

Public Health Agency of Canada

Annual Report on the *Access to Information Act* and the *Privacy Act*

2021-2022

To promote and protect the health of Canadians through leadership, partnership, innovation and action in public health.

—Public Health Agency of Canada's mission statement

Également disponible en français sur le site Web de l'Agence de la santé publique du Canada sous le titre : Rapport annuel 2021-2022 sur la *Loi sur l'accès à l'information* et la *Loi sur la protection des renseignements personnels*

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Introduction

The Public Health Agency of Canada is pleased to present to Parliament its consolidated annual report on the administration of Access to Information and Privacy (ATIP) services, in accordance with section 94 of the *Access to Information Act* (ATIA) and section 72 of the *Privacy Act* and section 20 of the *Service Fees Act*. The report describes activities that support compliance with these laws for the fiscal year beginning April 1, 2021 and ending March 31, 2022.

About the Public Health Agency of Canada

The Public Health Agency of Canada's mission is to promote and protect the health of Canadians through leadership, partnership, innovation and action in public health.

The role of the Public Health Agency of Canada is to:

- Promote health;
- Prevent and control chronic diseases and injuries;
- Prevent and control infectious diseases;
- Prepare for and respond to public health emergencies;
- Serve as a central point for sharing Canada's public health expertise with the rest of the world;
- Apply international research and development to Canada's public health programs; and
- Strengthen intergovernmental collaboration on public health and facilitate national approaches to public health policy and planning.

For more information about the Public Health Agency of Canada, please [visit our website](#).

Purpose of the Acts

The ATIA gives Canadian citizens and permanent residents of Canada the right to access information contained in federal government records, subject to certain specific and limited exceptions. The ATIA complements, but does not replace, other means of obtaining government information.

The *Privacy Act* protects an individual's privacy by setting out provisions related to the collection, retention, accuracy, disposal, use and disclosure of personal information. It also gives Canadian citizens and permanent residents of Canada the right of access to information about themselves held by the federal government, with certain specific and limited exceptions.

Organizational Structure

Shared Services Partnership Agreement

ATIP Operations Division and the Privacy Management Division provide services to both the Public Health Agency of Canada and Health Canada, and do so as part of the Shared Services Partnership Agreement. These divisions are housed under the Policy, Planning and Management Strategies Directorate of Health Canada's Corporate Services Branch. ATIP Operations Division manages the processing of requests under both the ATIA and the *Privacy Act*, while the Privacy Management Division is responsible for privacy policy and providing guidance to programs. Although ATIP services

are provided to both institutions, the statistics and financial data provided in this report are only for the Public Health Agency of Canada.

Access to Information and Privacy Operations Division

The primary function of the ATIP Operations Division is to ensure compliance of the Public Health Agency of Canada's program delivery with the provisions of the ATIA and *Privacy Act*, along the policies and directives of the Treasury Board of Canada Secretariat.

The ATIP Operations Division is responsible for responding to Access to Information and Privacy requests. It reviews information to support various disclosures including the appropriate sharing of investigation reports, proactive publication under Part 2 of the ATIA, as well as supporting Parliamentary Affairs in responding to Parliamentary Motions to Produce Papers. In addition, ATIP Operations Division promotes awareness of ATIP obligations and provides ATIP training to staff.

In 2021–2022, there were 17.84 full-time equivalents within ATIP Operations Division supporting the Public Health Agency of Canada's administration of both the ATIA and the *Privacy Act*. During the fiscal year, 5.28 full-time equivalents were hired or re-allocated to the Public Health Agency of Canada to help address the surge in requests. A breakdown of the different types of full-time equivalents is provided in the table below.

Privacy Management Division

The primary functions of the Privacy Management Division include supporting compliance of the Public Health Agency of Canada's program delivery with the provisions of the *Privacy Act* and the policies and directives of the Treasury Board of Canada Secretariat. Responsibilities include:

- The development of privacy policies, procedures and practices;
- The delivery of privacy training and awareness programs to staff;
- Assessing and reporting on privacy breaches;
- Coordinating the Agency's input of InfoSource; and
- Providing privacy analysis and advice using a number of tools including Privacy Impact Assessments (PIA) and Privacy Protocols.

In 2021-2022, the Privacy Management Division comprised 6.69 full-time equivalents. A breakdown of the different types of full-time equivalents is provided in the table below.

Total FTEs supporting the ATIA and the *Privacy Act*

In 2021-2022, there were a total of 24.53 full-time equivalents supporting the administration of the ATIA and the *Privacy Act*. This comprised 15.19 FTEs supporting the ATIA and 9.34 full-time equivalents supporting the *Privacy Act*.

For clarity and greater accountability, the following table illustrates the total resources from the ATIP Operations Division and the Privacy Management Division supporting the administration of the ATIA and the *Privacy Act*.

Total full-time equivalents supporting the ATIA and the *Privacy Act*

Type of full-time equivalents (FTEs)	ATIA ATIP Operations	<i>Privacy Act</i> ATIP Operations	<i>Privacy Act</i> Privacy Management Division	Total
Full-time employees	12.64	2.20	4.88	19.72
Part-time and casual employees	0.45	0.08	0.94	1.47
Regional staff	0.00	0.00	0.00	0.00
Consultants and agency personnel	2.06	0.36	0.76	3.18
Students	0.04	0.01	0.11	0.16
Total FTEs ATIA and <i>Privacy Act</i>	15.19	2.65	6.69	24.53

Governance

Initiatives related to access to information and privacy are governed through the Public Health Agency of Canada’s Policy and Operations Committees. ATI and privacy matters requiring a higher level of oversight or strategic direction are also brought forward to the Public Health Agency of Canada’s Executive Committee.

Delegation of Authority

In keeping with Treasury Board of Canada Secretariat recommendations on best practices, the Delegation Order extends authorities to multiple positions including the President, the Corporate Services Branch’s Assistant Deputy Minister, the Director General of Policy, Planning and Management Services Directorate, and the ATIP Coordinator. As appropriate, certain administrative authorities are delegated to various senior levels within the ATIP Operations Division and Privacy Management Division to support the effective and efficient administration of the ATIA and the *Privacy Act*. The most recent delegation order, signed by the Minister of Health, is included in this report ([Appendix A](#)).

Openness and Transparency

The Public Health Agency of Canada is committed to being open and transparent and continues to make more information available to Canadians. The Agency continues to publish information in accordance with Part 2 of the ATIA including briefing note titles, travel and hospitality expenses, reclassification of positions, and contracts over \$10,000. The Agency is also committed to creating documents following accessibility guidelines and this document follows those guidelines.

COVID-19

As the pandemic progressed, with new variants emerging, the Public Health Agency of Canada continued to lead a comprehensive and coordinated whole-of government response to COVID-19.

Access to Information and Privacy Operations Division

Throughout 2021-2022, the ATIP Operations Division had continuous access to the office while respecting public health measures and contact tracing requirements. Despite ongoing challenges stemming from the pandemic, the ATIP Operations Division far surpassed pre-pandemic production levels, closing a record number of requests in the fiscal year. However, the continued surge in the number of new requests resulted in significantly fewer requests being closed than were received.

The ATIP Operations Division completed its transition to an almost exclusive paperless office. Paper records continue to be used in some situations, including handling certain classified information and to meet the needs of requestors and third parties. The Division continues to have a team dedicated to processing COVID-related files to best support the right of access to Canadians.

At times, during the fiscal year, there were minor delays with the receipt and processing of paper records due primarily to short-term office restrictions stemming from local public health measures.

Privacy Management Division

The Privacy Management Division continued to provide advisory services for many initiatives aimed at responding to the COVID-19 pandemic in 2021-2022. This included privacy advice on matters such as contracts, digital solutions, the collection, use and disclosure of personal information, as well as research projects involving human subjects.

In order to meet tight timelines and high demands, in 2020-2021 the Privacy Management Division developed privacy assessments, tools and guidance documents specifically tailored to the COVID-19 response that were utilized throughout 2021-2022. The Privacy Management Division was consulted on a number of important issues, including the development of digital solutions to assist in border health management and the prevention of further spread of COVID-19 (e.g. ArriveCAN), and data sharing in various public health contexts (e.g. new public health response initiatives, COVID-19 related research).

Capacity to Receive and Process Records in 2021-2022

The Public Health Agency of Canada's capacity to retrieve and process paper and Secret/Top Secret electronic records operated at partial capacity throughout the fiscal year. While staff were able to search and retrieve electronic records in a timely manner, the impacts of local public health measures at times limited the ability for staff to retrieve records from offices and provide them to the ATIP Operations Division.

Detailed information about the Public Health Agency of Canada's capacity to receive and process records can be found in the Supplemental Statistical Report on the Access to Information Act and Privacy Act ([Appendix D](#)).

Performance for 2021-2022

In 2021-2022, the Public Health Agency of Canada received 1,119 requests (Access to Information, Access Informal and Privacy) and closed 585. The Public Health Agency of Canada received almost double the number of requests and closed 80% more requests when compared to the previous fiscal year.

Type of Request	Received	Closed
Access to Information	757	397
Access Informal	284	119
Privacy	78	69
Total	1,119	585

To help keep up with the surge in new requests, the ATIP Operations Division re-allocated and hired new resources, enabling the Division to increase productivity and close significantly more files than in previous years.

The following section of the report includes an interpretation and explanation of the data contained in Public Health Agency of Canada's Statistical Report, which summarizes Access to Information (ATI) and Privacy-related activity for the period between April 1, 2021 and March 31, 2022 ([Appendix B – ATI](#) and [Appendix C – Privacy](#)).

Access to Information Act

Access Informal Requests

Requests can be made for records previously released under the ATIA, which are referred to as 'Access Informal Requests'. Summaries of previously released ATI requests are posted monthly on the [Open Government](#) website, as part of the Government of Canada's commitment to openness and transparency. The Public Health Agency of Canada processed 287 Access Informal requests in 2021-2022, nearly four times the level of the previous fiscal year.

Caseload and Carry Forward and Outstanding Active Requests

In 2021-2022, the Public Health Agency of Canada managed 1,117 active ATI requests. Of this total, 757 were new requests received in 2021-2022, an increase from the 501 received in 2020-2021. Of the 1,117 active ATI requests, 360 were outstanding from previous fiscal years with 313 from 2020-2021 and 47 from earlier periods.

The Public Health Agency of Canada closed 397 ATI requests and carried forward 720 to the 2022-2023 fiscal year. Of the 720 files carried forward, 234 were carried over within legislated timelines while 486 were carried over beyond legislated timelines.

The Public Health Agency of Canada received 256 more requests in 2021-2022 when compared to the previous fiscal year. This increase was largely due to the Agency's central role in responding to the COVID-19 pandemic and Canadian citizens' interest in obtaining the associated information held by the Agency.

Although ATIP Operations closed 90% more ATI requests than it did in the previous year, it was unable to keep up with the continued surge in demand. The ATIP Operations Division continues to add and re-allocate resources to address the surge in new requests and the large volume of inventory accumulated during the pandemic.

Processing Times for Requests

The Public Health Agency of Canada closed 123 ATI requests (31%) within legislated timelines (30 days plus applicable extension) while 274 (69%) were closed past the legislated timelines. Of the 274 requests closed past legislated timelines (including any extensions taken):

- 23 were closed 1 to 15 days past legislated timelines;
- 24 were closed 16 to 30 days past legislated timelines;
- 35 were closed 31 to 60 days past legislated timelines;
- 50 were closed 61 to 120 days past legislated timelines;
- 29 were closed 121 to 180 days past legislated timelines;
- 61 were closed 181 to 365 days past legislated timelines; and
- 52 were closed more than 365 days past legislated timelines.

Requests are closed past the legislated timelines for a number of reasons:

- 229 were closed past the legislated timelines due to 'interference with operations/ workload';
- 11 were closed past the legislated timelines due to 'external consultations'; and
- 7 were closed past the legislated timelines due to 'internal consultations'.
- 27 were closed past the legislated timelines for reasons 'other' than those specified above;

Due to the impacts of the pandemic which began in the previous fiscal year, it was difficult to manage the incoming requests within the legislated timelines. As a result, extensions were not taken within the first 30 calendar days on many requests for which the conditions for taking extensions were met. This contributed to a higher than normal number of files closed well past their legislative timelines.

The breakdown of the time taken to process the 397 ATI requests that were closed in the 2021-2022 fiscal year is as follows:

- 62 were closed within 1 to 15 days;
- 47 were closed within 16 to 30 days;
- 54 were closed within 31 to 60 days;
- 67 were closed within 61 to 120 days;
- 41 were closed within 121 to 180 days;
- 66 were closed within 181 to 365 days; and
- 60 took more than 365 days.

Data Quality

Please note that small data variances may exist from year to year, including in the previously reported number of outstanding requests carried forward into the current fiscal year. Several reasons contribute to inevitable shifts in data, including requests by the Office of the Information Commissioner to re-open requests in the context of complaint resolution, and requesters seeking to divide one incoming request into several files while retaining the initial date received.

Access to Information Requests Received & Completed

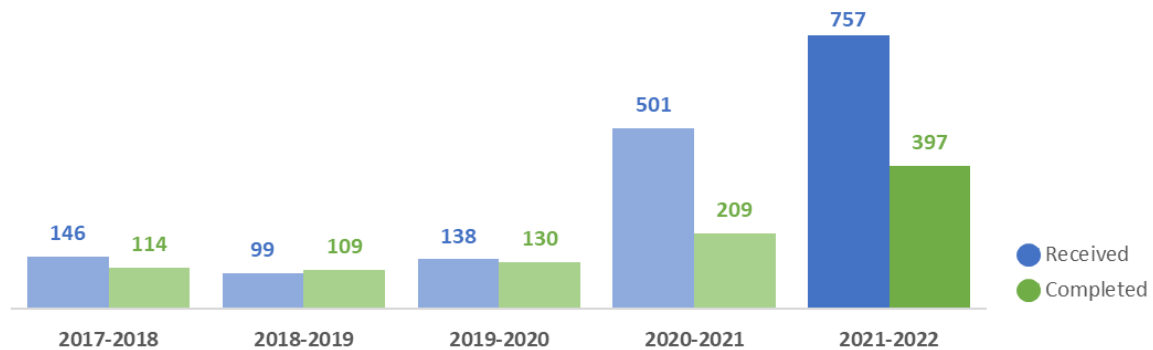


Figure 1: ATI Requests Received and Completed each fiscal year from 2017-2018 to 2021-2022

Key Statistics by Fiscal Year

Fiscal Year	Number of Requests Received	Number of Requests Carried Over	Total Caseload	Number of Requests Closed	# of Pages Reviewed for Closed Files
2017–2018	146	38	184	114	25,844
2018–2019	99	70	169	109	19,784
2019–2020	138	60	198	130	13,177
2020-2021	501	68	569	209	13,595
2021-2022	757	360	1,117	397	41,139

Source of Requests under the *Access to Information Act*

The Public Health Agency of Canada's requests mostly came from the public (52%) and the media (26%) in 2021-2022. Only a small number of requests came from businesses (3%), academia (3%), and organizations (1%), while 15% declined to identify which category they associate with.

Proportion of Requests among Sources

Source	Number of Requests	Proportion of Requests	Change from 2020-2021
Public	398	52%	+25%
Media	196	26%	-24%
Decline to Identify	110	15%	+1%
Academia	24	3%	-1%
Business (Private Sector)	22	3%	-1%
Organizations (e.g. political party, association, union)	7	1%	0%
Total	757	100%	

Extensions

The majority of extensions 18 (40%) invoked under the ATIA were to conduct consultations with institutions other than third parties, 13 (30%) were due to interference with operations for requests involving a large volume of records, while 13 (30%) were taken to conduct consultations with third parties.

Completing third party consultations is a necessary step in the process, enabling the Public Health Agency of Canada to release as much information as possible. Over the last several years, at the Agency level, the Public Health Agency of Canada has made accessible increasingly more information, continuously reassessing the balance between its commitment to openness and transparency, with the need to safeguard confidential business information.

Consultations Completed From Other Institutions

In addition to processing its own requests, the Public Health Agency of Canada also completes consultations received from other institutions and organizations to provide input relating to the disclosure of the Agency's information.

In 2021-2022, the Public Health Agency of Canada managed 223 consultations from other Government of Canada institutions (185 active at the start of the 2021-2022 fiscal year and 38 received in 2021-2022). A total of 62 requests were from other organizations (6 active at the start of the 2021-2022 fiscal year and 56 received in 2021-2022).

The Public Health Agency of Canada closed 218 consultations having reviewed 9,103 pages of records. In the majority of cases, the Public Health Agency of Canada consented to full disclosure of the records.

Disposition of Completed Requests

Of the ATI requests completed in 2021-2022, 29% were disclosed in part and 18% were all disclosed. Twenty-one percent of ATI requests were abandoned, while no records existed for 29% of requests.

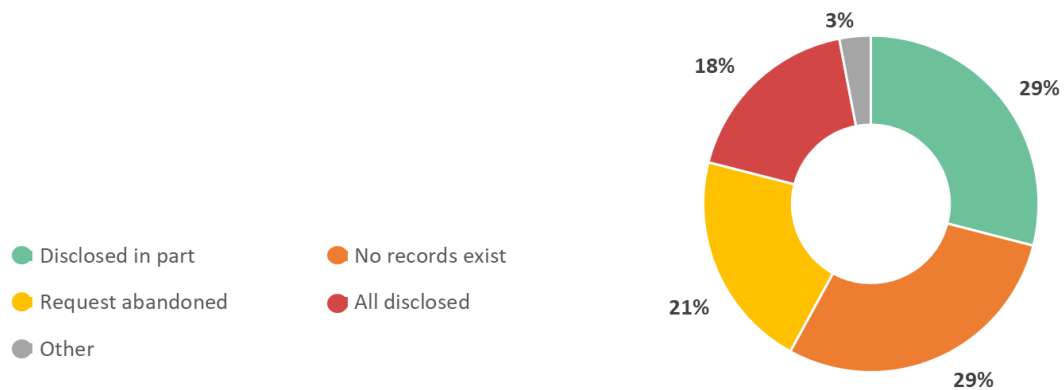


Figure 2: Disposition of Completed ATI Requests

Exemptions Invoked

Sections 13 to 24 of the ATIA provide specific legislated exemptions intended to protect information from disclosure, while section 26 provides a temporary exemption relating to information that will soon be published. In some instances, records may have multiple exemptions applied to them to appropriately safeguard information.

Sixty-eight times an exemption was applied for section 19(1); this is a mandatory exemption that safeguards personal information. The application of section 20 (to protect third party information) in 93 requests required consultations to ensure that only proprietary and commercially sensitive information is protected. Section 21 (the protection of information related to government operations) was applied to 62 requests.

Exclusions Cited

The *Access to Information Act* does not apply to published material, material available to the public for purchase, or for public reference (section 68), nor does it apply to confidences of the Queen's Privy Council (section 69). Requests containing proposed exclusions under section 69 require consultation with the Department of Justice, and, in some cases, the Privy Council Office.

In 2021-2022, one request contained exclusions for publicly available material and 15 requests had records pursuant to confidences of the Queen's Privy Council.

Translations

No translations were required to respond to requests in 2021-2022.

Format of Information Released

Of the requests that were fully or partially disclosed, 51 were released in paper format, while the remaining 138 were released as electronic copies. Electronic copies are available through CD, Canada Post’s Connect service or by e-mail where the attached records are small enough to support this form of distribution. The Public Health Agency of Canada releases records in the preferred format of the requestor while encouraging the use of Canada Post’s Connect service as it provides timely and secure access to the records.

Privacy Act

Caseload and Carry Forward

In 2021-2022, the Public Health Agency of Canada managed 91 active privacy requests. Of these, 78 were new privacy requests, an increase from the 51 received in 2020-2021. Thirteen of the 91 active privacy requests were outstanding from the previous reporting period.

A total of 69 privacy requests were closed and 22 were carried forward to the 2022-2023 fiscal year. Of the 22 carried forward to the 2022-2023 fiscal year, 13 were carried over within legislated timelines while 9 were carried over beyond legislated timelines. For detailed information about outstanding requests from previous fiscal years, please see the section 1 of [Appendix C](#).

Requests for personal information under the *Privacy Act* are generally received from current and former Public Health Agency of Canada employees who want to obtain their personal information, and from people who have applied for employment at the Public Health Agency of Canada, seeking management’s consideration of their applications. Human resource services for the Public Health Agency of Canada are delivered by Health Canada, and associated records therefore are legally held by that institution. As a result, requests for personal information relating to Agency employees and staffing processes may be opened by both the Public Health Agency of Canada and Health Canada in order to identify all records to support an individual’s right of access.

Privacy Requests Received and Completed

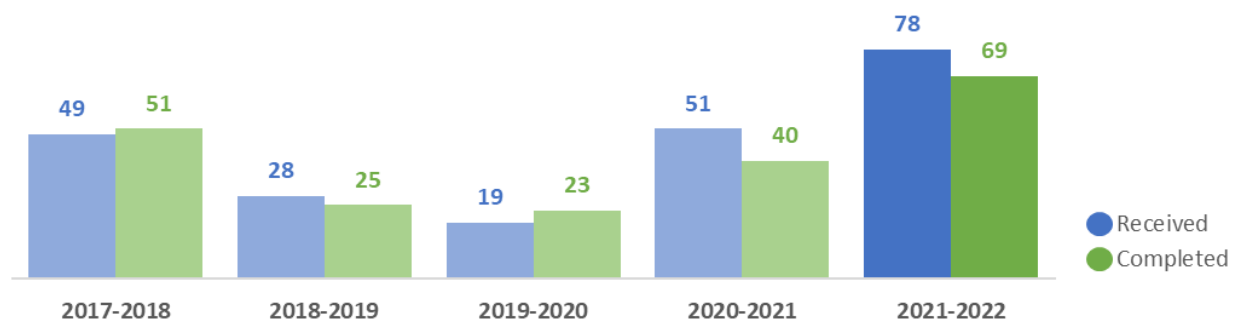


Figure 3: Privacy Requests Received and Completed each fiscal year from 2017-2018 to 2021-2022

Key Statistics by Fiscal Year

Fiscal Year	Number of Requests Received	Number of Requests Carried Over	Total Caseload	Number of Requests Closed	# of Pages Reviewed for Closed Files
2017–2018	49	4	53	51	245
2018–2019	28	2	30	25	838
2019–2020	19	5	24	23	148
2020-2021	51	2	53	40	50
2021-2022	78	13	91	69	3,537

Processing Time for Requests

The Public Health Agency of Canada responded to 68% of privacy requests within legislated timelines (30 days plus applicable extension). The majority of requests closed past the legislated timelines were due to interference with government operations (i.e. workload and voluminous records).

In accordance with the Treasury Board of Canada Secretariat’s Directive on Personal Information Requests and Correction of Personal Information, the Public Health Agency of Canada continues to notify requesters in writing of anticipated delays.

Extensions

Of the five requests where extension were taken, two were due to the interference with operations, two were to allow for the review of a large volume of pages while one request required internal consultation. Under the *Privacy Act*, 30 days is the longest extension that can be taken.

Consultations Completed From Other Institutions

The Public Health Agency of Canada received one consultation from an ‘other Government of Canada Institution’, reviewed 10 pages and closed the request during the 2021-2022 reporting period.

Disposition of Completed Requests

Of the Privacy requests completed in 2021-2022, 25% were disclosed in part and 14% were all disclosed. The breakdown of the remaining completed files is as follows:

- 32% request abandoned
- 29% no records exist
- 0% all exempted
- 0% all excluded
- 0% neither confirmed nor denied

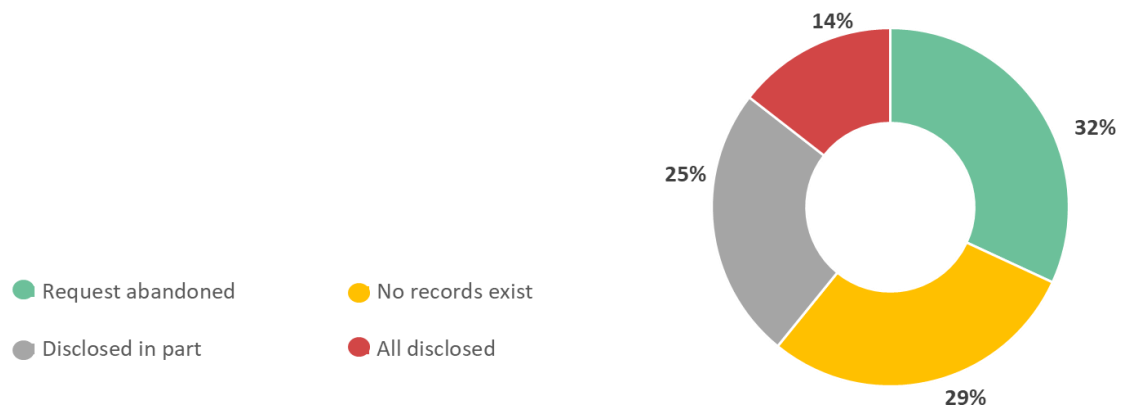


Figure 4: Disposition of Completed Privacy Requests

Exemptions Invoked

Of the 23 exemptions applied to privacy releases in 2021-2022, 18 were to protect the personal information of individuals other than the requester included in the records, two were for federal-provincial affairs, two were related to law enforcement and investigations, and one was related to solicitor-client privilege.

Exclusions Cited

Two exclusions were applied to privacy requests in 2021-2022 for records pursuant to confidences of the Queen's Privy Council.

Translations

No translations were required to respond to requests in 2021-2022.

Format of Information Released

Of the requests that were fully or partially disclosed, 25 were released as electronic copies, while the remaining two were released as paper copies. Electronic copies are available through CD or Canada Post's Connect service. Connect is a service offered by Canada Post that provides an accessible platform to share information. The Public Health Agency of Canada releases records in the preferred format of the requestor while encouraging the use of Canada Post's Connect Service as it provides timely and secure access to the records.

Privacy Management Division Advisory Services

During 2021-2022, the Privacy Management Division received 385 enquiries from Public Health Agency of Canada clients. This number represents an 11% increase in enquires from the previous reporting year. Of the enquiries received, 225 (58%) were in support of COVID-19 initiatives. Privacy advisory services for COVID-19 related files have continued well into fiscal year 2022-2023 and will be reported in next year's Annual Report.

The Public Health Agency of Canada is committed to appropriately handling the personal information under its control and ensured privacy requirements and risks were considered when COVID-19 initiatives were developed and deployed.

Reporting on Fees for the *Service Fees Act*

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 *Access to Information Act*, the information below is reported in accordance with the requirements of section 20 of the *Service Fees Act*.

Enabling authority: *Access to Information Act*

Fee amount: The \$5.00 application fee is the only fee charged for an ATI request.

Total Revenue: The total fee revenue for 2021-2022 was \$1,955.

Fees waived: In accordance with the changes to the *Access to Information Act* that came into force on June 21, 2019, The Public Health Agency of Canada may only charge an application fee of \$5, as set out in paragraph 7(1)(a) of the Regulations. Pursuant to section 11 of the *Access to Information Act*, institutions can waive this application fee as deemed appropriate.

A total of \$1,830 was waived or refunded by the Public Health Agency of Canada in 2021-2022.

Cost for Administering the *Access to Information Act*

The Public Health Agency of Canada spent a total of \$1,526,251 on ATI functions in 2021-2022. Of this total, salaries and overtime costs represent \$1,034,257 and goods and services costs were \$491,994. Most of the goods and services costs (\$438,633) were used to retain temporary resources to address larger and more complex requests.

Costs for Administering the *Privacy Act*

The Public Health Agency of Canada spent a total of \$970,377 on privacy functions in 2021-2021. Of this total, salaries and overtime costs represent \$745,811 and goods and services costs were \$224,566. Temporary resources to support the processing of privacy requests accounted for \$209,769 and other goods and services costs were \$14,797.

Training and Awareness

Formal Training

Access to Information Training

An online 'Introduction to ATIP' course is available to all staff via the Canada School of Public Service, and is recommended as a foundation for all Public Health Agency of Canada employees. A total of 234 employees completed this course in 2021-2022. In addition, in 2021-2022 the Public Health Agency of Canada conducted virtual ATIP Request training for 1,756 employees (1,505 more employees when compared to the previous year). Training is available to groups by request and is tailored for each session to include examples that are relevant to the nature of work of the participants

Privacy Training

During 2021-2022, the Privacy Management Division delivered a virtual privacy training session on risk-based approaches for Research Ethics Board applications to the Research Ethics Board to support research initiatives within the Public Health Agency of Canada. In total, 45 employees attended the Privacy Management Division's virtual training session.

The Privacy Management Division continues to offer privacy awareness training via its online learning tool, Privacy Basics and Privacy Impact Assessments. Approximately 559 PHAC employees completed the online training in 2021-2022. Finally, throughout the year, regular communications were sent to all employees on privacy-related matters with the aim of supporting a culture of strong privacy awareness within PHAC.

Right to Know Week

In 2021, Canada celebrated Right to Know Week from September 27th to October 3th. The Public Health Agency of Canada kicked off the event with a message from the President, highlighting the importance of preserving the "public's right to access to government information as a fundamental pillar of our democracy". In addition, the Public Health Agency of Canada published articles for employees on its website, outlining how to respond to an ATIP requests and promoting ATIP training.

Policies, Guidelines, Procedures and Initiatives

Treasury Board of Canada Secretariat: Access to Information Review

In June 2019, the Government of Canada passed Bill C-58, which brought forward significant amendments to the ATIA. Bill C-58 also required a full review of the ATIA within one year of the bill coming into force. In June 2020, the Treasury Board of Canada Secretariat notified institutions that it was conducting a review of Canada's access to information process. During Stage 1 of the review (January 2021), the ATIP Operations Division consulted with all branch contacts, identified a number of issues and provided detailed feedback to the Treasury Board of Canada Secretariat. During Stage 2 of the review (August 2021), key issues were validated, specific input was provided, and a number of potential solutions were proposed. The Treasury Board of Canada Secretariat is expected to finalize the review in 2022.

Privacy Act Modernization

The Public Health Agency of Canada has been engaged in *Privacy Act* Modernization efforts, led by the Department of Justice, helping ensure that an eventual revised, modern *Privacy Act* addresses the realities of the Department. In particular, in March 2022 the Public Health Agency of Canada provided a detailed submission to the Department of Justice in response to their discussion document about exemptions under a modernized *Privacy Act*. The response provided by the Public Health Agency of Canada reflects the nature of its work and provided recommendations for a modernized law that would best protect important privacy interests while still facilitating the Agency's work.

Privacy Impact Assessments and COVID-19

In 2020-2021, the Privacy Management Division worked with the Treasury Board of Canada Secretariat (TBS) to implement interim privacy policies to enable a more nimble approach to assessing privacy risks for time-sensitive COVID-19 initiatives. In accordance with the TBS interim policies, the Privacy Management Division developed a privacy checklist specifically for COVID-19 initiatives, which incorporated the privacy principles outlined in the Office of the Privacy Commissioner of Canada's April 2020 Framework for Privacy-Impactful Initiatives in Response to COVID-19. This checklist was an important tool to support the Public Health Agency of Canada's ability to effectively assess the privacy risks of time-sensitive initiatives and programs that were deployed in response to the pandemic.

In 2021-2022, the interim policies expired; however, the Public Health Agency of Canada received an exception to the requirements of undertaking Privacy Impact Assessments for urgent COVID-19 related initiatives. This exception was requested because of the volume of ongoing changes to Canada's border posture used to help manage the COVID pandemic.

Risk-Based Approach to Privacy Breaches

During 2020-2021, the Privacy Management Division successfully completed its pilot project to implement a risk-based approach to managing privacy breaches. The Privacy Management Division implemented this approach Agency-wide during fiscal year 2021-2022. This new approach has allowed the Public Health Agency of Canada to manage privacy breaches in a more streamlined manner where the level of effort is proportional and commensurate to the level of risk.

Border Health Initiatives

Throughout 2021-2022, the Privacy Management Division continued to support the Public Health Agency of Canada on a number of border health initiatives, including automated processes and tools for collecting traveller data (i.e., ArriveCAN, Quarantine Case Management System), information sharing with program partners, compliance and enforcement of public health measures and COVID-19 testing.

ArriveCAN App

Due to the COVID-19 pandemic, the Public Health Agency of Canada required a technological solution to replace the use of paper forms to collect traveller information upon entry to Canada. The Privacy Management Division supported the Public Health Agency of Canada's privacy assessment of the app. Through the Privacy Management Division's leadership, the Public Health Agency of Canada ensured regular engagement with the Office of the Privacy Commissioner, supporting strategic and technical briefings to ensure full understanding of the app's functionality and implications for privacy.

ATIP Coordinators' Working Group

The ATIP Coordinator's Working Group was launched in October 2018 comprised of ATIP Coordinators representing 30 institutions. The Executive Director of the ATIP Operations Division continued to co-chair the working group, which meets monthly to discuss common and emerging issues and share best practices, strategies and tools.

Notable discussions in 2021-2022 included Stage Two of the ATIA Review that is being conducted by the Treasury Board of Canada Secretariat, the creation of the Access to Information and Privacy Communities Development Office, the continued advancement of the ATIP Online Portal (Phase Three), updates to the Request Processing Software Solution Procurement, modernization efforts across ATIP Offices, and ATIP service fees.

Access to Information and Privacy Operations Division's Professional Development Program

The ATIP Operations Division's Professional Development Program was launched in January 2017. ATIP Professional Development Program allows employees to progress based on performance, without the need of a competitive hiring process. In 2020, the ATIP Professional Development Program was reviewed to confirm that it was achieving its objectives and the recommendations from that review were implemented through 2021.

The ATIP Operations Division improved the ATIP Professional Development Program by:

- Updating the assessment tool to make it less repetitive
- Developing new tools to facilitate the application and review process
- Promoting regular discussions between participants and their Team Leaders
- Updating the *Access to Information and Privacy Professional Development Program Guide* to reflect current practises.

Post-Secondary Recruitment Campaign

The Public Health Agency of Canada and Health Canada led an interdepartmental ATIP-specific post-secondary recruitment campaign as an intake mechanism for junior ATIP analyst positions (PM-01). Running a large-scale recruitment campaign involved a significant investment of resources, an effort which was supported by several other government institutions. This campaign resulted in a partially assessed pool of 62 candidates of which 16 PM-01 employees were hired and a pool of 46 candidates was opened to all other federal government institutions.

Summary of Key Issues and Actions Taken on Complaints and Audits

Privacy Management Audit

An internal privacy audit was concluded during fiscal year 2019-2020 on the management of privacy practices at the Public Health Agency of Canada and Health Canada. The audit made four recommendations to further strengthen the management of privacy practices.

A copy of the full audit report can be found at:

<https://www.canada.ca/en/public-health/corporate/transparency/corporate-management-reporting/internal-audits/reports/management-privacy-practices-2019.html>

Complaints Management

Complaints to the Information Commissioner

In 2021–2022, 27 complaints under the ATIA were filed with the Office of the Information Commissioner for the Public Health Agency of Canada's requests. This represents an increase in the number of complaints from the eight received in the previous year. No orders were issued to the Public Health Agency of Canada by the Information Commissioner in 2021-2022.

Areas of complaint include deemed refusal (late) and exemptions applied to personal information and third party information. The Agency reviews the outcomes of all investigations conducted by the Office of the Information Commissioner, and where appropriate, incorporates lessons learned into business processes.

Outstanding Number of ATIA Active Complaints

Individuals and Organizations who believe federal institutions have not respected their rights under the ATIA, may ask the Office of the Information Commissioner to investigate within 60 days of receiving a release package from a federal institution. The following table lists the number of open complaints with the Information Commissioner of Canada by year.

Number of Open Complaints with the Information Commissioner of Canada that are Outstanding from Previous Reporting Periods

Fiscal Year Open Complaints Were Received by The Public Health Agency of Canada	Number of Open Complaints
Received in 2021-2022	22
Received in 2020-2021	2
Received in 2019-2020	7
Received in 2018-2019	1
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016 or earlier	0
Total	32

The Public Health Agency of Canada actively communicates and collaborates with the Office of the Information Commissioner to ensure the effective handling and resolution of complaints.

Complaints to the Privacy Commissioner

There were five complaints received under Section 31 of the *Privacy Act* related to the handling of personal information by the Public Health Agency of Canada. The Public Health Agency of Canada provided representations to the Office of the Privacy Commissioner of Canada under Section 33 of the *Privacy Act* on four complaints. There were four Letters of Finding received under Section 35 from the Office of the Privacy Commissioner of Canada relating to complaints. One complaint was resolved by the Office of the Privacy Commissioner of Canada using the Early Resolution process.

Outstanding Number of Active Complaints

There are no outstanding active complaints with the Privacy Commissioner of Canada.

Federal Court Cases

Applications & Appeals Submitted to the Federal Court

Access to Information Act

No applications or appeals were made to the Federal Court or the Federal Court of Appeal during the 2021–2022 fiscal year.

Privacy Act

No applications or appeals were made to the Federal Court or the Federal Court of Appeal during the 2021–2022 fiscal year.

Monitoring Compliance

ATIP Operations Division produces weekly, monthly and quarterly reports to senior management in order to monitor performance within the Public Health Agency of Canada. This includes incoming volume of requests, number of closed requests, and timeliness of retrieval of records.

The Privacy Management Division produces quarterly reports to senior management on privacy breaches, training as well as requests for privacy analysis. The Privacy Management Division supports compliance by periodically reviewing its privacy policies, procedures and practices.

Other Reporting Requirements Specific to the *Privacy Act*

Material Privacy Breaches

During 2021-2022, the Public Health Agency of Canada reported one material privacy breach to the Office of the Privacy Commissioner of Canada and the Treasury Board of Canada Secretariat. The breach involved a lost cellphone. Measures were taken to prevent the risk of recurrence.

Privacy Impact Assessments

During 2021-2022, no Privacy Impact Assessments were completed. In accordance with the Treasury

Board Interim Directive on Privacy Impact Assessment, a Privacy Compliance Evaluation was completed in place of conducting a Privacy Impact Assessment to ensure compliance with the *Privacy Act* and Treasury Board policies and to recommend mitigation actions to address any risks to privacy. Below are summaries of the Privacy Compliance Evaluations.

Privacy Compliance Evaluation for COVID-19 Quarantine Compliance and Enforcement

In response to the COVID-19 pandemic, enhanced border measures were introduced to ensure appropriate actions were taken to reduce the spread of COVID-19. To verify and improve compliance with the Emergency Orders under the Quarantine Act, the Public Health Agency of Canada launched the COVID-19 Quarantine Compliance Call Campaign. The Public Health Agency of Canada sought the support of Employment and Social Development Canada (Service Canada) to assist with the delivery of the campaign. For more information, please refer to: [COVID-19 quarantine compliance and enforcement \(Compliance Call Campaign 4.0 and 5.0\): Privacy compliance evaluation](#)

Privacy Compliance Evaluation for COVID-19 Initiatives: Designated Quarantine Facilities

Due to the COVID-19 pandemic, enhanced border measures were introduced to ensure necessary measures were taken to reduce the spread of the virus. Travellers returning to Canada from abroad were required to have a quarantine plan in place upon arrival into the country. The Public Health Agency of Canada made designated quarantine facilities available for travellers who did not have the means to safely quarantine at home or another location.

Privacy Compliance Evaluation for COVID-19 Initiatives: On-site Compliance Verification

Due to the COVID-19 pandemic, enhanced border measures were introduced to ensure appropriate activities were taken to reduce the spread of the virus, including collecting information from travellers who had to quarantine (asymptomatic) or isolate (symptomatic or tested positive for COVID-19) for 14 days at home or at another suitable location. The Public Health Agency of Canada verified compliance of travellers who were in quarantine/isolation through program delivery partners by way of in-person visits, live agent calls, automated calls and compliance promotion emails.

Privacy Compliance Evaluation for COVID-19 Initiatives: Designated Quarantine Facilities (Phase 4)

Due to the COVID-19 pandemic, enhanced border measures were introduced to ensure appropriate measures were taken to reduce the spread of the virus. Every person who entered Canada had to provide proof of a negative COVID-19 test result taken prior to arrival at the border, take another test on arrival, and take a final test on day 8 of their quarantine. In addition, air travellers had to reserve and stay at a government-approved accommodation for 3 days while they awaited the results of their arrival test. For more information, please refer to: [COVID-19 border measures phase 4: Privacy compliance evaluation](#)

Privacy Compliance Evaluation for Canadian Border Testing Program

Due to the COVID-19 pandemic, enhanced border measures were introduced to ensure appropriate measures were taken to reduce the spread of the virus. Beginning February 14, 2021, air travellers were tested for COVID-19 at an airport testing site, given a specimen collection kit for their post arrival test and then were allowed to proceed to their Government Approved Accommodation facility. Travellers presenting at land crossings were provided with two specimen collection kits each, which they had to use for their arrival and post arrival tests.

Immunization Program Management Privacy Compliance Evaluation

Part of the Public Health Agency of Canada's response to COVID-19 was making a technology solution available to support of Federal, Provincial and Territorial needs regarding the administration of the COVID-19 vaccine (e.g., logistics and rollout requirements and services). Although the Public Health Agency of Canada would not collect or have access to personal information retained in the Immunization Program Management a Privacy Compliance Evaluation was completed.

Privacy Compliance Evaluation: COVID-19 Initiatives Border Measures Phase 5

Due to the COVID-19 pandemic, enhanced border measures were introduced to ensure appropriate measures were taken to reduce the introduction and spread of COVID-19 in Canada. Information was collected from travellers entering Canada including their contact and travel information; quarantine plan, testing and vaccine-related information; and their symptom self-assessment. New measure that came into force on July 5, 2021 removed quarantine requirements for fully vaccinated travellers.

Privacy Compliance Evaluation: Vaccine Connect - Immunization Information System

The Immunization Information System enables a team of Public Health Agency of Canada epidemiologists to indirectly collect (from the provinces/territories) both immunization coverage and adverse event following immunization (AEFI) data. For more information, please refer to: [Vaccine Connect - Immunization Information System](#).

Public Interest Disclosures

During 2021-2022, there were four disclosures made under section 8(2)(m) of the *Privacy Act*, and 4 section 8(5) written notifications were provided to the Office of the Privacy Commissioner. Three disclosures were related to COVID-19 and one was related to an investigation.

Appendix A: Access to Information Act and Privacy Act – Delegation Order



Delegation Order

L'ordonnance de délégation de pouvoirs

Access to Information Act and Privacy Act

Loi sur l'accès à l'information et Loi sur la protection des renseignements personnels

I, the Minister of Health, pursuant to section 95 of the *Access to Information Act* and section 73 of the *Privacy Act*, hereby delegate the persons holding the positions set out in the Delegation of Authority Schedule attached hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister as head of the Public Health Agency of Canada, under the provisions of the Act and related regulations set out in the schedule opposite each position. This delegation supersedes all previous delegation orders.

En ma qualité de ministre de la Santé et en vertu de l'article 95 de la *Loi sur l'accès à l'information* et de l'article 73 de la *Loi sur la protection des renseignements personnels*, je délègue par la présente aux titulaires des postes énoncés à l'annexe de délégation de pouvoirs ci-après, ou aux personnes occupant les dits postes à titre intérimaire, les attributions dont je suis investie, à titre de ministre de l'Agence de la santé publique du Canada, aux termes des dispositions des lois et des règlements connexes mentionnés en regard de chaque poste. Le présent document remplace toute ordonnance de délégation de pouvoirs antérieure.

A handwritten signature in blue ink, appearing to read "Juy Paulson", is written over a horizontal line.

Minister of Health
Ministre de la Santé

MAR 22 2022

Date

The word "Canada" is written in a bold, black, sans-serif font. A small red maple leaf is positioned above the letter 'a'.

Delegation of Authority Schedule

Access to Information Act

Part 1 and 3

Provision	Description	President	ADM CSB	DG PIMSD	Executive Dir, ATIP Ops Dir, ATIP Ops
	All powers, duties and functions under the <i>Access to Information Act</i> , R.S.C. 1985, c. A-1 (prior to and following June 21, 2019) and related regulations (prior to and following June 21, 2019)	Full authority			

Provision	Description	Dir, PMD	Deputy Dir / Manager, ATIP Ops	Team Leader/ Senior Advisor	Senior Analyst	Analyst
4(2.1)	Responsibility of government institutions	No	Yes	Yes	Yes	Yes
6.1(1)	Reasons for declining to act on request	No	Yes	No	No	No
6.1(1.3), (1.4), (2)	Notice – suspension, end of suspension	No	Yes	Yes	Yes	No
7	Notice when access requested	No	Yes	Yes	Yes	Yes
8(1)	Transfer of request	No	Yes	Yes	No	No
9 (1)	Extension of time limits	No	Yes	Yes	No	No
9(2)	Notice of extension to Information Commissioner	No	Yes	Yes	Yes	Yes
10	Where access is refused	No	Yes	Yes	No	No
11(2)	Application Fee Waiver	No	Yes	Yes	No	No
12(2)(b)	Language of access	No	Yes	Yes	No	No
12(3)(b)	Access to record in alternative format	No	Yes	Yes	No	No
Exemption Provisions of the Access to Information Act						
13	Information obtained in confidence	No	Yes	No	No	No
14	Federal-provincial affairs	No	Yes	No	No	No
15	International affairs and defence	No	Yes	No	No	No
16	Law enforcement and investigations	No	Yes	Yes	No	No
16.5	<i>Public Servants Disclosure Protection Act</i>	No	Yes	No	No	No
17	Safety of individuals	No	Yes	No	No	No
18	Economic interests of Canada	No	Yes	No	No	No
18.1	Economic interest of certain government institutions	No	Yes	No	No	No
19	Personal information	No	Yes	Yes	No	No
20	Third party information	No	Yes	Yes	No	No
21	Advice, etc.	No	Yes	No	No	No
22	Testing procedures, tests and audits	No	Yes	No	No	No
22.1	Internal Audits	No	Yes	No	No	No
23	Protected information – solicitors, advocates and notaries	No	Yes	Yes	No	No
23.1	Protected information – patents and trade-marks	No	Yes	Yes	No	No
24	Statutory prohibitions against disclosure	No	Yes	Yes	No	No
Other Provisions of the Access to Information Act						
25	Severability	No	Yes	Yes	No	No
26	Refusal of access if information to be published	No	Yes	No	No	No
27(1), (4)	Notice to third parties	No	Yes	Yes	Yes	No
28(1)(b),	Representations of third party and decision	No	Yes	No	No	No
33	Notice to Information Commissioner of notices to third parties	No	Yes	Yes	Yes	No
35(2)(b)	Right to make representations	No	No	No	No	No
37(1)(c)	Notice of actions to implement recommendations of Commissioner	No	No	No	No	No
37(4)	Access to be given to complainant	No	Yes	No	No	No
41(2)	Review by Federal Court – government institution	No	No	No	No	No
43(2)	Service or notice of application to Federal Court for review	No	Yes	Yes	No	No
44(2)	Notice to person who requested record	No	Yes	Yes	No	No
52(2)(b), 52(3)	Special rules for hearings	No	No	No	No	No
94	Annual report – government institutions	No	No	No	No	No
96(3)	Notice of Provision of services related to access to information	No	No	No	No	No
96(5)	Spending authority	No	No	No	No	No
Access to Information Regulations						
6(1)	Transfer of request	No	Yes	No	No	No
8	Method of access	No	Yes	No	No	No
8.1	Limitations in respect of format	No	Yes	No	No	No

Privacy Act

Description	President	ADM CSB	DG PIMSD
All powers, duties and functions under the Act and Regulations	Full authority		

Description	Executive Dir, ATIP Ops Dir, ATIP Ops	Dir, PMD
All powers, duties and functions under the Act and Regulations, with noted exceptions	Full authority except Sections 8(2)(j), 8(2)(m), 8(5), 9(1), 9(4), 10	Full authority except Sections 14-28 inclusively

Provision	Description	Deputy Dir / Manager ATIP Ops	Team Leader/ Senior Advisor	Senior Analyst	Analyst
8(2)(j)	Disclosure for research or statistical purposes	No	No	No	No
8(2)(m)	Disclosure in the public interest or in the interest of the individual	No	No	No	No
8(4)	Copies of requests under paragraph 8(2)(e)	No	No	No	No
8(5)	Notice of disclosure under paragraph 8(2)(m)	No	No	No	No
9(1)	Record of disclosures to be retained	No	No	No	No
9(4)	Consistent uses	No	No	No	No
10	Personal information to be included in personal information banks	No	No	No	No
14(a)	Notice where access requested	Yes	Yes	Yes	No
14(b)	Giving access to the record	Yes	Yes	No	No
15	Extension of time limits	Yes	Yes	Yes	No
16	Where access is refused	Yes	Yes	No	No
17(2)(b)	Language of access	Yes	Yes	No	No
17(3)(b)	Access in an alternative format	Yes	Yes	No	No
18(2)	Exempt banks	Yes	No	No	No
19	Information obtained in confidence	Yes	No	No	No
20	Federal-provincial affairs	Yes	No	No	No
21	International affairs and defence	Yes	No	No	No
22	Law enforcement and investigations	Yes	No	No	No
22.3	<i>Public Servants Disclosure Protection Act</i>	Yes	No	No	No
23	Security clearances	Yes	No	No	No
24	Individuals sentenced for an offence	Yes	No	No	No
25	Safety of individuals	Yes	No	No	No
26	Information about another individual	Yes	Yes	No	No
27	Protected information – solicitors, advocates and notaries	Yes	Yes	No	No
27.1	Protected information – patents and trade-marks	Yes	Yes	No	No
28	Medical records	Yes	No	No	No
33(2)	Right to make representations	No	No	No	No
35(1)(b)	Notice of actions to implement recommendations of Commissioner	Yes	No	No	No
35(4)	Access to be given to complainant	Yes	No	No	No
36(3)(b)	Notice of actions to implement recommendations of Commissioner	Yes	No	No	No
51(2)(b),(3)	Special rules for hearings	No	No	No	No
72	Annual report to Parliament	No	No	No	No
73.1(3)	Notice of Provision of services related to privacy	No	No	No	No
73.1(5)	Spending authority	No	No	No	No
Privacy Regulations					
7	Retention of personal information requested under paragraph	No	No	No	No
9	Examination of information	Yes	Yes	Yes	Yes
11(2),11(4)	Notification concerning corrections	Yes	Yes	Yes	Yes
13(1)	Disclosure of personal information relating to physical or mental	Yes	Yes	No	No
14	Examination in presence of medical practitioner or psychologist	Yes	Yes	No	No

Legend

Yes	Delegated
No	No Delegation

Appendix B: Statistical Report on the *Access to Information Act*

Reporting period: 2021-04-01 to 2022-03-31. Data extracted on June 7, 2021.

Section 1: Requests under the *Access to Information Act*

1.1 Number of Requests

Category		Number of requests
Received during reporting period		757
Outstanding from previous reporting periods		360
• Outstanding from previous reporting period	313	
• Outstanding from more than one reporting period	47	
Total		1,117
Closed during reporting period		397
Carried over to next reporting period		720
• Carried over within legislated timeline	234	
• Carried over beyond legislated timeline	486	

1.2 Sources of Requests

Source	Number of requests
Media	196
Academia	24
Business (private sector)	22
Organization	7
Public	398
Decline to Identify	110
Total	757

1.3 Channels of requests

Source	Number of requests
Online	703
E-mail	51
Mail	3
In person	0
Phone	0
Fax	0
Total	757

Section 2: Informal Requests

2.1 Number of informal requests

Category		Number of requests
Received during reporting period		284
Outstanding from previous reporting periods		3
• Outstanding from previous reporting period	2	
• Outstanding from more than one reporting period	1	
Total		287
Closed during reporting period		119
Carried over to next reporting period		168

2.2 Channels of informal requests

Source	Number of requests
Online	284
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	284

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
3	1	32	5	40	37	1	119

2.4 Pages released informally

Less Than 100 Pages Released		100 to 500 Pages Released		501 to 1,000 Pages Released		1,001 to 5,000 Pages Released		More Than 5,000 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
63	1,638	10	2,042	1	553	0	0	0	0

2.5 Pages re-released informally

Less Than 100 Pages Re-released		100 to 500 Pages Re-released		501 to 1,000 Pages Re-released		1,001 to 5,000 Pages Re-released		More Than 5,000 Pages Re-released	
Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released
37	900	7	1,146	1	553	0	0	0	0

Section 3: Applications to the Information Commissioner on Declining to Act on Requests

Category	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	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
All disclosed	0	5	12	14	10	22	9	72
Disclosed in part	3	2	10	19	17	34	31	116
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	2	2
No records exist	25	31	21	17	8	2	11	115
Request transferred	8	1	0	1	0	0	0	10
Request abandoned	26	8	11	16	6	8	7	82
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	62	47	54	67	41	66	60	397

4.2 Exemptions

Section	Number of requests
13(1)(a)	3
13(1)(b)	1
13(1)(c)	8
13(1)(d)	0
13(1)(e)	0
14	10
14(a)	3
14(b)	6
15(1)	6
15(1) - International Affairs	9
15(1) - Defence of Canada	1
15(1) - Subversive Activities	1
16(1)(a)(i)	0
16(1)(a)(ii)	0
16(1)(a)(iii)	0

Section	Number of requests
16(1)(b)	0
16(1)(c)	0
16(1)(d)	0
16(2)	1
16(2)(a)	0
16(2)(b)	0
16(2)(c)	21
16(3)	0
16.1(1)(a)	0
16.1(1)(b)	0
16.1(1)(c)	0
16.1(1)(d)	0
16.2(1)	0
16.3	0
16.4(1)(a)	0
16.4(1)(b)	0
16.5	0
16.6	0
17	0
18(a)	5
18(b)	10
18(c)	0
18(d)	0
18.1(1)(a)	1
18.1(1)(b)	1
18.1(1)(c)	0
18.1(1)(d)	0
19(1)	68
20(1)(a)	2
20(1)(b)	46
20(1)(b.1)	0
20(1)(c)	36
20(1)(d)	9
20.1	0
20.2	0
20.4	0
21(1)(a)	27
21(1)(b)	25
21(1)(c)	10
21(1)(d)	0
22	0
22.1(1)	0
23	12
23.1	0

Section	Number of requests
24(1)	0
26	0

4.3 Exclusions

Section	Number of requests
68(a)	1
68(b)	0
68(c)	0
68.1	0
68.2(a)	0
68.2(b)	0
69(1)	0
69(1)(a)	1
69(1)(b)	0
69(1)(c)	0
69(1)(d)	0
69(1)(e)	2
69(1)(f)	0
69(1)(g) re (a)	4
69(1)(g) re (b)	0
69(1)(g) re (c)	4
69(1)(g) re (d)	1
69(1)(g) re (e)	3
69(1)(g) re (f)	0
69.1(1)	0

4.4 Format of Information Released

Paper	Electronic: E-record	Electronic: Data set	Electronic: Video	Electronic: Audio	Other
51	138	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
41,139	39,513	272

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

Disposition	Less than 100 pages processed		100 to 500 pages processed		501 to 1,000 pages processed		1,001 to 5,000 pages processed		More than 5,000 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	68	1,304	4	601	0	0	0	0	0	0
Disclosed in part	96	2,014	17	3,602	1	737	1	2,872	1	29,928
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	2	81	0	0	0	0	0	0	0	0
Request abandoned	82	0	0	0	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	248	3,399	21	4,203	1	737	1	2,872	1	29,928

4.5.3 Relevant minutes processed and disclosed for audio formats

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

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

Disposition	Less than 60 minutes processed		60 to 120 minutes processed		More than 120 minutes processed	
	Number of requests	Minutes processed	Number of requests	Minutes processed	Number of requests	Minutes processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
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 processed		60 to 120 minutes processed		More than 120 minutes processed	
	Number of requests	Minutes processed	Number of requests	Minutes processed	Number of requests	Minutes processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.7 Other Complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	1	0	0	1
Disclosed in part	28	3	11	42
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	29	3	11	43

4.6 Closed Requests

4.6.1 Requests Closed Within Legislated Timelines

Category	Requests Closed Within Legislated Timelines
Number of requests closed within legislated timelines	123
Percentage of requests closed within legislated timelines (%)	31.0%

4.7 Deemed Refusals

4.7.1 Principal reasons for Not Meeting Legislated Timelines

Total Number of requests closed past the legislated timelines	Interference with Operations / Workload	External Consultation	Internal Consultation	Other
274	229	11	7	27

4.7.2 Requests Closed Beyond Legislated Timelines (including any extension taken)

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	21	2	23
16 to 30 days	24	0	24
31 to 60 days	33	2	35
61 to 120 days	50	0	50
121 to 180 days	26	3	29
181 to 365 days	59	2	61
More than 365 days	47	5	52
Total	260	14	274

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: Extensions

5.1 Reasons for Extensions and Disposition of Requests

Disposition of Requests Where an Extension was Taken	9(1)(a) Interference with Operations / Workload	9(1)(b) Consultation: Section 69	9(1)(b) Consultation: Other	9(1)(c) Third Party Notice
All disclosed	3	0	3	1
Disclosed in part	4	0	9	9
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	5	0	5	2
No records exist	1	0	1	1
Decline to act with the approval of the Information Commissioner	0	0	0	0
Total	13	0	18	13

5.2 Length of Extensions

Length of Extensions	9(1)(a) Interference with Operations / Workload	9(1)(b) Consultation: Section 69	9(1)(b) Consultation: Other	9(1)(c) Third Party Notice
30 days or less	5	0	4	2
31 to 60 days	5	0	5	11
61 to 120 days	2	0	7	0
121 to 180 days	0	0	2	0
181 to 365 days	1	0	0	0
365 days or more	0	0	0	0
Total	13	0	18	13

Section 6: Fees

Fee type	Fee collected		Fee waived		Fee refunded	
	Number of requests	Amount	Number of requests	Amount	Number of requests	Amount
Application	391	\$1,955.00	366	\$1,830.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	391	\$1,955.00	366	\$1,830.00	0	\$0.00

Section 7: Consultations Received From Other Institutions and Organizations

7.1 Consultations Received from Other Government of Canada Institutions and Organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	185	5,788	56	5,383
Outstanding from the previous reporting period	38	1,704	6	212
Total	223	7,492	62	5,595
Closed during the reporting period	169	5,358	49	3,745
Carried over within negotiated timelines	19	1,004	6	1,462
Carried over beyond negotiated timelines	35	1,130	7	388

7.2 Recommendations and Completion Time for Consultations Received from Other Government of Canada Institutions

Recommendation	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	8	16	34	32	10	8	1	109
Disclose in part	0	2	4	19	6	7	1	39
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	3	1	1	4	0	0	2	11
Other	5	0	1	0	2	1	1	10
Total	16	19	40	55	18	16	5	169

7.3 Recommendations and Completion Time for Consultations Received from Other Organizations outside the Government of Canada

Recommendation	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	3	5	10	8	3	2	0	31
Disclose in part	0	1	1	3	4	2	0	11
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	2	0	1	1	0	1	0	5
Other	1	0	0	1	0	0	0	2
Total	6	6	12	13	7	5	0	49

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

Number of days	Fewer than 100 pages processed		100 to 500 pages processed		501 to 1,000 pages processed		1,001 to 5,000 pages processed		More than 5,000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1 to 15	2	7	0	0	0	0	0	0	0	0
16 to 30	4	0	0	0	0	0	0	0	0	0
31 to 60	2	0	0	0	0	0	0	0	0	0
61 to 120	1	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	9	7	0	0	0	0	0	0	0	0

8.2 Requests with Privy Council Office

Number of days	Fewer than 100 pages processed		100 to 500 pages processed		501 to 1,000 pages processed		1,001 to 5,000 pages processed		More than 5,000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Section 9: 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
27	0	5

9.2 Investigations and Reports of finding

Section 37(1) Initial Reports: Received	Section 37(1) Initial reports: Containing recommendations issued by the Information Commissioner	Section 37(1) Initial reports: Containing orders issued by the Information Commissioner	Section 37(2) Final Reports: Received	Section 37(2) Final reports: Containing recommendations issued by the Information Commissioner	Section 37(2) Final reports: Containing orders issued by the Information Commissioner
5	5	0	14	5	0

Section 10: Court Action

10.1 Court actions on complaints

Section 41: Complainant (1)	Section 41: Institution (2)	Section 41: Third Party (3)	Section 41: Privacy Commissioner (4)	Total
0	0	0	0	0

10.2 Court actions on third party notifications under paragraph 28(1)(b)

Section 44 - under paragraph 28(1)(b)
0

Section 11: Resources Related to the *Access to Information Act*

11.1 Allocated Costs

Expenditures	Amount
Salaries	\$1,018,278
Overtime	\$15,979
Goods and Services	\$491,994
Professional services contracts	\$438,633
Other	\$53,361
Total	\$1,526,251

11.2 Human resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	12.639
Part-time and casual employees	0.449
Regional staff	0.000
Consultants and agency personnel	2.059
Students	0.038
Total	15.185

Appendix C: Statistical Report on the *Privacy Act*

Reporting period: 2021-04-01 to 2022-03-31. Data extracted on June 7, 2021.

Section 1: Requests under the *Privacy Act*

1.1 Number of Requests

Category		Number of requests
Received during reporting period		78
Outstanding from previous reporting periods		13
• Outstanding from previous reporting period	12	
• Outstanding from more than one reporting period	1	
Total		91
Closed during reporting period		69
Carried over to next reporting period		22
• Carried over within legislated timeline	13	
• Carried over beyond legislated timeline	9	

1.2 Channels of Requests

Source	Number of requests
Online	78
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	78

Section 2: Informal Requests

2.1 Number of informal requests

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

2.2 Channels of informal requests

Source	Number of requests
Online	0
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	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 to 500 Pages Released		501 to 1,000 Pages Released		1,001 to 5,000 Pages Released		More Than 5,000 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	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
All disclosed	2	1	0	2	1	3	1	10
Disclosed in part	0	3	3	2	4	3	2	17
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	17	2	1	0	0	0	0	20
Request abandoned	16	3	1	1	0	1	0	22
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	35	9	5	5	5	7	3	69

3.2 Exemptions

Section	Number of requests
18(2)	0
19(1)(a)	0
19(1)(b)	0
19(1)(c)	0
19(1)(d)	0
19(1)(e)	0
19(1)(f)	0

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

3.3 Exclusions

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

3.4 Format of Information Released

Paper	Electronic: E-record	Electronic: Data set	Electronic: Video	Electronic: Audio	Other
2	25	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
3,537	3,525	49

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 to 500 pages processed		501 to 1,000 pages processed		1,001 to 5,000 pages processed		More than 5,000 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	9	68	0	0	0	0	1	1,014	0	0
Disclosed in part	13	300	3	771	0	0	1	1,384	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	22	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	44	368	3	771	0	0	2	2,398	0	0

3.5.3 Relevant minutes processed and disclosed for audio formats

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

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

Disposition	Less than 60 minutes processed		60 to 120 minutes processed		More than 120 minutes processed	
	Number of requests	Minutes processed	Number of requests	Minutes processed	Number of requests	Minutes processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Total	0	0	0	0	0	0

3.5.5 Relevant minutes processed and disclosed for video formats

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

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

Disposition	Less than 60 minutes processed		60 to 120 minutes processed		More than 120 minutes processed	
	Number of requests	Minutes processed	Number of requests	Minutes processed	Number of requests	Minutes processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Total	0	0	0	0	0	0

3.5.7 Other Complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	1	1	0	0	2
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
Total	1	1	0	0	2

3.6 Closed Requests

3.6.1 Number of Requests Closed Within Legislated Timelines

Category	Requests Closed Within Legislated Timelines
Number of requests closed within legislated timelines	47
Percentage of requests closed within legislated timelines (%)	68.1%

3.7 Deemed Refusals

3.7.1 Reasons for Not Meeting Legislated Timelines

Total Number of requests closed past the statutory deadline	Interference with Operations / Workload	External Consultation	Internal Consultation	Other
22	20	0	0	2

3.7.2 Requests Closed Beyond Legislated Timelines (including any extension taken)

Number of days past deadline	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	1	1	2
31 to 60 days	3	0	3
61 to 120 days	4	0	4
121 to 180 days	4	0	4
181 to 365 days	5	0	5
More than 365 days	2	1	3
Total	20	2	22

3.8 Requests for Translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Section 4: Disclosures under Subsections 8(2) and 8(5)

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Subsection 8(5)	Total
2	4	4	10

Section 5: Requests for Correction of Personal Information and Notations

Disposition for Correction Requests Received	Number
Notations attached	0
Requests for correction accepted	0
Total	0

Section 6: Extensions

6.1 Reasons for Extensions and Disposition of Requests

Reason for Extension	Number of Requests Where an Extension was Taken
15(a)(i) Interference with Operations: Further Review Required to Determine Exemptions	0
15(a)(i) Interference with Operations: Large Volume of Pages	0
15(a)(i) Interference with Operations: Large Volume of Requests	2
15(a)(i) Interference with Operations: Documents are Difficult to Obtain	2
15(a)(ii) Consultation: Cabinet Confidence (Section 70)	0
15(a)(ii) Consultation: External	0
15(a)(ii) Consultation: Internal	1
15(b) Translation Purposes or Conversion	0
Total	5

6.2 Length of Extensions

Reason for Extension	1 to 15 days	16 to 30 days	31 days or greater	Total
15(a)(i) Interference with Operations: Further Review Required to Determine Exemptions	0	0	N/A	0
15(a)(i) Interference with Operations: Large Volume of Pages	0	0	N/A	0
15(a)(i) Interference with Operations: Large Volume of Requests	0	2	N/A	2
15(a)(i) Interference with Operations: Documents are Difficult to Obtain	0	2	N/A	2
15(a)(ii) Consultation: Cabinet Confidence (Section 70)	0	0	N/A	0
15(a)(ii) Consultation: External	0	0	N/A	0
15(a)(ii) Consultation: Internal	0	1	N/A	1
15(b) Translation Purposes or Conversion	0	0	0	0

Section 7: Consultations Received From Other Institutions and Organizations

7.1 Consultations Received from Other Government of Canada Institutions and Other Organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	1	10	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	1	10	0	0
Closed during the reporting period	1	10	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	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	0	0	1	0	0	0	0	1
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	1	0	0	0	0	1

7.3 Recommendations and Completion Time for Consultations Received from Other Organizations outside the Government of Canada

Recommendation	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	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

Number of days	Fewer than 100 pages processed		100 to 500 pages processed		501 to 1,000 pages processed		1,001 to 5,000 pages processed		More than 5,000 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	1	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	1	0	0	0	0	0	0	0	0	0

8.2 Requests with Privy Council Office

Number of days	Fewer than 100 pages processed		100 to 500 pages processed		501 to 1,000 pages processed		1,001 to 5,000 pages processed		More than 5,000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Section 9: Complaints and Investigation Notices Received

Section 31	Section 33	Section 35	Court Action	Total
5	4	4	0	13

Section 10: Privacy Impact Assessments (PIA) and Personal Information Banks (PIB)

10.1 Privacy Impact Assessments

Number of PIA(s) Completed	0
Number of PIA(s) Modified	0

10.2 Institution-Specific and Central Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	14	0	0	0
Central	0	0	0	0
Total	14	0	0	0

Section 11: Privacy Breaches

11.1 Material Privacy Breaches Reported

Number of material privacy breaches reported to TBS	1
Number of material privacy breaches reported to OPC	1

11.2 Non-Material Privacy Breaches

Number of non-material privacy breaches	18
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Section 12: Resources Related to the *Privacy Act*

12.1 Allocated Costs

Expenditures	Amount
Salaries	\$735,458
Overtime	\$10,353
Goods and Services	\$224,566
Professional services contracts	\$209,769
Other	\$14,797
Total	\$970,377

12.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	7.073
Part-time and casual employees	1.015
Regional staff	0.000
Consultants and agency personnel	1.113
Students	0.117
Total	9.318

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

In addition to completing the forms for the Statistical Reports on the ATIA and *Privacy Act* for 2021-2022, institutions were asked to complete this Supplemental Report to help identify the institutional capacity during COVID-19. The data requirements are set out in the tables below.

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

The following table reports the number of weeks the Public Health Agency of Canada was able to receive ATIP requests through different channels.

Time period	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 *Privacy Act*

2.1 The following table reports the number of weeks the Public Health Agency of Canada was able to process paper records in different classification levels.

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

2.2 The following table reports the total number weeks the Public Health Agency of Canada was able to process electronic records in different classification levels.

Type of Electronic Record	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Electronic Record	0	0	52	52
Protected B Electronic Record	0	0	52	52
Secret and Top Secret Electronic Record	0	52	0	52

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

3.1 The following table reports 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, 2022	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	231	271	502
Received in 2020-2021	2	178	180
Received in 2019-2020	0	19	19
Received in 2018-2019	1	7	8
Received in 2017-2018	0	5	5
Received in 2016-2017	0	5	5
Received in 2015-2016 or earlier	0	1	1
Total	234	486	720

3.2 The following table reports 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 2021-2022	22
Received in 2020-2021	2
Received in 2019-2020	7
Received in 2018-2019	1
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016 or earlier	0
Total	32

Section 4: Open Requests and Complaints under the *Privacy Act*

4.1 The following table reports 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, 2022	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	12	6	18
Received in 2020-2021	1	2	3
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	1	1
Received in 2015-2016 or earlier	0	0	0
Total	13	9	22

4.2 The following table reports 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 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 or earlier	0
Total	0

Section 5: Social Insurance Number (SIN)

The Public Health Agency of Canada did not received authority for a new collection or new consistent use of the SIN in 2021-2022.