

ANNUAL REPORT ON THE PRIVACY ACT

2021/2022

June 29, 2022

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Presentation of the 2021/2022 Annual Report

In compliance with section 72 of the *Privacy Act* (the “**Act**”), this annual report is prepared by Telefilm Canada (hereinafter also referred to as the “**Corporation**”) and tabled on its behalf in Parliament by the Minister of Canadian Heritage.

Purpose of the *Privacy Act*

The Act provides Canadian citizens with the right to access personal information held by the government and protection of that information against unauthorized use and disclosure. This right is subject to exceptions specified in the Act. Also, decisions made by federal institutions on the use and disclosure of personal information are subject to independent review by the Office of the Privacy Commissioner of Canada (the “**Commissioner**”) as well as by the federal courts.

Mandate of the Institution

Telefilm Canada is a federal cultural institution dedicated to the development and promotion of the Canadian audiovisual industry. Telefilm Canada provides financial support to the private sector to create distinctively Canadian productions that appeal to domestic and international audiences. The Corporation also administers the funding programs of the Canada Media Fund.

Organization

The Vice President, Legal Services, is the designated Access to Information and Privacy Coordinator (the “**Coordinator**”) for the Corporation. Requests filed under the Act are automatically referred to designated Legal Services staff, consisting of three legal counsels and one paralegal, who ensure the coordination of filed requests as well as all aspects of their processing, including final decisions issued to requesters (the “**designated staff**”). Furthermore, the designated staff are also responsible for dealing with issues related to privacy within the Corporation. Monitoring of the time required to process requests filed under the Act is performed on a timely basis in the course of weekly meetings with the Coordinator. With the exception of a legal counsel located in the Atlantic region, the designated staff, as well as the Coordinator, are based in the Quebec region where the Corporation's head office is located.

Telefilm Canada was not a party to any services agreements within the meaning of section 73.1 of the Act during fiscal 2021/2022.

Findings

In 2021/2022, the number of requests to access personal information decreased compared to the previous year. Telefilm Canada received 2 requests under the Act during fiscal 2021/2022, which is 1 less than in the previous financial year (2020/2021). This decrease (33%) reflects a trend that seems to fluctuate over time, considering the lack of requests in 2018/2019 and 2019/2020 compared to the 3 requests received in 2020/2021.

Regarding the number of privacy requests that have been closed, Telefilm Canada completed 3 requests during fiscal 2021/2022, of which 1 was outstanding at the end of the 2020/2021 period.

The 3 files completed during the 2021/2022 period were closed within the legislated timelines. The processing time for these files ranged between 1 to 15 days (1 file or 33%) to 16 to 30 days (2 files or 67%).

Two requests (67%) were entirely disclosed, whereas no relevant records were found for the other request (33%).

Moreover, as in the 2018/2019 to 2020/2021 periods, the Corporation made no disclosures pursuant to section 8(2)(m) of the Act during fiscal 2021/2022.

Furthermore, from fiscal 2018/2019 to the current reporting period, Telefilm Canada undertook no new data matching and sharing activities.

The Corporation completed 1 Privacy Impact Assessment (the “**PIA**”) during the 2021/2022 period in connection with the first implementation phase of a new human resources management information system (the “**HRIS**”).¹ The purpose of this first phase was to deliver the fundamental components of the HRIS, including the organizational structure, individual employee profiles, as well as the tools needed to manage timesheets. (e.g. overtime, leave requests, etc.). The risk identification and classification carried out in accordance with the PIA’s standard evaluation grid enabled Telefilm Canada to address the risks potentially tied to the collection and use of personal information through the new HRIS, including the sensitivity of the information, the long-term duration of the program, the transmission of personal information using wireless technology, and the potential for reputational damage or embarrassment in the event of a privacy breach. This PIA allowed Telefilm Canada to determine the adequacy of the planned risk mitigation measures related to the implementation of the new HRIS, including: (i) controlling access to and handling of personal information on the basis of positions or functions that have a valid reason for accessing and handling such information; (ii) protecting personal information by limiting access and use through appropriate administrative and technical means; and (iii) a program implemented by the platform provider and its subcontractors ensuring the platform’s security management based on recognized certification standards, as well as the verification of controls implemented in accordance with recognized audit standards related to the security, availability, processing integrity, confidentiality and protection of personal information. In addition, the PIA allowed Telefilm Canada to determine that the framework for the rollout of the new HRIS – which includes, among other things, the acceptance by employees logging into the platform of the terms and conditions set out in a privacy statement, as well as limiting collection to personal information which is directly related to and demonstrably necessary for HR management programs – is compliant with the Act.

In fiscal 2021/2022, Telefilm Canada received confirmation from the Information and Privacy Policy Division at the Treasury Board Secretariat (“**TBS**”) of the registration of two new institution-specific personal information banks (the “**PIBs**”). TBS has made no specific recommendations related to the registration of these PIBs. The first of these PIBs, entitled *Applications Relating to Programs or Activities*, deals with personal information, including in relation to equity and diversity, collected in connection with applications related to Telefilm Canada programs or activities and which may be used (among other things) to validate the eligibility of applicants and their applications for funding, their applications for recommendations to obtain official coproduction status, or their applications to participate in an activity organized by Telefilm Canada. The second of these PIBs, entitled *Voluntary Self-Identification*, relates to personal information provided voluntarily for self-identification purposes and which may be used, among other things, to guide measures pertaining to equity and enhanced access to funding portfolios with respect to targeted support including, without limitation, for applicants who work in their official language within an official language minority community, or who come from Black, Indigenous or racialized communities, or who belong to underrepresented communities.

¹ The PIA summary for the first phase of the HRIS rollout is available at the following link:
<https://telefilm.ca/wp-content/uploads/pia-summary-new-hrisphase-1-en-1.pdf>

During the 2021/2022 period, Legal Services provided a training session to the staff of Telefilm Canada to raise awareness on the part of employees and managers about important aspects related to privacy. As in previous financial years, this training was delivered by way of an interactive online platform and included a questionnaire. Total participation for all offices was estimated at 189 individuals.

During the same period, Legal Services also provided to 36 new employees live virtual training sessions to raise their awareness about, among other things, important aspects related to privacy.

In addition to the foregoing, Legal Services continued, on a punctual basis, to respond to questions and the needs of the Corporation's employees and managers regarding privacy.

During the 2021/2022 period, the Corporation did not implement any new or revised privacy-related policies, guidelines or procedures.

One material privacy breach was reported to the Commissioner and TBS in fiscal 2021/2022. The matter involved unauthorized access to files by a very small number of employees. The material privacy breach was made possible due to a technical error in setting the access rights during the initial configuration of a new file storage space on the SharePoint (Microsoft 365) cloud-based platform. During the initial configuration of this space by the Information Technology sector ("IT"), "visitor" access had not been blocked, thus making the records transferred into this space accessible to employees other than those occupying positions or functions with a valid reason to access and process the personal information in question. Within a few hours of reporting the incident, IT promptly restricted access to the affected files to authorized personnel. No information sharing took place beyond the small number of employees who accessed the files without authorization. The incident did not involve any external leaks, loss or theft of information. Affected individuals were informed of the breach verbally through one-on-one meetings and afterwards in writing. In order to prevent the reoccurrence of a material privacy breach of the kind summarized above, certain measures were applied by IT, including a validation step to ensure that security criteria are properly implemented when a new file storage space is created, as well as the configuration of the Microsoft 365 environment so that "visitor" access is not granted by default. Subsequently, employees had the opportunity to review certain privacy issues as part of the annual training provided by Legal Services in 2021/2022.

During fiscal 2021/2022, a single complaint file remained pending with the Commissioner in connection to a notice of complaint received in 2020/2021. This complaint alleges that Telefilm Canada contravened section 12(1) of the Act (right of access) while processing the request. Aside from this complaint file opened in 2020/2021, no other privacy-related complaints were received by the Corporation and no investigations or audits of the Corporation were conducted during fiscal 2021/2022.

Aside from the weekly meetings previously mentioned under the "Organization" section of this report, no additional monitoring measures were required during the 2021/2022 period with respect to the time needed to process requests filed under the Act.

Due to the public health measures imposed in connection with the COVID-19 pandemic during the 2021/2022 period, designated Legal Services staff could not maintain regular on-site presence should there be a need to process physical files (for example, reviewing paper records, scanning documents, and processing incoming and outgoing mail). As Telefilm Canada's offices remained officially closed, all staff continued working remotely during fiscal 2021/2022. Aside from the lack of regular on-site presence, the continuation of the COVID-19 pandemic had no other impact on the Corporation's ability to fulfill its

responsibilities under the Act and did not require adopting specific mitigation measures in connection with privacy or the Act.

Schedule "A"

Copy of the Delegation Order

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C A N A D A

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MEMO

TO: Stéphane Odesse, Director, Legal Services and ATIP Coordinator
Pierre-Yves Marchand, Paralegal
Khadidja Kadir, Legal Counsel
Joshua Samson, Legal Counsel
Jordan Bélanger, Legal Counsel

FROM: Christa Dickenson, Executive Director

DATE: January 11, 2021

SUBJECT: Delegation of Powers, Duties and Functions under the *Access to Information Act* and the *Privacy Act*.

This is to confirm in writing that effective October 13, 2020 I designated, pursuant to sections 95(1) of the *Access to Information Act* ("ATIA") and 73(1) of the *Privacy Act*, Stéphane Odesse, Director, Legal Services and Access to Information and Privacy ("ATIP") Coordinator for Telefilm Canada, to exercise and perform all the powers, duties and functions of the Executive Director as head of Telefilm Canada under the ATIA and the *Privacy Act*.

In addition, effective October 13, 2020 I delegated these same powers, duties and functions to Pierre-Yves Marchand, Paralegal, Khadidja Kadir, Legal Counsel, Joshua Samson, Legal Counsel and Jordan Bélanger, Legal Counsel, for the administration and carrying out of all and any of Telefilm Canada's responsibilities and activities pursuant to and under the ATIA and the *Privacy Act*.

The Paralegal and Legal Counsels listed above shall report directly to the Director, Legal Services and ATIP Coordinator and to no other person within Telefilm Canada for ATIA and *Privacy Act* purposes.

Any proposed changes to the authority and procedure hereby granted shall require my prior written authorization.

Signed this 11th day of January, 2021.

Telefilm Canada



Christa Dickenson
Executive Director



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Canada

Schedule "B"

Statistical Report

Statistical Report on the *Privacy Act*

Name of institution: Telefilm Canada

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		2
Outstanding from previous reporting periods		1
• Outstanding from previous reporting period	1	
• Outstanding from more than one reporting period	0	
Total		3
Closed during reporting period		3
Carried over to next reporting period		0
• Carried over within legislated timeline	0	
• Carried over beyond legislated timeline	0	

1.2 Channels of requests

Source	Number of Requests
Online	2
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	2

Section 2: Informal requests

2.1 Number of informal requests

2.1 Number of initial 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	
Total		0
Closed during reporting period		0
Carried over to next reporting period		0

2.2 Channels of informal requests

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

2.3 Completion time of informal requests

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

2.4 Pages released informally

[illegible]

Section 3: Requests Closed During the Reporting Period

3.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	1 to 16 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	0	2	0	0	0	0	0	2
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
No records exist	1	0	0	0	0	0	0	1
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	1	2	0	0	0	0	0	3

3.2 Exemptions

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

3.3 Exclusions

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

3.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	2	0	0	0	0

3.5 Complexity

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

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
103	103	2

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

Disposition	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	2	103	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	2	103	0	0	0	0	0	0	0	0

3.5.3 Relevant minutes processed and disclosed for audio formats

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

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

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

3.5.5 Relevant minutes processed and disclosed for video formats

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

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

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

3.5.7 Other complexities

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

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	3
Percentage of requests closed within legislated timelines (%)	100

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
0	0	0	0	0

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

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

3.8 Requests for translation

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

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

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

Section 5: Requests for Correction of Personal Information and Notations

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

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 ConfidenceSection (Section 70)	External	Internal	
0	0	0	0	0	0	0	0	0

6.2 Length of extensions

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

Section 7: Consultations Received From Other Institutions and Organizations

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

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

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

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

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

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

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		100-500 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

8.2 Requests with Privy Council Office

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

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

10.1 Privacy Impact Assessments

Number of PIAs completed	1
Number of PIAs modified	0

10.2 Institution-specific and Central Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	3	2	0	0
Central	0	0	0	0
Total	3	2	0	0

Section 11: Privacy Breaches**11.1 Material Privacy Breaches reported**

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

11.2 Non-Material Privacy Breaches

Number of non-material privacy breaches	1
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Section 12: Resources Related to the Privacy Act**12.1 Allocated Costs**

Expenditures		Amount
Salaries		\$119,963
Overtime		\$0
Goods and Services		\$0
• Professional services contracts	\$0	
• Other	\$0	
Total		\$119,963

12.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	1.050
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	1.050

Note: Enter values to three decimal places.

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

Name of institution: Telefilm Canada

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*

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

	Number of Weeks
Able to receive requests by mail	0
Able to receive requests by email	0
Able to receive requests through the digital request service	52

Section 2: Capacity to Process Records under the *Access to Information Act* and the *Privacy Act*

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

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

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

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

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2022	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	5	0	5
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016 or earlier	0	0	0
Total	5	0	5

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 2021-2022	1
Received in 2020-2021	0
Received in 2019-2020	1
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016 or earlier	0
Total	2

Section 4: Open Requests and Complaints Under the Privacy Act

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

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2022	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	0	0	0
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016 or earlier	0	0	0
Total	0	0	

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 2021-2022	0
Received in 2020-2021	1
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016 or earlier	0
Total	1

Section 5: Social Insurance Number (SIN)

Did your institution receive authority for a new collection or new consistent use of the SIN in 2021-2022?	No
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