



2019-2020 Annual Report on the *Privacy Act*

**For Non-Public Property and
Staff of the Non-Public Funds, Canadian Forces**

Canada

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Part I – Introduction

The *Privacy Act* (Revised Statutes of Canada, 1985, Chapter P-21) was proclaimed on July 1, 1983. The Act was amended as a result of the royal assent of Bill C-58 on June 21, 2019.

The *Privacy Act* gives Canadian citizens, permanent residents and individuals present in Canada a right of access to information about themselves held by the government, subject to specific and limited exceptions. The Act also provides individuals the right to a reasonable expectation of privacy, including a basic right to exercise control over the collection, use and disclosure of their personal information.

Section 72 of the *Privacy Act* requires that the head of every federal government institution prepare for submission to Parliament an annual report on the administration of the Act within their institution during each fiscal year.

This annual report provides a summary of the management and administration of the *Privacy Act* within the Canadian Forces Morale and Welfare Services (CFMWS) for the fiscal year 2019-2020, for Non-Public Property (NPP) and the Staff of the Non-Public Funds (NPF), Canadian Forces.

1. Mandate of the Canadian Forces Morale and Welfare Services

1.1 Background

The *National Defence Act* (Sections 2 and 38 – 41) vests Non-Public Property (NPP) with the Chief of the Defence Staff (CDS), Base / Wing Commanders and Unit Commanding Officers to be used for the benefit of serving and former Canadian Armed Forces (CAF) personnel and their families.

The CDS has delegated the Managing Director of NPP with the responsibility for the daily administration of NPP. Under the present administrative structure, the Managing Director of NPP responsibility is borne by the Chief Executive Officer of the Staff of the Non-Public Funds (NPF), Canadian Forces.

The Staff of the NPF, Canadian Forces is a Separate Agency within the public administration of the Government of Canada and included in Schedule V: Separate Agencies to the *Financial Administration Act*.

The collective NPP activities, including those of the Staff of the NPF, Canadian Forces and those delegated to NPP by the Department of National Defence (DND) through Alternative Service Delivery and other tasking mechanisms, are managed by the administrative construct known as the Canadian Forces Morale and Welfare Services (CFMWS).

1.2. Responsibilities

CFMWS is responsible for administering NPP on behalf of the CDS and for delivering selected public morale and welfare programs, services, and activities to eligible members and their families. Our mission is to enhance the morale and welfare of the military community, thus contributing to the operational readiness and effectiveness of the Canadian Armed Forces (CAF).

With over 4,000 Staff of the NPF, Canadian Forces employees on bases, wings, units, and at headquarters in Ottawa, CFMWS operates with a fundamental principle in mind: the customer comes first. In partnership with bases, wings, and units, we ensure that our customers, the CAF Regular and Reserve Force members, retired and former CAF members, military families, DND employees, NPF employees, Royal Canadian Mounted Police (RCMP) and Canadian Coast Guard personnel receive the morale and welfare programs, services, and activities they deserve.

CFMWS operates through seven (7) divisions:

- Personnel Support Programs (PSP),
- Military Family Services (MFS),
- Commercial Services (includes CANEX and SISIP Financials),
- Corporate Services (includes CFOne Membership and Support Our Troops Fund),
- Finance,
- Information Services, and
- Human Resources.

2. Structure of the Access to Information and Privacy Program

Prior to 2017-2018, access to information and privacy (ATIP) activities related to NPP and the Staff of the NPF, Canadian Forces were managed by DND's ATIP Office. Following the Minister's approval of the NPP ATIP designation order in February 2017, and since the Staff of the NPF, Canadian Forces is a separate agency, CFMWS established its own ATIP Office, which began to operate in April 2017.

The National Manager Access to Information and Privacy (NM ATIP) administers the provisions of the *Privacy Act* within the CFMWS for NPP and the Staff of the NPF, Canadian Forces.

The NM ATIP reports to the Director Corporate Services who, in turn, reports to the Vice-President Corporate Services (VP Corp Svcs). The NM ATIP is responsible for managing all activities related to the CFMWS ATIP Program, in accordance with the NPP ATIP designation order and the provisions of the Act, Regulations, directives, policies and guidelines.

The administration of the Act by the NM ATIP is also facilitated at the division levels of CFMWS. Each division has an ATIP point of contact who coordinates the collection of information and provides guidance to division employees on the application of the Act, as well as related CFMWS policies and procedures.

CFMWS was not a party in any service agreement under section 73.1 of the Act, during the reporting period.

3. Designation order

Under section 3 of the Act, the Minister is designated as the head of the government institution for purposes of the administration of the Act. Pursuant to section 73, the Minister may delegate any of his powers, duties or functions under the Act by signing an order authorizing one or more officers or employees of the institution, who are at the appropriate level, to exercise or perform the powers, duties or functions of the head, specified in the order.

Within CFMWS, the NPP ATIP designation order is based on a centralized process with the NM ATIP having full delegated authority under the Act. Full authority under the Act is also delegated to the Managing Director NPP / CEO, Staff of the NPF, Canadian Forces and the VP Corp Srvc who are responsible for the ATIP program.

The NPP ATIP designation order signed by the Minister of National Defence is attached at Annex A.

Part II – Key activities and accomplishments

1. Training and awareness

Given the complex nature of the *Privacy Act*, the NM ATIP provides guidance and advice to managers and employees at all levels of CFMWS on a regular basis.

During the 2019-2020 fiscal year, three (3) employees completed the free online course entitled *Access to Information and Privacy Fundamentals* (1015) that is available on GCcampus.

2. Policies and procedures

For the reference of all employees, corporate policies are available on the CFMWS website.

The *Policy on the Access to Information and Privacy (ATIP) Program* outlines the NPP ATIP designation order and sets out the definitions as well as the roles and responsibilities of all the stakeholders within NPP organizations. The objective of the Policy is to establish consistent practices and procedures for the processing of ATIP requests in order to ensure compliance and enhance the effective application of the *Access to Information Act* and the *Privacy Act* and their Regulations.

The *Policy on Privacy Practices* was developed to establish effective privacy management practices in order to ensure that personal information under the control of NPP entities is managed in a manner that is consistent with the *Privacy Act*, the *Privacy Regulations*, and related TBS policy instruments.

The *Privacy Breach Protocol* outlines the steps to be followed by management and staff in the event of any actual or suspected breach of privacy. The guidance provided in the protocol ensures that when a privacy breach occurs, it is quickly controlled and similar breaches are prevented from occurring.

There was no change made to the above policies in 2019-2020.

3. Monitoring compliance

CFMWS timeliness and compliance under the Act are closely monitored by the NM ATIP and issues are reported to the VP CorpSvcs as required.

In the 2019-2020 fiscal year, CFMWS strived to maintain a high performance and attained a 100 percent compliance rate for responding to privacy requests within the legislated timelines.

The COVID-19 did not have any impact on CFMWS's ability to fulfill its responsibilities under the Act. The NM ATIP has remote access to electronic tools and documents necessary to perform her duties.

4. Material privacy breaches

A privacy breach involves improper or unauthorized collection, use, disclosure, retention or disposal of personal information. A privacy breach may occur within an institution or off-site and may be the result of inadvertent errors or malicious actions by employees, third parties, partners in information-sharing agreements or intruders.

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

CFMWS reported one material privacy breach to the Office of the Privacy Commissioner (OPC) and to TBS during the reporting period, which is summarised below.

Due to a malfunction of the automated stuffer, the T1204 forms were folded by the machine but had to be manually stuffed by staff, and then sent in the mail. CFMWS was advised by one of the recipients that their social insurance number (SIN) was visible through the envelope window. It became apparent that some of the forms had been inserted backwards which left the SIN box visible through the envelope window.

It was determined that up to 569 individuals who had contract for services using their SIN number may have been affected by this privacy breach. All of these individuals were notified by letter as well as by e-mail and telephone when known. CFMWS advised them to exercise diligence and monitor their respective personal accounts for any suspect activity. CFMWS also offered a one-year credit monitoring service to help further protect their credit information.

In order to prevent a recurrence, CFMWS ordered new envelopes that do not have the same problem as the previous ones, and use the stuffer equipment to ensure correct inserting of the documents. CFMWS also put in place a quality assurance process to ensure there are no insertion issues before sending in the mail.

5. Personal information banks

In accordance with section 10 of the *Privacy Act*, all personal information under the control of the institution that is used for an administrative purpose, or that is retrievable by name or personal identifier has to be described in personal information banks (PIBs).

Also, as required by the TBS Directive on Privacy Practices and Directive on Privacy Impact Assessment (PIA), any new or substantially modified PIB has to be approved by TBS before implementing any new or substantially modified program or activity.

In the 2019-2020 fiscal year, CFMWS had 42 active PIBs, but did not submit any new PIB to TBS for registration. One (1) institution-specific PIB (NPF Employee Personnel Records – PPU 865) was terminated by TBS as the related standard PIB had been registered in the previous year.

CFMWS does not have any exempt banks regarding NPP and the Staff of the NPF, Canadian Forces.

Part III – Highlights of the statistical report

Government institutions complete statistical reporting forms on the administration of the Act, as prescribed by the Treasury Board of Canada Secretariat (TBS), since 1983. The 2019-2020 statistical report on the *Privacy Act* is attached at Annex B. This is the third report prepared by CFMWS on NPP ATIP activities.

1. Requests under the *Privacy Act*

The NM ATIP processes all requests received by CFMWS pursuant to the *Privacy Act*. Each request is first reviewed for clarity and then assigned to one or more divisions of CFMWS that become responsible for locating and retrieving the records containing the information sought.

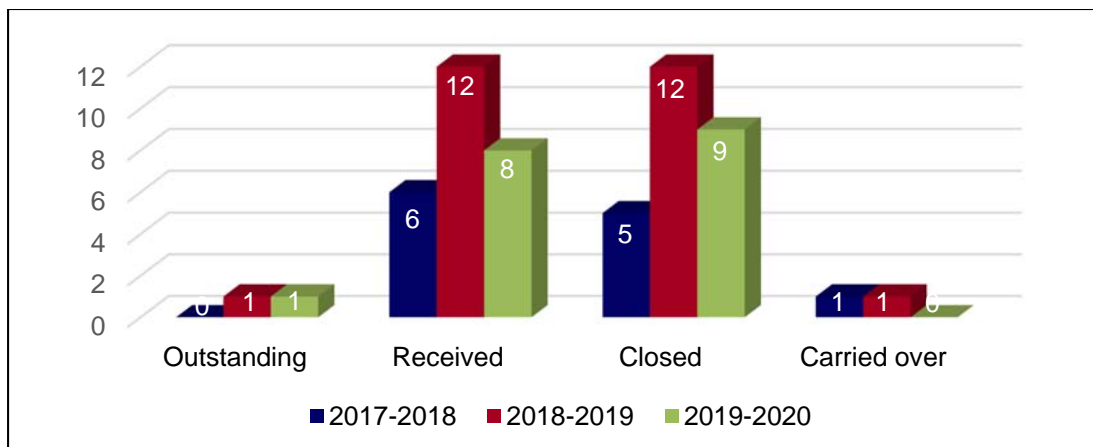
The CFMWS divisions review their relevant records and provide recommendations to the NM ATIP on any sensitivity related to their disclosure. Where necessary, the NM ATIP also undertakes consultations with other organizations before making a decision on disclosure. The NM ATIP then notifies the requester and provides access to all of the records that can be disclosed.

1.1. Number of requests

In addition to the request outstanding from the previous fiscal year, CFMWS received eight (8) new privacy requests, for a total of nine (9) requests in progress in 2019-2020. This represents a 33 percent decrease compared with the previous reporting period.

All of the nine (9) requests in progress were completed in 2019-2020. Chart I provides an overview of the volume of requests processed by CFMWS over the past three fiscal years.

Chart I – Volume of Access to Information Requests

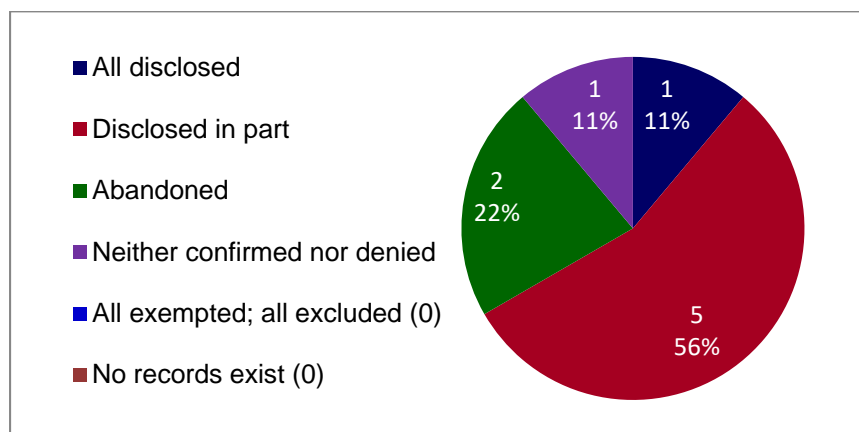


2. Requests closed during the reporting period

2.1. Disposition and completion time

Of the nine (9) requests completed, information was released in whole or in part for six (6) requests (67 percent), two (2) requests (22 percent) were abandoned by the requesters, and in one (1) case (11 percent) CFMWS neither confirmed nor denied whether the requested personal information exists. The average processing time for all requests completed was 35 days, which is similar to the previous period. Chart II provides an overview of the disposition of the privacy requests closed by CFMWS during the fiscal year.

Chart II – Disposition of privacy requests closed



2.2. Exemptions and exclusions

An individual's right of access to his/her personal information under the *Privacy Act* is limited by a number of exemptions specified in sections 18 through 28 of the legislation.

Pursuant to section 69 and 70, the Act does not apply to material that is published or available for purchase, library or museum material preserved solely for public record, material deposited with the Library and Archives Canada, as well as records considered to be confidences of the Queen's Privy Council of Canada.

Annex B shows the sections of the Act invoked to refuse access. For clarity purposes, if five different exemptions and/or exclusions were applied in one request, each relevant section is reported for a total of five. If the same exemption or exclusion was used several times in the same request, it is reported only once.

In 2019-2020, the majority of the records processed by CFMWS contained personal information about individuals other than the requester that was protected in accordance with section 26 of the Act. Two (2) requests contained information subject to solicitor-client privilege pursuant to section 27 of the Act. There was no exclusion pursuant to sections 69 and 70 of the Act during the reporting period.

2.3. Format of information released

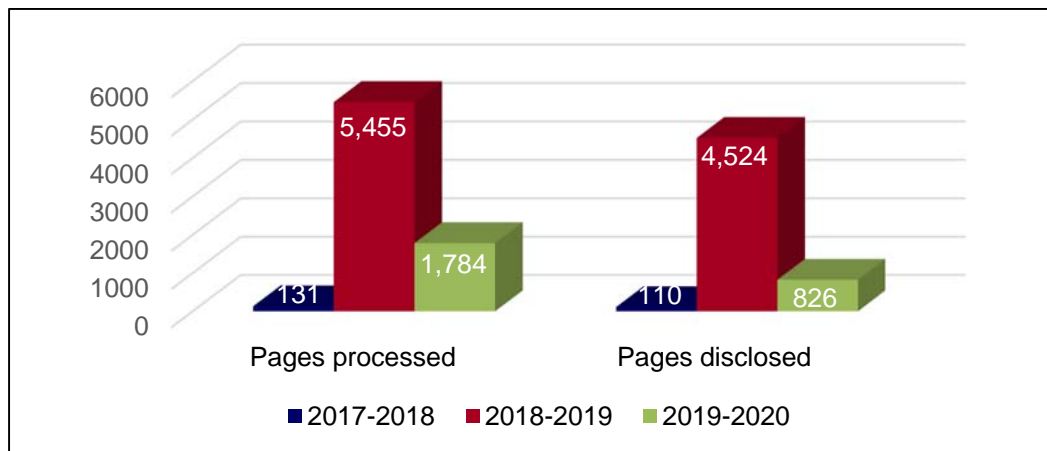
In order to provide quick and efficient client service and to minimize costs as well as the environmental footprint related to printing and the use of paper, CFMWS sends its correspondence by email as well as the records (secured by password), when possible. Otherwise, the information is put on CD or printed on paper and sent by regular mail.

Of the six (6) requests in which information was released (*all disclosed or disclosed in part*), all of the records (100 percent) were provided in electronic format. There was no case where access was provided in the form of paper copies or in other formats.

2.4. Complexity

CFMWS processed 1,784 pages and released 826 pages during the reporting period, which represents a substantial decrease compared with the previous fiscal year. While on average the files contained 295 pages for review, one (1) case had more than 1000 pages. Chart III provides the number of pages processed and disclosed by CFMWS over the past three (3) fiscal years.

Chart IV – Number of pages processed and disclosed



Aside from the volume of records and necessary consultations with legal services, one (1) case had other complexities.

2.5 Deemed refusals

There was no request closed past the statutory deadline. All of the requests completed (100 percent) were closed within the initial 30 days or the extended due date under the Act.

2.6. Requests for translation

There was no request for the translation of information from one official language to another.

3. Disclosures pursuant to subsections 8(2) and 8(5) of the Act

During 2019-2020, CFMWS did not make any disclosures of personal information to investigative bodies in accordance with paragraph 8(2)(e) of the Act.

There was no disclosure made in the public interest under paragraph 8(2)(m) of the Act and therefore no need to notify the OPC pursuant to subsection 8(5) of the Act.

4. Requests for correction of personal information and notations

There was no request for the correction of personal information or for notations to be placed on a file.

5. Extensions

Of the nine (9) requests closed during the fiscal year, three (3) requests (33 percent) needed to be extended in accordance with section 15(a)(i) of the Act due to the volume of records and meeting the original time limit would have unreasonably interfered with the operations of the institution.

6. Consultations from other government institutions and organizations

CFMWS did not receive any consultations during the reporting period.

7. Consultations on Cabinet confidences

There was no consultation undertaken with Legal Services or the Privy Council Office on Cabinet confidences.

8. Complaints and investigations

In 2019-2020, CFMWS did not receive any complaints and investigation notices from the Office of the Privacy Commissioner of Canada.

There was no application for a judicial review filed with the Federal Court during the reporting period.

9. Privacy impact assessments

In accordance with the TBS Directive on Privacy Impact Assessment (PIA), 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;
- upon substantial modifications to existing programs or activities where personal information is used or intended to be used for an administrative purpose; and
- when contracting out or transferring a program or activities to another level of government or the private sector results in substantial modifications to the program or activities.

CFMWS did not complete any PIA in 2019-2020.

10. Resources related to the *Privacy Act*

The total costs associated with the administration of the *Privacy Act* amounted to \$58,887 for the 2019-2020 fiscal year. This was mainly covering half of the salary and employer costs of the NM ATIP, a full time employee of the Staff of the NPF, Canadian Forces, and the other half is included in the *Access to Information Act* report.


Annex A
Designation Order

Pursuant to section 73 of the *Access to Information Act* and the *Privacy Act* (the "Acts"), The Minister of National Defence, as the head of a government institution under these Acts, hereby designates the persons holding the following positions or the persons occupying those positions on an acting basis, to exercise all of the powers and perform the duties and functions of the head of a government institution under these Acts concerning non-public property and related or assigned services, programs and operations*:

- (a) The Managing Director NPP/CEO of the Staff of the Non-Public Funds, Canadian Forces;
- (b) The Chief of Staff and Vice President Corporate Services; and
- (c) The National Manager Access to Information and Privacy Program

*For greater certainty, this includes all non-public property vested in the commanders of units and other elements and in the Chief of the Defence Staff established under section 38 to 41 of the National Defence Act; all activities of the Staff of the Non-Public Funds, Canadian Forces; and all non-public property services, programs and operations including those public Alternative Service Delivery functions assigned to be executed under the non-public property framework.

Approved



The Hon. Harjit S. Sajjan, PC, OMM, MSM, CD, MP
Minister of National Defence

21 Feb 17

Date

Annex B
Statistical report
on the *Privacy Act*



Statistical Report on the *Privacy Act*

Name of institution: Canadian Forces Morale and Welfare Services

Reporting period: 2019-04-01 to 2020-03-31

Section 1 – Requests Under the *Privacy Act*

1.1 Number of requests

	Number of Requests
Received during reporting period	1
Outstanding from previous reporting period	8
Total	9
Closed during reporting period	9
Carried over to next reporting period	0

Section 2 – Requests Closed During the Reporting Period

2.1 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	0	1	0	0	0	0	0	1
Disclosed in part	1	1	2	1	0	0	0	5
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	0	0	0	0	0	0	0
Request abandoned	1	1	0	0	0	0	0	2
Neither confirmed nor denied	0	1	0	0	0	0	0	1
Total	2	4	2	1	0	0	0	9

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)	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	6
19(1)(f)	0	22.1	0	27	2
20	0	22.2	0	27.1	0
21	0	22.3	0	28	0
		22.4	0		

2.3 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

2.4 Format of information released

Paper	Electronic	Other
0	6	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
1784	826	9

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	1	1	0	0	0	0	0	0	0	0
Disclosed in part	2	84	3	741	0	0	0	0	0	0
All exempted		0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	2	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	1	0	0	0	0	0	0	0	0	0
Total	6	85	3	741	0	0	0	0	0	0

2.5.3 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	1	1
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	1	0	0	1
Neither confirmed nor denied	0	0	0	0	0
Total	0	1	0	1	2

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	9
Percentage of requests closed within legislated timelines (%)	100

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
0	0	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	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

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
0	0	0	0

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	
3	0	3	0	0	0	0	0	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	3	0	0	0	0	0	0
31 days or greater								0
Total	0	3	0	0	0	0	0	0

Section 6 – Consultations Received From Other Institutions and Organizations

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	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 to the next reporting period	0	0	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	
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

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	
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
0	0	0	0	0

Section 9 – Privacy Impact Assessments (PIA) and Personal Information Banks (PIB)

9.1 Privacy Impact Assessments

Number of PIA(s) completed	0
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9.2 Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
	42	0	1	0

Section 10 – Material Privacy Breaches

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

Section 11 – Resources Related to the *Privacy Act*

11.1 Costs

Expenditures		Amount
Salaries		\$58,887
Overtime		\$0
Goods and Services		\$0
• Professional services contracts	\$0	
• Other	\$0	
Total		\$58,887

11.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	0.50
Part-time and casual employees	0.00
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.00
Total	0.50

Note: Enter values to two decimal places.

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Requests affected by COVID-19 measures

The following table reports the total number of formal requests received during two periods: 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

Table 1 – Requests Received

		Column (Col.) 1
		Number of requests
Row 1	Received from 2019-04-01 to 2020-03-13	8
Row 2	Received from 2020-03-14 to 2020-03-31	0
Row 3	Total¹	8

¹ – Total for Row 3 should equal the total in the Privacy Statistical Report Section 1.1 Row 1

The following table reports the total number of requests closed within the legislated timelines and the number of closed requests that were deemed refusals during two periods 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

Table 2 – Requests Closed

		Col. 1	Col. 2
		Number of requests closed within the legislated timelines	Number of requests closed past the legislated timelines
Row 1	Received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting periods	9	0
Row 2	Received from 2020-03-14 to 2020-03-31	0	0
Row 3	Total²	9	0

² – Total for Row 3 Col. 1 should equal the total in the Privacy Statistical Report Section 2.6.1 Row 1. Total for Row 3 Col. 2 should equal the total in the Privacy Statistical Report Section 2.7.1. Col. 1 Row 1

The following table reports the total number of requests carried over during two periods: 2019-04-01 to 2020-03-13 and 2020-03-14 to 2020-03-31.

Table 3– Requests Carried Over

		Col. 1
		Number of requests
Row 1	Received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting periods that were carried over to the 2020-2021 reporting period	0
Row 2	Received from 2020-03-14 to 2020-03-31 that were carried over to the 2020-2021 reporting period	0
Row 3	Total³	0

³ – Total for Row 3 should equal the total in the Privacy Statistical Report Section 1.1 Row 5