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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>PIA</b>	Privacy impact assessment
<b>TBS</b>	Treasury Board Secretariat

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# Canadian Heritage's Annual Report on the administration of the Privacy Act 2022-2023

## 1. INTRODUCTION

The Department of Canadian Heritage is pleased to table in Parliament its annual report on the administration of the [Privacy Act](#) (the Act) for the fiscal year April 1, 2022, to March 31, 2023. Section 72 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.

### 1.1. The *Privacy Act*

The purpose of the Act is to protect the privacy of individuals with respect to personal information about themselves held by a government institution and to provide individuals with a right of access to their information. It also protects the privacy of individuals by exercising strict control over the collection, disclosure and use of such information.

The Department of Canadian Heritage is fully committed to both the spirit and the intent of the Act, which are based on the principles of open government and the assurance of privacy of individuals with respect to their personal information held by the Department.

### 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

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Canadians through programs that support a wide range of activities from youth exchanges, through commemorations and celebrations, to high-performance sports and multiculturalism and anti-racism initiatives. 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](#), 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, multiculturalism, 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 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.

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## 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 legislation, 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 Privacy and Governance Unit, 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, performing a line-by-line review of the records requested, conducting external consultations as required and representing the Department in dealings with the Office of the Privacy Commissioner regarding the application of the Act.

The Privacy and Governance Unit provides policy advice and guidance to the Department on the protection of personal information. It develops policy instruments and processing products and tools. It is responsible for assisting program officials when they complete privacy risk checklists and/or conduct a privacy impact assessment (PIA) to ensure privacy legislation and policy requirements are respected. The unit liaises with employees and prepares and delivers training and awareness sessions throughout the Department. In addition, the unit prepares the Department's annual reporting requirements 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 for Canadian Heritage.

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### **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.

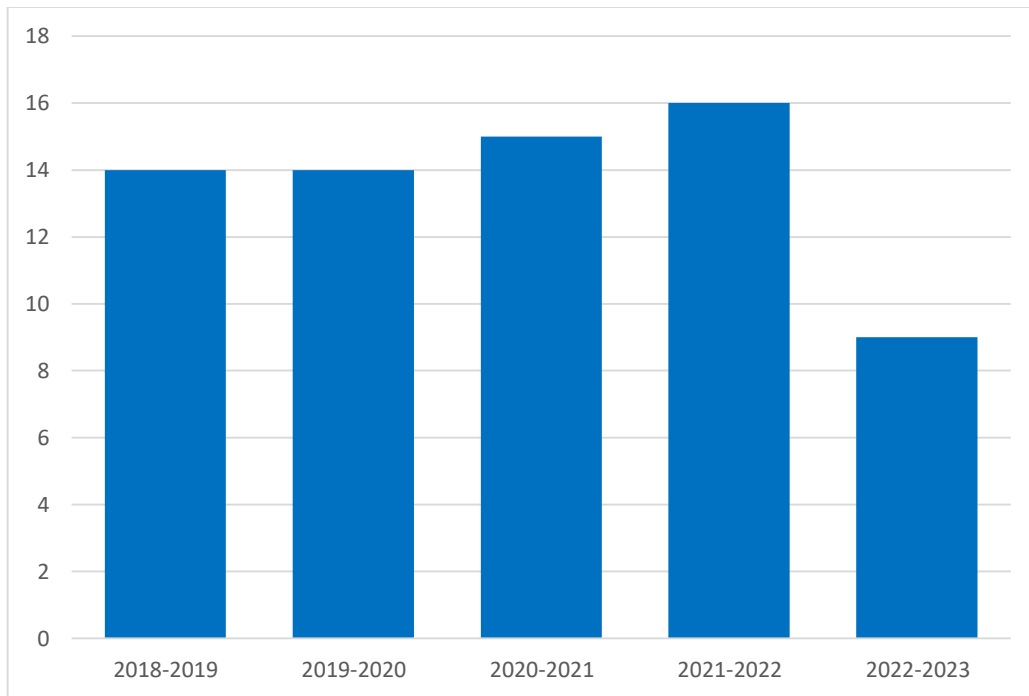
### **4. ADMINISTRATION OF REQUESTS**

The statistical report submitted to the Treasury Board Secretariat on the administration of the Act has been completed and is appended to this report as Appendix B.

#### **4.1. Privacy requests**

Between April 1, 2022, and March 31, 2023, 9 formal requests for information were received under the Act. This represents 7 fewer requests received than in the previous reporting period, and the lowest number of requests received in the last 5 years, as shown in Chart 1.

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



Five requests were carried over from the previous reporting period. Furthermore, at the end of the reporting period, 2 requests will be carried over to the next fiscal year. These requests were received during the fiscal year 2022-2023 and their processing time exceeded the statutory deadlines.

No formal requests for correction of personal information were received for this fiscal year.

## 4.2. Disposition of completed requests

Twelve requests were completed during the reporting period. Records for 2 requests were disclosed in full, 5 requests were disclosed in part, and 1 was abandoned. There was no record for 4 requests.

Full disclosure was provided for 16.7% of the requests, and partial disclosure for 41.7%.

A total of 58.3% of the requests were responded to within the time prescribed under the Act. This is an excellent compliance rate for Canadian Heritage, considering that the same rate was 26.7% in 2020-2021. Among the 12 requests processed:

- Seven requests were completed within 30 days;

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- One request was completed within 31 to 60 days;
  - One request was completed within 61 to 120 days;
  - One request was completed within 181 to 365 days;
  - Two requests were completed within more than 365 days.

### 4.3. Extensions

Requests can be extended for up to 30 additional days beyond the 30-day statutory time frame in two circumstances: when meeting the original time limit would unreasonably interfere with the operations of the government institution or when consultations are necessary. The Department requested extensions beyond the legal limit for 4 requests this fiscal year. Extensions were requested for the following reasons:

- Large number of pages to process: 1 request;
- Difficulty in obtaining the documents: 1 request;
- External consultation required: 2 requests.

In 2022-2023, 5 requests were not processed within the statutory deadline due to workload (1), external consultations (1) and other complexities (3).

### 4.4. Exemptions

The Act sets out specific exceptions to the right of access. These exceptions are known as exemptions. Each exemption is intended to protect information relating to a particular public or private interest and form the only basis for refusing access to personal information under the Act. The following exemptions were applied in 2022-2023:

- subsection 22(1)c) (security of penal institutions) was applied in 1 request;
- section 26 (personal information about another individual) was applied in 6 requests;
- and section 27 (solicitor-client privilege) was applied to 1 request.

### 4.5. Exclusions

The Act does not apply to information that is already publicly available, such as government publications and material in libraries and museums. It also excludes

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material deemed Cabinet confidences. There were no exclusions cited in the requests completed during the reporting period.

## **4.6. Consultations**

To assist other institutions in processing their requests, the ATIP Secretariat reviews requests for access to records concerning Canadian Heritage and makes recommendations for their release. In 2022-2023, Canadian Heritage did not receive any consultation requests related to the Act from other Government of Canada institutions or other organizations.

## **4.7. Costs**

For the reporting period, the cost for the ATIP Secretariat to administer the Act was \$103,229 of which \$97,486 was for salaries and \$5,743 was for goods and services.

## **4.8. 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 understanding of the Act among the Department's employees, awareness and training sessions were provided by the ATIP Secretariat. Privacy Awareness training is part of the mandatory training curriculum given to new PCH employees. All employees are also invited to repeat this training every two years.

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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.

During the reporting period, 12 privacy awareness training sessions were conducted. A total of 76 employees participated in these training sessions.

The ATIP Secretariat intranet page provides PCH employees with information on the Act and related policies and procedures. It also provides privacy training tools. The ATIP Secretariat continues to update its intranet page to provide the branches with the tools they need to understand privacy issues.

## **6. POLICIES, GUIDELINES AND PROCEDURES**

### **6.1 Policy instruments**

During the reporting period, the ATIP Secretariat continued to work toward creating a culture of privacy in the Department 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

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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. INITIATIVES AND PROJECTS TO IMPROVE PRIVACY

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 fulfill their privacy obligations and to respond more effectively to requests made under the Act, 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 during 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 privacy training for departmental 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. Eventually, this tool will also enable interactive material to be added to training courses. The tool will be implemented during 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 application processing. This initiative, underway since the last fiscal year, has improved the requester experience and facilitated access to their personal information.

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## 8. COMPLAINTS AND FEDERAL COURT CASES

One complaint regarding the processing of a request was filed with the Office of the Privacy Commissioner against the Department of Canadian Heritage in 2022–2023. The plaintiff alleges non-compliance with sections 4, 6, 7 and 8 of the Act by Canadian Heritage. The investigation of this complaint is ongoing. Canadian Heritage has disclosed additional documents to the plaintiff since receiving the complaint, to resolve it.

At the end of the reporting period, only one complaint received from a previous fiscal year was still active. This complaint was received in the 2020-2021 fiscal year.

There were no Federal Court cases concerning the refusal of access during this reporting period.

## 9. MATERIAL PRIVACY BREACHES

A privacy breach is deemed a material breach if it involves sensitive personal information, could reasonably be expected to cause serious injury or harm to the individual, or involves a large number of affected individuals.

There were no breaches reported to the Treasury Board Secretariat or the Office of the Privacy Commissioner during this reporting period.

## 10. PRIVACY IMPACT ASSESSMENTS

Although Privacy Impact Assessments have been initiated during the fiscal year 2022-2023, none has been completed at the end of the reporting period.

In 2022–2023, several programs sought advice on the use and disclosure of personal information. Forty-one privacy risk checklists relating to new or changed programs or systems were reviewed during the reporting period. Also, 58 informal privacy advice requests were received and reviewed. Combined, these reviews resulted in the drafting of 20 privacy notice statements.

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## 11. DISCLOSURE OF PERSONAL INFORMATION PURSUANT TO PARAGRAPH 8(2)

Subsection 8(2) of the Privacy Act stipulates under which circumstances personal information under the control of a government institution may be disclosed.

Paragraph 8(2)(m) states that the disclosure of personal information is permitted for any purpose where, in the opinion of the head of the institution, the public interest in disclosure clearly outweighs any invasion of privacy that could result from the disclosure, or the disclosure would clearly benefit the individual to whom the information relates.

Paragraph 8(2)(e) states that personal information may be disclosed to an investigative body specified in the regulations upon written request, indicating the purpose and nature of the information, provided that the information is requested for the purpose of enforcing any law of Canada or a province, or for the purpose of conducting lawful investigations.

During the reporting period, no records containing personal information were disclosed pursuant to paragraphs 8(2)(e) and 8(2)(m) of the Act.

## 12. MONITORING COMPLIANCE

Internally, the ATIP Secretariat monitored request processing times on a daily basis using the ATIP case management system (Access Pro Case Management/Redaction), in addition to holding biweekly meetings with Secretariat management. A follow-up mechanism for solicitation notices sent to offices of primary interest has also been set up to make them aware of accumulated delays. These practices ensure that the time taken to process requests is kept under control, and that inter-institutional consultations are limited to those that are necessary. The bi-monthly meeting also enables Secretariat management to ensure that internal privacy advice is provided in a timely manner, and that appropriate mitigation measures are put in place and included in PCH contracts, where applicable.

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# 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 be "Pablo Rodriguez", is written over a horizontal line.

The Honourable Pablo Rodriguez  
Minister of Canadian Heritage

February 22, 2022  
Date

The word "Canada" in a bold, serif font, with a small red maple leaf icon above the letter 'a'.

## **Powers and functions delegated pursuant to Section 73 of the *Privacy Act* and *Privacy 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.

### ***Privacy Act***

<b>Section</b>	<b>Description</b>	<b>DM</b>	<b>CS</b>	<b>ATIP/D</b>	<b>ATIP/DD</b>
8(2)j)	Disclosure for research purposes	x	x	x	
8(2)m)	Disclosure in the public interest or in the interest of the individual	x			
8(4)	Copies of requests under 8(2)e) to be retained	x	x	x	
8(5)	Notice of disclosure under 8(2)m)	x	x	x	
9(1)	Record of disclosures to be retained	x	x	x	
9(4)	Consistent uses	x	x	x	
10	Personal information to be included in personal information banks	x	x	x	

14a)	Notice where access requested	x	x	x	
15	Extension of time limits	x	x	x	x
17(2)b)	Language of access	x	x	x	
17(3)b)	Access to personal information in alternative format	x	x	x	
18(2)	Exemption (exempt bank) - Disclosure may be refused	x	x	x	
19(1)	Exemption - Personal information obtained in confidence	x	x	x	
19(2)	Exemption - Where authorized to disclose	x	x	x	
20	Exemption - Federal-provincial affairs	x	x	x	
<b>Section</b>	<b>Description</b>	<b>DM</b>	<b>CS</b>	<b>ATIP/D</b>	<b>ATIP/DD</b>
21	Exemption - International affairs and defence	x	x	x	
22	Exemption - Law enforcement and investigation	x	x	x	
22.3	Exemption - <i>Public Servants Disclosure Protection Act</i>	x	x	x	
23	Exemption - Security clearances	x	x	x	
24	Exemption - Individuals sentenced for an offence	x	x	x	
25	Exemption - Safety of individuals	x	x	x	
26	Exemption - Information about another individual	x	x	x	

27	Exemption - Solicitor-client privilege	x	x	x	
28	Exemption - Medical record	x	x	x	
33(2)	Right to make representation	x	x	x	
35(1)b)	Findings and recommendations of Privacy Commissioner (complaints)	x	x	x	
35(4)	Access to be given	x	x	x	
36(3)b)	Report of findings and recommendations (exempt banks)	x	x	x	
37(3)	Report of findings and recommendations (compliance review)	x	x	x	
51(2)b)	Special rules for hearings	x	x	x	
51(3)	Ex parte representations	x	x	x	
72(1)	Report to Parliament	x	x	x	

### **Privacy Regulations**

<b>Section</b>	<b>Description</b>	<b>DM</b>	<b>CS</b>	<b>ATIP/D</b>	<b>ATIP/DD</b>
7	Retention of personal information requested under paragraph 8(2)e)	x	x	x	
9	Reasonable facilities and time provided to examine personal information	x	x	x	

<b>Section</b>	<b>Description</b>	<b>DM</b>	<b>CS</b>	<b>ATIP/D</b>	<b>ATIP/DD</b>
11(2)	Notification that correction to personal information has been made	x	x	x	
11(4)	Notification that correction to personal information has been refused	x	x	x	
13(1)	Disclosure of personal information relating to physical or mental health may be made to a qualified medical practitioner or psychologist for an opinion on whether to release information to the requestor	x	x	x	
14	Disclosure of personal information relating to physical or mental health may be made to a requestor in the presence of a qualified medical practitioner or psychologist	x	x	x	

# APPENDIX B – STATISTICAL REPORT ON THE *PRIVACY ACT*



## Statistical Report on the *Privacy Act*

Name of institution: Canadian Heritage

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

### Section 1: Requests Under the *Privacy Act*

#### 1.1 Number of requests received

		Number of Requests
Received during reporting period		9
Outstanding from previous reporting periods		5
• Outstanding from previous reporting period	4	
• Outstanding from more than one reporting period	1	
<b>Total</b>		<b>14</b>
Closed during reporting period		12
Carried over to next reporting period		2
• Carried over within legislated timeline	0	
• Carried over beyond legislated timeline	2	

#### 1.2 Channels of requests

Source	Number of Requests
Online	9
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>9</b>

## Section 2: Informal requests

### 2.1 Number of informal requests

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

### 2.2 Channels of informal requests

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

### 2.3 Completion time of informal requests

Completion Time							
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
0	0	0	0	0	0	0	0

### 2.4 Pages released informally

Less Than 100 Pages Released		100-500 Pages Released		501-1000 Pages Released		1001-5000 Pages Released		More Than 5000 Pages Released	
Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released
0	0	0	0	0	0	0	0	0	0

### Section 3: Requests Closed During the Reporting Period

#### 3.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	2	0	0	0	0	0	0	2
Disclosed in part	0	2	0	1	0	1	2	6
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	2	1	1	0	0	0	0	4
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
<b>Total</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>12</b>

#### 3.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
18(2)	0	22(1)(a)(i)	0	23(a)	0
19(1)(a)	0	22(1)(a)(ii)	0	23(b)	0
19(1)(b)	0	22(1)(a)(iii)	0	24(a)	0
19(1)(c)	0	22(1)(b)	0	24(b)	0
19(1)(d)	0	22(1)(c)	1	25	0
19(1)(e)	0	22(2)	0	26	6
19(1)(f)	0	22.1	0	27	1
20	0	22.2	0	27.1	0
21	0	22.3	0	28	0
		22.4	0		

#### 3.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
69(1)(a)	0	70(1)	0	70(1)(d)	0
69(1)(b)	0	70(1)(a)	0	70(1)(e)	0
69.1	0	70(1)(b)	0	70(1)(f)	0
		70(1)(c)	0	70.1	0

#### 3.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	8	0	0	0	0

### 3.5 Complexity

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

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
35731	28674	8

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

Disposition	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	2	80	0	0	0	0	0	0	0	0
Disclosed in part	0	0	2	627	2	666	0	0	2	34358
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2</b>	<b>80</b>	<b>2</b>	<b>627</b>	<b>2</b>	<b>666</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>34358</b>

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

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

**3.5.4 Relevant minutes processed per request disposition for audio formats by size of requests**

Disposition	Less than 60 Minutes processed		60-120 Minutes processed		More than 120 Minutes processed	
	Number of requests	Minutes Processed	Number of requests	Minutes Processed	Number of requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**3.5.5 Relevant minutes processed and disclosed for video formats**

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

**3.5.6 Relevant minutes processed per request disposition for video formats by size of requests**

Disposition	Less than 60 Minutes processed		60-120 Minutes processed		More than 120 Minutes processed	
	Number of requests	Minutes Processed	Number of requests	Minutes Processed	Number of requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### 3.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	2	0	0	2	4
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
<b>Total</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>4</b>

### 3.6 Closed requests

#### 3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	7
Percentage of requests closed within legislated timelines (%)	58.33333333

### 3.7 Deemed refusals

#### 3.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with operations / Workload	External Consultation	Internal Consultation	Other
5	1	1	0	3

### 3.7.2 Request closed beyond legislated timelines (including any extension taken)

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	1	0	1
16 to 30 days	0	1	1
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	2	2
More than 365 days	0	1	1
<b>Total</b>	<b>1</b>	<b>4</b>	<b>5</b>

### 3.8 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 4: Disclosures Under Subsections 8(2) and 8(5)

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

### Section 5: Requests for Correction of Personal Information and Notations

Disposition for Correction Requests Received	Number
Notations attached	0
Requests for correction accepted	0
<b>Total</b>	<b>0</b>

### Section 6: Extensions

#### 6.1 Reasons for extensions

Number of extensions taken	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Translation purposes or conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet ConfidenceSection (Section 70)	External	Internal	
4	0	1	0	1	0	2	0	0

#### 6.2 Length of extensions

Length of Extensions	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Translation purposes or conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet ConfidenceSection (Section 70)	External	Internal	
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	0	1	0	1	0	2	0	0
31 days or greater								0
<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>

## Section 7: Consultations Received From Other Institutions and Organizations

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

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	0	0	0	0
Outstanding from the previous reporting period	0	0	0	0
<b>Total</b>	0	0	0	0
Closed during the reporting period	0	0	0	0
Carried over within negotiated timelines	0	0	0	0
Carried over beyond negotiated timelines	0	0	0	0

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

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	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	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0	0

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

Recommendation	Number of days required to complete consultation requests							Total
	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	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<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>

**Section 8: Completion Time of Consultations on Cabinet Confidences**

**8.1 Requests with Legal Services**

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

**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>	0	0	0	0	0	0	0	0	0	0

**Section 9: Complaints and Investigations Notices Received**

Section 31	Section 33	Section 35	Court action	Total
1	0	0	0	1

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

**10.1 Privacy Impact Assessments**

Number of PIAs completed	0
Number of PIAs modified	0

**10.2 Institution-specific and Central Personal Information Banks**

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	7	0	0	0
Central	0	0	0	0
<b>Total</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Section 11: Privacy Breaches

### 11.1 Material Privacy Breaches reported

Number of material privacy breaches reported to TBS	0
Number of material privacy breaches reported to OPC	0

### 11.2 Non-Material Privacy Breaches

Number of non-material privacy breaches	1
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## Section 12: Resources Related to the Privacy Act

### 12.1 Allocated Costs

Expenditures		Amount
Salaries		\$97,486
Overtime		\$0
Goods and Services		\$5,743
• Professional services contracts	\$0	
• Other	\$5,743	
<b>Total</b>		<b>\$103,229</b>

### 12.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	1.098
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
<b>Total</b>	<b>1.098</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>

**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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