



Treasury Board of Canada  
Secrétariat

Secrétariat du Conseil du Trésor  
du Canada

Canada

# 2021 to 2022 Annual Report on the Privacy Act



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## Introduction

The Treasury Board of Canada Secretariat (TBS) is pleased to present to Parliament its annual report on the administration of the *Privacy Act* for 2021–22 (April 1, 2021, to March 31, 2022).

This report is prepared and tabled in accordance with section 72 of the *Privacy Act* which requires that the head of every federal institution prepare and submit an annual report to Parliament on the administration of the act in the institution during the fiscal year.

## Purpose of the *Privacy Act*

The purpose of the *Privacy Act* is to provide:

- ▶ individuals with the right to access and correct personal information about themselves that is under the control of a government institution
- ▶ the legal framework for the collection, retention, use, disclosure, disposition and accuracy of personal information in the administration of programs and activities by government institutions subject to the act

Under the *Privacy Act*, personal information is defined as “information about an identifiable individual that is recorded in any form.”

Examples include information relating to:

- ▶ the national or ethnic origin, colour, religion, age or marital status of an individual
- ▶ the education or the medical, criminal, financial or employment history of an individual
- ▶ the address, fingerprints or blood type of an individual
- ▶ any identifying number, symbol or other particular identifier assigned to an individual

## Mandate of the Treasury Board of Canada Secretariat

As the administrative arm of the Treasury Board, TBS has a dual mandate to support the Treasury Board as a committee of ministers and to fulfill the statutory responsibilities of a central government agency. The Treasury Board’s mandate is derived from the *Financial Administration Act*.

To fulfill its mandate, TBS organizes its business and resources around four core responsibilities:

- ▶ spending oversight
- ▶ administrative leadership
- ▶ employer
- ▶ regulatory oversight



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TBS provides advice and support to Treasury Board ministers in their role of ensuring value for money. TBS also provides oversight of the financial management functions in federal institutions.

TBS makes recommendations and provides advice to the Treasury Board on policies, directives, regulations, and program expenditure proposals with respect to the management of the government's resources. TBS is responsible for the general management of government-wide initiatives, issues and activities (as reported in the Main Estimates).

The offices of the following government officials are part of TBS:

- ▶ the Comptroller General of Canada
- ▶ the Chief Human Resources Officer of Canada
- ▶ the Chief Information Officer of Canada

The Comptroller General is responsible for the comptrollership function of government and provides government-wide leadership, direction, oversight and capacity-building for financial management, internal audit, and the management of assets and acquired services.

The Chief Human Resources Officer provides government-wide leadership:

- ▶ on people management through policies, programs and strategic engagement
- ▶ by centrally managing labour relations, compensation, pensions and benefits
- ▶ by contributing to the management of executives

The Chief Information Officer provides government-wide leadership, direction, oversight and capacity-building for information management, information technology, government security (including identity management), access to information, privacy and internal and external service delivery.

## Delegation order

Pursuant to subsection 73(1) of the *Privacy Act*, the President of the Treasury Board has delegated the powers, duties and functions for the administration of the *Privacy Act* to the following TBS officials:

- ▶ the Secretary of the Treasury Board
- ▶ the Assistant Secretary of Strategic Communications and Ministerial Affairs
- ▶ the Senior Director of Ministerial Services
- ▶ the Director of Access to Information and Privacy
- ▶ managers of the Access to Information and Privacy (ATIP) office (sections 26 and 27)



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- ▶ team leaders of the ATIP office (sections 26 and 27)

Certain administrative functions are also delegated to managers, team leaders and officers to accelerate the processing of requests.

The delegation order was signed on February 2, 2022, and a copy can be found in Appendix A.

## Organizational structure

The ATIP office is part of the Ministerial Services Division of TBS's Strategic Communications and Ministerial Affairs Sector.

The ATIP office is responsible for:

- ▶ implementing and managing programs and services relating to TBS's administration of the *Access to Information Act* and the *Privacy Act*
- ▶ providing advice to TBS employees as they fulfill their obligations under both acts

The ATIP office is led by a director, who is supported by three managers. Each of these managers oversees a unit that is responsible for a different functional area:

- ▶ Intake and Governance Unit
- ▶ Operations Unit
- ▶ Privacy Policy Unit

The Intake and Governance Unit and the Operations Unit work together closely to process ATIP requests whereas the Privacy Policy Unit supports sector officials on privacy-related matters.

In total, 23 full-time employees at various levels administered the *Access to Information Act* and the *Privacy Act* in 2021–22, with the support of one part-time university student.

There were significant changes in 2021–22 as TBS welcomed a new:

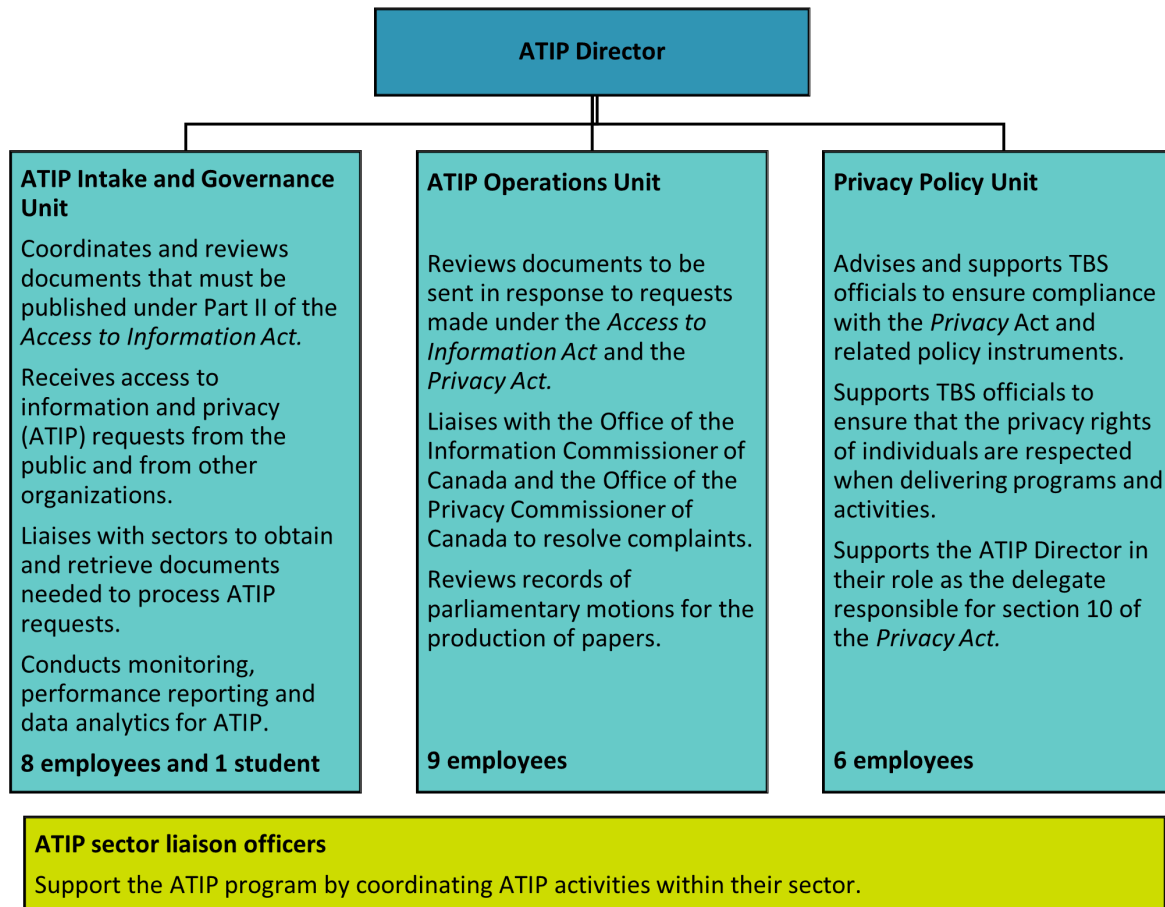
- ▶ President of the Treasury Board
- ▶ Secretary of the Treasury Board
- ▶ Chief Information Officer of Canada
- ▶ Chief Human Resources Officer of Canada

The most significant change impacting the ATIP office this year was a change in directorship in November 2021.



Figure 1 shows the roles of the individuals and teams involved in processing ATIP requests at TBS. The ATIP office has three functional units. Sector liaison officers, although not part of the ATIP office, also play an important role in processing requests because they coordinate ATIP activities in their sector.

**Figure 1: roles in processing ATIP requests at TBS**



## Statistical report

Statistical reports prepared by government institutions provide aggregate data on the application of the *Access to Information Act* and the *Privacy Act*. This information is made public annually in a [statistical report](#) that is included with the annual reports on access to information and privacy tabled in Parliament by each institution. TBS’s statistical report on the *Privacy Act* for 2021–22 is in Appendix B.

This year, institutions were required to report on the following additional criteria outlined below:



- 
- ▶ their capacity to receive requests and process records
  - ▶ open requests from previous reporting periods
  - ▶ open complaints from previous reporting periods
  - ▶ new authorities to collect or use social insurance numbers

The 2021–22 Supplemental Statistical Report on the *Access to Information Act* and *Privacy Act* is found at Appendix C.

The following sections contain:

- ▶ highlights of TBS’s performance in 2021–22 in relation to its obligations under the *Privacy Act*
- ▶ analyses of the notable statistical data for this year compared with previous years

## Interpretation of the Statistical Report on the *Privacy Act*

### Part 1: requests received and carried forward

#### ***Privacy Act* requests**

In 2021–22, TBS received a total of 84 requests, which represents a 27% increase from the 2020–21 total of 66. This increase is not attributed to any specific trend and is consistent with normal year-to-year variability.

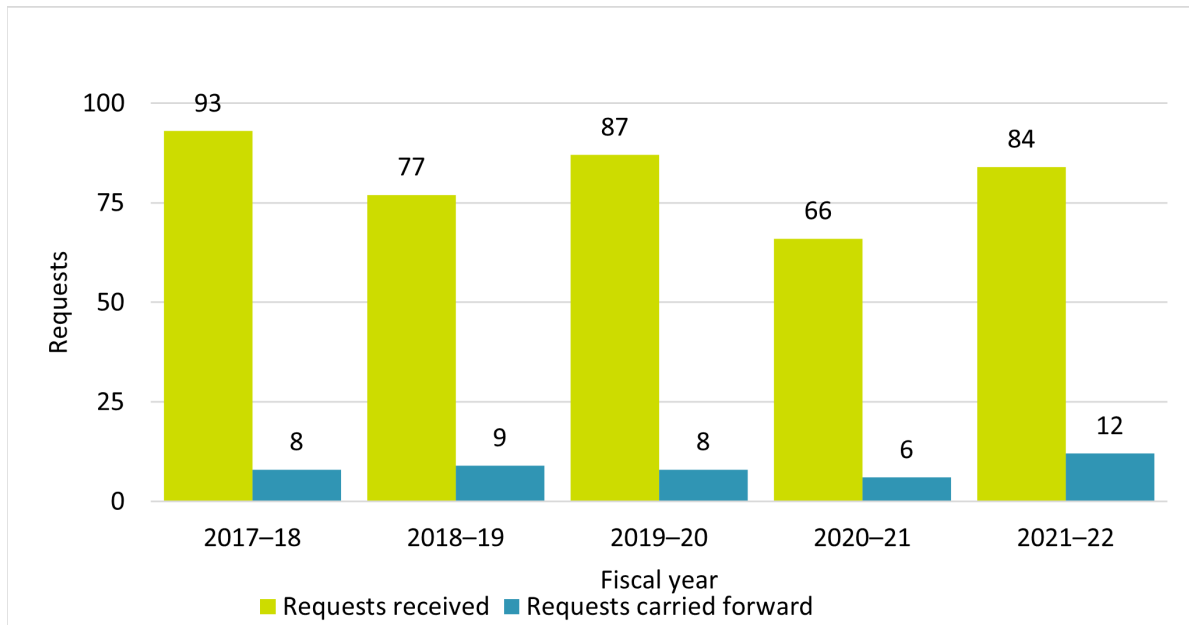
The number of requests carried forward increased from six in 2020–21 to 12 in 2021–22. While this increase appears to be significant, nine of these requests were received at the end of 2021–22 and were within legislated deadlines.

Figure 2 shows the number of privacy requests TBS received each year and the number of requests carried forward for 2017–18 to 2021–22.





**Figure 2: privacy requests received and requests carried forward, 2017–18 to 2021–22**



### Channels of requests

Pursuant to subsection 13(1) of the *Privacy Act*, requests are required to be submitted by applicants in writing.

Requests can be submitted via the Access to Information and Personal Information Online Request Service (AORS) or by email. Requests can also be sent by mail or submitted in person.

Most requests are submitted electronically to TBS. In 2021–22, 60 requests were submitted via AORS and 23 requests were submitted by email, and this represented 99% of the 84 requests received by TBS.

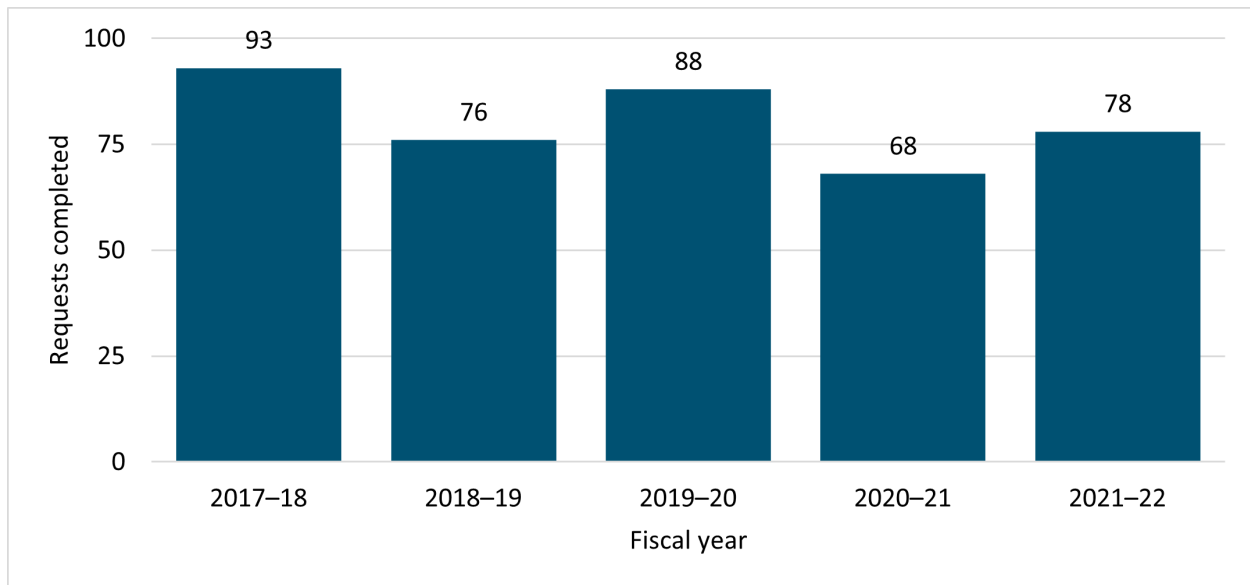
### Part 2: requests completed

In 2021–22, TBS completed 78 requests, which is an increase of 15% compared to the 68 requests completed in 2020–21.

Figure 3 shows the number of privacy requests TBS completed each year from 2017–18 to 2021–22.



**Figure 3: privacy requests completed, 2017–18 to 2021–22**



### **Disposition of requests completed**

The following is a breakdown by disposition of the 78 requests completed in 2021–22:

- ▶ 11 requests had no records
- ▶ 44 requests were abandoned
- ▶ 14 requests contained records that were partially disclosed
- ▶ 9 requests were disclosed entirely

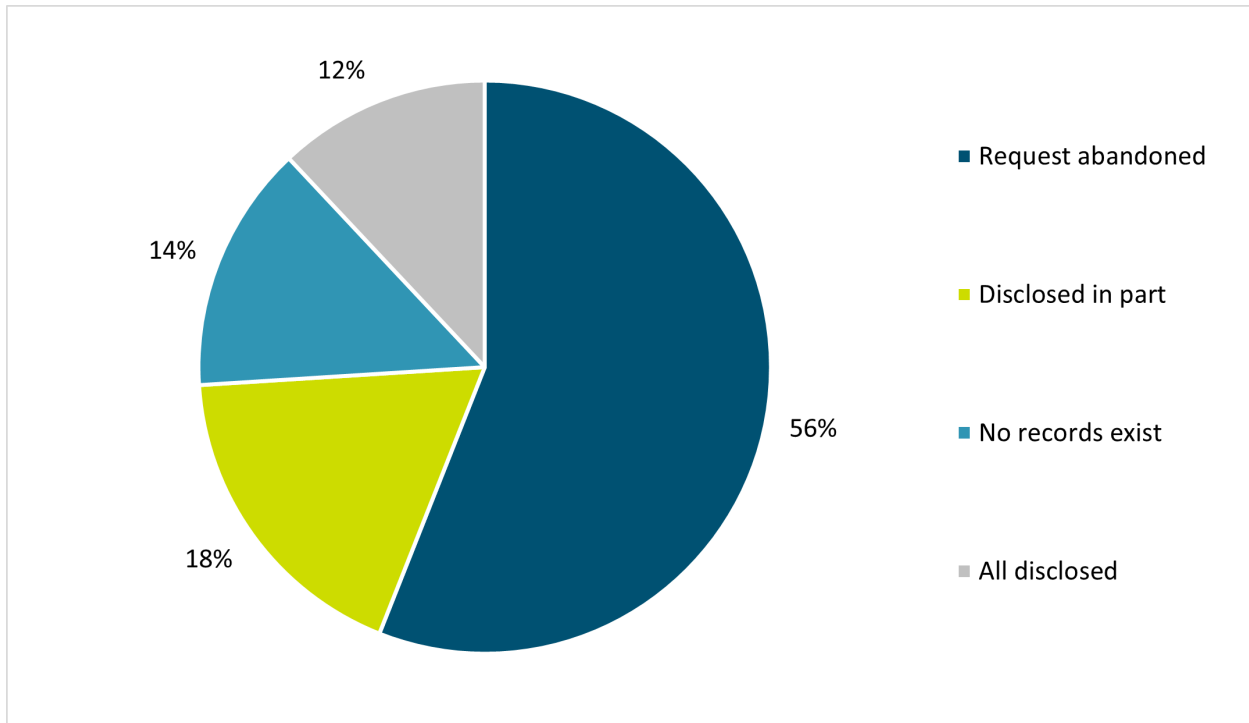
This is comparable to the 13 requests partially disclosed and the 11 requests disclosed entirely in 2020–21.

Because the President of the Treasury Board is responsible for ensuring compliance with the *Privacy Act* government-wide, TBS often receives requests that fall within the mandates of other federal institutions. Such requests are registered, reviewed and closed after the requester is informed of which institution they should contact. These requests are included in the totals for “No records exist” or “Request abandoned.”



Figure 4 shows the percentage of privacy requests by disposition for 2021–22.

**Figure 4: percentage of requests by disposition, 2021–22**



Note: No requests were **all exempted**, **all excluded** or **neither confirmed nor denied**. As a result, these dispositions are not found in the pie chart.

**Table 1: number of requests and percentage of total requests by disposition, 2019–20 to 2021–22**

Disposition of request	2019–20		2020–21		2021–22	
	Number of requests	Percentage of total	Number of requests	Percentage of total	Number of requests	Percentage of total
All disclosed	14	16%	11	16%	9	12%
Disclosed in part	14	16%	13	19%	14	18%
All exempted	0	0%	0	0%	0	0%



Disposition of request	2019–20		2020–21		2021–22	
	Number of requests	Percentage of total	Number of requests	Percentage of total	Number of requests	Percentage of total
All excluded	0	0%	0	0%	0	0%
Request abandoned	10	11%	17	25%	44	56%
No records exist	50	57%	27	40%	11	14%
Neither confirmed nor denied	0	0%	0	0%	0	0%
<b>Total</b>	<b>88</b>	<b>100%</b>	<b>68</b>	<b>100%</b>	<b>78</b>	<b>100%</b>

### Exemptions

The *Privacy Act* allows and, in certain instances, requires that some personal information be exempt from release, such as information related to law enforcement investigations, information about other individuals, or information that is subject to solicitor-client privilege.

In 2021–22, 14 requests were subject to exemptions under the *Privacy Act*. Requests requiring exemptions involved records that contained the following information:

- ▶ personal information about individuals other than the requester (14 applications) (section 26 of the act)
- ▶ personal information related to solicitor-client privilege (6 applications) (section 27 of the act)

Each request may have multiple exemptions, resulting in a greater number of exemptions invoked compared to the number of redacted requests.

### Exclusions

The *Privacy Act* does not apply to information that is publicly available, such as government publications and material in libraries and museums. The act also excludes material such as Cabinet confidences. No records were subject to exclusions in 2021–22.

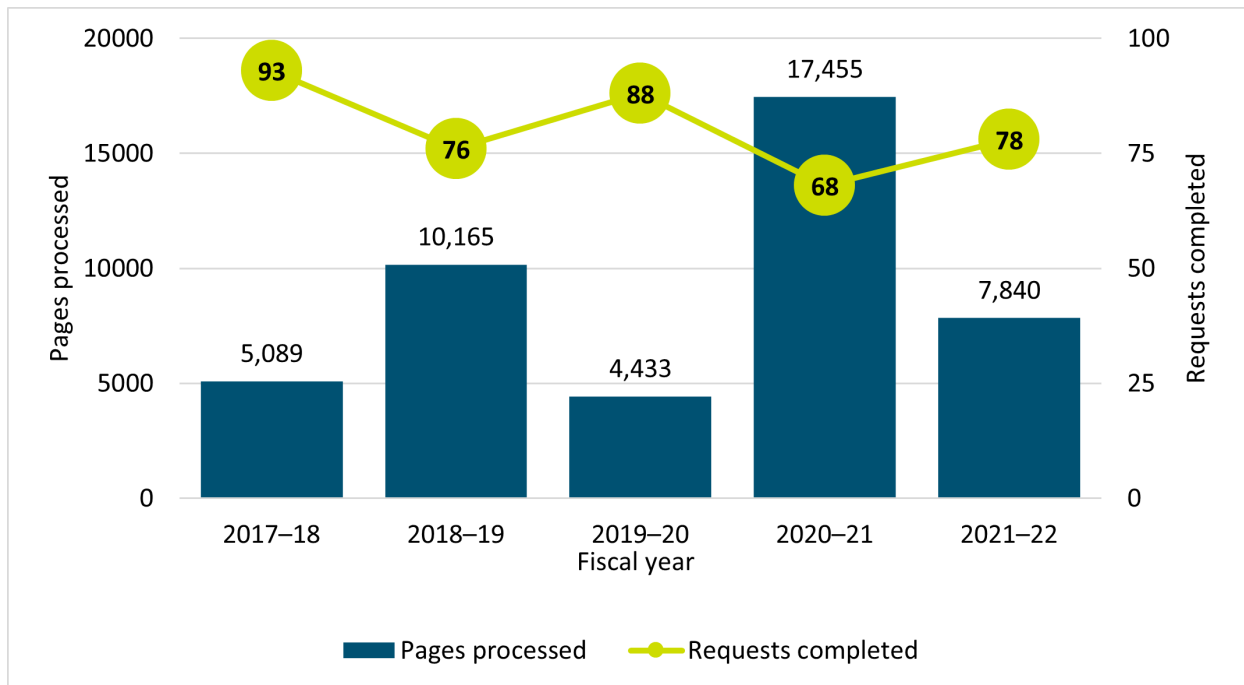


## Pages processed and disclosed

TBS completed 78 requests in 2021–22, which involved the processing of 7,840 pages. This represents a decrease of 55% relative to the 17,455 pages processed in 2020–21. The decrease is primarily attributed to the fact that in 2020–21, there were eight voluminous requests closed that exceeded 500 pages and that collectively accounted for 9,366 pages. In contrast, in 2021–22, only two requests were closed that exceeded 500 pages and that collectively accounted for 4,618 pages.

Figure 5 shows, for 2017–18 to 2021–22, the number of privacy requests TBS completed each year and the number of pages it processed for those requests.

**Figure 5: privacy requests completed and pages processed, 2017–18 to 2021–22**



## Complexity

Of the 78 requests that were closed in 2021–22, 14 requests (18%) contained personal information that was either about another individual or subject to solicitor-client privilege. These 14 requests account for 6,942 pages (89%) of the 7,840 pages processed in 2021–22.

In addition to these 14 requests, three requests required consultation with other federal institutions before disclosure and three requests involved interwoven personal information.



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## **Format of information released**

The ATIP office has continued to provide clients with access to government records in electronic formats. In 2021–22, TBS released information in electronic format for 16 requests and in paper format for 7 requests. It is anticipated that the format of information released under the *Privacy Act* will continue to be predominantly electronic in upcoming fiscal years.

## **Requests for translation**

Consistent with previous fiscal years, TBS did not receive, nor did it process any requests in 2021–22 that required translation of responsive records.

## **Part 3: on-time compliance rate, completion times and extensions**

### **On-time compliance rate**

The on-time compliance rate is the percentage of requests responded to within their legislative timelines, including requests for which the institution invoked legislative extensions.

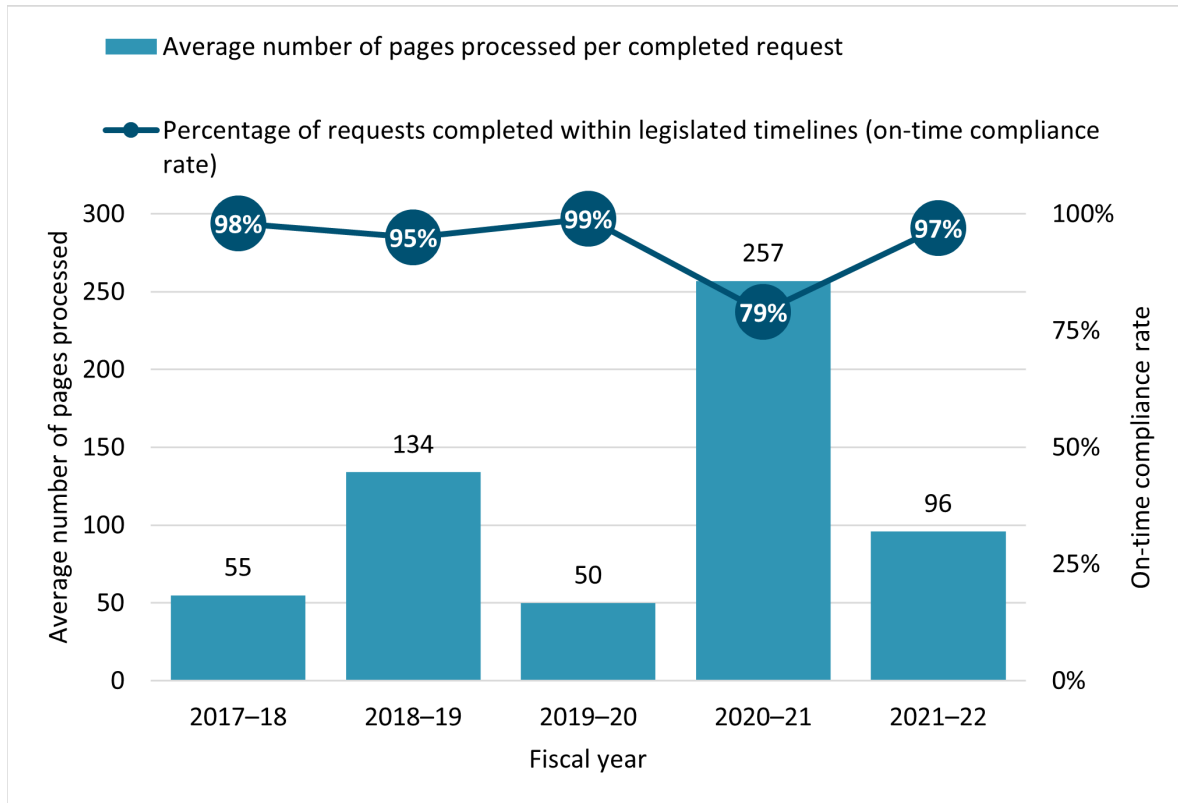
In 2021–22, TBS’s ATIP office achieved a 97.4% on-time compliance rate. Several factors contributed to this rate, such as:

- ▶ the refinement of digital ATIP procedures
- ▶ the issuing of weekly statistical reports on performance
- ▶ strong case file management
- ▶ regular information sessions with TBS officials

Figure 6 shows the impact of the increasing average number of pages processed for completed requests on the on-time compliance rate.



**Figure 6: average number of pages processed per completed request and on-time compliance rate, 2017–18 to 2021–22**



### Deemed refusals

In 2021–22, TBS closed two requests that exceeded the legislated deadline and that were in deemed refusal. This represents an 86% decrease compared to the 14 requests in deemed refusal that were closed in 2020–21. This decrease is primarily attributed to the eight voluminous requests closed in 2020–21 that exceeded 500 pages and collectively accounted for 9,366 pages. One of the requests exceeded the legislated deadline because of high workload and the other request exceeded the deadline because external consultations were required to complete the request.

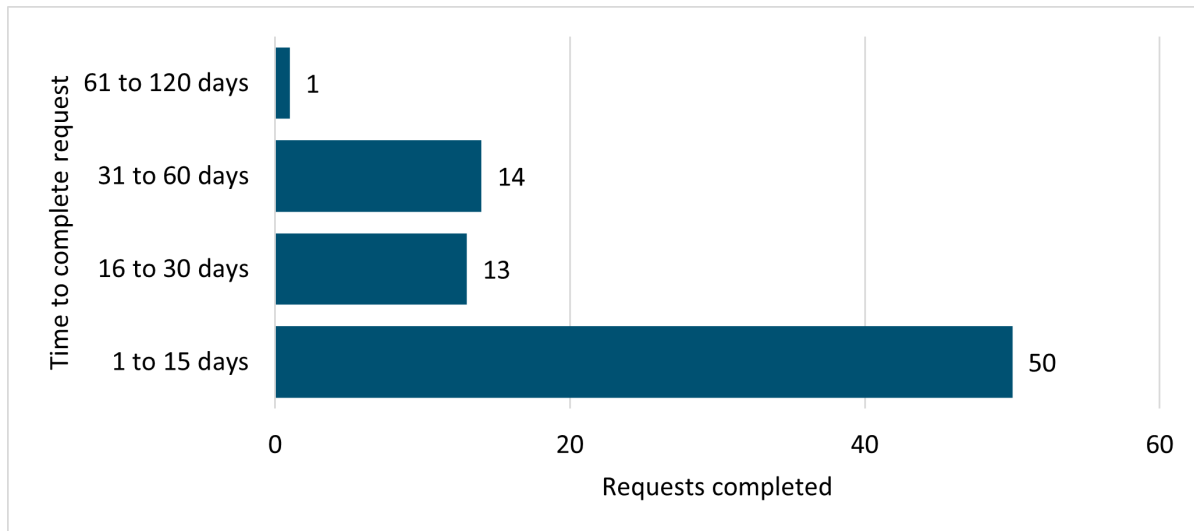
### Time it takes to complete requests

Of the 78 requests closed this year, 63 (or 81%) were closed within 30 days, which is a significant increase from last year’s rate of 71%. This increase is primarily attributed to the higher volume of pages processed in 2020–2021.

Figure 7 shows the time it took to complete privacy requests in 2021–22.



**Figure 7: requests completed by time it takes to complete request, 2021–22**



**Table 2: requests completed by time it takes to complete request, 2019–20 to 2021–22**

Time to complete request	2019–20		2020–21		2021–22	
	Number of requests	Percentage of total	Number of requests	Percentage of total	Number of requests	Percentage of total
1 to 15 days	27	31%	29	43%	50	64%
16 to 30 days	43	49%	19	28%	13	17%
31 to 60 days	17	19%	8	12%	14	18%
61 to 120 days	0	0%	3	4%	1	1%
121 to 180 days	0	0%	2	3%	0	0%
181 to 365 days	1	1%	5	7%	0	0%
More than 365 days	0	0%	2	3%	0	0%



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## Reasons for extensions

The legislation sets timelines for responding to privacy requests and allows for extensions, up to a maximum of 30 days, in any of the following cases:

- ▶ when complying with the timeline would interfere with operations as a result of:
    - a review being required to determine exemptions or exclusions
    - a large volume of pages requiring review
    - a large volume of requestsor
  - the documents being difficult to obtain
  - ▶ when a consultation is required
- or
- ▶ when documents must be translated

In 2021–22, TBS invoked extensions for 14 completed requests or 18% of all requests completed.

Of the 14 requests that were extended, 12 (86%) were extended because complying with the original time limit would have unreasonably interfered with operations, in accordance with paragraph 15(a)(i) of the act. The remaining two requests were extended for the purpose of conducting external consultations in accordance with paragraph 15(a)(ii).

Of the 12 requests extended in accordance with paragraph 15(a)(i):

- ▶ three required further review to determine exemptions
- ▶ three involved a large number of pages
- ▶ three were a result of a large volume of requests
- ▶ three were for cases where documents were difficult to obtain

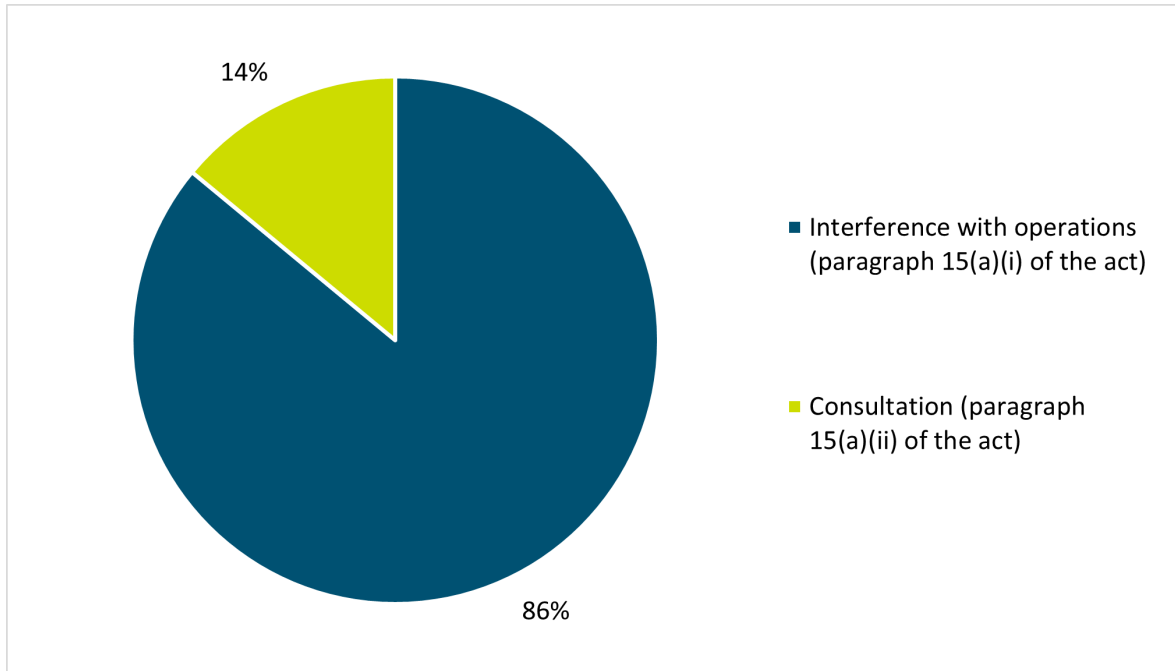
No extensions were invoked in 2021–22 for the purposes of translating materials.



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Figure 8 shows the different types of extensions invoked for privacy requests completed in 2021–22.

**Figure 8: types of extensions invoked as a percentage of all extensions invoked, 2021–22**



### **Length of extensions**

In 2021–22, TBS completed 14 requests for which extensions had been invoked. All of the 14 requests for which extensions were invoked were extended by 30 calendar days.

## **Part 4: informal requests**

### **Informal requests received**

Consistent with previous years, TBS did not receive any informal privacy requests in 2021–22.

### **Informal requests completed**

TBS did not complete any informal privacy requests in 2021–22.

### **Informal pages released**

TBS did not release any pages informally in 2021–22.

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## Part 5: consultations from other government institutions and organizations

### **Consultation requests from other Government of Canada institutions and other organizations**

#### **Consultation requests received and carried forward**

TBS received three consultation requests from other government institutions in 2021–22 compared to four consultation requests in 2020–21. This volume of consultation requests is consistent with previous years.

There were no consultation requests from other government institutions received in 2020–21 that were carried forward to 2021–22.

#### **Consultation requests completed and pages processed**

TBS completed three consultation requests in 2021–22 and processed 118 pages during these consultations compared to the four requests and 34 pages processed in 2020–21. The volume of requests completed and number of pages processed is consistent with previous years.

### **Completion time for consultations received from other Government of Canada institutions and other organizations**

Of the three consultation requests completed in 2021–22, two were completed within 15 days and one was completed within 30 days.

## Part 6: consultations on Cabinet confidences

### **Consultations with legal services**

No requests processed by TBS in 2021–22 required consultation with legal services to evaluate Cabinet confidences.

### **Consultations with the Privy Council Office**

No requests processed by TBS in 2021–22 required consultation with the Privy Council Office to evaluate Cabinet confidences.

## Part 7: complaints and investigations

### **Complaints received**

Requesters can file a complaint with the Office of the Privacy Commissioner of Canada (OPC) if they are not satisfied with the processing of their requests. Members of the public can submit complaints to the OPC in relation to the collection, use, disclosure, retention, or disposal of personal information as it relates to programs or initiatives conducted by the department.



In 2021–22, TBS was notified of seven complaints received by the OPC, an increase of 75% compared to the four complaints received in 2020–21. Five of the complaints received in 2020–21 by the OPC were related to the implementation of the *Policy on Vaccination for the Core Public Administration Including the Royal Canadian Mounted Police* on October 6, 2021. Additional details on these complaints can be found in the Departmental complaints with the Privacy Commissioner section of this report.

Table 3 shows the complaints received by type in 2021–22.

Table 3: complaints received by type, 2021–22

Complaint type	Number of complaints
Time limits	0
Delay: deemed refusal	2
Refusal: exemptions	0
Refusal: exclusions	0
Refusal: missing records	0
Miscellaneous	5
<b>Total</b>	<b>7</b>

## Complaint representations

The OPC must provide implicated departments an opportunity to provide representations during the course of an investigation.

In 2021–22, the OPC did not request representations from TBS and TBS did not provide any representations to the OPC for complaints, which is consistent with 2020–21. TBS has been working in close collaboration with the OPC for an additional 4 complaints but were not requested to provide representations on those complaints in 2021–22.

## Complaints closed

The OPC issued findings on a total of six complaint investigations during 2021–22. Five of these complaints alleged delays in processing the requests, and one complaint alleged that the extension invoked was inappropriate. Of the six complaint investigation findings issued in 2021–



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22, the OPC concluded that all six were well-founded but TBS was able to complete the requests within the fiscal year.

## Part 8: court actions

There have been no court cases against TBS in relation to the *Access to Information Act* or the *Privacy Act* since 2004.

## Part 9: disclosures under subsection 8(2)

Subsection 8(2) of the *Privacy Act* provides limited and specific circumstances under which institutions may disclose personal information without an individual's consent. Paragraph 8(2)(e) allows for the disclosure of personal information to an investigative body specified in the regulations for the purposes of law enforcement and investigations. Paragraph 8(2)(m) allows for the disclosure of personal information when the public interest clearly outweighs any invasion of privacy or when the disclosure would benefit the individual involved.

In 2021–22, TBS did not make any disclosures pursuant to paragraphs 8(2)(e) or 8(2)(m) of the act. As a result of no disclosures being made pursuant to paragraph 8(2)(m) of the act, TBS did not have any notifications to the OPC pursuant to subsection 8(5).

## Part 10: requests for correction of personal information and notations

Subsection 12(2) of the *Privacy Act* entitles individuals to request corrections to personal information that is erroneous or incomplete, and to request a notation to any personal information for which the individual requested a correction that was not completed by the institution.

In 2021–22, TBS received one request to correct personal information. Due to ongoing litigation, the individual was informed that the correction could not be applied.

## Part 11: privacy breaches

In 2021–22, TBS had no material privacy breaches.

## Part 12: privacy impact assessments

The ATIP office provides TBS program officials with support and guidance on the privacy impact assessment (PIA) process. In accordance with the TBS *Directive on Privacy Impact Assessment*, a PIA must be initiated for a program or activity in the following circumstances:



- 
- ▶ when personal information is used for or is intended to be used as part of a decision-making process that directly affects the individual
  - ▶ when substantial changes are made to existing programs or activities where personal information is used or intended to be used for an administrative purpose
  - ▶ when the contracting out or the transfer of a program or activity to another level of government or to the private sector results in substantial changes to the program or activities

In 2021–22, TBS submitted PIAs to the OPC and to the Information Privacy Policy Division for the following initiatives:

- ▶ [Government of Canada Financial and Material Management \(GCFM\) Solution](#)
- ▶ [Tier 3 Phoenix Claims Process](#)
- ▶ [Access to Information and Privacy \(ATIP\) Online](#)

In addition, the ATIP office continued to provide support to TBS program officials for ongoing PIAs.

## Part 13: resources related to the *Privacy Act*

### Costs

In 2021–22, TBS’s total cost for administering the *Privacy Act* was \$569,607, which was exclusively allocated toward salary costs.

These costs do not include resources expended by TBS’s program areas to meet the requirements of the act, nor do they take into account the costs associated with consultations with other government institutions.

### Human resources

In 2021–22, there were six full-time equivalents in the ATIP office performing work associated with the application of the act.

### Impact of COVID-19-related measures

In response to the public health measures implemented to minimize the effects of the COVID-19 pandemic, TBS primarily operated remotely in 2021–22. The ATIP office had unrestricted access to TBS’s virtual private network (VPN) and ATIP office employees were able to work onsite for operational reasons. The ATIP office was at full operational capacity throughout the year with the exception of four weeks in winter 2022 as a result of demonstrations in the National Capital



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Region. During this four-week period, the ATIP office's capacity to receive paper documentation or process documents classified at the secret level was reduced.

The ATIP office continued to modernize and enhance its procedures to:

- ▶ reflect the realities of a new digital environment
- ▶ ensure that requests were processed efficiently and within legislative deadlines to the extent possible

The procedural adaptations and digital transformation that occurred in 2020–21 as a result of the COVID-19 pandemic and associated public health measures enabled the ATIP office to:

- ▶ mitigate the impacts of the COVID-19 pandemic on TBS's operations in 2021–22
- ▶ meet or exceed pre-pandemic levels of productivity

The ATIP office has put in place many procedural efficiencies, and it is seeking to recruit additional staff to support its operations and develop technical solutions that will permit the ATIP office to continue to meet service standards.

## Impact of TBS's COVID-19 initiatives

In support of the Government of Canada's response to the COVID-19 pandemic, TBS implemented or supported a number of significant initiatives that had a high impact on Canadians in 2021–22. Any initiatives involving the collection, use, disclosure, and retention of personal information require support and guidance from the ATIP office to ensure adherence to the *Privacy Act*.

The implementation of the [\*Policy on COVID-19 Vaccination for the Core Public Administration Including the Royal Canadian Mounted Police\*](#) on October 6, 2021, required the collection of sensitive medical information from all employees within the core public administration. It also involved storing this information within the Government of Canada Vaccination Attestation Tracking System (GC-VATS).

The policy also allowed individuals to request exemptions under the *Canadian Human Rights Act*, including for medical and religious reasons, that introduced additional privacy considerations.

TBS's Privacy Policy Unit provided privacy support throughout the development and implementation of the policy. In this role, the Privacy Policy Unit assisted in responding to 11 informal complaints filed against TBS in relation to the privacy considerations of the policy throughout 2021–22.



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While the policy was suspended on June 22, 2022, the Privacy Policy Unit continues to be implicated in addressing complaints registered with the OPC in relation to the privacy considerations of the policy. Additional information about these complaints can be found in the Departmental complaints with the Privacy Commissioner section of this report.

## Education, training and awareness

In 2021–22, the ATIP office continued to provide regular advice and guidance to sector officials while also expanding the outreach activities and formal training sessions offered to TBS employees. In addition to the regular support that the ATIP office provided to sectors processing ATIP requests, the ATIP office was formally consulted on 142 initiatives in 2021–22.

Furthermore, 17 separate sessions on access to information and privacy legislation as they relate to ATIP requests were delivered to 446 TBS employees. Some of these sessions were tailored to the needs of specific teams and sectors.

As part of its training program, the ATIP office launched its ATIP sector liaison officer engagement strategy in 2021–22. The strategy aims to promote awareness and provide tools to sector officials to increase the efficiency of the ATIP process. Under this strategy, the ATIP office developed several tutorial videos to help sector officials prepare responses to the ATIP office.

The ATIP office also held quarterly information sessions with ATIP coordinators throughout TBS in collaboration with officials in information management with the intention of promoting awareness of ATIP activities. These sessions ensured the broad distribution of ATIP-related tools and were delivered to 122 participants.

In promotion of International Right to Know Day and Data Privacy Day, the ATIP office conducted sessions to promote access to information and privacy management practices and principles.



Table 4 outlines the specific training initiatives conducted by the ATIP office in 2021–22.

Table 4: training initiatives conducted, 2021–22

Initiative	Sector	Description	Responsible unit	Participants
Introduction to the ATIP sector return form	All sectors	Training session to outline how to complete the ATIP sector return form	Intake and Governance	37
ATIP sector liaison officer training session	International Affairs, Security and Justice	Introductory ATIP session	Intake and Governance	4
ATIP sector liaison officer quarterly session no. 1	All sectors	Quarterly ATIP session	Intake and Governance	50
Right to Know Day	All sectors	Promotion of the <i>Access to Information Act</i> for Right to Know Day	Intake and Governance	10
ATIP sector liaison officer quarterly session no. 2	All sectors	Quarterly ATIP session	Intake and Governance	54
ATIP training session	Social and Cultural	Introductory ATIP session	Intake and Governance	23
ATIP training session	Employee Relations and Total Compensation	Introductory ATIP session	Intake and Governance	104
ATIP training session	People Management,	Introductory ATIP session	Intake and Governance	10



Initiative	Sector	Description	Responsible unit	Participants
	Systems, and Processes			
ATIP training session	People Management, Systems, and Processes	Introductory ATIP session	Intake and Governance	10
ATIP training session	Office of the Chief Human Resources Officer – Deputy Minister’s Office	Introductory ATIP session	Intake and Governance	8
ATIP training session	People Management, Systems, and Processes	Introductory ATIP session	Intake and Governance	8
ATIP training session	Office of the Chief Information Officer	Introductory ATIP session	Intake and Governance	25
ATIP training session	Employee Relations and Total Compensation	Introductory ATIP session	Intake and Governance	33
ATIP sector liaison officer quarterly session no. 3	All sectors	Quarterly ATIP session and information management	Intake and Governance	31



Initiative	Sector	Description	Responsible unit	Participants
Privacy training session	All sectors	Privacy training for sector ambassadors for the Government of Canada Workplace Charitable Campaign	Privacy Policy	31
Privacy training session	People Management, Systems, and Processes	Training on sound practices in the management of personal information	Intake and Governance	8
Data Privacy Day	All sectors	Promotion of Data Privacy Day	Privacy Policy	n/a
Privacy training video	All sectors	Training activity available all year to all staff	Privacy Policy	57



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## Monitoring

The ATIP office produces a variety of regular and ad hoc reports to monitor TBS's compliance with the *Access to Information Act* and the *Privacy Act*. In 2021–22, the ATIP office increased its emphasis on data analytics with the intent of identifying emerging trends and promoting procedural efficiencies. In this regard, the ATIP office developed individualized sector performance reports aimed at creating awareness within sectors of their performance with respect to their ATIP obligations. The ATIP office also worked closely with sectors that experience high volumes of ATIP requests in an effort to coordinate and expedite responses from those sectors. This new engagement with sectors is intended to support the sharing of existing compliance data, which were shared weekly with program areas and senior management in previous years.

## Departmental complaints with the Office of the Privacy Commissioner of Canada

As the employer for the core public administration, the Treasury Board is responsible for establishing the terms and conditions of employment for employees. The Office of the Chief Human Resources Officer of Canada (OCHRO) supports the President of the Treasury Board and the Treasury Board ministers by:

- ▶ leading research, policy developing and collective bargaining
- ▶ developing the strategies and tools to ensure that institutions can effectively manage human resources
- ▶ acting as the people management business owner

On October 6, 2021, OCHRO implemented the *Policy on COVID-19 Vaccination for the Core Public Administration Including the Royal Canadian Mounted Police*. On October 28, 2021, the OPC notified TBS that it had received three complaints alleging that the collection of personal information relating to vaccination status is improper and that individuals should not be required to share this information. One complaint also alleged that the personal information bank outlining the framework for handling personal information collected under the policy was at the time under development and not available for individuals to review. On December 13, 2021, the OPC notified TBS that it had received an additional two complaints with similar allegations.

While the policy was suspended on June 22, 2022, TBS continues to work in close collaboration with the OPC in resolving these complaints. It is anticipated that these complaints will be resolved in 2022–23.



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## Information about programs and information holdings

TBS publishes an inventory of its information holdings, as well as relevant details about personal information under its control.

The primary purpose of this inventory is to assist individuals in exercising their rights under the *Access to Information Act* and the *Privacy Act*. The inventory also supports the federal government's commitment to facilitate access to information on its activities, since it is available to the public on the Internet, free of charge.

A description of TBS's functions, programs, activities and related information holdings can be found in *Sources of Federal Government and Employee Information (Info Source): Treasury Board Secretariat*.

In addition to completing the annual update of its inventory of information holdings, on May 21, 2021, TBS completed the realignment of all the information in the inventory with the 2019–20 Departmental Results Framework. As a result of this activity, nine personal information banks were deregistered, and 37 classes of records were also deregistered.



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## Appendix A: Delegation Order – *Privacy Act*

I, undersigned, President of the Treasury Board, pursuant to section 73 of the *Privacy Act* hereby designate the ATIP Advisors, the Access to Information and Privacy Team Leader, the Access to Information and Privacy Manager, the Access to Information and Privacy Director of Ministerial Services, the Senior Director of Ministerial Services, the Assistant Secretary, Strategic Communications and Ministerial Services and the Secretary, or person occupying those positions on an acting basis, to exercise signing authorities or perform any of the President’s powers, duties or functions as head of institution that are specified in the attached Schedule B. This designation replaces all previous delegation orders.

Original signed by

The Honourable Mona Fortier  
President of the Treasury Board

Date: 2022-02-02

Position	Powers, duties or functions
Secretary	Full authority
Assistant Secretary, Strategic Communications and Ministerial Affairs	Full authority
Senior Director, Ministerial Services	Full authority, except: subsections: 33(2), 35(1), 36(3), 37(3)
Director, Access to Information and Privacy	Full authority, except: subsections: 33(2), 35(1), 36(3), 37(3)
Manager, Access to Information and Privacy	Sections: 14, 15, 26, 27
Team Leader, Access to Information and Privacy	Sections: 15, 26, 27 Paragraph: 14(a)
Access to Information and Privacy Officers	Paragraph: 14(a)



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## Appendix B: Statistical Report on the *Privacy Act*

**Name of institution:** Treasury Board of Canada Secretariat

**Reporting period:** 2021-04-01 to 2022-03-31

### Section 1: requests under the *Privacy Act*

#### 1.1 Number of requests received

	Number of requests
Received during reporting period	84
Outstanding from previous reporting periods	6
Outstanding from previous reporting period	4
Outstanding from more than one reporting period	2
<b>Total</b>	<b>90</b>
Closed during reporting period	78
Carried over to next reporting period	12
Carried over within legislated timeline	9
Carried over beyond legislated timeline	3



## 1.2 Channels of requests

Source	Number of requests
Online	60
Email	23
Mail	1
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>84</b>

## Section 2: informal requests

### 2.1 Number of informal requests

	Number of requests
Received during reporting period	0
Outstanding from previous reporting periods	0
Outstanding from previous reporting period	0
Outstanding from more than one reporting period	0
<b>Total</b>	<b>0</b>





	Number of requests
Closed during reporting period	0
Carried over to next reporting period	0

**2.2 Channels of informal requests**

Source	Number of requests
Online	0
Email	0
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	0



## 2.3 Completion time of informal requests

Completion time							
1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
0	0	0	0	0	0	0	0

## 2.4 Pages released informally

Less than 100 pages released		100 to 500 pages released		501 to 1,000 pages released		1,001 to 5,000 pages released		More than 5,000 pages released	
Number of requests	Pages released	Number of requests	Pages released	Number of requests	Pages released	Number of requests	Pages released	Number of requests	Pages released
0	0	0	0	0	0	0	0	0	0

## Section 3: requests closed during the reporting period

### 3.1 Disposition and completion time

Disposition of requests	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	1	5	3	0	0	0	0	9
Disclosed in part	0	2	11	1	0	0	0	14
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	6	5	0	0	0	0	0	11
Request abandoned	43	1	0	0	0	0	0	44



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	
Neither confirmed nor denied	0	0	0	0	0	0	0	0
<b>Total</b>	50	13	14	1	0	0	0	78

### 3.2 Exemptions

Section	Number of requests
18(2)	0
19(1)(a)	0
19(1)(b)	0
19(1)(c)	0
19(1)(d)	0
19(1)(e)	0
19(1)(f)	0
20	0
21	0
22(1)(a)(i)	0
22(1)(a)(ii)	0
22(1)(a)(iii)	0
22(1)(b)	0
22(1)(c)	0
22(2)	0
22.1	0
22.2	0
22.3	0
23(a)	0
23(b)	0
24(a)	0
24(b)	0



Section	Number of requests
25	0
26	14
27	6
28	0

### 3.3 Exclusions

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

### 3.4 Format of information released

Paper	Electronic record	Data set	Video	Audio	Other
7	16	0	0	0	0



### 3.5 Complexity

#### 3.5.1 Relevant pages processed and disclosed for paper and electronic record formats

Number of pages processed	Number of pages disclosed	Number of requests
7,840	5,171	67

#### 3.5.2 Relevant pages processed per request disposition for paper and electronic record formats by size of request

Disposition	Less than 100 pages processed		100 to 500 pages processed		501 to 1,000 pages processed		1,001 to 5,000 pages processed		More than 5,000 pages processed	
	Number of requests	Pages processed	Number of requests	Pages processed	Number of requests	Pages processed	Number of requests	Pages processed	Number of requests	Pages processed
All disclosed	5	125	4	773	0	0	0	0	0	0
Disclosed in part	4	203	8	2,121	0	0	2	4,618	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	44	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>53</b>	<b>328</b>	<b>12</b>	<b>2,894</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>4,618</b>	<b>0</b>	<b>0</b>



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

Number of minutes processed	Number of minutes disclosed	Number of requests
0	0	0

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

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



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

Number of minutes processed	Number of minutes disclosed	Number of requests
0	0	0

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

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



### 3.5.7 Other complexities

Disposition	Consultation required	Legal advice sought	Interwoven information	Other	Total
All disclosed	2	0	0	0	2
Disclosed in part	1	0	3	0	4
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
<b>Total</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>6</b>

### 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	76
Percentage of requests closed within legislated timelines	97%

### 3.7 Deemed refusals

#### 3.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal reason			
	Interface with operations or workload	External consultation	Internal consultation	Other
2	1	1	0	0





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

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

### 3.8 Requests for translation

Translation requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	0	0	0

### Section 4: disclosures under subsections 8(2) and 8(5)

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



## Section 5: requests for correction of personal information and notations

Disposition of correction requests received	Number
Notations attached	0
Requests for correction accepted	0
<b>Total</b>	<b>0</b>

## Section 6: extensions

### 6.1 Reasons for extensions

Number of 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	
14	3	3	3	3	0	2	0	0

### 6.2 Length of extensions

Length of extensions	15(a)(i) interference with operations				15 (a)(ii) consultation			15(b) translation purposes or conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet confidence section (section 70)	External	Internal	
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	3	3	3	3	0	2	0	0
31 days or greater	0	0	0	0	0	0	0	0
<b>Total</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>



## Section 7: consultations received from other institutions and organizations

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

Consultations	Other Government of Canada institutions	Number of pages to review	Other organizations	Number of pages to review
Received during the reporting period	3	118	0	0
Outstanding from the previous reporting period	0	0	0	0
<b>Total</b>	<b>3</b>	<b>118</b>	<b>0</b>	<b>0</b>
Closed during the reporting period	3	118	0	0
Carried over within negotiated timelines	0	0	0	0
Carried over beyond negotiated timelines	0	0	0	0

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

Recommendation	Number of days required to complete consultation requests							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
Disclose entirely	0	0	0	0	0	0	0	0
Disclosed in part	1	0	0	0	0	0	0	1
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	1	1	0	0	0	0	0	2
Other	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>



### 7.3 Recommendation and completion time for consultations received from other organizations

Recommendation	Number of days required to complete consultation requests							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0	0

## Section 8: completion time of consultations on Cabinet confidences

### 8.1 Requests with legal services

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



Number of days	Fewer than 100 pages processed		100 to 500 pages processed		501 to 1,000 pages processed		1,001 to 5,000 pages processed		More than 5,000 pages processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

## 8.2 Requests with Privy Council Office

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

## Section 9: complaints and investigations notices received

Section 31	Section 33	Section 35	Court action	Total
7	0	6	0	13



## Section 10: privacy impact assessments and personal information banks

### 10.1 Privacy impact assessments

Number of privacy impact assessments completed	3
Number of privacy impact assessments modified	0

### 10.2 Institution-specific and central personal information banks

Personal information banks	Active	Created	Terminated	Modified
Institution-specific	8	0	2	0
Central	33	0	7	1
<b>Total</b>	41	0	9	1

## Section 11: privacy breaches

### 11.1 Material privacy breaches reported

Number of material privacy breaches reported to the Treasury Board of Canada Secretariat	0
Number of material privacy breaches reported to the Office of the Privacy Commissioner of Canada	0

### 11.2 Non-material privacy breaches

Number of non-material privacy breaches	3
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## Section 12: resources related to the *Privacy Act*

### 12.1 Allocated costs

Expenditures	Amount
Salaries	\$569,607
Overtime	\$0
Goods and services	\$0
Professional services contracts	\$0
Other	\$0
<b>Total</b>	<b>\$569,607</b>



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## 12.2 Human resources

Resources	Person years dedicated to privacy activities
Full-time employees	5.217
Part-time and casual employees	0.800
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
<b>Total</b>	<b>6.017</b>



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

**Name of institution:** Treasury Board of Canada Secretariat

**Reporting period:** 2021-04-01 to 2022-03-31

### Section 1: capacity to receive requests under the *Access to Information Act* and the *Privacy Act*

#### 1.1 Enter the number of weeks your institution was able to receive ATIP requests through different channels.

	Number of weeks
Able to receive requests by mail	48
Able to receive requests by email	52
Able to receive requests through the digital request service	52

### Section 2: capacity to process records under the *Access to Information Act* and the *Privacy Act*

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

	No capacity	Partial capacity	Full capacity	Total
Unclassified paper records	4	0	48	52
Protected B paper records	4	0	48	52
Secret and top secret paper records	4	0	48	52





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

	No capacity	Partial capacity	Full capacity	Total
Unclassified electronic records	0	0	52	52
Protected B electronic records	0	0	52	52
Secret and top secret electronic records	4	0	48	52

**Section 3: open requests and complaints under the *Access to Information Act***

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

Fiscal year open request was received	Open requests within legislated timeline as of March 31, 2022	Open requests beyond legislated timeline as of March 31, 2022	Total
Received in 2021–22	94	13	107
Received in 2020–21	4	17	21
Received in 2019–20	0	21	21
Received in 2018–19	1	7	8
Received in 2017–18	4	6	10
Received in 2016–17	4	1	5
Received in 2015–16 or earlier	0	0	0



Fiscal year open request was received	Open requests within legislated timeline as of March 31, 2022	Open requests beyond legislated timeline as of March 31, 2022	Total
<b>Total</b>	107	65	172

**3.2 Enter the number of open complaints with the Information Commissioner of Canada that are outstanding from previous reporting periods.**

Fiscal year open complaints were received by institution	Number of open complaints
Received in 2021–22	16
Received in 2020–21	2
Received in 2019–20	7
Received in 2018–19	3
Received in 2017–18	0
Received in 2016–17	0
Received in 2015–16 or earlier	0
<b>Total</b>	28



Section 4: open requests and complaints under the *Privacy Act*  
**4.1 Enter the number of open requests that are outstanding from previous reporting periods.**

Fiscal year open request was received	Open requests within legislated timeline as of March 31, 2022	Open requests beyond legislated timeline as of March 31, 2022	Total
Received in 2021–22	9	0	9
Received in 2020–21	0	1	1
Received in 2019–20	0	2	2
Received in 2018–19	0	0	0
Received in 2017–18	0	0	0
Received in 2016–17	0	0	0
Received in 2015–16 or earlier	0	0	0
<b>Total</b>	9	3	12



**4.2 Enter the number of open complaints with the Privacy Commissioner of Canada that are outstanding from previous reporting periods.**

Fiscal year open complaints were received by institution	Number of open complaints
Received in 2021–22	2
Received in 2020–21	0
Received in 2019–20	1
Received in 2018–19	1
Received in 2017–18	0
Received in 2016–17	0
Received in 2015–16 or earlier	0
<b>Total</b>	<b>4</b>

**Section 5: social insurance number**

Did your institution receive authority for a new collection or new consistent use of the social insurance number in 2021–22?	No
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