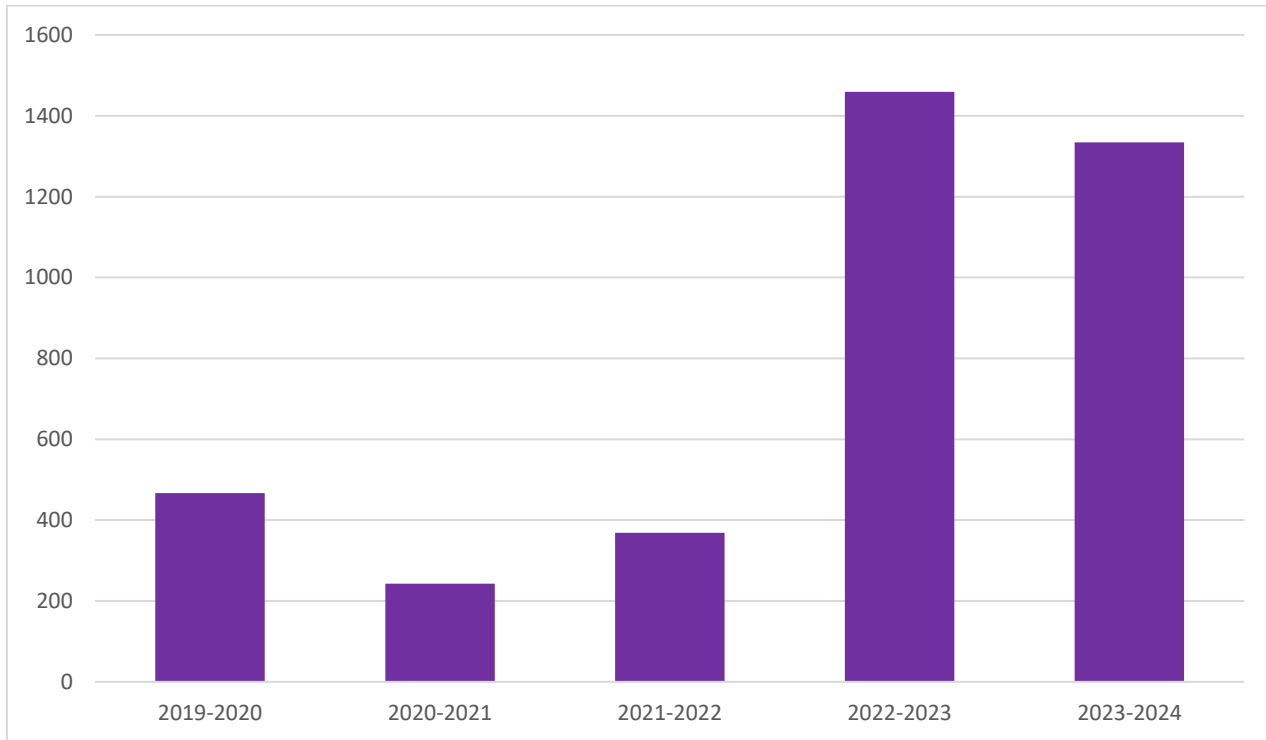


Chart 2: Number of requests treated informally, 2019-2020 to 2023-2024 – text version

This bar graph shows the number of requests Canadian Heritage treated informally each fiscal year from 2019-2020 to 2023-2024. The data illustrated in the graph is as follows:

- 2019-2020: 467 requests
- 2020-2021: 243 requests
- 2021-2022: 369 requests
- 2022-2023: 1459 requests
- 2023-2024: 1334 requests

4.2. Request sources

Of the requests that were received in this reporting period, 36% were made by the media, while 20% were made by the public. A total of 15% of requesters declined to identify themselves and 26% 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. This was also the case last fiscal year. On the other hand, in contrast to previous fiscal years, the number of requests from the university sector has been very high, representing the 2nd highest source of requests.

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, 2019-2020 to 2023-2024

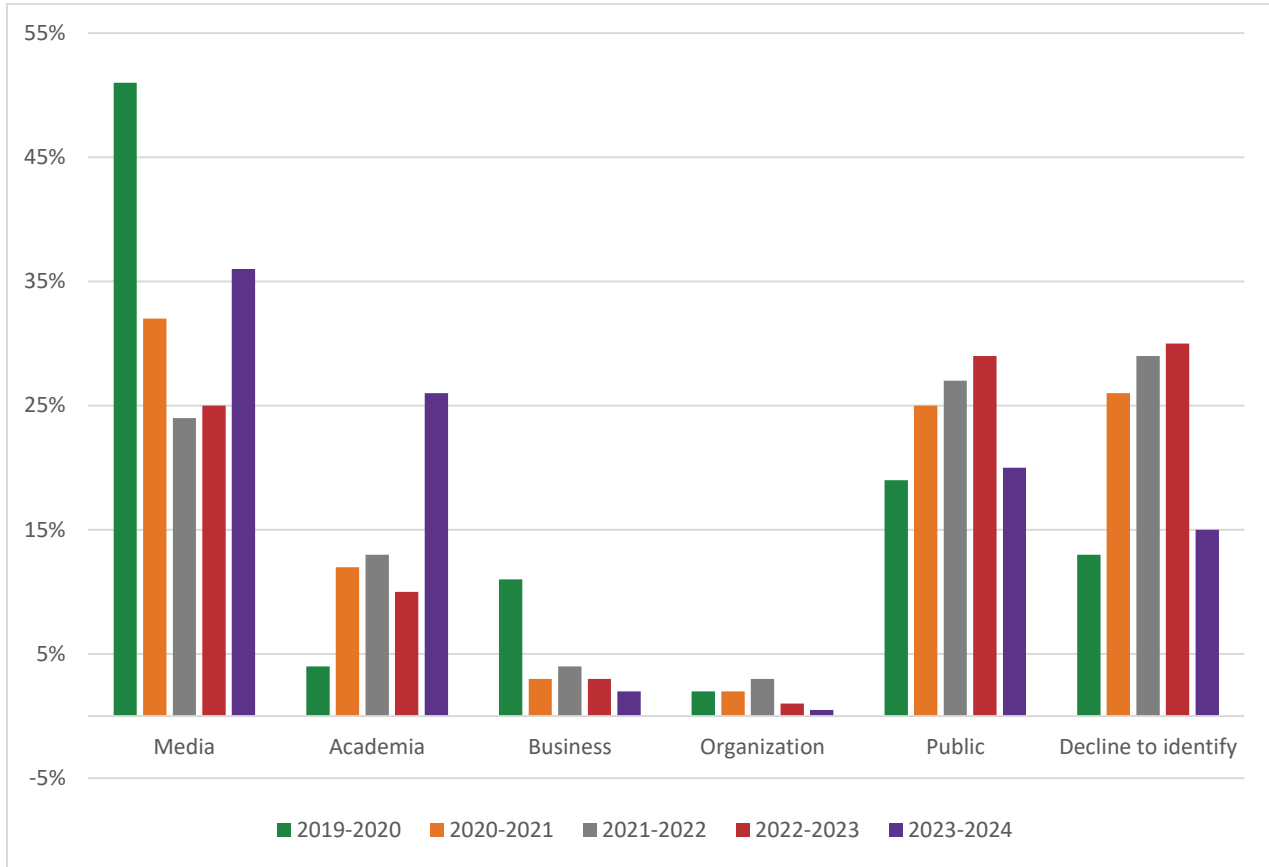


Chart 3: Request sources, 2019-2020 to 2023-2024 – text version

This bar graph shows the sources of requests from fiscal years 2019-2020 to 2023-2024 and indicates the percentage of requests from each source. The data illustrated in the graph is as follows:

Applicant sources	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Media	51%	32%	24%	25%	36%
Academia	4%	12%	13%	10%	26%
Business	11%	3%	4%	3%	2%
Organization	2%	2%	3%	1%	1%

Public	19%	25%	27%	29%	20%
Decline to identify	13%	26%	29%	30%	15%

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 75 cases. In 3 cases, the Department required a time extension of 30 days or less. In 72 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 were the most common reason for extension.

Chart 4: Reasons for time extensions, 2019-2020 to 2023-2024

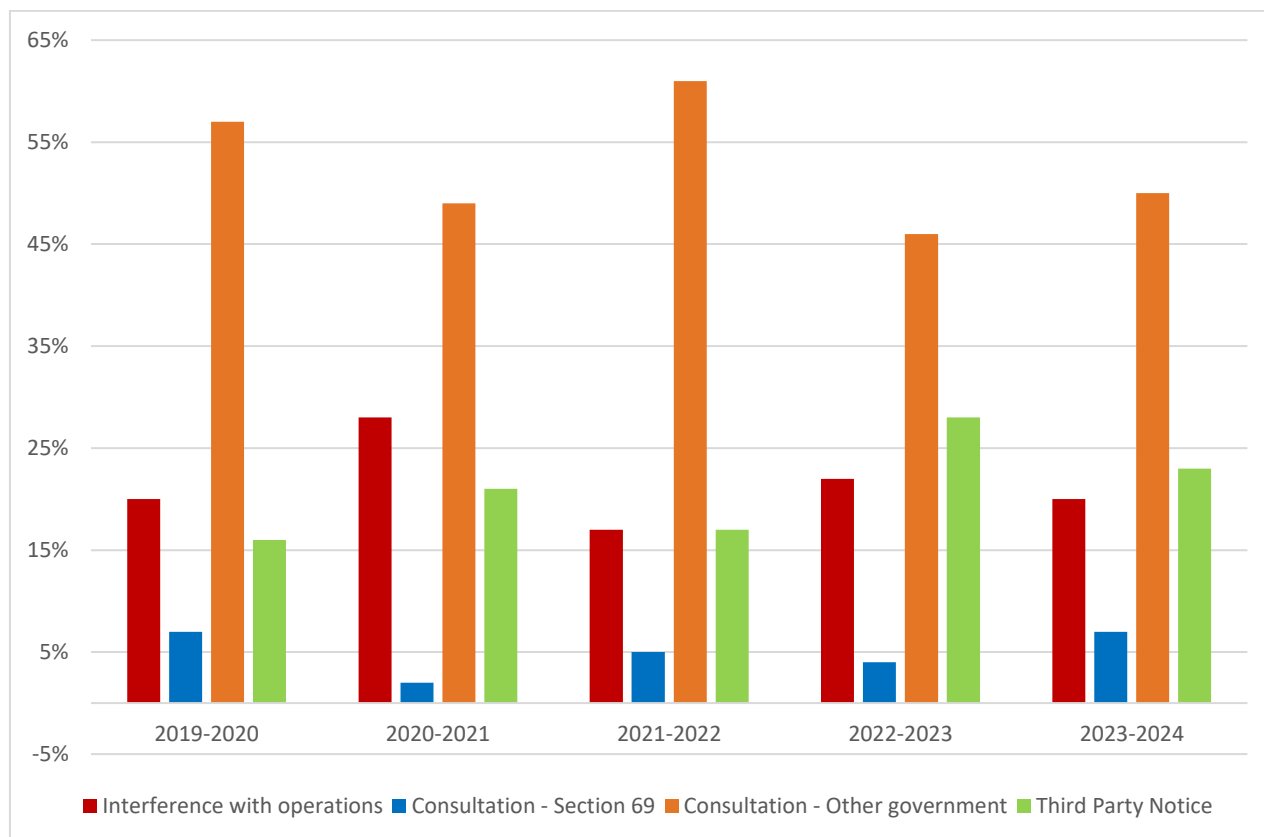


Chart 4: Reasons for time extensions, 2019-2020 to 2023-2024 – text version

This bar graph shows the reasons for time extensions in each fiscal year from 2019-2020 to 2023-2024, and the percentages for each reason in each year. The data illustrated in the graph is as follows:

Reason	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Interference with operations	34%	28%	17%	22%	20%
Consultation - Section 69	21%	2%	5%	4%	7%
Consultation - Other	12%	49%	61%	46%	50%

Third Party Notice	16%	21%	17%	28%	23%
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4.4. Completed requests

A total of 632 requests were completed by the end of the year 2023–2024. This represents a significant increase of 249 more requests than the number completed in the last fiscal year.

Of the 632 completed requests, 323 requests were disclosed in part. 155 were disclosed in full. There were no existing records for 111 requests. Information was fully excluded in 14 requests. No request has been fully exempted. 8 requests were forwarded to other federal institutions and 21 requests were abandoned by requesters. The breakdown of requests in percentage is shown in chart 5 below.

Chart 5: Breakdown of requests, 2023-2024

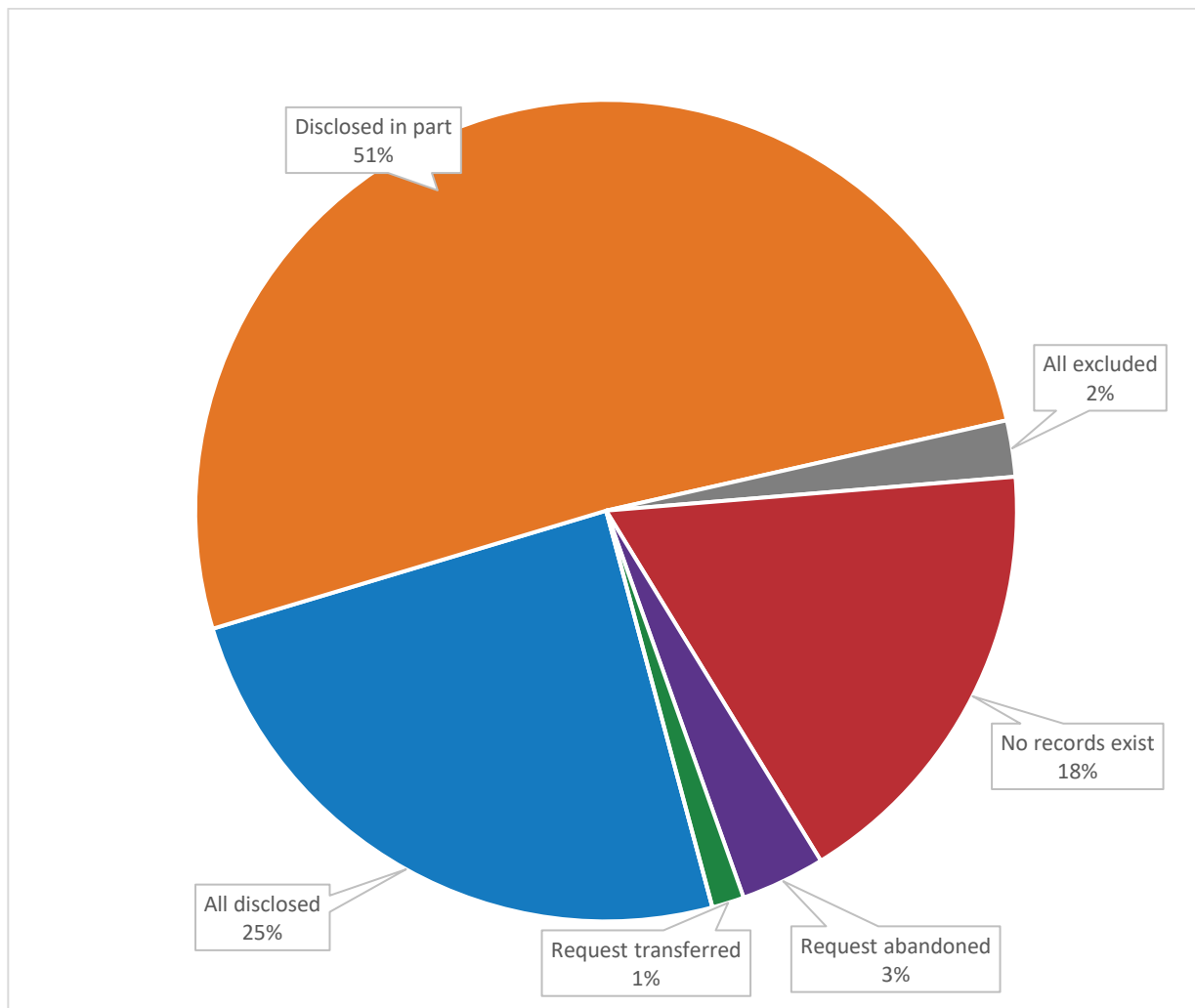


Chart 5: Breakdown of requests, 2023-2024 – text version

This pie chart shows the disposition of requests for the year 2023-2024. The data illustrated in the graph is as follows:

- All disclosed: 25%
- Disclosed in part: 51%
- All excluded: 2%
- No records exist: 18%
- Request abandoned: 3%
- Requests transferred: 1%

The 632 completed requests were processed within the following time frames:

- 121 requests (19%) completed within 30 days;
- 109 requests (17%) completed within 31 to 60 days;
- 155 requests (25%) completed within 61 to 120 days;
- 247 requests (39%) 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.

During the reporting period, the ATIP Secretariat sought to understand the reasons for delays in its disclosures to requesters. Following research into the AccessPro Case Management (APCM) system, of the 499 overdue files this year, the reasons for the delays were as follows:

- Late response to document requests and/or recommendations by the office of primary interest
- Consultation of third parties or volume of documents

In response to these findings, the ATIP Secretariat has put in place a rigorous mechanism for tracking delays with Offices of Primary Interest, as will be explained more fully in section 6.1 of this report.

Canadian Heritage processed 97,094 pages of documents in 2023-2024. This represents a 6% increase over the previous fiscal year and is the highest number of pages processed by Canadian Heritage in the last 10 years. Chart 6 illustrates the number of pages processed by the Department over the last five fiscal years.

Chart 6: Number of relevant pages processed, 2019-2020 to 2023-2024

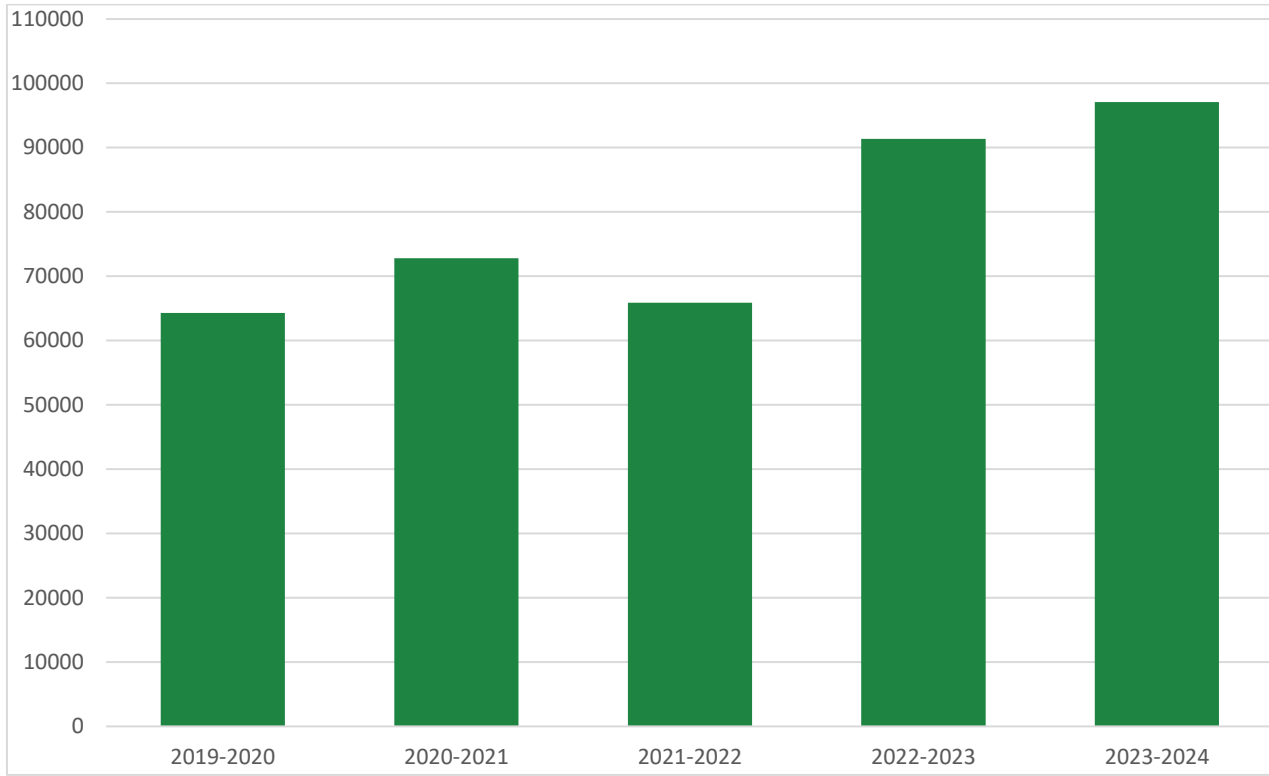


Chart 6: Number of relevant pages processed, 2019-2020 to 2023-2024 – text version

This bar graph shows the number of relevant pages processed each year from fiscal years 2019-2020 to 2023-2024. The data illustrated in the graph is as follows:

- 2019-2020: 64,309 pages
- 2020-2021: 72,780 pages
- 2021-2022: 65,869 pages
- 2022-2023: 91,381 pages
- 2023-2024: 97,094 pages

On average, Canadian Heritage processed 153 pages per request in 2023-2024, compared with 239 pages per request in the previous year, a decrease of 36%.

4.5. Exemptions/exclusions

The Act does not apply to certain types of records. The legislation allows information to be excluded from requests. During this reporting period, 105 exclusions were applied. All these exclusions correspond to paragraph 69(1) (confidences of the King's Privy Council for Canada).

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 632 requests completed, 795 exceptions to the right of access were applied. The exceptions most frequently applied by the Department were as follows:

- subsection 19(1) (documents containing personal information), which was applied in 174 requests;
- paragraph 20(1)(b) (third-party information of a confidential nature), which was applied in 116 requests;
- paragraph 21(1)(a) (advice or recommendations prepared by or for a government institution or minister), which was applied in 114 requests;
- and paragraph 21(1)(b) (records of consultations or deliberations), which was applied in 132 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 67 consultation requests from other federal institutions and other levels of governments. This represents 30% less consultations requests compared to 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 43% of them.

In 2023-2024, Canadian Heritage received consultation requests from 24 federal institutions and 3 other government institutions. The top consulting institutions were the Treasury Board Secretariat, the Privy Council Office and Global Affairs Canada.

Chart 7: Number of consultations received, 2019-2020 to 2023-2024

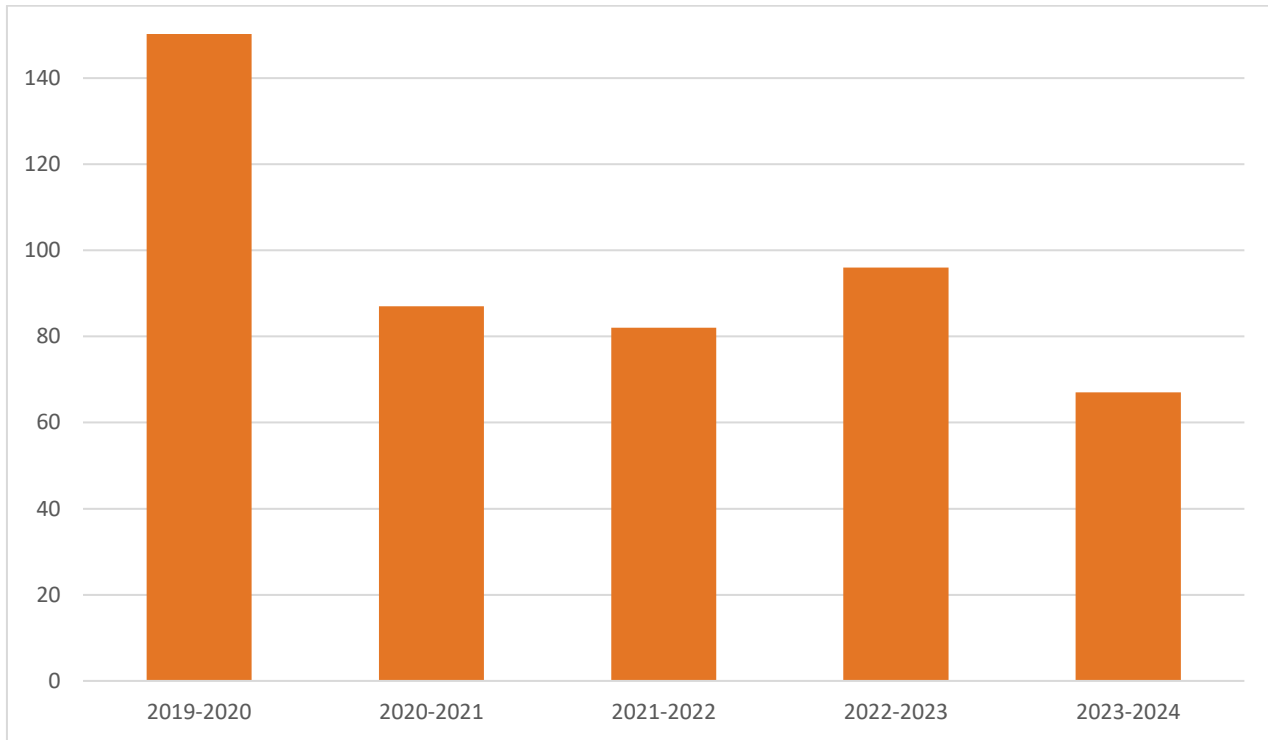


Chart 7: Number of consultations received, 2019-2020 to 2023-2024 – text version

This bar graph shows the total number of consultations received for each fiscal year from 2019-2020 to 2023-2024. The data illustrated in the graph is as follows:

- 2019-2020: 157 consultations received
- 2020-2021: 87 consultations received
- 2021-2022: 82 consultations received
- 2022-2023: 96 consultations received
- 2023-2024: 67 consultations received

4.7. Grounds for declining to handle requests

In the 2023-2024 fiscal year, Canadian Heritage did not submit any grounds for declining to handle requests to the Information Commissioner. There are no pending requests.

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. All employees are also encouraged to refresh this training every two years.

In 2023-2024, the ATIP Secretariat has also added a new tool to its training curriculum to facilitate information access training for departmental employees. This tool has been developed with LMS365 software and takes the form of a SharePoint page that includes various training documents. The aim of this tool is to facilitate registration for training courses given by the Secretariat and to enable better data traceability on training.

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 102 people participated in these sessions.

In terms of awareness within the department, the ATIP Secretariat ran an awareness campaign during Right to Know Week 2023, sharing an informative message to all departmental employees about their responsibilities under the Act. This message was shared via a personalized heading in the News@PCH communication sent weekly to departmental employees.

Finally, the ATIP Secretariat intranet page provides PCH employees with information on the Act and related departmental policies and procedures. In 2023-2024, the ATIP Secretariat added to its awareness tools a toolbox 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 is updated periodically.

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 2023-2024, the ATIP Secretariat introduced a new mechanism for tracking overdue requests from branches, with a view to improving the institution's overall on-time performance. The purpose of this mechanism is to remind branches that are late in submitting requested documents or recommendations and the legal deadlines to be respected. All follow-up e-mails also contain an infographic of the internal ATIP request process and timelines, to facilitate understanding of their obligations under the Act.

The ATIP Secretariat has also updated the legal delegation of authority for the application of the Act to reflect the addition of a new player in the Department, the Associate Deputy Minister. Like the Deputy Minister, the Associate Deputy Minister has full delegation.

The Secretariat also created a detailed guide to the preparation and submission of annual reports on the application of the *Access to Information Act* and the *Privacy Act*. This step-by-step guide will be used by any new employee joining the ATIP Secretariat's governance team, which is responsible for these annual reports on behalf of the institution.

6.2 Information about programs and information holdings

The publication entitled [Information about programs and information holdings](#), also known as Info Source, provides information about the functions, programs, activities and related holdings of government institutions. It provides the public

with relevant information on records and information held by federal institutions, with a view to improving their access to information.

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

Requirements for Canadian Heritage

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

Requirement for Ministers

Legislative Requirement – Canadian Heritage Ministers	Section
Packages of briefing materials prepared by a government institution for new or incoming ministers	74(a) of the Act
Titles and reference numbers of memoranda prepared by a government institution for the minister, that is received by their office	74(b) of the Act
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	74(c) of the Act
Packages of briefing materials prepared by a government institution for a minister's appearance before a committee of Parliament	74(d) of the Act
Travel Expenses	75 of the Act
Hospitality Expenses	76 of the Act
Contracts over \$10,000	77 of the Act
Ministers' Offices Expenses	78 of 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.

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

8. Initiatives and projects to improve access to information

During the reporting period, Canadian Heritage began a complete overhaul of its internal forms and letter templates used to communicate with external stakeholders, such as requesters, third parties and the Information Commissioner of Canada. The aim of the redesign is to make these documents fully accessible, contributing to the goal of an accessible and barrier-free Canada. This will help improve access to information for all Canadians, including people living with

disabilities. These new forms and letter templates are scheduled to be implemented over the next fiscal year.

The last two fiscal years have seen a significant rise in the number of informal requests received at Canadian Heritage. In fiscal year 2023-2024, a record number of 1559 informal requests were received. This encouraged the ATIP Secretariat to accelerate the pace of responses to informal requests by assigning these files to analysts on a priority basis. This has enabled many Canadians to quickly obtain government information without going through the formal process required by the Act.

In 2023-2024, Canadian Heritage continued to use modern technological tools to facilitate applicants' access to requested information. The SharePoint tool is used to transmit electronic documents to applicants. This easy-to-use tool makes it possible to transmit large, accessible documents. In addition, the ATIP Online Request Service (AORS), developed by TBS to modernize service delivery and facilitate application processing, was also used during the reporting period. This initiative has improved the requester's experience, facilitated transmission of the request to the institution, and enabled effective communication with the requester.

9. Complaints, investigations and audits

In 2023-2024, 45 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 (13); refusal of communication (exemption/exclusion)(7); and refusal of communication (incomplete response)(24).

The Office of the Information Commissioner has completed its investigation of 37 complaints against Canadian Heritage. The Information Commissioner determined that 14 complaints were well founded and 6 were unfounded. In addition, one complaint was abandoned, and 16 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, 31 complaints were still ongoing. Among these, 3 complaints were received in previous fiscal years:

- Received in 2022-2023: 2
- Received in 2021-2022: 1

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 2023–2024, the amount of fees collected (and the total revenue from those fees) was \$1,485. 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 260 applications. No applications were reimbursed.

The departmental costs of the administration of the Act is \$932,672. Of which, \$900,231 in salary costs and \$32,441 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 follow-up meetings with the Secretariat staff. 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

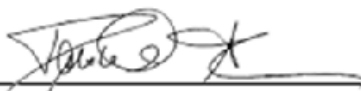


DELEGATION ORDER

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.



The Honourable Pascale St-Onge
Minister of Canadian Heritage

2024-02-27

Date



Delegation order – text version

Access to Information Act and Privacy Act

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The Honourable Pascale St-Onge
Minister of Canadian Heritage

Date: 2024-02-27

(Symbol of the Government of Canada)

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

Legend:

DM	Deputy Minister
DM-A	Associate 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 / DM-A	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	-
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	-	-	-
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	-

Access to Information Regulations

Section	Description	DM / DM-A	CS	ATIP/D	ATIP/DD
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	-

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:	2023-04-01 to 2024-03-31

Section 1: Requests Under the Access to Information Act

1.1 Number of requests

Request	Number of requests
Received during reporting period	557
Outstanding from previous reporting period <ul style="list-style-type: none"> • Outstanding from previous reporting period • Outstanding from more than one reporting period 	191 <ul style="list-style-type: none"> • 176 • 15
Total	748
Closed during reporting period	632
Carried over to next reporting period <ul style="list-style-type: none"> • Carried over within legislated timeline provided by The Act • Carried over beyond legislated timeline provided by The Act 	116 <ul style="list-style-type: none"> • 36 • 80

1.2 Sources of Requests

Source	Number of Requests
Media	202

Academia	142
Business (private sector)	13
Organization	3
Public	113
Decline to Identify	84
Total	557

1.3 Channel of Requests

Source	Number of Requests
Online	552
Email	0
Mail	0
In person	0
Phone	0
Fax	0
Total	557

Section 2: Informal Requests

2.1 Number of informal requests

	Number of requests
Received during reporting period	1334
Outstanding from previous reporting period	229
<ul style="list-style-type: none"> • Outstanding from previous reporting period • Outstanding from more than one 	<ul style="list-style-type: none"> • 229 • 0

reporting period	
Total	1563
Closed during reporting period	1559
Carried over to next reporting period	4

2.2 Channel of informal requests

Source	Number of Requests
Online	1334
Email	0
Mail	0
In person	0
Phone	0
Fax	0
Total	1334

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
958	333	107	156	0	3	2	1559

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

2.5 Pages re-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
1277	56185	218	50143	45	29457	19	30619	0	0

Section 3: Application to the Information Commissioner on Declining to Act on Request

-	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	0
Total	0
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
	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	1	16	30	70	21	14	3	155
Disclosed in part	5	34	39	67	49	62	67	323
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	1	4	5	3	1	14
No records exist	12	35	37	13	6	7	1	111
Request transferred	8	0	0	0	0	0	0	8
Request abandoned	9	1	2	1	0	6	2	21
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
Total	35	86	109	155	81	92	74	632

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)	5	18(a)	0	20.1	0
13(1)(b)	3	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	10	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	1	16(2)(c)	59	18(d)	2	21(1)(a)	144
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	132
14	1	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	16
14(a)	9	16.1(1)(b)	2	18.1(1)(c)	0	21(1)(d)	7
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	3
15(1)	1	16.1(1)(d)	0	19(1)	124	22.1(1)	0
15(1) – I.A.*	13	16.2(1)	0	20(1)(a)	4	23	38
15(1) – Def.*	1	16.3	0	20(1)(b)	83	23.1	0
15(1) – S.A.*	1	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	1
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	12	26	5
16(1)(a)(ii)	0	16.5	0	20(1)(d)	5	-	-
16(1)(a)(iii)	0	17	16	-	-	-	-

16(1)(b)	0	-	-	-	-	-	-
16(1)(c)	13	-	-	-	-	-	-
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)	0	69(1)	0	69(1)(g) re (a)	36
68(b)	0	69(1)(a)	12	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	2
68.1	0	69(1)(c)	0	69(1)(g) re (d)	13
68.2(a)	0	69(1)(d)	3	69(1)(g) re (e)	17
68.2(b)	0	69(1)(e)	4	69(1)(g) re (f)	12
-	-	69(1)(f)	6	69.1(1)	0

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	478	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
97094	84484	513

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

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	141	2240	11	2770	1	541	1	4408	1	6468
Disclosed in part	205	4530	75	17764	24	16000	18	34003	1	6126
All exempted	0	0	0	0	0	0	0	0	0	0

All excluded	11	200	2	228	0	0	1	1063	0	0
Request abandoned	19	5	2	748	0	0	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
Total	376	6975	90	21510	25	16541	20	39474	2	12594

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 request

Disposition	Less than 60 minutes	60-120 minutes	More than 120 minutes

	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
Total	0	0	0	0	0	0

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	60-120 minutes	More than 120 minutes

	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
Total	0	0	0	0	0	0

4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	110	0	53	163
Disclosed in part	201	0	191	392
All exempted	0	0	0	0

All excluded	0	0	3	3
Request abandoned	3	0	6	9
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	314	0	253	567

4.6 Closed requests

4.6.1 Number of requests closed within legislated timelines provided by The Act

Number of requests closed within legislated timelines provided by The Act	133
Percentage of requests closed within legislated timelines provided by The Act (%)	21.0443038

4.7 Deemed Refusals

4.7.1 Reasons for not meeting legislated timelines provided by The Act

Number of requests closed past the legislated deadline	Principal Reasons			
	Interference with operations/workload	External Consultation	Internal Consultation	Other

provided by The Act				
499	77	8	27	387

4.7.2 Requests closed beyond legislated timeline (including any extension taken)

Number of days past legislated timeline provided by The Act	Number of requests past legislated timeline provided by The Act where no extension was taken	Number of requests past legislated timeline provided by The Act where an extension was taken	Total
1 to 15 days	71	3	74
16 to 30 days	38	5	43
31 to 60 days	75	11	86
61 to 120 days	102	10	112
121 to 180 days	51	6	57
181 to 365 days	61	6	67
More than 365 days	57	3	60
Total	455	44	499

4.8 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 5: Extension

5.1 Reasons for extensions and disposition of requests

Disposition of Request 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	2	1	4
Disclosed in part	13	1	27	13
All exempted	0	0	0	0
All excluded	0	0	9	0
Request abandoned	1	2	1	0
Neither confirmed nor denied	0	0	0	2
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	15	5	38	17

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	2	0	1	0
31 to 60 days	1	4	27	17
61 to 120 days	8	1	8	0
121 to 180 days	2	0	2	0
181 to 365 days	0	0	0	0
365 days or more	2	0	0	0
Total	15	5	38	17

Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of requests	Amount	Number of requests	Amount	Number of requests	Amount
Application	297	\$1,485.00	260	\$1,300.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	297	\$1,485.00	260	\$1,300.00	0	\$0.00

Section 7: Consultation 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	64	2099	3	14
Outstanding during the reporting period	10	97	1	31
Total	74	2196	4	45
Closed during the reporting period	67	1863	4	45
Carried over within the reporting period	7	333	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
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	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More than 365 Days	Total
Disclose entirely	17	7	12	11	4	0	0	51
Disclose in part	1	2	4	5	3	0	0	15
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
Total	19	9	16	16	7	0	0	67

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

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More than 365 Days	Total
Disclose entirely	1	0	0	0	0	0	0	1
Disclose in part	0	0	2	0	0	0	0	2
Exempt entirely	0	0	1	0	0	0	0	1
Exclude entirely	0	0	0	0	0	0	0	4
Consult other institution	0	0	0	0	0	0	0	0

Other	1	0	0	0	0	0	0	0	1
Total	2	1	3	1	0	0	0	0	7

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

Number of Days	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 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
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	21	525	0	0	0	0	0	0	0	0
31 to 60	43	538	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 356	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	64	1063	0	0	0	0	0	0	0	0

8.2 Requests with Privy Council Office

Number of Days	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
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 356	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: 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
45	16	1

9.2 Investigations and Reports of finding

Section 37(1) Initial Reports			Sections 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
4	1	3	17	1	3

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
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Section 11: Resources Related to the Access to Information Act

11.1 Allocated Costs

Expenditures	Amount
Salaries	\$900,231

Overtime	\$0
Goods and Services	\$32,441
<ul style="list-style-type: none"> • Professional services contracts • Other 	<ul style="list-style-type: none"> • \$0 • \$32,441
Total	\$932,672

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	8.940
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	8.940

Supplementary statistical report on the Access to Information Act and Privacy Act

Name of institution:	Canadian Heritage
Reporting Period:	2023-04-01 to 2024-03-31

Section 1: Open Requests and Complaints Under the Access to Information Act

1.1 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, 2024	Open Requested that are <i>Beyond</i> Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	32	46	78
Received in 2022-23	0	25	25
Received in 2021-22	0	10	10
Received in 2020-21	0	0	0
Received in 2019-20	0	1	1
Received in 2018-19	0	0	0
Received in 2017-18	0	1	1
Received in 2016-17	0	1	1
Received in 2015-16	0	0	0
Received in 2014-15 or earlier	0	0	0

Total	32	84	116
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1.2 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 2023-24	28
Received in 2022-23	2
Received in 2021-22	1
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16	0
Received in 2014-15 or earlier	0
Total	31

Section 2: Open Requests and Complaints Under the Privacy Act

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

Fiscal Year Open Requests Were Received	Open Requests that are Within Legislated Timelines as of March 31, 2024	Open Requested that are Beyond Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	0	1	1
Received in 2022-23	0	0	0
Received in 2021-22	0	0	0
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0
Received in 2015-16	0	0	0

Received in 2014-15 or earlier	0	0	0
Total	0	1	1

2.2 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 2023-24	2
Received in 2022-23	0
Received in 2021-22	0
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16	0
Received in 2014-15 or earlier	0
Total	2

Section 3: Social Insurance Number (SIN)

Has your institution begun a new collection or new consistent use of the SIN in 2023-24?	No
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Section 4: Universal Access under the Privacy Act

How many requests were received from confirmed foreign nationals outside of Canada in 2023-2024?	0
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