

ACCESS TO INFORMATION ACT, PRIVACY ACT

ANNUAL REPORT 2020-2021



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

Canada

For information about other Immigration, Refugees and Citizenship Canada (IRCC) publications, visit: www.canada.ca/ircc-publications.

Available in alternative formats upon request.

Également disponible en français sous le titre : LOI SUR L'ACCÈS À L'INFORMATION, LOI SUR LA PROTECTION DES RENSEIGNEMENTS
PERSONNELS RAPPORT ANNUEL 2020-2021

Visit us online

Website: www.cic.gc.ca

Facebook: www.facebook.com/CitCanada

YouTube: www.YouTube.com/CitImmCanada

Twitter: [@CitImmCanada](https://twitter.com/CitImmCanada)

© Her Majesty the Queen in Right of Canada, represented by the Minister of Immigration, Refugees and Citizenship, 2021

Cat. no. Ci4-24E-PDF

ISSN 2371-2724

IRCC - 3181 11-2021



TABLE OF CONTENTS



Executive summary	1
IRCC ATIP requests at a glance.....	3
IRCC ATIP growth.....	3
Access to information and privacy pages processed.....	3
Access to information and privacy requests closed within legislative timelines.....	4
ATIP Complaint Volumes: 2015-2016 to 2020-2021.....	4
Format of the report.....	5
SECTION 1: GENERAL INFORMATION	5
About Immigration, Refugees and Citizenship Canada.....	5
Delegation order.....	5
Organizational structure.....	6
ATIP Modernisation Office.....	8
Training and awareness.....	8
SECTION 2: REPORT ON THE ADMINISTRATION OF THE ACCESS TO INFORMATION ACT	10
Introduction.....	10
Purpose of the Act.....	10
Highlights of the statistical report for 2020-2021	10
Requests received and completed.....	10
Pages processed.....	11
Sources of requests under the <i>Access to Information Act</i>	11
Informal requests under the <i>Access to Information Act</i>	12
Exemptions.....	12
Exclusions.....	12
Consultations.....	12
Extensions.....	12
Completion times.....	13
Complaints.....	13
Systemic investigation.....	14
Audits.....	14
Appeal to the Federal Court.....	14
Reporting on the impact of COVID-19.....	15



Reporting on access to information fees for the purposes of the <i>Service Fees Act</i>	15
Monitoring compliance	16
Policies, guidelines, procedures and initiatives within the ATIP Division	16
SECTION 3: REPORT ON THE ADMINISTRATION OF THE PRIVACY ACT	17
Introduction.....	17
Purpose of the Act	17
Service Agreements.....	17
Requests received and completed	17
Pages processed	18
Exemptions.....	18
Exclusions	18
Consultations	18
Extensions	18
Completion times	19
Complaints.....	19
Audits	19
Appeal to the Federal Court	19
Reporting on the impact of COVID-19.....	20
Privacy Impact Assessments	20
Disclosure of personal information under paragraphs 8(2)(e) and 8(2)(m).....	21
Material privacy breaches	23
Monitoring compliance	23
Policies, guidelines, procedures and initiatives with the ATIP Division	24



EXECUTIVE SUMMARY

Since Canada's inception in 1867, the Canadian identity has been formed by the diverse cultures, religions, histories and languages of English, French and the Indigenous peoples. Immigration has helped to build the country that the world sees today – a diverse society with strong economic and social foundations, and with continued potential for further growth and prosperity. Millions of eligible people from around the world have chosen to reside in Canada and make it their new home. Whether seeking better economic opportunities, reuniting with family members, or seeking protection as resettled refugees or other protected persons, newcomers to Canada have been a major source of ongoing growth and prosperity. Along with those who migrate to Canada permanently, many individuals come to Canada to stay temporarily, whether as a visitor, international student or a temporary foreign worker. Regardless of their pathway into Canada, they all contribute in a meaningful way to Canada's economy, support the success and growth of various industries and contribute to Canada's diversity and multiculturalism.

This past year, the global pandemic has presented incredible challenges for many in Canada and around the world, while at the same time shining a bright light on the incredible contribution of newcomers to the well-being of Canada's communities and across all sectors of the economy. It has shown Canada's resilience and ability to step up, to adapt and to be innovative, and it has shown Canadians the key role that newcomers play in our economic recovery and in helping us build back better.

In recent years, Immigration, Refugees and Citizenship Canada (IRCC) has experienced significant increases in some of its most important lines of business as many around the world seek to enter Canada temporarily or permanently, and as increasing numbers of eligible permanent residents seek to become Canadian citizens. The Government of Canada's Immigration Levels Plan for 2021-2023 aims to welcome 401,000 new permanent residents in 2021, 411,000 in 2022, and 421,000 in 2023. As volumes increase in other IRCC business lines, there is a direct link with significant increases in Access to Information and Privacy (ATIP) request volumes. There is an urgency for the Department to further innovate its processes and improve its technology in an effort to maintain service levels and continue to deliver on the Government of Canada and IRCC's commitment to openness and transparency.

In 2019-2020, IRCC received 74.80 percent of all Access to Information requests and 20.30 percent of all Privacy requests submitted to federal government institutions. The growth in the number of ATIP requests over the past several years has been unprecedented. The need to address the root cause of the dramatic increase in access requests and complaints has further been highlighted in a report by the current Information Commissioner, Caroline Maynard. The report was issued following a systemic investigation into IRCC's processing of requests for immigration application files from April 1, 2017, to February 26, 2020. The Commissioner provided IRCC with 5 recommendations. The Minister of Immigration, Refugees and Citizenship responded to the Information Commissioner on April 15, 2021, and submitted the Department's work plan and Management Action Plan. IRCC would like to take this opportunity to thank the Commissioner for her ongoing support and collaboration as we continue to strive for excellence.

IRCC manages a considerable volume of personal information as part of delivering its programs and services, and the Department remains committed to responsibly safeguarding, using and disclosing the personal information held by IRCC. During the reporting period, commencing April 1, 2020, and ending March 31, 2021, IRCC completed one (1) Privacy Impact Assessment (PIA) exploring privacy risks in one (1) new departmental initiative. In addition, the ATIP Division provided 364 occurrences of privacy policy advice concerning information sharing, consent, surveys, contracts, privacy notices and other matters; this number also includes privacy advice on Privacy Impact Assessments (PIAs), Privacy Needs Assessments (PNAs) and Privacy Compliance Evaluations (PCEs).

IRCC is unique in that most of the requests it receives under the *Access to Information Act* are for the personal information of its clients. This is because the majority of its requests concern IRCC clients who are foreign nationals that rely on representatives to submit an *Access to Information Act* request on their behalf and with their consent to seek information about their IRCC immigration file.



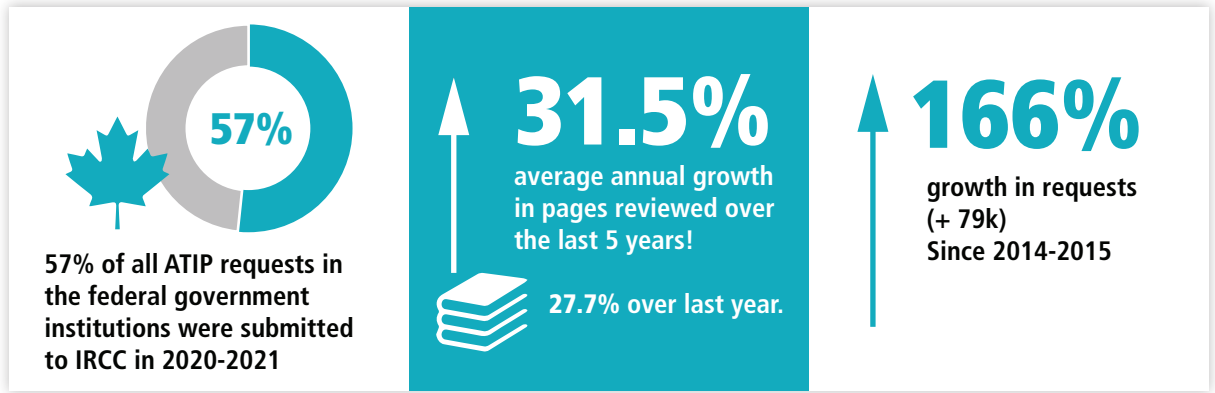
To manage these volumes effectively, the ATIP Division within IRCC has two teams that process ATIP requests:

- One team manages *Access to Information Act* requests for corporate records and personal information requests concerning IRCC employees. This team's ATIP request process involves branch ATIP Liaison Officers coordinating the retrieval of records and the identification of any information deemed sensitive in corporate response packages.
- The second team manages all *Access to Information and Privacy Act* requests that relate to IRCC client files. This team's ATIP request process involves retrieving information from the Global Case Management System (GCMS), local offices and from missions abroad, and, coordinating the consultation and release of complex or sensitive files.

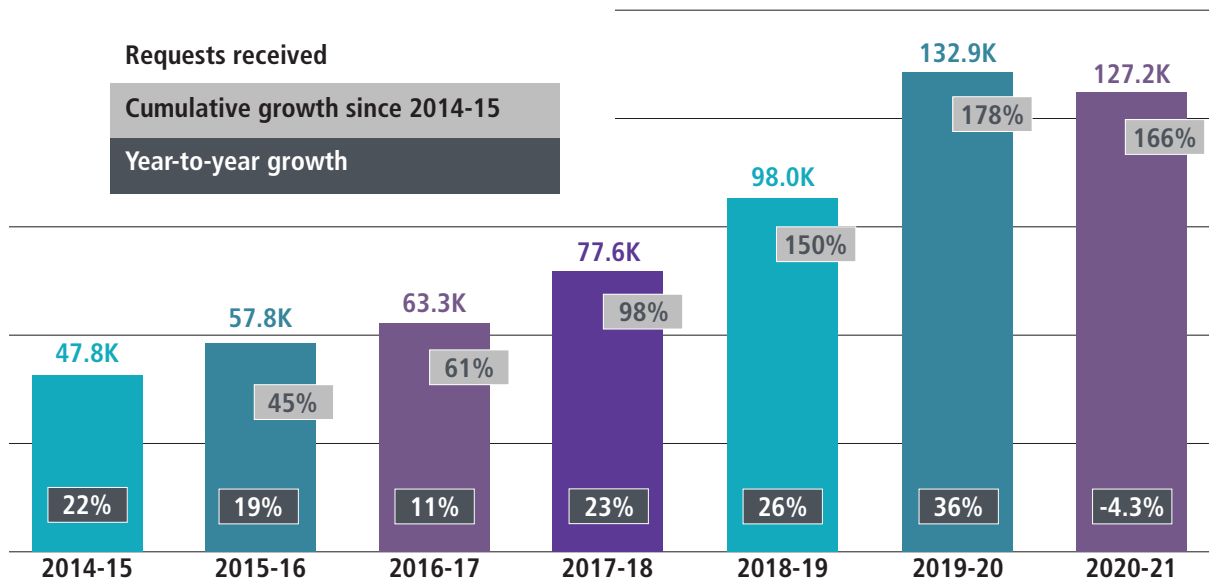
The Department is committed to ensuring that its requesters receive timely access to the records they request. IRCC undertook a number of initiatives to improve its performance and to address a backlog of requests. Despite the many challenges that the Department had to face due to COVID-19 and having to adapt quickly to this new reality, IRCC remained fully operational, processing 27.7 percent more pages as compared to last fiscal year (+2.4 million). IRCC was also able to increase the percent of requests that were closed within the legislative timelines and all of this despite the continuous increase of volumes relative to the page count observed over the past few years. Due to global disruptions and the overall pandemic environment, the Department did observe a slight decrease of 4.3 percent of total requests received compared to last fiscal year. IRCC anticipates this number will increase substantially as the situation stabilizes and all domestic and global services resume at pre-pandemic levels.



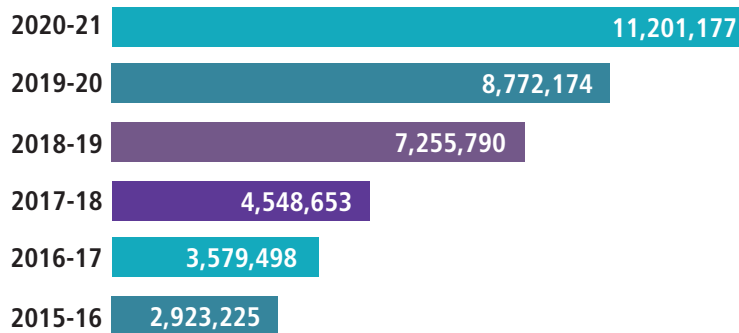
IRCC ATIP requests at a glance



IRCC ATIP growth



Access to information and privacy pages processed

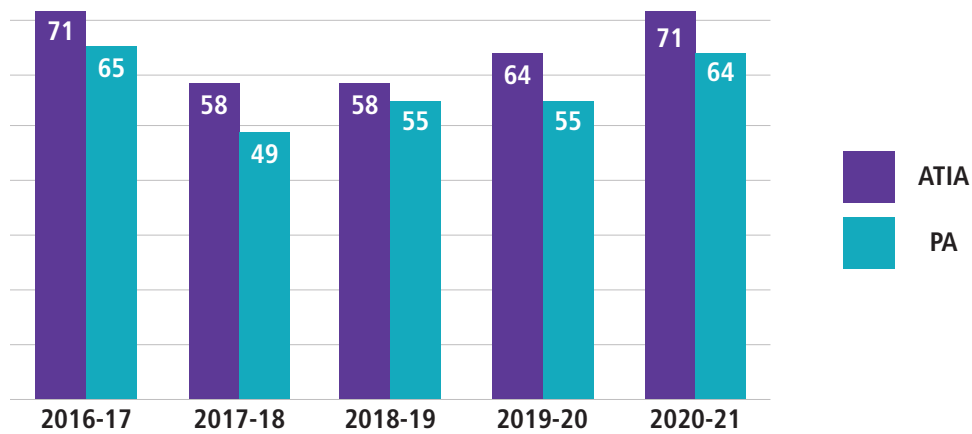


As the number of requests continues to increase, the volume of pages continues to rise also. In 2020-21, IRCC processed **11,201,177 pages**. This is a 27.7% increase from last fiscal year which equates to over **2.4 million more pages** that the ATIP Division reviewed.

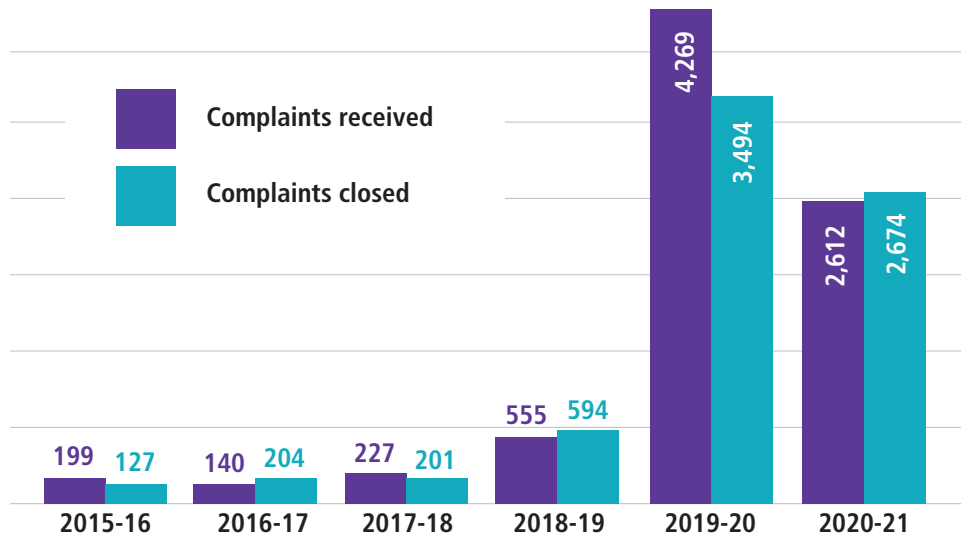
In 2020-2021, IRCC processed **11,201,177 pages**, which represents an increase of **31.5 percent over the last 5 years**.



Percentage of Access to Information and Privacy requests closed within legislative timelines.



ATIP Complaint Volumes: 2015-2016 to 2020-2021



As evidenced in this report, numerous efforts have been made by IRCC to strengthen its ATIP program, including stabilizing and augmenting its workforce, refining procedures and tools, improved stakeholder engagement, community outreach and close collaboration with the ATIP Modernisation Office. Transformation of the ATIP program will be a continued theme in 2021-2022, and IRCC will continue to support the broader ATIP community through participation in discussions concerning reforms of the Acts, ATIP community software needs and other related Government of Canada initiatives.



Format of the report

As described in the executive summary, IRCC is unique in that most of its ATIP volumes relate to requests for personal information, which creates a stronger relationship between the two Acts at IRCC than at other departments. The ATIP Division is located within the Integrated Corporate Business Branch of the Corporate Services Sector and is responsible for administering the ATIP program at IRCC. The ATIP Division is organized such that each team supports or administers both Acts. The Department has prepared a single, integrated report that outlines IRCC's accomplishments in carrying out its ATIP responsibilities during the 2020-2021 reporting period.

The document has been divided into 3 sections:

- The first section describes the mandate of the Department, the organizational structure, training and awareness and modernisation efforts supporting the administration of both Acts;
- The second section is the report on the administration of the *Access to Information Act*; and
- The third section is the report on the administration of the *Privacy Act*.

SECTION 1: GENERAL INFORMATION

About Immigration, Refugees and Citizenship Canada

IRCC selects and welcomes, as permanent and temporary residents, foreign nationals whose skills contribute to Canadian prosperity. It also reunites family members.

The Department maintains Canada's humanitarian tradition by welcoming refugees and other people in need of protection, thereby upholding its international obligations and reputation.

IRCC, in collaboration with its partners, conducts the screening of potential permanent and temporary residents to protect the health, safety and security of Canadians. IRCC is also responsible for the issuance and control of Canadian passports and other documents that facilitate the travel of Canadian citizens and residents.

Lastly, the Department builds a stronger Canada by helping all newcomers settle and integrate into Canadian society and the economy, and by encouraging, granting and providing proof of Canadian citizenship.

IRCC's mandate comes from the *Department of Citizenship and Immigration Act*. The Minister of IRCC is responsible for the *Citizenship Act* of 1977 and shares responsibility with the Minister of Public Safety for the *Immigration and Refugee Protection Act (IRPA)*. Jurisdiction over immigration is shared between the federal, and the provincial and territorial governments under section 95 of the *Constitution Act* of 1867.

The Minister of Immigration, Refugees and Citizenship is also responsible for the administration of the *Canadian Passport Order* and the *Order Respecting the Issuance of Diplomatic and Special Passports*.

Delegation order

The Minister of Immigration, Refugees and Citizenship is responsible for dealing with requests under the *Access to Information Act* and the *Privacy Act*. The Minister delegates authority to members of departmental senior management, including the ATIP Departmental Coordinator (ATIP Director), to carry out the Minister's powers, duties, or functions under the Acts, in relation to ATIP requests. Certain authorities are delegated to particular positions in the ATIP Division at National Headquarters as shown in Annex B and Annex C of this report.



Organizational structure



ATIP MODERNISATION OFFICE

Conducts data analysis, produces statistical reports, leads ATIP technology projects and transition efforts to optimize and redefine the ATIP process. Coordinates the Departmental efforts to provide solutions to contain and address the growing number of requests. (7 employees)

ATIP DIRECTOR'S OFFICE

Provides support and guidance to the division; ensures ATIP deliverables are met; manages ATIP led projects/initiatives and provides support to senior management. (4 employees)

ATIP OPERATIONS

Processes immigration, citizenship and passport ATIP files which includes complex and sensitive files; seeks clarification in relation to files being requested and deals with incoming inquiries from clients; responds to requests from investigative bodies and provincial authorities which fall under Section 8(2) of the privacy act, responds to consultation requests from Other Government Departments (OGD's). Provides guidance and support within IRCC and externally regarding ATIP legislation. Also, works closely with stakeholders to find efficiencies and actively review our processes.

(80 employees)

ATIP CORPORATE RECORDS, COMPLAINTS AND INFORMALS

Processes ATIP requests for corporate records, consultations from OGD's and informal requests; deals with complaints from the Office of the Information Commissioner of Canada and the Office of the Privacy Commissioner of Canada; provides timely internal services for vetting of proactive disclosure documentation. Provides guidance and support within IRCC and externally regarding ATIP legislation on Corporate ATIs. Also develops customized training products, coordinates, manages and delivers ATIP training and works closely with stakeholders to find efficiencies and actively review our processes.

(33 employees)

ATIP PRIVACY, POLICY AND GOVERNANCE

Develops ATIP privacy policies, provides ATIP advice, guidance and support within IRCC and externally regarding ATIP legislation; promotes privacy awareness; develops privacy tools to assist the department and manages privacy breaches. Also, develops customized privacy training products, coordinates, manages and delivers privacy training.

(15 employees)

ATIP LIAISON OFFICERS

Represents IRCC branches and regions domestically and globally within IRCC and assists by performing searches, collecting records and presenting recommendations related to ATIP requests.

(45 employees)



The ATIP Division is part of the Integrated Corporate Business Branch (ICB). ICB is overseen by a Director General who is the Chief Privacy Officer, and is situated in the Corporate Services Sector at IRCC. The Division administers the *Access to Information Act* and the *Privacy Act* for IRCC and is led by a Director, who is the ATIP Coordinator for the Department. Three units carry out the Division's work in addition to 45 Liaison Officers who are responsible for coordinating the ATIP activities of IRCC branches. Each unit has shared responsibilities for the administration of both the *Access to Information Act* and the *Privacy Act*.

ATIP Operations (80 employees)

Processes immigration, citizenship and passport ATIP files, which includes complex and sensitive files; seeks clarification in relation to files being requested and deals with incoming inquiries from clients; responds to requests from investigative bodies and provincial authorities, which fall under Section 8(2) of the *Privacy Act*; responds to consultation requests from Other Government Departments (OGD's); and provides guidance and support within IRCC and externally regarding ATIP legislation. Also, works closely with stakeholders to find efficiencies and actively review ATIP processes.

ATIP Corporate Records, Complaints and Informals (33 employees)

Processes ATIP requests for corporate records, consultations from OGD's and informal requests; deals with complaints from the Office of the Information Commissioner of Canada and the Office of the Privacy Commissioner of Canada; provides timely internal services for vetting of proactive disclosure documentation; and provides guidance and support within IRCC and externally regarding ATIP legislation on corporate ATIs. Also develops customized training products, coordinates, manages and delivers ATIP training and works closely with stakeholders to find efficiencies and actively review ATIP processes.

ATIP Privacy, Policy and Governance (15 employees)

Acts as a single point of contact for privacy within and outside of IRCC; Develops privacy policies; provides advice, guidance and support within IRCC and externally regarding ATIP legislation; promotes privacy awareness; and develops privacy tools to assist the department and manages privacy breaches. Also, develops customized privacy training products, coordinates, manages and delivers privacy training.

ATIP Director's Office (4 employees)

Provides management oversight, support and guidance to the division; ensures ATIP deliverables are met; and manages ATIP led projects/initiatives and provides support to senior management.

ATIP Modernisation (7 employees)

Conducts data and trend analysis, produces statistical reports, leads ATIP technology projects and transition efforts to optimize and redefine the ATIP process. Coordinates the Departmental efforts to provide solutions to contain and address the growing number of requests.

ATIP Liaison Officers (45 employees)

Represents IRCC branches and regions domestically and globally within IRCC and assists by performing searches, collecting records and presenting recommendations related to ATIP requests.



ATIP Modernisation Office

In June 2020, IRCC established the ATIP Modernisation Office to lead various initiatives aimed at finding solutions to contain and address the growing number of requests. The initiatives focus on reducing the overall volume of ATIP requests and improving the management of the ATIP program across IRCC. The team also uses analytics and data mining to monitor and understand trends within the Department, as well as to provide reports for stakeholders.

It is important to highlight that IRCC is the first ATIP office in the federal government to take advantage of Robotic Process Automation (RPA). The initiative to automate routine data entry aspects of the ATIP process, leading to increased efficiency of that process, is ongoing. The ATIP Modernisation Office is working in close collaboration with the Client Experience Branch in IRCC to develop new policies and procedures intended to decrease the need for clients to submit ATIP requests. Examples include the project to review the Reason for Refusal Letter that is currently sent to IRCC clients with a view to providing more details on the reason for refusal, as well as the initiative to improve the client's IRCC secured account to provide more detailed and easily accessible information.

A detailed list of all current and ongoing initiatives and a detailed roadmap can be located in Annex G of the present report. These initiatives will assist IRCC in finding efficiencies and innovation through new technology to better address the increase in ATIP volumes. The ATIP Modernisation Office has also been assisting other Government Departments and the ATIP Community by providing guidance and sharing best practices and tools.

Training and awareness

Through its training delivery and awareness activities, IRCC continues to work towards enhancing the institution-wide culture of respect for access to information alongside a strong commitment to increased privacy vigilance. As of March 2020, working from home became the new reality, and it became evident that ATIP training would need to shift to a virtual platform (Microsoft Teams, WebEx, etc.), which was fully launched in mid-June 2020. Moving courses online allowed for greater access as the physical location was no longer a barrier. Security and Privacy training was prioritized to inform employees of any potential security or privacy breach risks while working from home.

During the reporting period, 1,979 employees participated in ATIP Division training sessions.

Access to information and privacy training

The ATIP Division offers three core training courses that address both access to information and privacy requirements:

1. **Understanding and Managing ATIP Requests** is designed to provide a greater understanding of the roles and responsibilities of the ATIP Division, the ATIP Liaison Officer as well as various departmental officials in the processing of an ATIP request. The course is intended primarily for ATIP Liaison Officers and anyone directly involved in the ATIP process. It is mandatory for all new ATIP Liaison Officers. A total of 197 employees attended 16 sessions.
2. **ATIP Training for Middle Managers and Executives** provides an overview of key ATIP principles and practices, and a greater understanding of the roles and responsibilities of managers and employees. This course is part of the Learning Roadmap for IRCC Executives and should be completed within the first year of joining IRCC or being appointed as a new executive. There is a requirement to renew this training every three years. A total of 65 managers and executives attended 4 sessions.
3. **Protecting and Giving Access to Information at IRCC** is a mandatory online course for all employees. It provides a brief overview of key ATIP principles and practices and fosters a greater understanding of the roles and responsibilities of all employees. During the year, 593 employees took the online training session.



The ATIP Division also provides ad hoc and tailored training sessions and workshop presentations to reinforce and increase knowledge and understanding of access to information, privacy and personal information. These sessions are independent of mandatory courses and are given by request in response to a group's specific needs. A total of 252 employees were provided tailored ATIP training over 31 sessions last fiscal year.



Protect, Secure, and Manage Information - IRCC is working towards making this course mandatory for all new employees, with a requirement to renew every 3 years. This course is comprised of three modules from IT Security, Information Management and ATIP that intertwine and complement each other. A total of 722 employees attended 41 sessions last year.



Privacy-only training

Privacy breach training

Privacy breach training sessions are designed to provide a greater understanding of what a privacy breach is, the roles and responsibilities of employees and awareness of emerging trends in privacy breaches.



These sessions are focused not only on how to contain a breach, but also how to evaluate it, notify internal and external stakeholders, mitigate the impact and reduce the probability of a recurrence. They provide an opportunity for program areas to ask questions pertaining to real scenarios and receive practical advice from the ATIP staff.

A total of 150 employees received privacy breach training in 2020-2021 over 17 sessions.

Tailored privacy training

Tailored privacy training sessions are designed to provide a more in-depth look at specific privacy policy issues, such as information sharing or privacy impact assessments.

In 2020-2021 there were no specific "tailored" privacy training sessions, but all training decks were revisited and adjusted to the program area to address their particular needs.



SECTION 2: REPORT ON THE ADMINISTRATION OF THE ACCESS TO INFORMATION ACT

Introduction

Section 94 of the *Access to Information Act*, and section 20 of the *Service Fees Act* require that the head of every federal government institution submit an annual report to Parliament on the administration of the Act during the fiscal year.

IRCC is pleased to present to Parliament its annual report on the administration of the *Access to Information Act*. The report describes the activities that support compliance with the Act for the fiscal year commencing April 1, 2020, and ending March 31, 2021.

Purpose of the Act

The purpose of the *Access to Information Act* is to enhance the accountability and transparency of federal institutions by providing a right of access to records under the control of a government institution. The Act maintains that government information should be available to the public, that necessary exceptions to the right of access should be limited and specific, and that decisions on the disclosure of government information should be reviewed independently of the government.

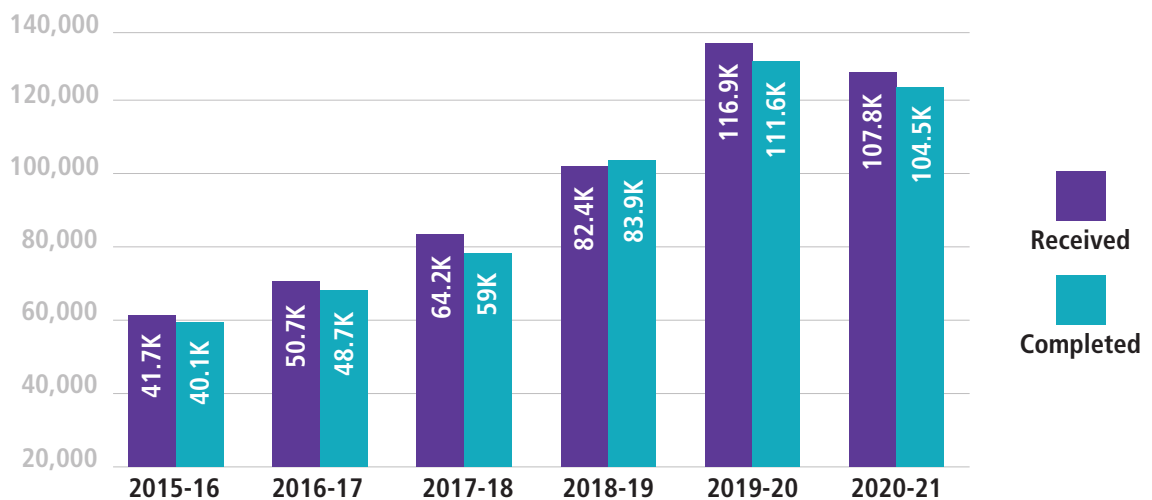
It also sets out requirements for the proactive publication of records.

Service Agreements

IRCC had no service agreements under section 96 of the *Access to Information Act*.

HIGHLIGHTS OF THE STATISTICAL REPORT FOR 2020-2021

Requests received and completed





IRCC continues to receive more *Access to Information Act* requests than any other federal government institution. Specifically, the Department received a total of **107,845** requests in the 2020-2021 reporting period, which represents a decrease of 7.8 percent from the previous year. The compliance rate was 71 percent for the reporting period, which shows an increase of 7 percent from the previous reporting period. The highest amount of daily requests for last fiscal year was the week of March 6-12, when 771.4 requests were received per day.

The majority of *Access to Information Act* requests received were for information relating to client records.

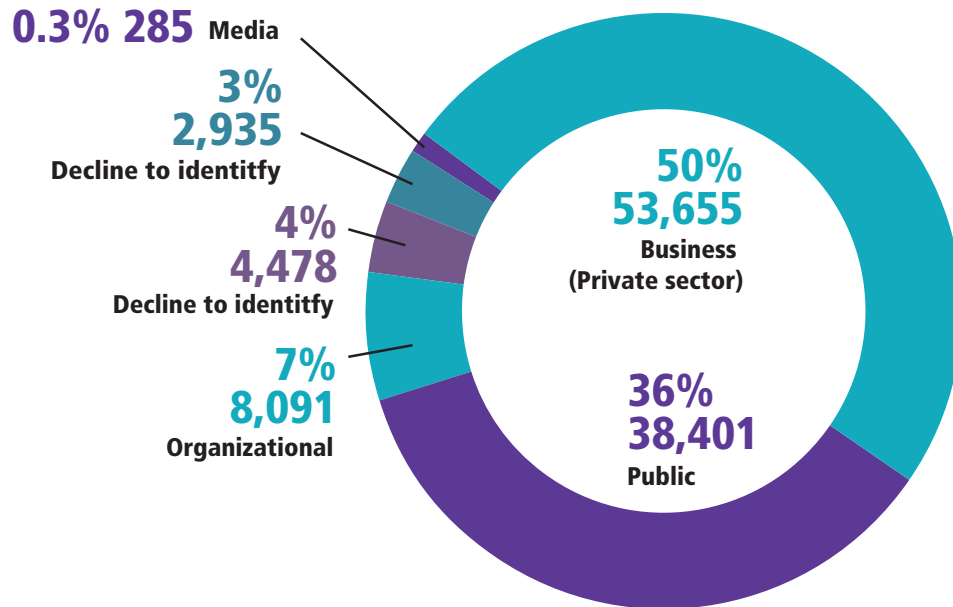
Pages processed

IRCC processed 9,486,193 pages during the 2020-2021 reporting period, an increase of 27.7 percent over the previous fiscal year.

Sources of requests under the *Access to Information Act*

For this reporting period the largest source of requests (50 percent) came from the business sector (mainly immigration lawyers and consultants). The general public accounted for 36 percent of requests, and media, organizations and academia comprise 7 percent of requests. The remaining 4 percent represents requesters who declined to identify themselves.

Sources of requests under the *Access to Information Act*





Informal Requests under the *Access to Information Act*

IRCC posts summaries of completed access to information requests pertaining to corporate records on the [Open Government portal](#). In 2020-2021, IRCC closed 1,879 informal requests (copies of previously released requests).



Exemptions

The Department provided all information in 22,196 of its requests (21.2 percent) and invoked some exemptions on 76,605 requests (73.3 percent). The remaining 5,732 requests (5.5 percent) were transferred, abandoned, no record existed or the Department could neither confirm nor deny the existence of these records, as doing so could reveal information that is protected under the Act.



The majority of exemptions invoked by IRCC fell under four sections of the Act:

- Subsection 19(1), which protects personal information, was used in 42,519 cases (55.5 percent);
- Subsection 17, which covers information on the disclosure of which could reasonably be expected to threaten the safety of individuals, was used in 28,170 cases (36.8 percent);
- Subsection 15(1), which relates to information on the disclosure of which could reasonably be expected to be injurious to the conduct of international affairs, the defence of Canada or any state allied or associated with Canada or the detection, prevention or suppression of subversive or hostile activities, was used in 20,057 cases (26.2 percent); and
- Subsection 16(1), which addresses law enforcement and criminal investigations, was used in 16,545 cases (21.6 percent).



More than one section can be applied to a specific request.

Exclusions

The *Access to Information Act* does not apply to records that are already available to the public (section 68) and confidences of the Queen's Privy Council (section 69). IRCC excluded records based on section 68 in 26 instances, and on section 69 in 26 instances.

Consultations

Other federal government institutions consulted IRCC for records related to IRCC in 120 cases under the *Access to Information Act*, and IRCC was able to respond to 64 percent of those consultations within 30 days.

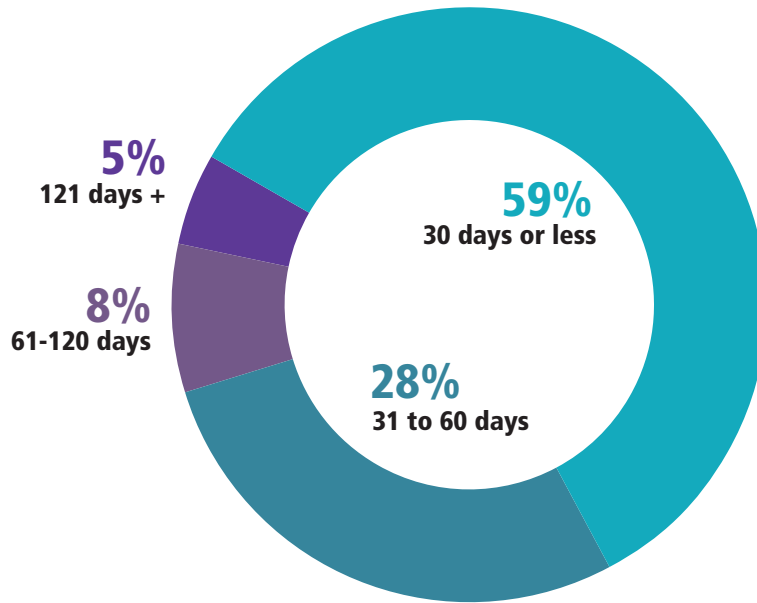
Extensions

Section 9 of the *Access to Information Act* permits the statutory time limits to be extended if consultations are necessary or if the request is for a large volume of records, and processing it within the original time limit would unreasonably interfere with the operations of the Department.

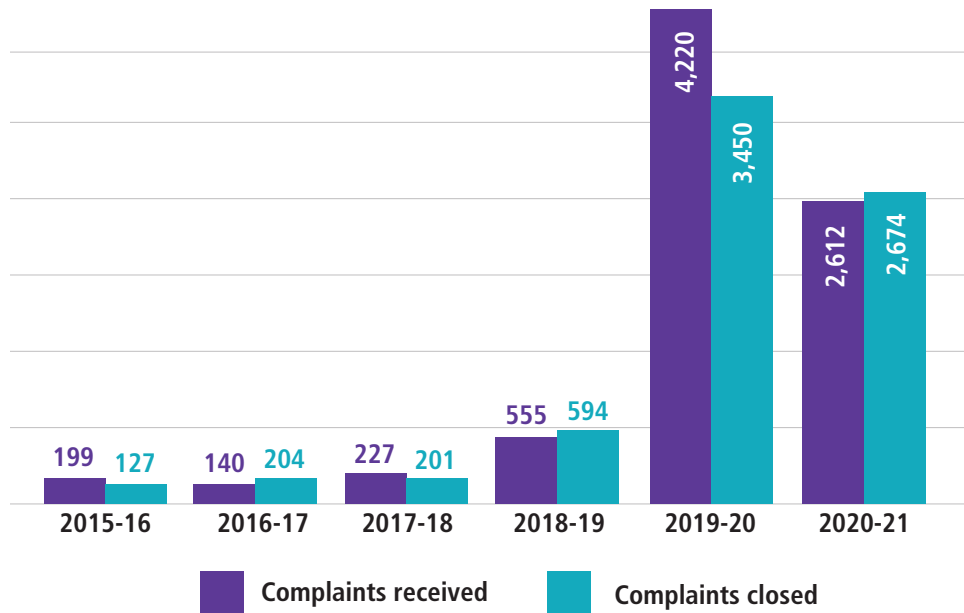
IRCC invoked a total of 8,695 extensions during the 2020-2021 reporting period. Extensions were required in 4,771 instances when IRCC consulted with other federal institutions prior to responding. Extensions were required in 3,856 instances to search through a large volume of records or to respond to the influx of requests, or both, which interfered with operations. The Department also invoked 68 extensions to conduct third-party notifications.



Access to information requests COMPLETION TIME



Complaints



During the 2020-2021 reporting period, the Department was notified of 2,612 access complaints received by the Office of the Information Commissioner (OIC). This represents 2.4 percent of all requests completed during this period. The majority of complaints were related to extensions and delays.

During the reporting period, ATIP processed and closed 2,674 complaint investigations. Of these, 73 complaints were abandoned, discontinued or unsubstantiated, and 27 were not well founded. The remaining 2,477 complaints were resolved to the satisfaction of the requester, and 97 were well founded.



Key complaint issues

The majority of the complaints (95 percent) were related to ATIP requests for immigration client files. 61 percent of the complaints were delay or extension complaints and 85 percent of complaints were submitted by 5 requesters.



Actions taken

Throughout the year, IRCC's ATIP office has collaborated closely with the OIC to find additional paths to manage complaints efficiently and effectively. We have also maintained open and efficient communication between our offices. Through the systemic investigation and complaints that the Department received during the year, IRCC has successfully maintained a positive working relationship with the OIC.



Systemic Investigation

This past year, the Information Commissioner of Canada completed an investigation into IRCC's processing of Access to Information requests, in particular the requests for immigration application files. This investigation was launched to better understand and address the dramatic increase in information requests received by the OIC from April 1, 2017 to February 26, 2020, as well as the increase in complaints that were registered against IRCC. This systemic investigation confirmed that the increasing number of requests, and subsequent complaints, is the result of applicants, and/or their representatives, seeking additional information on the status of their immigration application files or the reasons for refusal of their immigration applications. This is information that applicants have not been able to obtain through other communication channels. Throughout the year, IRCC's ATIP office provided the OIC with hundreds of pages of records about ATIP operations, as well as several sets of detailed representations to explain how the system functions, the challenges IRCC faces, as well as the jurisprudence used to influence IRCC operations. The Department would like to acknowledge the collaboration between the OIC and IRCC's ATIP office throughout the course of this investigation. While the OIC's investigation was mostly completed in 2020-2021, the Information Commissioner did not release the final report until May of 2021. A more detailed synopsis of the changes made due to the systemic investigation are to be included in IRCC's 2021-2022 annual report.



The OIC's final report and response from the Minister of Immigration, Refugees and Citizenship can be accessed at the following link: www.oic-ci.gc.ca/en/resources/reports-publications/access-issue-challenging-status-quo

The Management Action Plan – OIC's Recommendations can be accessed at the following link: www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/management-action-plan-oic-recommendations.html

Audits

No audits were concluded during the fiscal year.

Appeal to the Federal Court

There were no appeals to the Federal Court filed against IRCC regarding the *Access to Information Act* during the 2020-2021 reporting period.



Reporting on the impact of COVID-19

From April 1, 2020, to March 31, 2021, IRCC received 107,845 access to information requests. It is important to note that out of the 19,631 active requests that were carried over into the new reporting year, 89 percent were still within the legislated time period allowed for processing. Thus, the actual files that were carried over (2,127) account for 1.7 percent of IRCC's inventory for the past fiscal year (124,178). See **ANNEX F: Supplemental Statistical Report on the Access to Information Act** for reference.

The COVID-19 pandemic compelled the ATIP Division to quickly adjust its processes and procedures to facilitate employee telework by equipping employees with remote capacity and accommodating ergonomic assessment requirements for employees. IRCC continued to process ATIP requests throughout the pandemic, remaining fully operational as it dealt with the impact of IRCC mission and local office closures. The ATIP Division found new ways to train and integrate new employees at a distance, enabling the Division to continue to function well in the remote environment. The ATIP Division has been successful at maintaining similar response rates on access to information requests and consultations.

The adjustment to remote work was initially a challenging situation rooted in the differences employees experienced between the office setting and the telework environment in the form of internal communications, access to employee resources and production monitoring. However, the support provided by management, team leaders, coordinators and trainers enabled a fluid transition while maintaining operational capacity. It is also important to highlight the dedication of our employees who voluntarily accessed our offices while respecting ever evolving health and safety protocols in order to process SECRET classified records and ensure timely responses in a secure environment.

IRCC would like to acknowledge the immense support and outstanding collaboration the ATIP Division has received from its partners both internal and external to the organization and highlight the importance of employee wellbeing while IRCC strives to continue delivering quality and timely services to its clients.

REPORTING ON ACCESS TO INFORMATION FEES FOR THE PURPOSES OF 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:** \$5.00 application fee for access to information requests
- **Total revenue:** IRCC collected \$520,050 on 104,010 requests
- **Fees waived:** In accordance with the Interim Directive on the Administration of the *Access to Information Act*, issued on May 5, 2016, IRCC waives all fees prescribed by the Act and Regulations, other than the \$5.00 application fee set out in paragraph 7(1)(a) of the Regulations. For 2020-2021, IRCC waived \$2,335
- **Cost of operating the program:** \$11,208,981



MONITORING COMPLIANCE

The ATIP Division has established internal procedures to help facilitate the timely and efficient processing and monitoring of ATIP requests.

- On a daily basis, statistical reports are distributed to ATIP management to help manage the workflow.
- On a weekly basis, different statistical reports are distributed to Senior Management:
 - A snapshot report that looks at ATIP request volumes received and closed, on time compliance rates, etc.;
 - A summary of upcoming access to information requests soon to be disclosed;
 - A progress report on late ATIP requests organized by priority; and
 - A summary of requests related to COVID-19.
- On a monthly basis, different statistical reports are distributed to Senior Management:
 - A report on each sector's compliance with internal standards for providing responsive records to the ATIP Division is shared with Senior Management;
 - A privacy breach report.
- On a quarterly basis, the Intake Watch Placemat is distributed to IRCC programs, the Client Experience Branch and Senior Management to demonstrate correlations between immigration program initiatives and corresponding changes in ATIP request volumes.

It is important to note that no personal information is disclosed in these reports.

POLICIES, GUIDELINES, PROCEDURES AND INITIATIVES WITHIN THE ATIP DIVISION

IRCC undertook several projects related to the improvement of its ATIP request processes IRCC undertook several projects related to improving its processes for ATIA requests and operationalizing the *Access to Information Act*:

- Some ATIP Division employees were cross-trained on various functions and temporarily reassigned to a special project focused on substantially reducing the older ATIP request backlog. This allowed management to temporarily reassign employees to the areas where the processing need was greatest;
- The ATIP Modernisation Office, in close collaboration with the ATIP Division, began work on the implementation of Robotic Process Automation (RPAs or Bots) into the ATIP environment;
- Ongoing collaboration between the ATIP Modernisation Office, the Client Experience Branch, the Legal team and the ATIP Division on Reason for Refusal letters in an effort to provide a more complete response to the applicants;
- Ongoing collaboration with key IRCC stakeholders and ATIP Modernisation to assess and potentially mitigate the impacts of changes to IRCC programs on ATIP request volumes;
- Successful integration of new employees through virtual training and revision of the training manual and decks;
- The ATIP division formed a working group and provided guidance to TBS regarding Stage 1 of the review of the *Access to Information Act*; and
- The COVID-19 amendment was introduced for requests that require consultations to COVID-19 affected offices. For example, a key in responding to ATIP requests requires both regional and international tasking of record holdings; a serious challenge was presented when responding to ATIP requests during COVID-19, as many international and regional offices were affected by the pandemic and as a result were either closed or operating at reduced capacity. In order to maintain transparency with requesters, the COVID-19 amendment was introduced for requests that require consultations to COVID-19 affected offices. This initiative outlined the global situation and delays in response times while providing the opportunity to modify a request for records that are currently available. Over the last fiscal year, a total of 5,434 COVID-19 responses were sent for files requiring consultations to regional and international offices operating at limited or no capacity, resulting in the closure and release of responses for 2,672 of these files.





SECTION 3: REPORT ON THE ADMINISTRATION OF THE *PRIVACY ACT*



Introduction

Section 72 of the *Privacy 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.



IRCC is pleased to present to Parliament its annual report on the administration of the *Privacy Act*. The report describes the activities that support compliance with the Act for the fiscal year commencing April 1, 2020, and ending March 31, 2021.



Purpose of the Act

The purpose of the *Privacy Act* is to extend the present laws of Canada that 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 that information. The Act protects an individual's privacy by preventing others from having unlawful access to personal information. It also permits an individual specific rights regarding the collection, use and disclosure of this information.

Service Agreements

IRCC had no service agreements under section 73.1 of the *Privacy Act*.

HIGHLIGHTS OF THE STATISTICAL REPORT FOR 2020-2021

Requests received and completed





IRCC remains one of the most accessed federal institutions, receiving a total of **19,357** requests submitted under the *Privacy Act* in the 2020-2021 reporting period. This represents an increase of 17.5 percent from the previous year. The percentage of requests that were closed within the legislative timeline for 2020-2021 was 64.3 percent.

The majority of *Privacy Act* requests received were for information relating to client records.



Pages processed

IRCC processed 1,714,984 pages during the 2020-2021 reporting period, an increase of 74.2 percent from the previous fiscal year.



Exemptions

The Department provided all information in 3,279 requests (17.5 percent) and invoked some exemptions on 11,447 requests (61.3 percent). The remaining 3,961 requests (21.2 percent) were abandoned, no record existed or the Department could neither confirm nor deny the existence of these records, as doing so could reveal information that is protected under the Act.

The majority of exemptions invoked by IRCC fell under three sections of the Act:

- Section 26, which protects personal information, was used in 7,689 cases (67.2 percent);
- Section 21, which covers international relations, defense and subversive activities, was used in 6,474 cases (56.6 percent); and
- Paragraph 22(1)(b), which addresses law enforcement and criminal investigations, was used in 2,553 cases (22.3 percent).

More than one section can be applied to a specific request.



Exclusions

The *Privacy Act* does not apply to records that are already available to the public (section 69) and confidences of the Queen's Privy Council (section 70). IRCC did not apply any exclusions under the *Privacy Act* during the reporting period.

Consultations

Other federal government institutions consulted IRCC for records related to IRCC in 37 cases under the *Privacy Act*, and was able to respond to 76 percent of those consultations within 30 days.

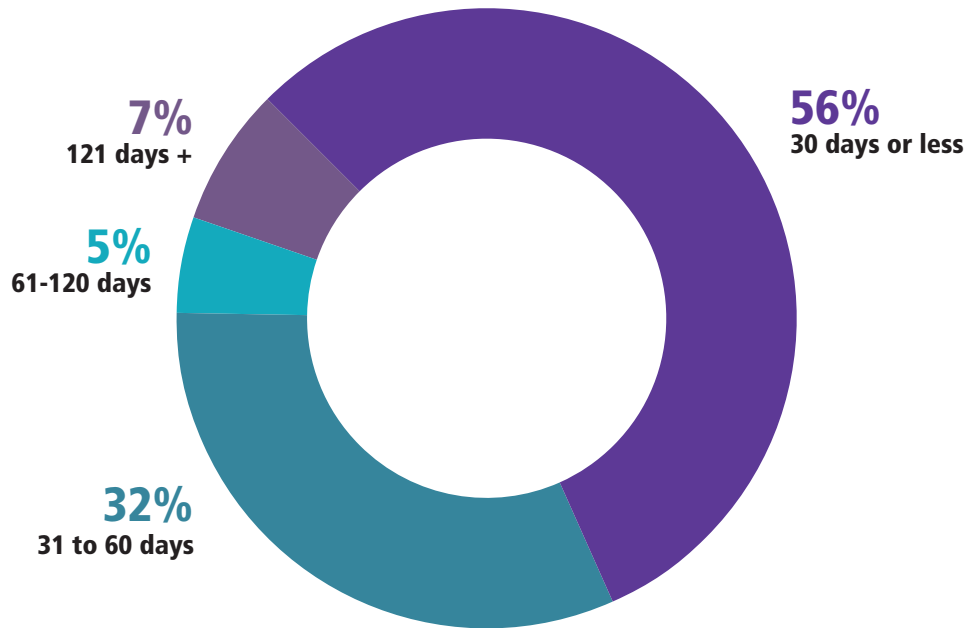
Extensions

Section 15 of the *Privacy Act* permits the statutory time limits to be extended if consultations are necessary, if translation is required or if the request is for a large volume of records and processing it within the original time limit would unreasonably interfere with the operations of the Department.

IRCC invoked a total of 1,331 extensions during the 2020-2021 reporting period. Of these, 27 were deemed necessary as IRCC needed to consult with other federal institutions prior to responding. Extensions were required in a further 27 instances to search for or through a large volume of records or to respond to the influx of requests, or both, which interfered with operations. The Department did not invoke any extensions for translation purposes.



Completion times



Complaints

During the 2020-2021 fiscal year, the Department was notified of 21 formal privacy complaints and 17 informal complaints received by the Office of the Privacy Commissioner (OPC). Complaints of both informal and formal nature were lodged against 0.227 percent of all requests completed during this period (based on 19,357 Privacy Requests received). The majority of the OPC complaints were related to delays.

During the reporting period, ATIP processed and closed 18 formal complaint investigations and 26 informal complaint investigations. Of the informal complaints, 21 were discontinued, and 5 were settled or resolved to the satisfaction of the requester.

Key complaint issues

Due to the small sample of privacy request complaints it is impossible to pinpoint one single issue.

Audits

No audits were concluded during the fiscal year.

Appeal to the Federal Court

There were no appeals to the Federal Court filed against IRCC regarding the *Privacy Act* during the 2020-2021 reporting period.



Reporting on the impact of COVID-19

From April 1, 2020, to March 31, 2021, IRCC received **19,357** privacy requests. It is important to note that out of the 3,501 active requests that were carried over into the new reporting year, 84 percent of these were within the legislated time period allowed for processing. Thus the actual files that were carried over (558) account for 2.5 percent of IRCC's inventory for the past fiscal year (22,188). See **ANNEX G: Supplemental Statistical Report on the *Privacy Act*** for reference.

As a result of the COVID-19 pandemic, the ATIP Division quickly adjusted its processes and procedures to facilitate employee telework by equipping employees with remote capacity and accommodating ergonomic assessment requirements for employees. IRCC continued to process ATIP requests throughout the pandemic, remaining fully operational as it dealt with the impact of IRCC mission and local office closures. The ATIP Division found new ways to train and integrate new employees at a distance, enabling the Division to continue to function well in the remote environment. The ATIP Division has been successful at maintaining similar response rates on access to information requests and consultations.

The adjustment to remote work was initially a challenging situation rooted in the differences employees experienced between the office setting and the telework environment in the form of internal communications, access to employee resources and production monitoring. However, the support provided by management, team leaders, coordinators and trainers enabled a fluid transition while maintaining operational capacity. It is also important to highlight the dedication of our employees who voluntarily accessed our offices while respecting constantly evolving health and safety protocols in order to process SECRET classified records and ensure timely responses in a secure environment.

IRCC would like to acknowledge the immense support and outstanding collaboration the ATIP Division has received from its partners both internal and external to the organization and highlight the importance of employee wellbeing while IRCC strives to continue delivering quality and timely services to its clients.

Privacy Impact Assessments

To fulfil its mandate and effectively deliver its programs and services, IRCC collects, uses and discloses personal information. In accordance with the **Treasury Board of Canada Secretariat (TBS) policy**, the Department undertakes Privacy Impact Assessments (PIAs) to ensure compliance with the *Privacy Act* and identify privacy risks present in new or existing departmental programs, initiatives or projects that collect and use personal information.

During 2020-21, TBS introduced an Interim Directive on Privacy Impact Assessments (www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32678). The Interim Directive was updated to facilitate the assessment of privacy impacts on new initiatives that were developed urgently to respond to the COVID-19 lockdowns. These assessments are known as Privacy Compliance Evaluations (PCEs).

Descriptions of PIAs and PCEs completed during the 2020-2021 fiscal year are found below. The full PIA summaries can be found here: www.canada.ca/en/immigration-refugees-citizenship/corporate/transparency/access-information-privacy/privacy-impact-assessment.html.



PIA - Initial Deployment of GCMS and TEMPO as the Passport Issuance System

PIA was authored to assess the privacy risks of IRCC's deployment of GCMS for the passport program and a supporting intake tool called TEMPO. The privacy risk analysis performed in this PIA and the historical draft PIAs can be separated into two parts. Those two parts represent a significant shift in the severity and number of risks from 2015, when GCMS was first deployed for the Passport Program (and later halted), to 2020, when the privacy mitigation measures were nearly all completed and the overall risk to personal information is generally low.

Employment and Social Development Canada and IRCC have worked collaboratively to address the issues and develop a solution that led to the deployment of TEMPO and GCMS as the passport issuance system in February 2020, as well as the use of TEMPO and GCMS by Service Canada beginning with Pre-Pilots in 2020.

PCE - Use of epost Connect for correspondence for Certificate of Identity and Refugee Travel Documents

PCE assesses the adoption of a new process for certain Certificate of Identity (CofI) and Refugee Travel Document (RTD) application intake from paper to electronic via the epost Connect service offered by Canada Post Corporation (CPC). In the current environment, clients will either mail, courier or come in person to submit their travel document application. There is only one CofI/RTD office in Canada, located in Gatineau that serves all of the Canada travel documents needs. Pre-COVID-19, all clients requiring urgent travel document services were required to travel to Gatineau for in-person service (this service is currently unavailable due to office closure). Upon receipt of the application by mail, IRCC officers would assess for completeness, and if something was missing they would respond back to the client by mail and wait to receive client's response back by the use of the mail services.

By moving to the epost Connect service offered by CPC, it will allow CofI/RTD to electronically receive applications for travel documents, decrease the time in which the application is received, eliminate the potential of lost mail and at the same time allow for back and forth interaction with clients through epost Connect for the applications that were not fully complete, thus providing better service to clients.

Disclosure of personal information under paragraphs 8(2)(e) and 8(2)(m)

In accordance with subsection 8(2) of the *Privacy Act*, under certain circumstances, a government institution may disclose personal information under its control without the consent of the individual to whom the information relates.

Paragraph 8(2)(e) provides that personal information may be disclosed to an investigative body specified in the regulations on the written request of the body for the purpose of enforcing any law of Canada or any province or carrying out a lawful investigation. The request must specify the purpose and describe the information to be disclosed.

During this reporting period, IRCC disclosed personal information under subsection 8(2) in responding to 1,819 requests from investigative bodies under paragraph 8(2)(e).

Paragraph 8(2)(m) provides that personal information may be disclosed for any purpose where, in the opinion of the head of an institution, (i) the public interest in disclosure clearly outweighs any invasion of privacy that could result from the disclosure, or (ii) disclosure would clearly benefit the individual to whom the information relates.

During this reporting period, IRCC disclosed personal information in 173 instances under paragraph 8(2)(m) of the *Privacy Act*:



Reason for disclosure	Requests processed where at least one individual's personal information was disclosed	Individuals affected	OPC notification in accordance with subsection 8(5)
Disclosure of contact information to the Public Health Agency of Canada of individuals who had been in close proximity to a person with COVID-19.	162	429	The OPC was notified after disclosure in all cases because of their urgent nature, and due to the volume of requests received.
Disclosure of contact information to the Public Health Agency of Canada of individuals who had been in close proximity to a person with tuberculosis.	7	205	The OPC was notified at the same time as disclosure in all cases because of their urgent nature.
Disclosure of contact information to notify next of kin of a deceased individual.	3	5	The OPC was notified before disclosure in all cases.
Disclosure of personal information to a provincial organization for reasons related to a legal proceeding.	1	1	The OPC was notified before disclosure.



Material privacy breaches

A privacy breach refers to the improper or unauthorized collection, use, disclosure, retention or disposition of personal information. A material privacy breach is a privacy breach that involves sensitive personal information and could reasonably be expected to cause injury or harm to the individual.

The ATIP Division provided advice and guidance to departmental staff on containment and mitigation strategies to improve the protection of personal information. In addition, senior officials were notified of all material breaches to facilitate communication within the Department and raise awareness of issues that could hinder the public's right to privacy.

The ATIP Division monitors all privacy breaches reported at IRCC. The Division also reviews how and where they are occurring within the Department. ATIP addresses trends and provides tailored privacy breach training sessions to raise awareness and increase privacy breach prevention.

In 2020-2021, IRCC notified the OPC and TBS of **six** material privacy breaches. IRCC monitors all privacy breaches closely and has established notifications and remedial measures to address each situation. The majority of material breaches were of small scale and affected a limited number of individuals.

- Four material breaches involved personal information sent to the wrong individual. However, IRCC was not able to successfully retrieve the information. The affected individuals were notified.
- One material breach involved the relocation of files for archiving. Some of the files were not successfully delivered by the shipping company and are missing. The impacted individuals were notified.
- One material privacy breach involved the inadvertent retention of biometric records (both fingerprints and photographs) and the use and disclosure of limited personal information. All impacted clients identified to date have been notified, IRCC has issued a public notice available to clients on the IRCC Website, and mitigation measures have been put in place to resolve this issue. The information has always been protected, in secure holdings, with controlled access. A program review is underway to determine if any additional clients have been impacted.

MONITORING COMPLIANCE

The ATIP Division has established internal procedures to help facilitate the timely and efficient processing and monitoring of ATIP requests.

- As necessary, the complaints team advises ATIP management on systemic issues identified as a result of complaint resolution.
- On a daily basis, statistical reports are distributed to ATIP management to help manage the workflow.
- On a weekly basis, different statistical reports are distributed to Senior Management:
 - A snapshot report that looks at ATIP request volumes received and closed, on time compliance rates, etc.;
 - A summary of upcoming access to information requests soon to be disclosed;
 - A progress report on late ATIP requests organized by priority; and
 - A summary of requests related to COVID-19.
- On a monthly basis, different statistical reports are distributed to Senior Management:
 - A report on each sector's compliance with internal standards for providing responsive records to the ATIP Division is shared with Senior Management;
 - A 8(2)(m) report; and
 - A privacy breach report.
- On a quarterly basis, the Intake Watch Placemat is distributed to IRCC programs, the Client Experience Branch and Senior Management to demonstrate correlations between immigration program initiatives and corresponding changes in ATIP request volumes.

In addition, senior management is provided with a status update on material breaches twice per year.

It is important to note that no personal information is disclosed in these reports.



POLICIES, GUIDELINES, PROCEDURES AND INITIATIVES WITH THE ATIP DIVISION



IRCC undertook several projects related to improving its processes for Privacy requests and operationalizing the *Privacy Act*:

- Some ATIP Division employees were cross-trained on various functions and temporarily reassigned to a special project focused on substantially reducing the older ATIP request backlog. This also allowed management to temporarily reassign employees to the areas where the processing need was greatest;
- The ATIP Modernisation Office, in close collaboration with the ATIP Division, began work on the implementation of Robotic Process Automation (RPAs or Bots) into the ATIP environment;
- Ongoing collaboration within IRCC on Reason for Refusal letters in an effort to provide a more complete response to applicants;
- Ongoing collaboration with key IRCC stakeholders to assess and potentially mitigate the impacts of changes to IRCC programs on ATIP request volumes;
- Successful integration of new employees through virtual training and revision of the training manual and decks;
- The COVID-19 amendment was introduced for requests that require consultations to COVID-19 affected offices. For example, a key in responding to ATIP requests requires both regional and international tasking of record holdings; a serious challenge was presented when responding to ATIP requests during COVID-19, as many international and regional offices were affected by the pandemic and as a result were either closed or operating at reduced capacity. In order to maintain transparency with requesters, the COVID-19 amendment was introduced for requests that require consultations to COVID-19 affected offices. This initiative outlined the global situation and delays in response times, while providing the opportunity to modify a request for records that are currently available. Over the last fiscal year, a total of 5,434 COVID-19 responses were sent for files requiring consultations to regional and international offices operating at limited or no capacity, resulting in the closure and release of responses for 2,672 of these files.
- Updated the Privacy Needs Assessment (PNA) document and created a Privacy Compliance Evaluation (PCE) tool to adhere to the TBS Interim Directive on Privacy Impact Assessments (www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32678). The Directive has been updated to facilitate the assessment of privacy impacts on new initiatives that were developed urgently to respond to the COVID-19 lockdowns;
- Began implementing Privacy-by-Design principles to enhance IRCC's privacy management framework, governance structure, operating model, and privacy tools to enable a more effective, collaborative, and efficient privacy program for IRCC;
- Prepared new dashboards for Corporate Services Sector senior management to report on 8(2)(m) disclosures and privacy breaches;
- Coordinated the departmental response to *Privacy Act* modernisation/DOJ public consultation on behalf of IRCC;
- Ongoing effective management on privacy breaches whether they were material or non-material breaches. The Breach Team closed a record breaking **3,643 breaches**;
- Drafted a Baseline Privacy Requirements document and added it to the new version of IRCC's Playbook on Automated Decision Support to ensure a minimum level of privacy compliance for initiatives involving data-driven technologies (such as artificial intelligence, and automation);
- Currently piloting a new tool called the Model Privacy Assessment that is designed to assess privacy compliance of specific technological models or tools at a very detailed level. It also helps to guide the design of those models or tools to build privacy into them from the outset; and
- Completed and promoted **IRCC's Privacy Video**, which describes why privacy is important at IRCC, best practices on handling of information and what can happen if not done so properly, and the role of the ATIP Division. It went live on Connexion on October 29, 2020.



ANNEX A: SIGNED DELEGATION

Text version: Signed Delegation

Official Document

Department of Immigration, Refugees and
Citizenship of Canada

Delegation of Authority

Access to Information Act and Privacy Act

I, Minister of Immigration, Refugees and
Citizenship, pursuant to section 95 of the
Access to Information Act and section
73 of the *Privacy Act*, hereby authorize
the officer and employee of Immigration,
Refugees and Citizenship whose position
or classification is set out in the attached
Schedule to carry out those of my power,
duties or functions under the Acts that are
set in the Schedule in relation to that officer
and employee.

Dated at Ottawa

This 30 day of August 2019

Ahmed Hussen, P.C., M.P.
Minister of Immigration, Refugees and
Citizenship

OFFICIAL DOCUMENT

DOCUMENT OFFICIEL

DEPARTMENT OF IMMIGRATION, REFUGEES AND
CITIZENSHIP OF CANADA

MINISTÈRE DE L'IMMIGRATION, DES RÉFUGIÉS ET DE LA
CITOYENNETÉ DU CANADA

DELEGATION OF AUTHORITY

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, Minister of Immigration, Refugees
and Citizenship, pursuant to section
95 of the *Access to Information Act*
and section 73 of the *Privacy Act*,
hereby authorize the officer and
employee of Immigration, Refugees
and Citizenship whose position or
classification is set out in the attached
Schedule to carry out those of my
powers, duties or functions under the
Acts that are set in the Schedule in
relation to that officer and employee.

En ma qualité de ministre de
l'Immigration, des Réfugiés et de la
Citoyenneté et conformément à
l'article 95 de la *Loi sur l'accès à
l'information* et l'article 73 de la *Loi
sur la protection des renseignements
personnels*, j'autorise par la présente
l'agent(e) et employé(e) du ministère
de l'Immigration, des Réfugiés et de
la Citoyenneté dont le poste ou la
classification est énoncé dans l'annexe
ci-jointe à exécuter mes fonctions,
pouvoirs ou attributions en vertu des
lois précisées dans l'annexe visant
cet(te) agent(e) et employé(e).

Dated at Ottawa

Fait à Ottawa

This 30 day of August 2019

ce 30 jour de août 2019



Ahmed Hussen, P.C., M.P.

Minister of Immigration, Refugees and Citizenship

Ahmed Hussen, C.P., député

Ministre de l'Immigration, des Réfugiés et de la Citoyenneté

ANNEX B: DELEGATION ORDER UNDER THE ACCESS TO INFORMATION ACT

Official Document

Delegation of Authority under the *Access to Information Act* and the *Access to Information Regulations*

The delegation includes acting appointments and assignments to these positions made pursuant to the *Public Service Employment Act* and regulations.

FULL DELEGATION

Position	Delegation
Deputy Minister / Associate Deputy Minister	Full Authority
Assistant Deputy Minister, Corporate Service Sector	Full Authority
Director General, Integrated Corporate Business	Full Authority, except the following sections of the <i>Access to Information Act</i> : <ul style="list-style-type: none"> • 41(2) – seek review of an order of the Information Commissioner by Federal Court • Sections 82 to 88 concerning proactive publication of information
Director, ATIP Division	Full Authority, except the following sections of the <i>Access to Information Act</i> : <ul style="list-style-type: none"> • 41(2) – seek review of an order of the Information Commissioner by Federal Court • Sections 82 to 88 concerning proactive publication of information
Assistant Directors, ATIP CRCI and OPS	Full Authority, except the following sections of the <i>Access to Information Act</i> : <ul style="list-style-type: none"> • 6.1 – decline to act on a request • 20(6) – disclose third party information in the public interest • 41(2) – seek review of an order of the Information Commissioner by Federal Court • Sections 82 to 88 concerning proactive publication of information • 94 – responsibility to prepare an annual report to Parliament

PARTIAL DELEGATION

ACCESS TO INFORMATION ACT – PART 2 ONLY

Proactive Disclosures

Position	Delegation
All Assistant Deputy Ministers	Full Authority for sections 82 to 88
Director General, Corporate Secretariat	Full Authority for sections 82 to 88

ACCESS TO INFORMATION ACT

Description	Section	ATIP / PM-05 OPS	ATIP / PM-05 CRCI	ATIP / PM-04 OPS	ATIP / PM-04 CRCI	ATIP / PM-03 OPS	ATIP / PM-03 CRCI
Duty to assist	4(2.1)	●	●	●	●	●	●
Decline to act on request	6.1						
Notice where access requested	7	●	●	●	●	●	●
Transfer of request	8(1)	●	●	●	●	●	●
Extension of time limits	9(1)	●	●	●	●	●	●
Notice of extension to Commissioner	9(2)	●	●	●	●	●	●
Payment of additional fees	11(2)	●	●	●	●	●	●
Payment of fees for EDP record	11(3)	●	●	●	●	●	●
Deposit	11(4)	●	●	●	●	●	●
Notice of fee payment	11(5)	●	●	●	●	●	●
Waiver or refund of fees	11(6)	●	●	●	●	●	●
Translation	12(2) (b)	●	●	●	●	●	●
Conversion to alternate format	12(3) (b)	●	●	●	●	●	●
Information obtained in confidence	13	●		●			
Refuse access: federal-provincial affairs	14	●					
Refuse access: international affairs, defence, subversive activities	15(1)	●		●			
Refuse access: law enforcement and investigation	16(1)	●		●		●	
Refuse access: security information	16(2)	●		●		●	

Description	Section	ATIP / PM-05 OPS	ATIP / PM-05 CRCI	ATIP / PM-04 OPS	ATIP / PM-04 CRCI	ATIP / PM-03 OPS	ATIP / PM-03 CRCI
Refuse access: policing services for provinces or municipalities	16(3)	●		●		●	
Refuse access: safety of individuals	17	●	●	●		●	
Refuse access: economic interests of Canada	18	●					
Refuse access: economic interests of certain institutions	18.1		●				
Refuse access: another person's information	19(1)	●	●	●	●	●	●
Disclose personal information	19(2)	●	●	●	●	●	●
Refuse access: third party information	20(1)	●					
Disclose testing methods	20(2) and (3)	●					
Disclose third party information	20(5)	●					
Disclose in public interest	20(6)	●					
Refuse access: advice, etc.	21	●					
Refuse access: tests and audits	22	●					
Refuse access: Audit working papers and draft audit reports	22.1	●					
Refuse access: solicitor-client privilege	23	●		●			
Refuse access: patent or trademark privilege	23.1						
Refuse access: prohibited information	24(1)	●					
Severability	25	●	●	●			
Refuse access: information to be published	26	●					
Notice to third parties	27(1)	●	●				
Extension of time limit	27(4)	●	●				
Notice of third party disclosure	28(1)(b)	●	●				
Representation to be made in writing	28(2)	●	●				
Disclosure of record	28(4)	●					
Disclosure on Commissioner's recommendation	29(1)	●			●		
Notice of ceasing to investigate	30(5)(b)						

Description	Section	ATIP / PM-05 OPS	ATIP / PM-05 CRCI	ATIP / PM-04 OPS	ATIP / PM-04 CRCI	ATIP / PM-03 OPS	ATIP / PM-03 CRCI
Notice of intention to investigate	32	●			●		
Notice to third party	33	●					
Right to make representations	35(2)(b)	●	●		●		
Finding and recommendations of the Information Commissioner	37(1)(b)	●			●		
Access given to complainant *	37(4)*	●					
Seek review of order by Federal Court	41(2)						
Notice to third party of court action	43(1)	●					
Notice of court action	43(2)						
Notice to person who requested record	44(2)	●					
Special rules for hearings	52(2)(b)						
Ex parte representations	52(3)	●					
Facilities for inspection of manuals	71(1)						
Exempt information may be excluded	71(2)	●					
Proactive publication of information: travel expenses	82						
Proactive publication of information: hospitality expenses	83						
Proactive publication of information: reports tabled in Parliament	84						
Proactive publication of information: reclassification of positions	85						
Proactive publication of information: contracts	86						
Proactive publication of information: grants and contributions	87						
Proactive publication of information: Briefing materials	88						
Annual Report to Parliament	94						

Access to Information Regulations

Description	Section	ATIP / PM-05 OPS	ATIP / PM-05 CRCI	ATIP / PM-04 OPS	ATIP / PM-04 CRCI	ATIP / PM-03 OPS	ATIP / PM-03 CRCI
Transfer of requests	6(1)	●	●	●	●	●	●
Search and preparation fees	7(2)	●	●				
Production and programming fees	7(3)	●	●				
Examination of records	8	●	●	●	●	●	●
Limitations in respect of format	8.1						

Legend

ATIP / PM-05 OPS

Senior ATIP Administrators, ATIP Operations (OPS)

ATIP / PM-05 CRCI

Senior ATIP Administrators, Corporate Records, Complaints and Informals (CRCI)

ATIP / PM-04 OPS

ATIP Administrators, ATIP Operations (OPS)

ATIP / PM-04 CRCI

ATIP Administrators, Corporate Records, Complaints and Informals (CRCI)

ATIP / PM-03 OPS

ATIP Officers, ATIP Operations (OPS)

ATIP / PM-03 CRCI

ATIP Officers, Corporate Records, Complaints and Informals (CRCI)

ANNEX C: DELEGATION ORDER UNDER THE *PRIVACY ACT*

Official Document

The delegation includes acting appointments and assignments to these positions made pursuant to the *Public Service Employment Act* and regulations.

FULL DELEGATION

Position	Delegation
Deputy Minister / Associate Deputy Minister	Full Authority
Assistant Deputy Minister, Corporate Service Sector	Full Authority
Director General, Integrated Corporate Business	Full Authority, except the following sections of the <i>Privacy Act</i> : <ul style="list-style-type: none"> • 8(2)(m) – disclosure of personal information in the public interest or to the benefit of the individual
Director, ATIP Division	Full Authority, except the following sections of the <i>Privacy Act</i> : <ul style="list-style-type: none"> • 8(2)(j) - disclosure of personal information for research and statistics • 8(2)(m) – disclosure of personal information in the public interest or to the benefit of the individual
Assistant Director, ATIP CRCI	Full Authority, except the following sections of the <i>Privacy Act</i> : <ul style="list-style-type: none"> • 8(2)(e) - disclosure to investigative bodies • 8(2)(j) - disclosure of personal information for research and statistics • 8(2)(m) – disclosure of personal information in the public interest or to the benefit of the individual • 8(4) – record of disclosures for investigations • 8(5) - notify Privacy Commissioner of 8(2)(m) • 9(1) – record of consistent uses • 9(4) – Notify Privacy Commissioner of consistent uses • 10 – Personal Information Banks • 22.3 – Refusal of access under the <i>Public Servants Disclosure Protection Act</i> • 36(3)(b) - Response to review of exempt banks • 37(3) - Response to review of compliance • 72 – Prepare annual report to Parliament
Assistant Director, ATIP OPS	<ul style="list-style-type: none"> • Same as Assistant Director for ATIP CRCI, except the position does have 8(4) – record of consistent uses and 8(2)(e) - disclosure to investigative bodies

PARTIAL DELEGATION

Position	Delegation
Assistant Deputy Minister / Associate Assistant Deputy Minister, Strategic and Program Policy Sector	Only 8(2)(j) of the <i>Privacy Act</i> – disclosure of personal information for research and statistics
Director General, Research and Evaluation Branch	Only 8(2)(j) of the <i>Privacy Act</i> – disclosure of personal information for research and statistics

Privacy Act

Description	Section	ATIP / PM-05 OPS	ATIP / PM-05 CRCI	ATIP / PM-04 OPS	ATIP / PM-04 CRCI	ATIP / PM-03 OPS	ATIP / PM-03 CRCI
Disclosure for research to investigative bodies	8(2)(e)	●		●		●	
Disclosure for research and statistics	8(2)(j)						
Disclosure in public interest clearly outweighs any invasion of privacy	8(2)(m)(i)						
Disclosure in public interest, benefit of individual	8(2)(m)(ii)						
Record of disclosure for investigations	8(4)	●					
Notify Privacy Commissioner of 8(2)(m)	8(5)						
Record of consistent uses	9(1)						
Notify Privacy Commissioner of consistent uses	9(4)						
Personal information in banks	10						
Notice where access requested	14	●	●	●	●	●	●
Extension of time limits	15	●	●	●	●	●	●
Decision regarding translation	17(2)(b)	●	●	●	●	●	●
Conversion to alternate format	17(3)(b)	●	●	●	●	●	●
Refuse access: exempt bank	18(2)	●	●				
Refuse access: confidential information	19(1)	●		●			

Description	Section	ATIP / PM-05 OPS	ATIP / PM-05 CRCI	ATIP / PM-04 OPS	ATIP / PM-04 CRCI	ATIP / PM-03 OPS	ATIP / PM-03 CRCI
Disclose confidential information	19(2)	●		●			
Refuse access: federal-provincial affairs	20	●					
Refuse access: international affairs, defence, subversive activities	21	●		●			
Refuse access: law enforcement and investigation	22	●		●		●	
Refuse access: Public Servants Disclosure Protection Act	22.3						
Refuse access: security clearance	23	●		●		●	
Refuse access: person under sentence	24	●					
Refuse access: safety of individuals	25	●	●	●		●	
Refuse access: another person's information	26	●	●	●	●	●	●
Refuse access: solicitor-client privilege	27	●		●			
Refuse access: patent or trademark privilege	27.1						
Refuse access: medical record	28	●		●			
Receive notice of investigation	31	●			●		
Representation to Privacy Commissioner	33(2)	●	●		●		
Response to findings and recommendations of the Privacy Commissioner within a specified time	35(1)	●			●		
Access given to complainant	35(4)	●					
Response to review of exempt banks	36(3)(b)						
Response to review of compliance	37(3)	●					
Request of court hearing in the National Capital Region	51(2)(b)						
Ex parte representation to court	51(3)	●					
Annual Report to Parliament	72						

Privacy Regulations

Description	Section	ATIP / PM-05 OPS	ATIP / PM-05 CRCI	ATIP / PM-04 OPS	ATIP / PM-04 CRCI	ATIP / PM-03 OPS	ATIP / PM-03 CRCI
Examination of records	9	●	●	●	●	●	●
Correction of personal information	11(2)	●	●				
Notification of refusal to correct personal information	11(4)	●	●				
Disclosure: medical information	13(1)						
Disclosure: medical information – examine in person, in the presence of a duly qualified medical practitioner	14						

Legend:

ATIP / PM-05 OPS

Senior ATIP Administrator, ATIP Operations (OPS)

ATIP / PM-05 CRCI

Senior ATIP Administrators, Corporate Records, Complaints and Informals (CRCI)

ATIP / PM-04 OPS

ATIP Administrators, ATIP Operations (OPS)

ATIP / PM-04 CRCI

ATIP Administrators, Corporate Records, Complaints and Informals (CRCI)

ATIP / PM-03 OPS

ATIP Officers, ATIP Operations (OPS)

ATIP / PM-03 CRCI

ATIP Officers, Corporate Records, Complaints and Informals (CRCI)

ANNEX D: STATISTICAL REPORT ON THE ACCESS TO INFORMATION ACT

Name of institution: Immigration, Refugees and Citizenship Canada

Reporting period: 2020-04-01 to 2021-03-31

Section 1: Requests Under the Access to Information Act

1.1 Number of requests

	Number of Requests
Received during reporting period	107,845
Outstanding from previous reporting period	16,333
Total	124,178
Closed during reporting period	104,547
Carried over to next reporting period	19,631

1.2 Sources of requests

Source	Number of Requests
Media	285
Academia	2,935
Business (private sector)	53,655
Organization	4,478
Public	38,401
Decline to Identify	8,091
Total	107,845

1.3 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
375	179	242	480	261	322	20	1,879

Note: All requests previously recorded as "treated informally" will now be accounted for in this section only

Section 2: Decline to act vexatious, made in bad faith or abuse of right

	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
Carried over to next reporting period	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	2,062	11,260	5,598	2,334	253	621	68	22,196
Disclosed in part	5,993	37,531	23,403	5,719	968	2,290	686	76,590
All exempted	2	3	8	2	0	0	0	15
All excluded	3	6	5	0	0	0	0	14
No records exist	376	625	327	284	29	71	3	1,715
Request transferred	3	0	0	2	0	0	0	5
Request abandoned	1,791	1,749	230	161	30	31	18	4,010
Neither confirmed nor denied	0	1	1	0	0	0	0	2
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	10,230	51,175	29,572	8,502	1,280	3,013	775	104,547

3.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	4,451	16(2)	472	18(a)	0	20.1	0
13(1)(b)	50	16(2)(a)	1	18(b)	0	20.2	0
13(1)(c)	39	16(2)(b)	3	18(c)	0	20.4	0
13(1)(d)	17	16(2)(c)	15,804	18(d)	1	21(1)(a)	186
13(1)(e)	1	16(3)	0	18.1(1)(a)	0	21(1)(b)	336
14	2	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	50
14(a)	94	16.1(1)(b)	1	18.1(1)(c)	0	21(1)(d)	47
14(b)	17	16.1(1)(c)	6	18.1(1)(d)	0	22	61
15(1)	20,057	16.1(1)(d)	0	19(1)	42,519	22.1(1)	0
15(1) - I.A.*	7	16.2(1)	0	20(1)(a)	2	23	108
15(1) -Def.*	62	16.3	0	20(1)(b)	78	23.1	0
15(1) -S.A.*	215	16.31	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	3	16.4(1)(a)	0	20(1)(c)	312	26	60
16(1)(a)(ii)	0	16.4(1)(b)	0	20(1)(d)	9		
16(1)(a)(iii)	0	16.5	0				
16(1)(b)	133	16.6	1				
16(1)(c)	16,415	17	28,170				
16(1)(d)	0						

3.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	26	69(1)	0	69(1)(g) re (a)	12
68(b)	0	69(1)(a)	3	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	5
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	2
68.2(b)	0	69(1)(e)	2	69(1)(g) re (f)	2
		69(1)(f)	0	69.1(1)	0

3.4 Format of information released

Paper	Electronic	Other
0	98,786	0

3.5 Complexity

3.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
9,486,193	7,826,303	102,827

3.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 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
All disclosed	18,512	722,239	3,660	598,101	21	13,824	3	4,243	0	0
Disclosed in part	56,184	2,605,378	19,884	3,455,730	428	283,742	92	131,571	2	11,475
All exempted	15	0	0	0	0	0	0	0	0	0
All excluded	14	0	0	0	0	0	0	0	0	0
Request abandoned	4,010	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	2	0	0	0	0	0	0	0	0	0
Total	78,737	3,327,617	23,544	4,053,831	449	297,566	95	135,814	2	11,475

3.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	14	0	0	0	14
Disclosed in part	127	0	0	0	127
All exempted	0	0	0	0	0
All excluded	3	0	0	0	3
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
Total	144	0	0	0	144

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

	Requests closed within legislated timelines
Number of requests closed within legislated timelines	74,184
Percentage of requests closed within legislated timelines (%)	71

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
30,363	30,363	0	0	0

3.7.2 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	19,929	1,018	20,947
16 to 30 days	2,445	251	2,696
31 to 60 days	1,647	326	1,973
61 to 120 days	749	241	990
121 to 180 days	351	170	521
181 to 365 days	2,330	321	2,651
More than 365 days	545	40	585
Total	27,996	2,367	30,363

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: Extensions

4.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	1,235	0	1,180	28
Disclosed in part	2,564	2	3,198	39
All exempted	1	0	2	0
All excluded	0	0	2	0
No records exist	18	0	290	0
Request abandoned	38	1	96	1
Total	3,856	3	4,768	68

4.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	37	0	94	1
31 to 60 days	779	2	4,108	5
61 to 120 days	3,000	0	343	61
121 to 180 days	40	1	11	1
181 to 365 days	0	0	210	0
365 days or more	0	0	2	0
Total	3,856	3	4,768	68

Section 5: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	104,010	\$520,050	467	\$2,335
Other Fees	0	\$0	0	\$0
Total	104,010	\$520,050	467	\$2,335

Section 6: Consultations Received From Other Institutions and Organizations

6.1 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 reporting period	120	4,457	7	202
Outstanding from the previous reporting period	29	3,882	0	0
Total	149	8,339	7	202
Closed during the reporting period	114	4,534	7	202
Pending at the end of the reporting period	35	3,805	0	0

6.2 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	23	11	8	6	1	0	0	49
Disclose in part	19	18	12	10	1	0	0	60
Exempt entirely	0	0	0	1	0	0	0	1
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	2	0	1	1	0	0	0	4
Total	44	29	21	18	2	0	0	114

6.3 Recommendations and completion time for consultations received from other organizations

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	4	1	0	0	0	0	0	5
Disclose in part	0	2	0	0	0	0	0	2
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	4	3	0	0	0	0	0	7

Section 7: Completion Time of Consultations on Cabinet Confidences

7.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

7.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Section 8: Complaints and investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal representations	Section 37 Reports of finding received	Section 37 Reports of finding containing recommendations issued by the Information Commissioner	Section 37 Reports of finding containing orders issued by the Information Commissioner
2,612	47	1	94	1	0

Section 9: Court action

9.1 Court actions on complaints received before the coming into force of Bill C-58 and on-going

Section 41 (before C-58)	Section 42	Section 44
0	0	0

9.2 Court actions on complaints received after the coming into force of Bill C-58

Section 41 (after June 21, 2019)				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

Section 10: Resources Related to the Access to Information Act

10.1 Cost

Expenditures	Amount
Salaries	\$10,347,655
Overtime	\$473,328
Goods and Services	\$387,998
Professional services contracts	\$80,500
Other	\$307,498
Total	\$11,208,981

10.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	112.230
Part-time and casual employees	14.320
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	126.55

Note: Enter values to three decimal places.

ANNEX E: STATISTICAL REPORT ON THE *PRIVACY ACT*

Name of institution: Immigration, Refugees and Citizenship Canada

Reporting period: 2018-04-01 to 2019-03-31

Section 1: Requests Under the *Privacy Act*

	Number of Requests
Received during reporting period	19,357
Outstanding from previous reporting period	2,831
Total	22,188
Closed during reporting period	18,687
Carried over to next reporting period	3,501

Section 2: Requests Closed During the Reporting Period

2.1 Disposition and completion time

Disposition of 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
All disclosed	127	1,491	1,231	205	38	167	20	3,279
Disclosed in part	462	5,312	3,995	522	122	795	235	11,443
All exempted	0	0	0	3	0	1	0	4
All excluded	0	0	0	0	0	0	0	0
No records exist	97	145	87	46	6	22	1	404
Request abandoned	1,307	1,473	658	80	14	19	5	3,556
Neither confirmed nor denied	0	0	1	0	0	0	0	1
Total	1,993	8,421	5,972	856	180	1,004	261	18,687

2.2 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)	559	22(1)(a)(ii)	0	23(b)	0
19(1)(b)	4	22(1)(a)(iii)	0	24(a)	0
19(1)(c)	7	22(1)(b)	2,553	24(b)	0
19(1)(d)	7	22(1)(c)	0	25	688
19(1)(e)	0	22(2)	0	26	7,689
19(1)(f)	0	22.1	0	27	18
20	1	22.2	0	27.1	0
21	6,474	22.3	0	28	0
		22.4	0		

2.3 Exclusions

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

2.4 Format of information released

Paper	Electronic	Other
0	14,722	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
1,714,984	1,561,495	18,283

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 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
All disclosed	2,206	87,220	1,065	161,202	8	3,764	0	0	0	0
Disclosed in part	5,846	290,423	5,413	884,443	145	85,895	39	48,548	0	0
All exempted	3	0	0	0	1	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	3,535	0	16	0	5	0	0	0	0	0
Neither confirmed nor denied	1	0	0	0	0	0	0	0	0	0
Total	11,591	377,643	6,494	1,045,645	159	89,659	39	48,548	0	0

2.5.3 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	0	0	28	0	28
Disclosed in part	43	0	7,611	0	7,654
All exempted	0	0	3	0	3
All excluded	0	0	0	0	0
Request abandoned	1	0	37	0	38
Neither confirmed nor denied	0	0	0	0	0
Total	44	0	7,679	0	7,723

2.6 Closed requests

2.6.1 Number of requests closed within legislated timelines

	Requests closed within legislated timelines
Number of requests closed within legislated timelines	12,025
Percentage of requests closed within legislated timelines (%)	64.3

2.7 Deemed refusals

2.7.1 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
6,662	6,662	0	0	0

2.7.2 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 Timelines Where an Extension Was Taken	Total
1 to 15 days	3,814	275	4,089
16 to 30 days	97	100	197
31 to 60 days	638	79	717
61 to 120 days	822	78	900
121 to 180 days	235	97	332
181 to 365 days	122	99	221
More than 365 days	200	6	206
Total	5,928	734	6,662

2.8 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 3: Disclosures Under Subsections 8(2) and 8(5)

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Subsection 8(5)	Total
1,819	173	173	2,165

Section 4: 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 5: Extensions

5.1 Reasons for extensions and disposition of requests

Number of requests where an extension was taken	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Translation purposes or conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet Confidence Section (Section 70)	External	Internal	
Total	0	0	27	0	0	27	1,277	0

5.2 Length of extensions

Length of Extensions	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Translation purposes or conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet Confidence Section (Section 70)	External	Internal	
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	0	0	27	0	0	27	1,277	0
31 days or greater								0
Total	0	0	27	0	0	27	1,277	0

6.1 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	37	994	0	0
Outstanding from the previous reporting period	3	42	0	0
Total	40	1,036	0	0
Closed during the reporting period	35	862	0	0
Pending at the end of the reporting period	5	174	0	0

6.2 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	120 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	4	1	1	1	0	0	0	7
Disclosed in part	17	6	4	1	0	0	0	28
All exempted	0	0	0	0	0	0	0	0
All excluded	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	21	7	5	2	0	0	0	35

6.3 Recommendations and completion time for consultations received from other organizations

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	120 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
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 7: Completion Time of Consultations on Cabinet Confidences

7.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

7.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Section 8: Complaints and Investigations Notices Received

Section 31	Section 33	Section 35	Court action	Total
21	4	3	0	28

Section 9: Privacy Impact Assessments (PIAs)

9.1 Number of PIA(s) completed

Number of PIA(s) completed	1
----------------------------	---

9.2 Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
0	18	0	0	0

Section 10: Material Privacy Breaches

Number of material privacy breaches reported to TBS	6
Number of material privacy breaches reported to OPC	6

Section 11: Resources Related to the *Privacy Act*

11.1 Costs

Expenditures	Amount
Salaries	\$1,275,664
Overtime	\$4,319
Goods and Services	\$367,673
<ul style="list-style-type: none"> Professional services contracts 	\$360,563
<ul style="list-style-type: none"> Other 	\$7,110
Total	\$1,647,656

11.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	11.590
Part-time and casual employees	0.530
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.610
Total	12.730

ANNEX F: SUPPLEMENTAL STATISTICAL REPORT ON THE ACCESS TO INFORMATION ACT

Name of institution: Immigration, Refugees and Citizenship Canada

Reporting period: 2020-04-01 to 2020-03-31

Section 1: Capacity to Receive Records

Number of weeks IRCC was able to receive requests through 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

2.1 Number of weeks IRCC 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 Electronic Records	0	52	0	52

2.2 Number of weeks IRCC was able to process electronic 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 Electronic Records	0	52	0	52

ANNEX G: SUPPLEMENTAL STATISTICAL REPORT ON THE *PRIVACY ACT*

Name of institution: Immigration, Refugees and Citizenship Canada

Reporting period: 2020-04-01 to 2020-03-31

Section 1: Capacity to Receive Records

Number of weeks IRCC was able to receive requests through 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

2.1 Number of weeks IRCC 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 Electronic Records	0	52	0	52

2.2 Number of weeks IRCC was able to process electronic 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 Electronic Records	0	52	0	52

ANNEX G: ATIP MODERNISATION INITIATIVES

1) Analytics

- a) IRCC ATIP has incorporated the use of analytics and data mining to get a better understanding of the root causes as to why people are requesting the information they are seeking, as well as to understand the impacts that IRCC programs may have on increasing the demand on the ATIP Division
- b) Gaining a better understanding of why clients are making requests will allow the Department to pinpoint specific program areas that need to make improvements in its correspondence with clients
- c) Understanding the impacts from IRCC programs allows the Division to pinpoint 'butterfly effects' that result in changes in the Department. Being able to forecast when changes in a program results in an increase in ATIP requests will allow the Division to prepare in advance for these increases and staff accordingly to compensate for the surge in requests
- d) Use of data mining also helps to identify performance trends within IRCC, allowing more precise training exercises and highlighting areas where performance needs to be improved to increase compliance

2) Technology

- a) The Modernisation team is exploring different technological tools that could be used to improve performance and compliance within the department
- b) There is currently a procurement project in place to update the current ATIP software suite, which has become archaic and does not take advantage of 'modern' technology. It is anticipated that a new software solution will be in place within the next 2 years
- c) In the interim, development is ongoing in programming bots to automate data entry aspects of the ATIP process with the goal of increasing the efficiency of the process. IRCC is the first ATIP office in the federal government to take advantage of RPA's

3) Transition efforts

- a) With help from Analytics, ATIP has been able to identify key areas within IRCC programs that are drivers for clients to submit requests to the department
- b) With that information, the Modernisation team is working with specific program areas to identify ways to provide clients with the information they are seeking, without the need of submitting an ATIP request
- c) Initiatives include real time status indicators on client files as to where in the process their application stands, located within their IRCC secured account, as well as a newly worded 'Reason for Refusal' letter that will allow for better understanding as to why a client may not have been successful with their application
- d) A new process was created for Treasury Board Submissions, to include provisions for new programs to take into account the amount of resources it will need in relation to ATIP requests and any privacy related matters that it may touch upon

4) Other Government Department efforts

- a) Along with the internal work being done, ATIP Modernisation also works with the rest of the ATIP community by providing guidance and sharing best practices and tools with departments that are looking for help to improve their efficiencies and compliance
- b) ATIP Modernisation has provided various information sessions to other departments in order to highlight the potential that RPAs have for ATIP, as well as providing documentation on how to integrate RPAs into their Division
- c) Tutorials and demonstrations have been provided that shows the various ATIP practices that are being done at IRCC, how to optimize the current software to help increase compliance and how to use analytics and data to improve performance for a Department
- d) ATIP Modernisation is also taking the lead with the ATIP Development Community Office, an initiative to improve the availability and accessibility of resources throughout the federal government