



ANNUAL REPORT

PRIVACY ACT

April 1, 2021 to March 31, 2022

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1. INTRODUCTION

This is the 38th Annual Report to Parliament submitted by the Canadian Human Rights Commission (the Commission) pursuant to section 72 of the *Privacy Act* (PA).

The purpose of the PA is to protect the privacy of individuals with respect to personal information about themselves held by a government institution and to provide individuals with a right of access to that information.

Section 72 of the PA requires that the head of every government institution shall prepare, for submission to Parliament, an annual report on the administration of the Act within the institution during each fiscal year.

This report describes the work of the Commission's Access to Information and Privacy Office for the fiscal year (FY) 2021-2022.

About the Commission

The Canadian Human Rights Commission is Canada's human rights watchdog. We work for the people of Canada and operate independently from the Government. The Commission helps ensure that everyone in Canada is treated fairly, no matter who they are. We are responsible for representing the public interest and holding the Government of Canada to account on matters related to human rights. The Canadian Human Rights Act gives the Commission the authority to research, raise awareness, and speak out on any matter related to human rights in Canada. The Commission is responsible for administering the Act, which protects people in Canada from discrimination when based on any of the grounds of discrimination such as race, sex and disability.

The Accessible Canada Act, the Employment Equity Act, and the Pay Equity Act give the Commission the authority to work with federally regulated employers to ensure they are preventing discrimination and promoting inclusion through proactive compliance with these laws. This contributes to the elimination of employment barriers and wage discrimination in federally regulated workplaces for women, Indigenous peoples, people with disabilities and racialized groups.* The Commission also serves as the National Monitoring Mechanism for Canada's implementation of the United Nations Convention on the Rights of Persons with Disabilities. This designates the Commission as the body responsible for monitoring how the Convention is put into action in Canada, and to identify gaps and priority issues that need to be addressed.

Our Mandate

The Commission protects the core principle of equal opportunity and promotes a vision of an inclusive society free from discrimination by:

- promoting human rights through research and policy development;
- protecting human rights through a fair and effective complaints process;

* The Employment Equity Act uses the term "visible minorities." The Commission is of the view that this is an antiquated term. The Commission is using the term "racialized groups" in the interim.

- representing the public interest to advance human rights for all Canadians; and
- auditing employers under federal jurisdiction for compliance with employment equity.
- help federally regulated employers and services create a barrier-free Canada through the proactive identification, removal, and prevention of barriers to accessibility;
- promote women’s equality by ensuring that federal public and private sector organizations value the work done by women in the same as they value work done by men; and
- drive change on key systemic housing issues and advance the right for housing for all in Canada.

2. ORGANIZATIONAL STRUCTURE

The ATIP Office is organizationally housed within the IM/IT Division, which is part of the Corporate Management Branch.

In fiscal year 2021-2022, the ATIP Unit was composed of a Manager, an ATIP Coordinator, a Senior ATIP Analyst, an ATIP Analyst, and an ATIP Officer. Also, the ATIP Unit received assistance from an ATIP Consultant.

The ATIP Unit processes formal and informal requests, consultations and complaints the Commission receives pursuant to the *Access to Information Act* and the *Privacy Act*, and produces Annual Reports and the Info Source in accordance with these Acts. In addition, the ATIP Unit investigates and reports on privacy incidents.

Furthermore, the ATIP Unit provides subject matter expert advice and training to all staff, compiles statistics as required, and prepares weekly reports to provide updates with respect to the active *Privacy Act* requests, consultations, and complaints submitted to the Office of the Privacy Commissioner (OPC) for senior management.

3. SIGNED DELEGATION ORDER

The Delegation Order sets out the powers, duties and functions for the administration of the PA that has been delegated by the head of the institution, the Chief Commissioner.

The Chief Commissioner has delegated her decision-making authority under the *Privacy Act* to the Director General of the Corporate Management Branch. The power to process requests is delegated to the ATIP Office. As the functional delegate, the Director General oversees the processing of requests, the internal investigations on privacy breaches, and the handling of complaints.

Please refer to Appendix A for a copy of the Signed Delegation Order.

4. STATISTICAL REPORT

During the period under review, April 1, 2021 to March 31, 2022, the Commission received **33 new requests**, 10 were outstanding from the previous reporting period, and 1 was outstanding from more than one reporting period making **a total of 44**. Of these, **36 requests were completed** during this reporting period and **8 were carried over to the next reporting period**. During this 2021-2022 reporting period, the Commission received 13 Privacy requests more than last reporting year representing a 36% increase.

We note that most requests were submitted from individuals who have filed complaints at the Commission alleging discrimination on the basis of one or more of the prohibited grounds under the CHRA:

-  race;
-  national or ethnic origin;
-  colour;
-  religion;
-  age;
-  sex;
-  sexual orientation;
-  gender identity or expression;
-  marital status;
-  family status;
-  disability;
-  genetic characteristics; and
-  a conviction for which a pardon has been granted or a record suspended.

Of the **11** requests carried over from previous fiscal years, 4 were completed within legislated timelines during the reporting year, 5 were completed beyond legislated timelines during the reporting year, and 2 were carried over beyond legislated timelines to the next reporting period (2022-2023). Extensions of 30 days were taken for 8 of the 11 requests. No extension was taken for 3 of the requests that were completed within legislated timelines.

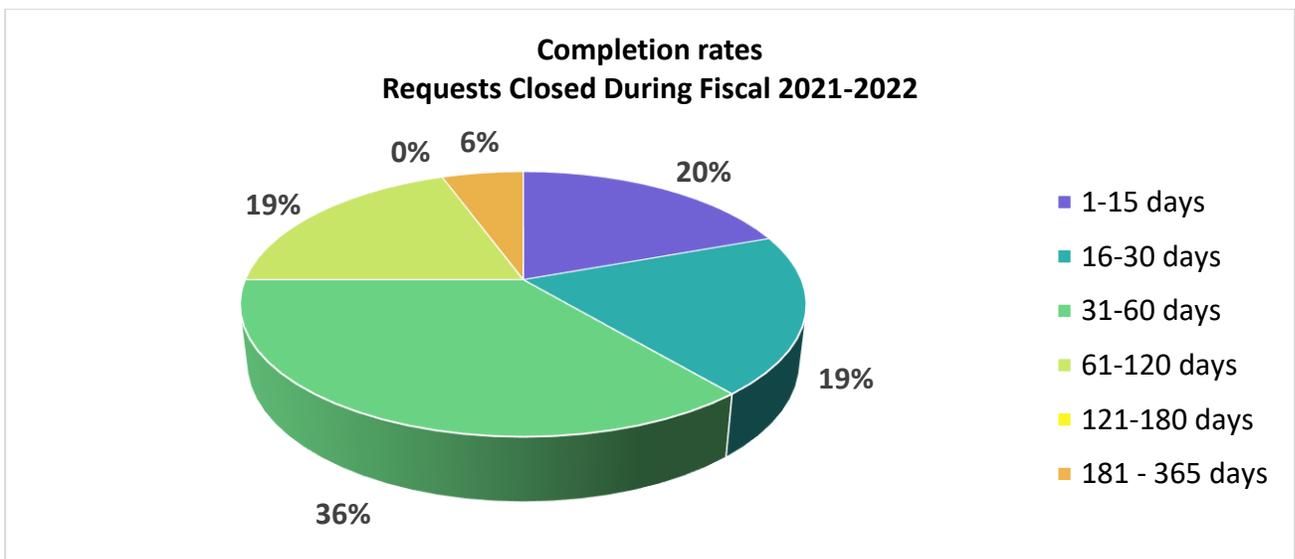
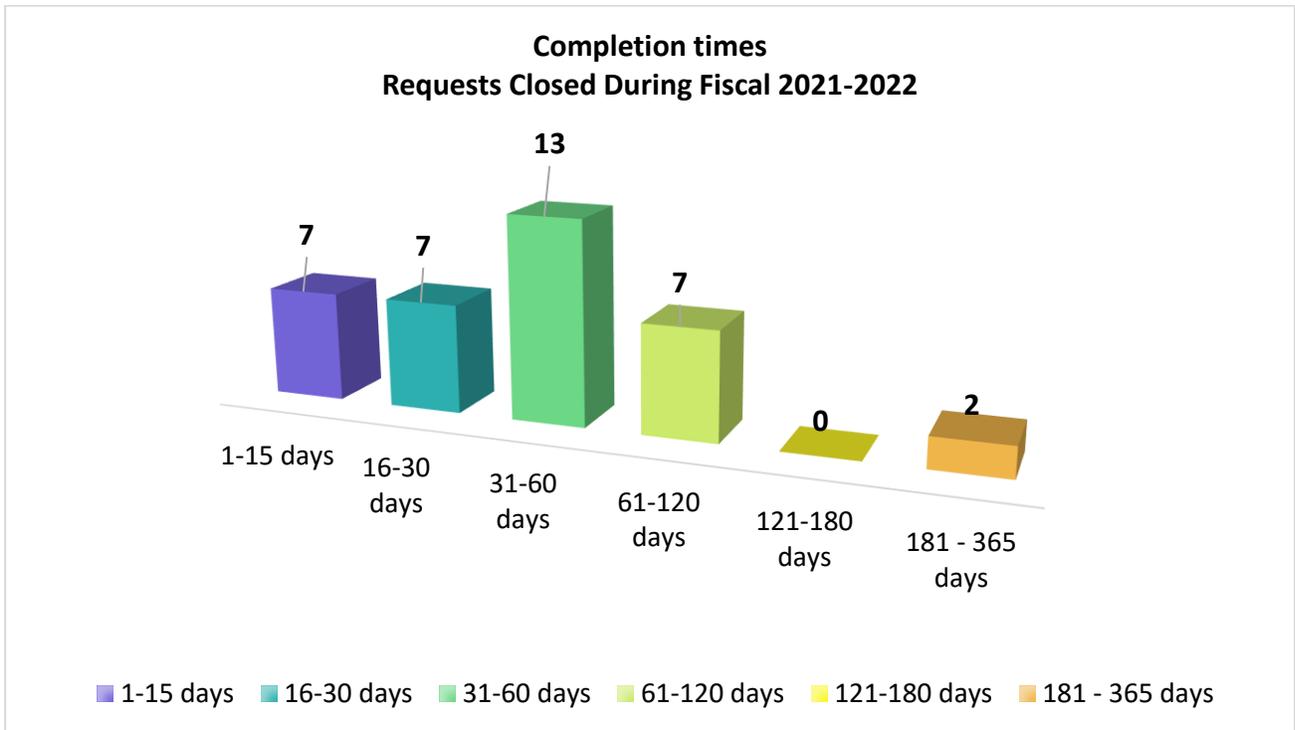
Out of the **33 new requests** received during this period, 21 were made online, 7 were made by e-mail, 2 were mailed, 2 were by telephone and one request was made by fax. Although the Privacy Act requires that requests for personal information be made in writing, the CHRC accepts requests made by telephone when it is necessary to accommodate requesters.

Of the **36 requests completed** during this period, 28 minutes and 15,099 relevant pages were processed, 8,497 pages were released, and the disposition of each request was as follows:

- 10, or 27.8%, and totalizing 1,591 pages, were All disclosed;
- 17, or 47.2%, and totalizing 13,448 pages, were Disclosed in part;
- 2, or 5.6%, and totalizing 60 pages, were All exempted;
- 2, or 5.6%, were No records exist; and
- 5, or 13.8%, were Request abandoned.

The completion times of the **36 Privacy requests closed during this reporting period** were as follows:

- 7 requests took between 1 to 15 days;
- 7 requests took between 16 to 30 days;
- 13 requests took between 31 to 60 days;
- 7 requests took between 61 to 120 days;
- 0 requests took between 121 to 180 days; and,
- 2 requests took between 181 to 365 days.



Consultations:

A consultation is when the record(s) responding to a particular request are transmitted from another organization (federal, provincial, territorial, municipal) to the Commission for review, and to advise recommendations if any exemptions are needed.

During this reporting period, the Commission received **6 consultation requests** from other Government of Canada institutions and reviewed 112 pages. All consultations were closed during the reporting period and there were none carried over from the last reporting period. The completion times were as follows:

- 5 consultation requests took 1 to 15 days; and
- 1 consultation request took 16 to 30 days.

The recommendation was to disclose all records on each consultation request.

Informal requests:

An informal request is a request for information that is not processed under the Act. There are no deadlines for responding. Also, the requester has no statutory right to complain to the Office of the Privacy Commissioner of Canada.

The Commission did not receive any **informal requests** during this reporting period.

Multi-year trends

Figure 1 demonstrates the number of requests received, processed and completed during each fiscal year over the past five years. We observe that the number of requests received, processed and completed during the fiscal year 2021-2022 has significantly increased.

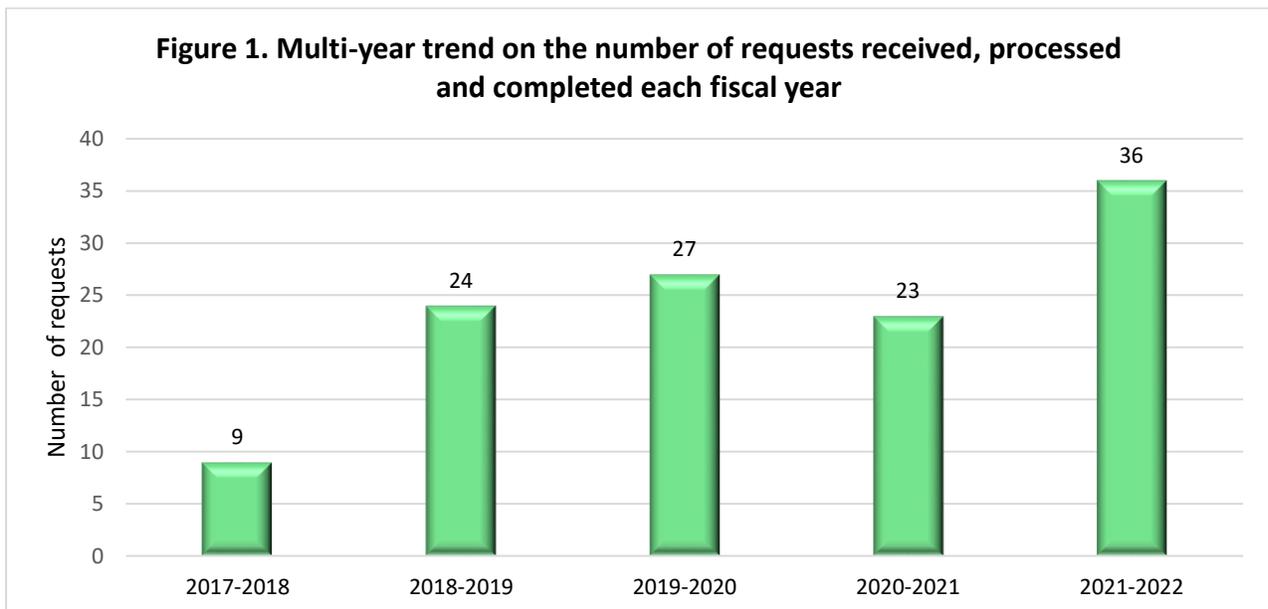
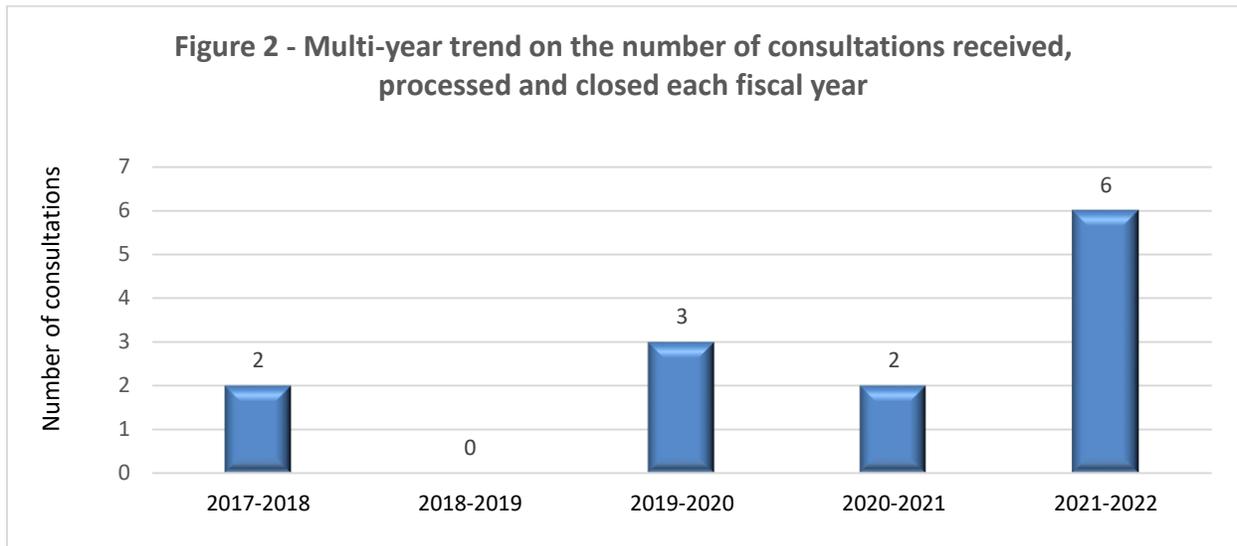
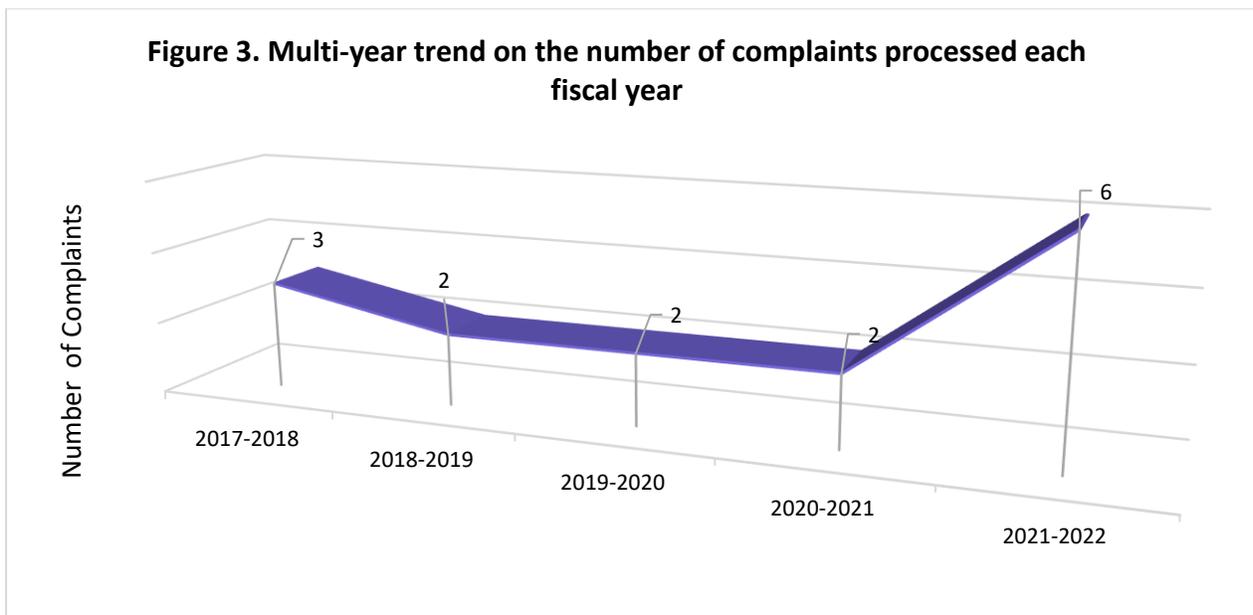


Figure 2 shows the number of consultations received, processed and closed during each reporting period. Although there is no consistent pattern in these numbers to set a specific trend, it is clear that the number of consultations received, processed and closed has increased during the reporting period.



With respect to figure 3, the graph shows the number of complaints processed during each reporting period, which includes those received during the fiscal year and carried over from previous fiscal years. The Commission received 5 new complaints during the reporting period and 1 was carried over from the previous fiscal year. The ATIP unit has consistently worked on 2 complaint files per year during the previous three fiscal years, and worked on a total of 6 complaints during the reporting period. This is further explained on page 10.



Requests Closed Past the Statutory Deadline

The Commission is committed to completing requests in a timely fashion. During this reporting period, 26 requests, or 72.2%, were responded to within the legislated timelines, while 10 requests, or 27.8%, were Closed Past the Statutory Deadline. The details are explained in the following table and further expanded below.

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Interference with Operations / Workload	External Consultation	Internal Consultation	Other
10	10	0	0	0

Out of the 10 requests that were closed past the statutory deadline, the Commission took an extension on 8 requests due to volume pursuant to s. 15(a)(i) because meeting the original time limit would unreasonably interfere with the operations. The Commission did not take an extension on the remaining 2 requests which were closed past the statutory deadline due to workload. In fact, during the second and third quarters of the 2021-2022 fiscal year, the workload was double what we usually see.

Impact experienced in relation to the processing of ATIP requests due to COVID-19

With respect to the exceptional and unprecedented situation experienced worldwide due to COVID-19, the Commission continued to operate under alternative work arrangements in order to keep its staff and the public safe. However, given the presence of the information management team in the office, the ATIP team was able to process certain documents in paper format. In regard to electronic documents, the Commission has changed its way of working, and now all the documents produced are in electronic format. Documents received in paper format are systematically scanned. Thus, compared to the 2020-2021 fiscal year, the Commission's ability to access documents has increase and all Commission staff now have access to the office and paper documents.

Application of Exemptions

Partial exemptions claimed under the PA were invoked in **15 requests**. For some requests, more than one exemption was invoked.

Sections of the PA	Number of requests
<p><u>Section 22(1)(b)</u> - Law enforcement and investigation – where the head of a government institution may refuse to disclose any personal information requested under subsection 12(1)</p> <p>(b) the disclosure of which could reasonably be expected to be injurious to the enforcement of any law of Canada or a province or the conduct of lawful investigations, including, without restricting the generality of the foregoing, any such information</p> <ul style="list-style-type: none">(i) relating to the existence or nature of a particular investigation,(ii) that would reveal the identity of a confidential source of information, or(iii) that was obtained or prepared in the course of an investigation;	7
<p><u>Section 26</u> - Information about another individual - where the head of a government institution may refuse to disclose any personal information requested under subsection 12(1) about an individual other than the individual who made the request, and shall refuse to disclose such information where the disclosure is prohibited under section 8.</p>	14
<p><u>Section 27</u> - Protected information — solicitors, advocates and notaries - where the head of a government institution may refuse to disclose any personal information requested under subsection 12(1) that is subject to solicitor-client privilege or the professional secrecy of advocates and notaries or to litigation privilege.</p>	15

NOTE: Legal Advice Sought

During the reporting period, legal advice was requested **28** times for issues regarding *Privacy Act*. We note that the Commission is developing a legal case management system, and so this information was gathered informally.

Please refer to Appendix B for the statistical report on the *Privacy Act*.

5. EDUCATION AND TRAINING ACTIVITIES

The ATIP Office provides policy and processing advice to Commission staff on the PA as needed. During this fiscal year, the ATIP Unit finalized a new training that focuses on the role and the responsibilities of the Offices of Primary Interest (OPI) when responding to ATIP requests. Thus, the Commission has two types of training that can be provided to various teams. One includes a general overview of ATIP, discussing the 8 steps involved in the processing of ATIP requests, drawing on the information available in the Canada School of Public Service online ATIP module. The training also touches on the various responsibilities of the Commission staff members that need to be completed in response to an ATIP request, and in response to privacy breaches. The second training consists of a summary of the first one, but focuses on explaining how to read a request, how and where to search for records, how to retrieve them, how to determine which records are responsive, and how to send the responsive records to the ATIP Unit. This training also touches on best practices of information management and a staff member from the Information Management Unit is always present to assist the ATIP trainer when answering questions. As this second part is very interactive, participants can ask questions during the presentation and the trainer makes demonstrations on different actions that the OPI needs to take when processing an ATIP request.

The ATIP Unit offered both types of training this fiscal year and shared with different branches the PowerPoint presentations in both English and French. The 8 steps training was provided once with emphasis on privacy breaches. The new training was provided to one Unit, as well as, one on one training to new CHRC staff members. We note there is no official tracking system for these activities.

Employees wanting more training for their personal and professional development are also referred to the Treasury Board Secretariat (TBS) training calendar and the Canada School of Public Service.

6. INSTITUTIONAL POLICIES AND PROCEDURES

The functioning of the ATIP Office is governed by the TBS's policies and the Commission's internal policies.

With respect to COVID-19, as previously indicated, although Commission staff continued to operate under alternative work arrangements following the recommendations of public health officials, the presence of the information management team in the office allowed the ATIP team to process certain documents in paper format. Moreover, given the improvements concerning the pandemic situation during the course of the reporting period, all Commission staff had access to the offices and paper documents. The ATIP Unit continues to flag the files affected by the pandemic in the Commission's ATIP case management system as previously recommended by TBS.

Ongoing review and business re-engineering of the CHRC's practices concerning the processing of requests is always a top consideration. This review serves to improve our policies and practices. For example, as indicated earlier, the Commission transitioned to electronic records, as such, the documents that are produced exist in electronic format, and the documents that are received in paper format are systematically scanned. This has resulted in processing primarily electronic records for the ATIP Unit.

To make the ATIP functions operate more smoothly, the CHRC continues to develop its

procedures to take into account the complexity of the requests to achieve our goal of fulfilling our mandate under the ATIA within the prescribed deadlines.

In line with our commitment to finding efficiencies, the ATIP Unit continues to refine the tools for OPIs and the Commission as a whole providing information on best practices, including on how to respond to an ATIP request, the retrieval of responsive records, and the reporting of privacy breaches.

7. PRIVACY ACT COMPLAINTS

The Commission received **5 new complaints** during this reporting period. Furthermore, the Commission worked on 1 complaint that was carried forward from the previous fiscal year.

COMPLAINTS RECEIVED DURING FISCAL 2021-2022	REASON FOR COMPLAINT	STATUS
Received April 21, 2021	Refusal-Delay	<ul style="list-style-type: none"> ▪ Closed – September 22, 2020 ▪ Well founded ▪ Resolved
Received January 7, 2022	Refusal-Delay	<ul style="list-style-type: none"> ▪ Closed – February 24, 2022 ▪ Well founded ▪ Resolved
Received January 10, 2022	Refusal-General	<ul style="list-style-type: none"> ▪ Ongoing
Received January 28, 2022	Refusal-Exemptions	<ul style="list-style-type: none"> ▪ Ongoing
Received February 8, 2022	Refusal-General	<ul style="list-style-type: none"> ▪ Ongoing
COMPLAINTS CARRIED FORWARD FROM PREVIOUS FISCAL 2020-2021	REASON FOR COMPLAINT	STATUS
Received February 18, 2021	Refusal-General	<ul style="list-style-type: none"> ▪ Ongoing

8. TIME TO PROCESS A REQUEST

Requests are monitored daily and information about the different processing stages is entered into the Commission's case management program.

Delays in processing requests primarily occur when consultations are needed or when handling voluminous records. When it appears that a delay in processing a request is inevitable, the ATIP staff will contact the requester. If the requester cannot be reached, the Manager will be notified of any concerns; and if necessary, the ATIP delegate will be notified to ensure that the request is being processed in a reasonable time frame.

The ATIP Delegate will bring any issues to the Executive Director's attention and the Executive Director will discuss with the Chief Commissioner, as required.

9. MATERIAL PRIVACY BREACHES

There were no material privacy breaches during the reporting period.

10. PRIVACY IMPACT ASSESSMENT

Preliminary Privacy Impact Assessments initiated:	0
Preliminary Privacy Impact Assessments completed:	0
Privacy Impact Assessments initiated:	0
Privacy Impact Assessments completed:	0
Privacy Impact Assessments forwarded to the Office of the Privacy Commissioner:	0

There were no PIA activities during the reporting period.

11. DISCLOSURE OF PERSONAL INFORMATION UNDER SUBSECTION 8(2)(m)

There was no disclosure under subsection 8(2)(m) during the reporting period.

APPENDIX A

Access to Information Act and Privacy Act Delegation Order

Arrêté sur la délégation en vertu de la Loi sur l'accès à l'information et de la Loi sur la protection des renseignements personnels

The Chief Commissioner, Canadian Human Rights Commission, pursuant to section 73 of the *Access to Information Act* and the *Privacy Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying the positions on an acting basis, to exercise the powers and functions of the Chief Commissioner as the head of a government institution, under the section of the Act set out in the schedule opposite each position. This delegation replaces any and all previous designations/delegations.

En vertu de l'article 73 de la *Loi sur l'accès à l'information* et de la *Loi sur la protection des renseignements personnels*, la président, Commission canadienne des droits de la personne délègue aux titulaire des postes mentionnés aux annexes ci-après, ainsi qu'aux personnes occupant a titre intérimaire lesdits postes, les attributions dont il est, en qualité de responsable d'une institution fédérale, investi par les articles de la Loi mentionnés en regard de chaque poste. Le présent document remplace et annule toute désignation/délégation précédentes.

Schedule/Annexe

Position/Poste	<i>Privacy Act and Regulations / Loi sur la protection des renseignements personnels et règlements</i>	<i>Access to Information Act and Regulations / Loi sur l'accès à l'information et règlements</i>
Executive Director / Directeur exécutif	Full Authority to waive solicitor-client privilege under 27 / Autorité absolue pour renonciation au secret professionnel des avocats de moins de 27	Full Authority to waive solicitor-client privilege under 23 / Autorité absolue pour renonciation au secret professionnel des avocats de moins de 23
Director General, Corporate Management Branch / Directeur(trice) générale, Direction de la general intégrée	Full Authority except to waive solicitor-client privilege under 27 / Autorité absolue sauf pour renonciation de secret professionnel des avocats de moins de 27	Full Authority except to waive solicitor-client privilege under 23 / Autorité absolue sauf pour renonciation de secret professionnel des avocats de moins de 23
Coordinator, Access to Information and Privacy / Coordinateur(trice), l'accès à l'information et de la protection des renseignements personnels	8(4), 9(1), 9(4), 10, 14(b), 15, 17(1), 17(2)*, 17(3)*, 31, 33(2), 77	4(2.1), 7(b), 8(1), 9, 11, 12(1), 12(2)*, 12(3)*, 26, 27(1), 27(4), 28(4), 33, 35(2), 43(1), 44(2), 71(1), 77

* Delegation conditional on consultation with Director General, Corporate Management Branch / Délégation conditionnelle sur la consultation au Directeur(trice) général, Direction de la general intégrée.

Dated, at the City of Ottawa,
this 22 day of July, 2019

Daté à la ville d'Ottawa,
ce 22 jour de juillet 2019

LA PRÉSIDENT
MARIE-CLAUDE LANDRY


MARIE-CLAUDE LANDRY
CHIEF COMMISSIONER

APPENDIX B



Statistical Report on the *Privacy Act*

Name of institution: Canadian Human Rights Commission

Reporting period: 4/1/2021 to 3/31/2022

Section 1: Requests Under the *Privacy Act*

1.1 Number of requests received

		Number of Requests
Received during reporting period		33
Outstanding from previous reporting periods		11
• Outstanding from previous reporting period	10	
• Outstanding from more than one reporting period	1	
Total		44
Closed during reporting period		36
Carried over to next reporting period		8
• Carried over within legislated timeline	3	
• Carried over beyond legislated timeline	5	

1.2 Channels of requests

Source	Number of Requests
Online	21
E-mail	7
Mail	2
In person	0
Phone	2
Fax	1
Total	33

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	
Total		0
Closed during reporting period		0
Carried over to next reporting period		0

2.2 Channels of informal requests

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

2.3 Completion time of informal requests

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

2.4 Pages released informally

Less Than 100 Pages Released		100-500 Pages Released		501-1000 Pages Released		1001-5000 Pages Released		More Than 5000 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							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	1	4	5	0	0	0	0	10
Disclosed in part	2	1	7	5	0	2	0	17
All exempted	0	0	0	2	0	0	0	2
All excluded	0	0	0	0	0	0	0	0
No records exist	1	1	0	0	0	0	0	2
Request abandoned	3	1	1	0	0	0	0	5
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	7	7	13	7	0	2	0	36

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)	7	24(b)	0
19(1)(d)	0	22(1)(c)	0	25	0
19(1)(e)	0	22(2)	0	26	14
19(1)(f)	0	22.1	0	27	15
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	
7	21	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
15099	8497	34

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	5	268	4	592	1	731	0	0	0	0
Disclosed in part	4	258	8	2693	1	836	4	9661	0	0
All exempted	2	60	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	5	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	16	586	12	3285	2	1567	4	9661	0	0

3.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
28	0	1

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	1	28	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	1	28	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	10	0	10
Disclosed in part	3	3	17	1	24
All exempted	0	2	2	0	4
All excluded	0	0	0	0	0
Request abandoned	0	0	1	0	1
Neither confirmed nor denied	0	0	0	0	0
Total	3	5	30	1	39

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	26
Percentage of requests closed within legislated timelines (%)	72.22222222

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
10	10	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	3	3
16 to 30 days	1	2	3
31 to 60 days	1	1	2
61 to 120 days	0	0	0
121 to 180 days	0	2	2
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	2	8	10

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	
20	4	6	6	4	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	4	6	6	4	0	0	0	0
31 days or greater								0
Total	4	6	6	4	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
5	1	2	0	8

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

10.1 Privacy Impact Assessments

Number of PIAs completed	0
Number of PIAs modified	0

10.2 Institution-specific and Central Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	2	0	0	0
Central	71	0	0	0
Total	73	0	0	0

Section 11: Privacy Breaches

11.1 Material Privacy Breaches reported

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

11.2 Non-Material Privacy Breaches

Number of non-material privacy breaches	29
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Section 12: Resources Related to the Privacy Act

12.1 Allocated Costs

Expenditures		Amount
Salaries		\$143,276
Overtime		\$0
Goods and Services		\$18,513
• Professional services contracts	\$10,012	
• Other	\$8,501	
Total		\$161,789

12.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	1.476
Part-time and casual employees	0.100
Regional staff	0.000
Consultants and agency personnel	0.160
Students	0.000
Total	1.736

Note: Enter values to three decimal places.

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

Name of institution: Canadian Human Rights Commission

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	52
Able to receive requests by email	52
Able to receive requests through the digital request service	52

Section 2: Capacity to Process Records under the Access to Information Act and 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	0	52	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	0	0	52	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	3	8
Received in 2020-2021	0	2	2
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	5	10

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	5
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016 or earlier	0
Total	5

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	3	3	6
Received in 2020-2021	0	1	1
Received in 2019-2020	0	1	1
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	3	5	8

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	2
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	3

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