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# Access to Information and Privacy Statistical Report for the 2018 to 2019 Fiscal Year

From [Treasury Board of Canada Secretariat](#)

Openness, transparency and accountability are guiding principles of the Government of Canada.

The [Access to Information Act](#) and the [Privacy Act](#) both came into effect on July 1, 1983.

Paragraph 70(1)(d) of the *Access to Information Act* assigns responsibility to the President of the Treasury Board, as the designated minister, to collect statistics on an annual basis. These statistics are used to assess the performance of the Government of Canada's access to information and privacy programs.

This statistical report is an annual report of statistical information about the Government of Canada's access to information and privacy programs across all federal institutions subject to the two Acts for the period of April 1, 2018, to March 31, 2019. It also presents cumulative data from July 1, 1983, to March 31, 2019.

With respect to requests made under the *Access to Information Act*, five institutions received 80.8% of all requests received by the government in the 2018 to 2019 fiscal year. With respect to requests for personal information made under the *Privacy Act*, five institutions received 73.2% of all requests received by the government in the 2018 to 2019 fiscal year. As a result, the performance of these institutions is of particular interest when considering the performance of the programs. In order to provide Canadians with a more detailed view of the Government of Canada's access to information and privacy programs, this Report includes an Annex that presents disaggregated data for these five institutions.

The complete statistical dataset will be made available in open format on the Government of Canada's [Open Data Portal](#).

Each institution subject to the *Access to Information Act* and the *Privacy Act* tables an annual report in Parliament on the administration of each act in their institution. These reports can be found on institutions' websites.

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# Access to Information Act statistics for the 2018 to 2019 fiscal year

## Requests under the *Access to Information Act*

123,421 requests were received in the 2018 to 2019 fiscal year, an overall increase of 16.2% from the 2017 to 2018 fiscal year.

Of the 150,792 requests that were either received in the 2018 to 2019 fiscal year or outstanding from the previous fiscal year, 83% were closed. This is an increase from the 2017 to 2018 fiscal year: of the 125,329 requests received in the 2017 to 2018 fiscal year or outstanding from the previous fiscal year, 78% were closed.

Table 1 shows the number of requests received, closed and carried over under the *Access to Information Act* for the 2018 to 2019 fiscal year.

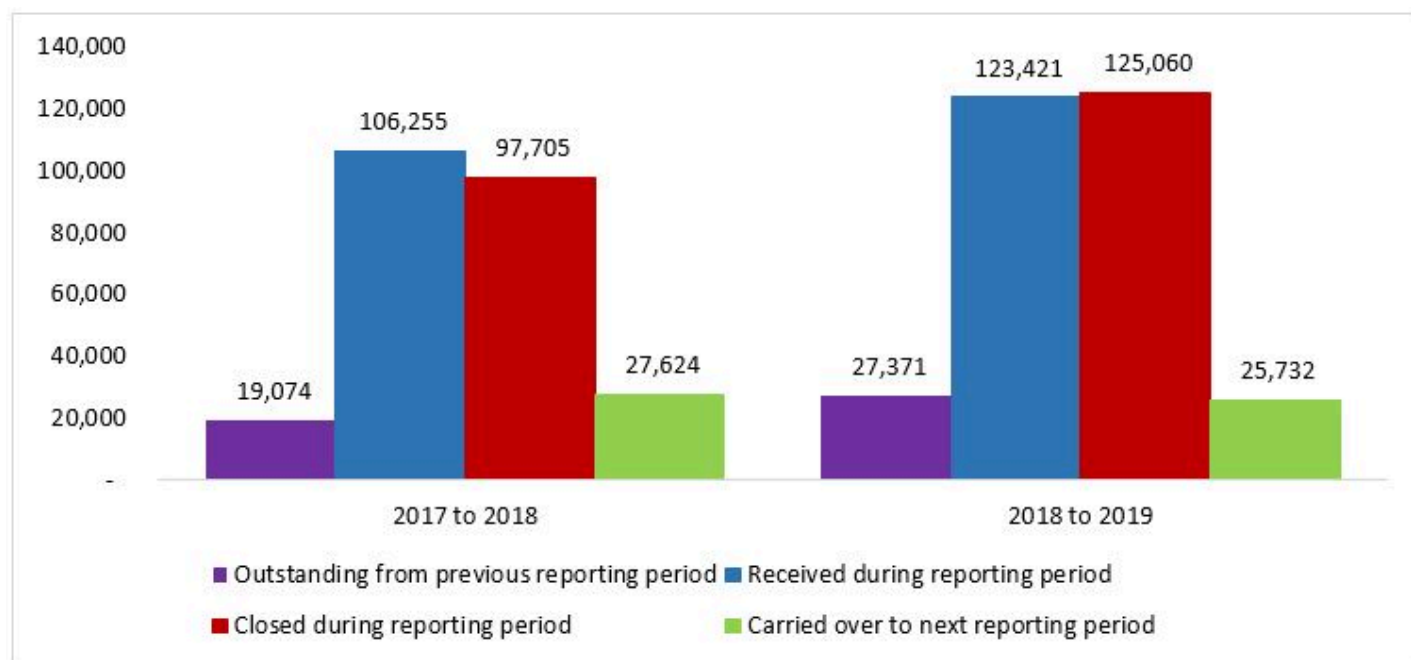
## Table 1: requests received, closed and carried over under the *Access to Information Act*, fiscal year 2018 to 2019

Requests under the <i>Access to Information Act</i>	Number of requests
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<b>Requests under the <i>Access to Information Act</i></b>	<b>Number of requests</b>
<b>Outstanding from 2017 to 2018 reporting period<sup>1</sup></b>	27,371
<b>Received during 2018 to 2019 reporting period</b>	123,421
<b>Total</b>	<b>150,792</b>
<b>Closed during 2018 to 2019 reporting period</b>	125,060
<b>Carried over to 2019 to 2020 reporting period</b>	25,732
<p><sup>1</sup> Due to administrative errors, there are small inconsistencies between the data for the 2017 to 2018 fiscal year and the data for the 2018 to 2019 fiscal year.</p>	

Figure 1 shows the number of requests received, closed and carried over under the *Access to Information Act* from fiscal year 2017 to 2018 to fiscal year 2018 to 2019

**Figure 1: requests received, closed and carried over under the *Access to Information Act*, fiscal year 2017 to 2018 and fiscal year 2018 to 2019**



### ▼ Figure 1 - Text version

This table compares the number of requests under the *Access to Information Act* received, closed and carried forward from fiscal year 2017 to 2018 to fiscal year 2018 to 2019.

Requests under the <i>Access to Information Act</i>	2017 to 2018	2018 to 2019
Outstanding from previous reporting period	19,074	27,371
Received during reporting period	106,255	123,421
Closed during reporting period	97,705	125,060
Carried over to next reporting period	27,624	25,732

10 government institutions received 87.5% of the 123,421 requests received in the 2018 to 2019 fiscal year.

Table 2 shows data on requests received under the *Access to Information Act* for the 10 institutions that received the most requests in the 2018 to 2019 fiscal year.

**Table 2: *Access to Information Act* requests received in fiscal year 2018 to 2019, top 10 institutions**

<b>Rank</b>	<b>Name of institution</b>	<b>Number of requests received</b>	<b>Requests received as percentage</b>	<b>Number of pages processed <sup>1</sup></b>
1	<b>Immigration Refugees and Citizenship Canada</b>	82,387	66.8	6,058,588
2	<b>Canada Border Services Agency</b>	7,673	6.2	1,157,130
3	<b>Royal Canadian Mounted Police</b>	4,436	3.6	678,303
4	<b>Canada Revenue Agency</b>	2,931	2.4	2,013,227
5	<b>National Defence</b>	2,275	1.8	203,685
6	<b>Health Canada</b>	1,942	1.6	955,667
7	<b>Environment and Climate Change Canada</b>	1,794	1.5	79,626
8	<b>Department of Finance Canada</b>	1,724	1.4	61,007

<sup>1</sup> The number of pages processed for each institution represents the total processed pages for closed requests. It does not include the number of pages processed for requests that were carried over into the next reporting period.

Rank	Name of institution	Number of requests received	Requests received as percentage	Number of pages processed <sup>1</sup>
9	Employment and Social Development Canada	1,409	1.1	118,818
10	Library and Archives of Canada	1,384	1.1	511,920
Other institutions		15,466	12.5	3,715,224
<b>Total</b>		<b>123,421</b>	<b>100.0</b>	<b>15,553,195</b>

<sup>1</sup> The number of pages processed for each institution represents the total processed pages for closed requests. It does not include the number of pages processed for requests that were carried over into the next reporting period.

Government-wide, businesses (private sector) accounted for 48% of requests received, and the public accounted for 29.7% of requests received.

Table 3 shows the sources of requests made under the *Access to Information Act* in the 2018 to 2019 fiscal year.

**Table 3: sources of received *Access to Information Act* requests, fiscal year 2018 to 2019**

Source	Number of requests	Percentage of requests
<b>Business (private sector)</b>	59,211	48.0



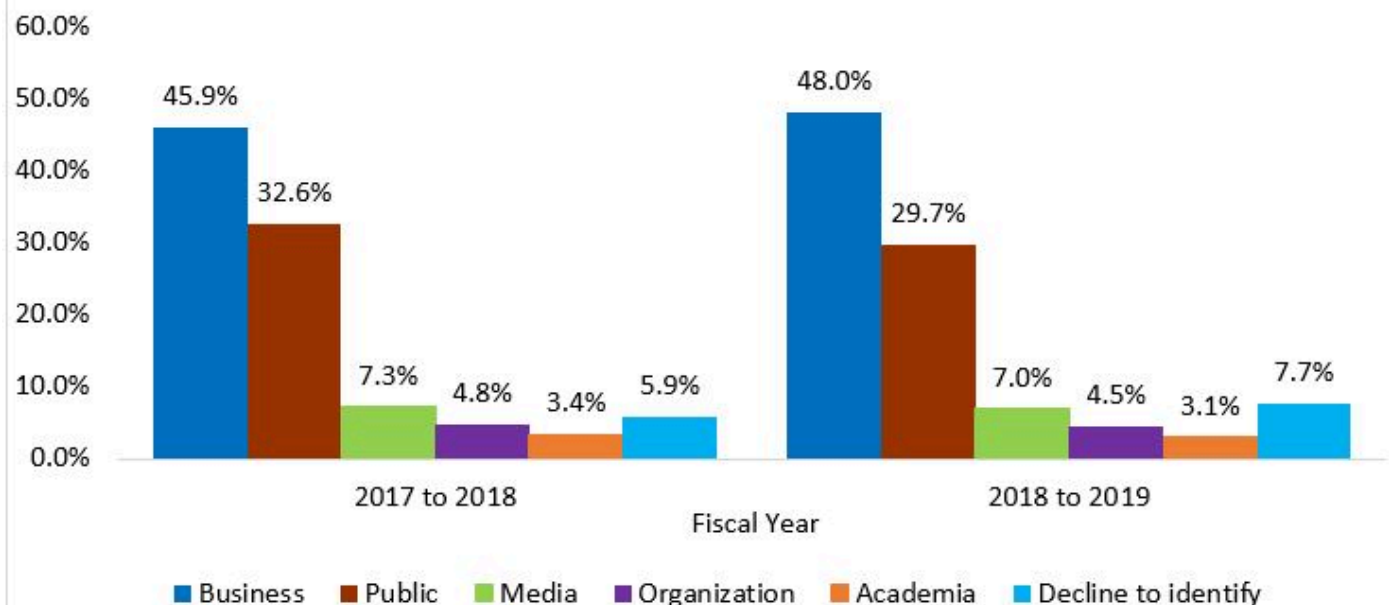
Source	Number of requests	Percentage of requests
Public	36,683	29.7
Media	8,602	7.0
Organization <sup>1</sup>	5,610	4.5
Academia	3,866	3.1
Decline to identify <sup>2</sup>	9,449	7.7
<b>Total</b>	<b>123,421</b>	<b>100.0</b>

<sup>1</sup> The category “organization” includes, associations, unions, non-for-profit and voluntary organizations, offices of members of Parliament, political parties and non-government organizations. It also includes requesters that selected “organization” when submitting their request.

<sup>2</sup> The category “decline to identify” includes requesters that selected “decline to identify” when submitting their request. It also includes instances where the requester did not select any of the available categories when submitting a hard-copy application.

Figure 2 shows the sources of *Access to Information Act* requests received from fiscal year 2017 to 2018 to fiscal year 2018 to 2019 for all institutions.

**Figure 2: sources of received *Access to Information Act* requests, fiscal year 2017 to 2018 and fiscal year 2018 to 2019**



### ▼ Figure 2 - Text version

This table compares requester types (the sources of requests) from fiscal year 2017 to 2018 to fiscal year 2018 to 2019.

Source	2017 to 2018	2018 to 2019
<b>Business</b>	48,806	59,211
<b>Public</b>	34,641	36,683
<b>Media</b>	7,808	8,602
<b>Organization</b>	5,059	5,610
<b>Academia</b>	3,657	3,866
<b>Decline to identify</b>	6,284	9,449

## Timeliness

Of the 125,060 requests closed in the 2018 to 2019 fiscal year, 73.1% were closed within the legislated timeline, including extensions. This is a decrease of 3.1% from the 2017 to 2018 fiscal year.

Table 4 shows *Access to Information Act* requests closed within the legislated timeline, including extensions, for fiscal year 2017 to 2018 and fiscal year 2018 to 2019.

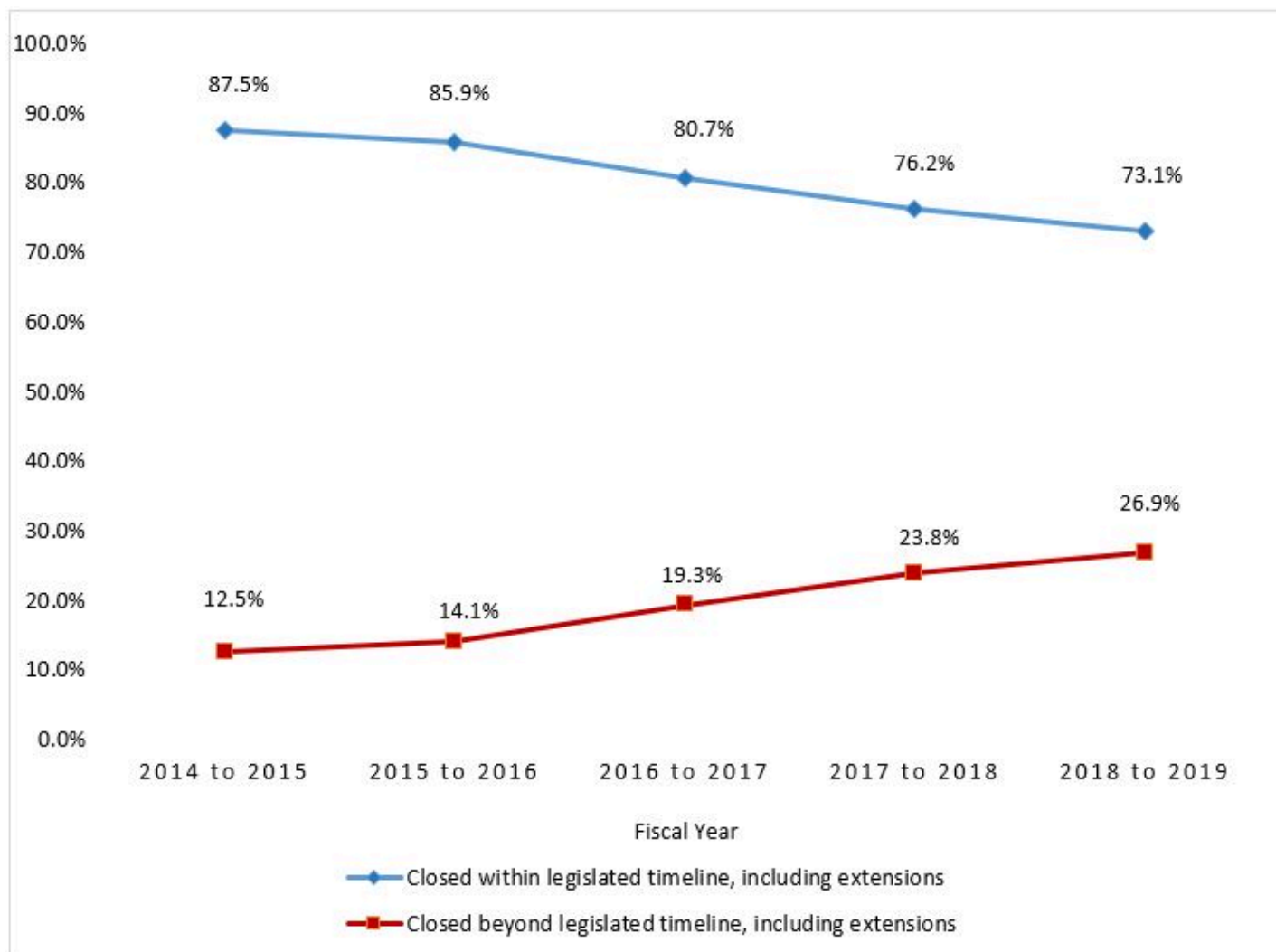
**Table 4: status of closed *Access to Information Act* requests, fiscal year 2017 to 2018 and fiscal year 2018 to 2019**

Status of closed requests	Requests as percentage		Number of requests	
	2017 to 2018	2018 to 2019	2017 to 2018	2018 to 2019
Closed within legislated timeline, including extensions	76.2	73.1	74,453	91,402
Closed beyond legislated timeline, including extensions	23.8	26.9	23,252	33,658
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>97,705</b>	<b>125,060</b>

The percentage of requests closed within legislated timelines has decreased by 14.4% over the last five fiscal years, from 87.5% in the 2014 to 2015 fiscal year to 73.1% in the 2018 to 2019 fiscal year.

Figure 3 shows *Access to Information Act* requests closed within legislated timelines, from fiscal year 2014 to 2015 to fiscal year 2018 to 2019.

**Figure 3: *Access to Information Act* requests closed within legislated timelines, from fiscal year 2014 to 2015 to fiscal year 2018 to 2019**



### ▼ Figure 3 - Text version

This table compares the status of requests closed in the last 5 years, from fiscal year 2014 to 2015 to fiscal year 2018 to 2019.

Status of closed request	2014 to 2015	2015 to 2016	2016 to 2017	2017 to 2018	2018 to 2019
<b>Closed within legislated timeline, including extensions</b>	87.5%	85.9%	80.7%	76.2%	73.1%
<b>Closed beyond legislated timeline, including extensions</b>	12.5%	14.1%	19.3%	23.8%	26.9%

Of 125,060 requests closed in the 2018 to 2019 fiscal year, 69,729, or 55.8%, were closed within the initial legislated timeline of 30 days. Compared with the 2017 to 2018 fiscal year, this figure has remained relatively consistent, increasing by 0.4%

Table 5 shows the disposition of *Access to Information Act* requests, and the time required to close these requests, for the 2018 to 2019 fiscal year.

**Table 5: disposition and time required to close *Access to Information Act* requests, fiscal year 2018 to 2019**

Disposition of requests (including requests for which extensions were required)	Closure time <sup>1</sup>							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	
<b>All disclosed</b>	1,793	19,251	9,338	1,575	417	721	613	<b>33,709</b>
<b>Disclosed in part</b>	2,015	30,970	19,736	7,606	2,575	4,068	4,383	<b>71,353</b>
<b>All exempted</b>	278	234	88	151	60	71	43	<b>925</b>
<b>All excluded</b>	160	101	63	120	20	11	8	<b>483</b>
<b>No records exist</b>	2,064	3,033	915	304	68	141	65	<b>6,590</b>
<b>Request transferred</b>	446	34	3	1	1	1	0	<b>486</b>
<b>Request abandoned <sup>2</sup></b>	7,504	1,664	507	248	98	265	957	<b>11,243</b>

<b>Disposition of requests (including requests for which extensions were required)</b>	<b>Closure time <sup>1</sup></b>							
	<b>1 to 15 days</b>	<b>16 to 30 days</b>	<b>31 to 60 days</b>	<b>61 to 120 days</b>	<b>121 to 180 days</b>	<b>181 to 365 days</b>	<b>More than 365 days</b>	<b>Total</b>
<b>Neither confirmed nor denied <sup>3</sup></b>	68	114	62	8	2	9	8	<b>271</b>
<b>Total number of requests</b>	<b>14,328</b>	<b>55,401</b>	<b>30,713</b>	<b>10,013</b>	<b>3,241</b>	<b>5,287</b>	<b>6,077</b>	<b>125,060</b>
<b>Total as percentage</b>	<b>11.5</b>	<b>44.3</b>	<b>24.6</b>	<b>8.0</b>	<b>2.6</b>	<b>4.2</b>	<b>4.9</b>	<b>100.0</b>

Disposition of requests (including requests for which extensions were required)	Closure time <sup>1</sup>							
	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

- 1 The number of days to close requests or consultations refers to calendar days.
- 2 An abandoned request is a request that has been formally withdrawn by the requester, or the requester did not respond to a notice indicating that the request will be closed if they do not respond within a specified time period.
- 3 The category “neither confirmed nor denied” relate to requests for which subsection 10(2) of the *Access to Information Act* was invoked: “The head of a government institution may but is not required to indicate under subsection 10(1) whether a record exists.”

Table 6 shows *Access to Information Act* requests closed in fiscal year 2017 to 2018 and fiscal year 2018 to 2019, by the number of days required to close them.

### **Table 6: time required to close *Access to Information Act* requests in fiscal year 2017 to 2018 and fiscal year 2018 to 2019, according to time period**

Closure time	Requests as percentage		Number of requests	
	2017 to 2018	2018 to 2019	2017 to 2018	2018 to 2019
<b>1 to 15 days</b>	8.9	11.5	8,646	14,328
<b>16 to 30 days</b>	46.6	44.3	45,497	55,401
<b>31 to 60 days</b>	22.6	24.6	22,103	30,713
<b>61 to 120 days</b>	11.1	8.0	10,810	10,013
<b>121 to 180 days</b>	3.5	2.6	3,457	3,241
<b>181 to 365 days</b>	3.6	4.2	3,474	5,287
<b>More than 365 days</b>	3.8	4.9	3,718	6,077
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>97,705</b>	<b>125,060</b>

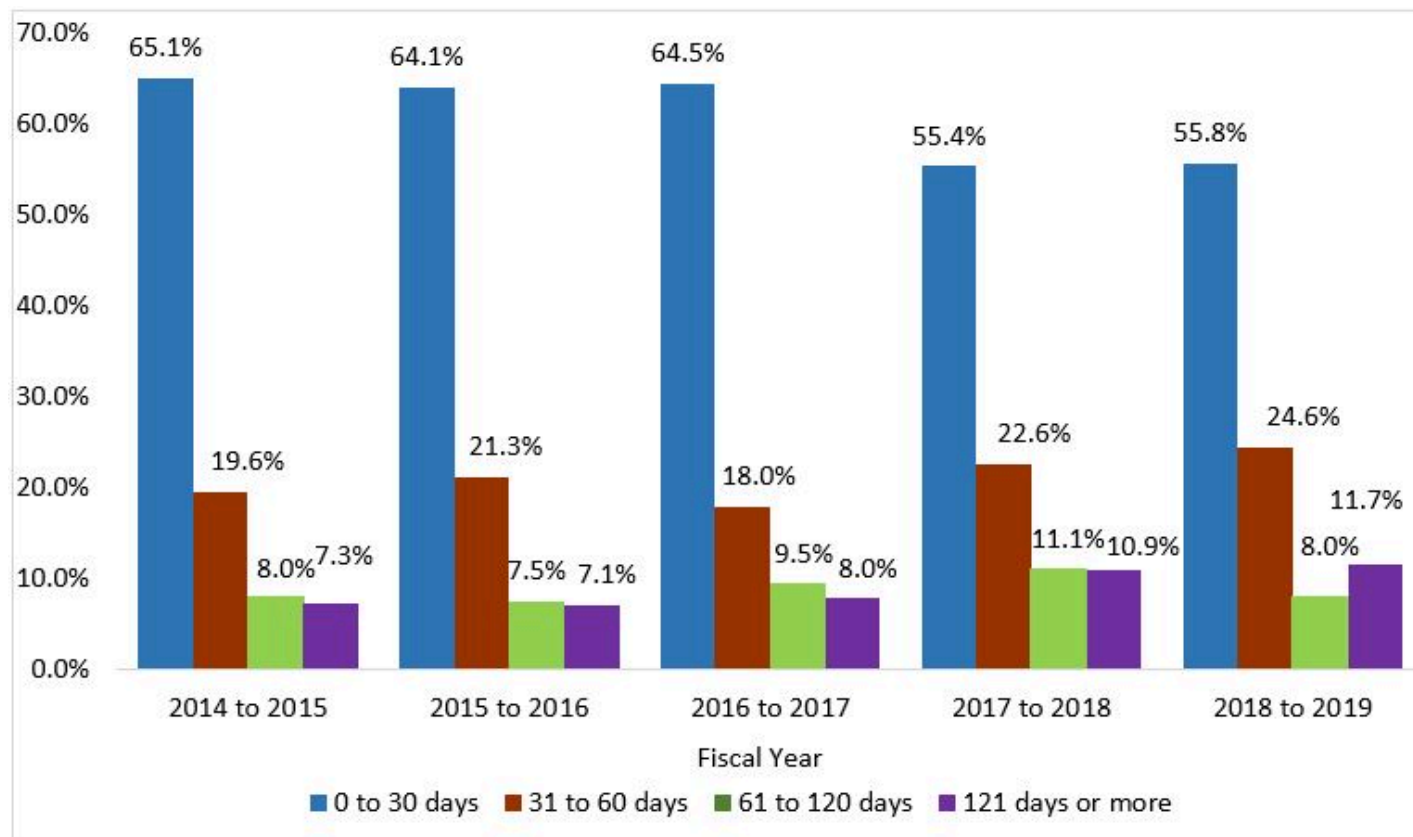
Note: The *Access to Information Act* provides for the extension of the time limit to respond to a request beyond 30 days if

1. it involves a large number of records or necessitates a search through a large number of records and meeting the original time limit would unreasonably interfere with the operations of the institution;
2. external consultations are necessary and cannot reasonably be expected to be closed within the original time limit; **or**
3. notice to a third party is required to advise the third party that their information is the subject of a request. The data in this table reflects all closed requests, including requests for which extensions were taken.

Figure 4 shows *Access to Information Act* requests closed from fiscal year 2014 to 2015 to fiscal year 2018 to 2019, by the number of days required to close them.



**Figure 4: Access to Information Act requests closed from fiscal year 2014 to 2015 to fiscal year 2018 to 2019, by closure time**



▼ Figure 4 - Text version

This table compares the time required to close requests, listed according to time periods, for the last 5 years, from fiscal year 2014 to 2015 to fiscal year 2018 to 2019.

Closure time	2014 to 2015	2015 to 2016	2016 to 2017	2017 to 2018	2018 to 2019
<b>0 to 30 days</b>	65.1%	64.1%	64.5%	55.4%	55.8%
<b>31 to 60 days</b>	19.6%	21.3%	18.0%	22.6%	24.6%
<b>61 to 120 days</b>	8.0%	7.5%	9.5%	11.1%	8.0%
<b>121 days or more</b>	7.3%	7.1%	8.0%	10.9%	11.7%

Table 7 shows the number of *Access to Information Act* requests closed beyond the legislated timeline (deemed refusals) for fiscal year 2018 to 2019, by principal reason for the refusal.

**Table 7: Deemed refusals of *Access to Information Act* requests for fiscal year 2018 to 2019, by principal reason**

Principal reason	Total number of requests closed beyond the legislated timeline including extensions (deemed refusal)
Workload	31,012
External consultation	654
Internal consultation	413
Other <sup>1</sup>	1,579
<b>Total</b>	<b>33,658</b>
<p><b>1</b> Other reasons include the unavailability of key officials, difficulties in obtaining relevant records, labour disputes and lengthy power outages.</p> <p>Note: Deemed refusals are requests that were closed neither in the initial 30-day legislated timeline nor within the timeframe covered by an extension</p>	

Of the 33,658 requests closed beyond the legislated timeline, 85.4% were past the timeline with no extension taken. This is an increase of 3.1% from the 2017 to 2018 fiscal year.

Table 8 shows the number of *Access to Information Act* requests that were closed beyond the legislated timeline in fiscal year 2018 to 2019, by number of days past the timeline.

**Table 8: number of days past deadline for *Access to Information Act* requests closed beyond the legislated timeline including extensions, fiscal year 2018 to 2019**

<b>Number of days past legislated timeline</b>	<b>Number of requests past legislated timeline where no extension was taken</b>	<b>Number of requests past legislated timeline where an extension was taken</b>	<b>Total requests closed beyond the legislated timeline including extensions</b>	<b>Total as percentage</b>
<b>1 to 15 days</b>	15,228	819	16,047	47.7
<b>16 to 30 days</b>	1,531	333	1,864	5.5
<b>31 to 60 days</b>	1,836	473	2,309	6.9
<b>61 to 120 days</b>	1,892	616	2,508	7.5
<b>121 to 180 days</b>	1,074	449	1,523	4.5
<b>181 to 365 days</b>	3,553	973	4,526	13.4
<b>More than 365 days</b>	3,639	1,242	4,881	14.5
<b>Total</b>	<b>28,753</b>	<b>4,905</b>	<b>33,658</b>	<b>100.0</b>

## Disposition

Records were disclosed either in full or in part for 84% of closed requests. This is an increase of 1.2% from the 2017 to 2018 fiscal year.

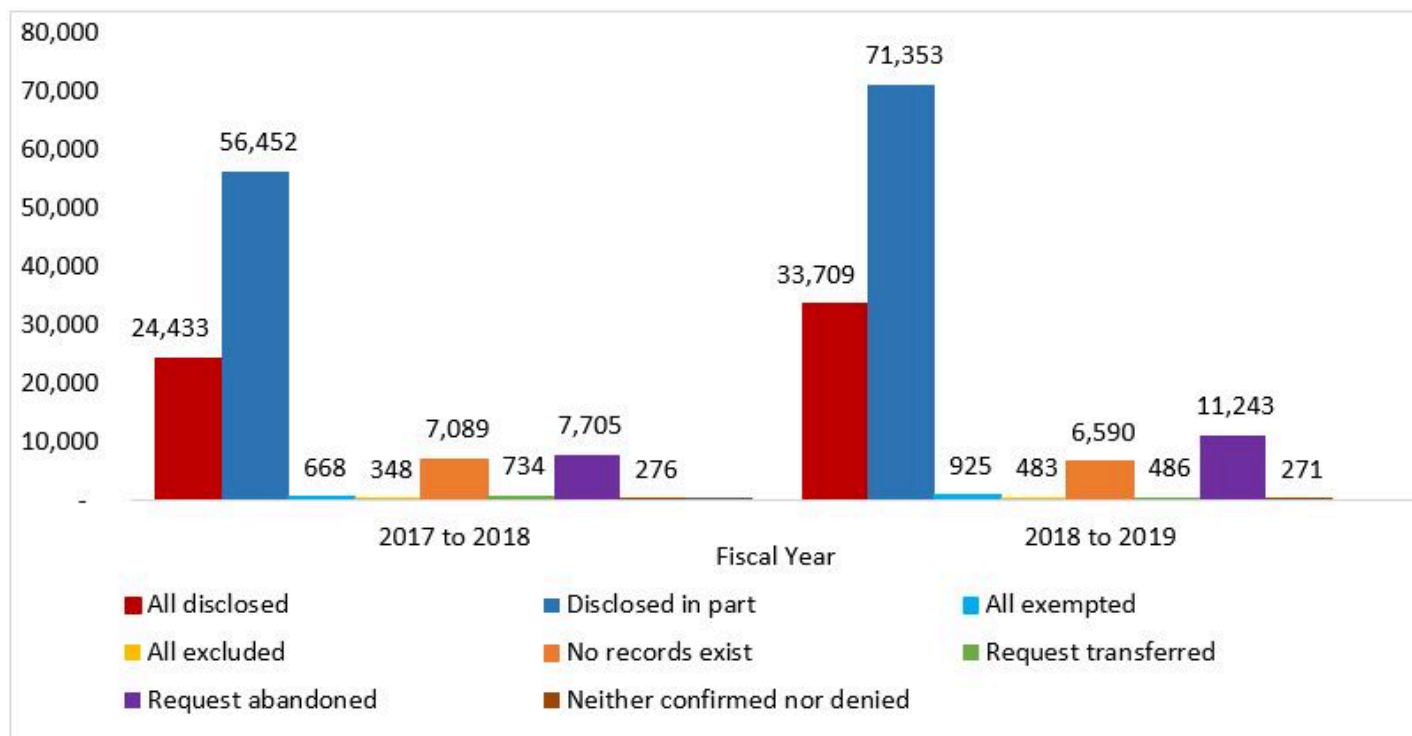
Table 9 shows the disposition of closed *Access to Information Act* requests for fiscal year 2017 to 2018 and fiscal year 2018 to 2019.

**Table 9: disposition of closed *Access to Information Act* requests, fiscal year 2017 to 2018 and fiscal year 2018 to 2019**

Disposition of closed requests	Requests as percentage		Number of requests	
	2017 to 2018	2018 to 2019	2017 to 2018	2018 to 2019
All disclosed	25.0	27.0	24,433	33,709
Disclosed in part	57.8	57.1	56,452	71,353
All exempted	0.7	0.7	668	925
All excluded	0.4	0.4	348	483
No records exist	7.3	5.3	7,089	6,590
Request transferred	0.8	0.4	734	486
Request abandoned	7.9	9.0	7,705	11,243
Neither confirmed nor denied	0.3	0.2	276	271
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>97,705</b>	<b>125,060</b>

Figure 5 shows the disposition of closed *Access to Information Act* requests in fiscal year 2017 to 2018 and fiscal year 2018 to 2019.

**Figure 5: disposition of closed *Access to Information Act* requests, fiscal year 2017 to 2018 and fiscal year 2018 to 2019.**



### ▼ Figure 5 - Text version

This table compares the disposition of closed requests from fiscal year 2017 to 2018 to fiscal year 2018 to 2019.

Disposition of closed requests	2017 to 2018	2018 to 2019
<b>All disclosed</b>	24,433	33,709
<b>Disclosed in part</b>	56,452	71,353
<b>All exempted</b>	668	925
<b>All excluded</b>	348	483
<b>No records exist</b>	7,089	6,590
<b>Request transferred</b>	734	486
<b>Request abandoned</b>	7,705	11,243
<b>Neither confirmed nor denied</b>	276	271

## Complexity

In the 2018 to 2019 fiscal year, government institutions processed about 15.6 million pages for closed requests, a decrease of about 12 million pages over the 2017 to 2018 fiscal year. The significant decrease in the number of pages processed reflects that the 2017 to 2018 fiscal year included a single request involving approximately 14.8 million pages.

Of the 15.6 million pages processed, 68.8% were disclosed either in full or in part. This is a decrease of 18.4% from the 2017 to 2018 fiscal year.

Government institutions undertook consultations with parties outside the federal government in 8.4% of all closed requests.

Table 10 shows the number of relevant pages processed and disclosed in response to *Access to Information Act* requests closed in fiscal year 2017 to 2018 and fiscal year 2018 to 2019, by manner of disposition.

**Table 10: relevant pages processed and disclosed in response to *Access to Information Act* requests closed in fiscal year 2017 to 2018 and fiscal year 2018 to 2019, by disposition**

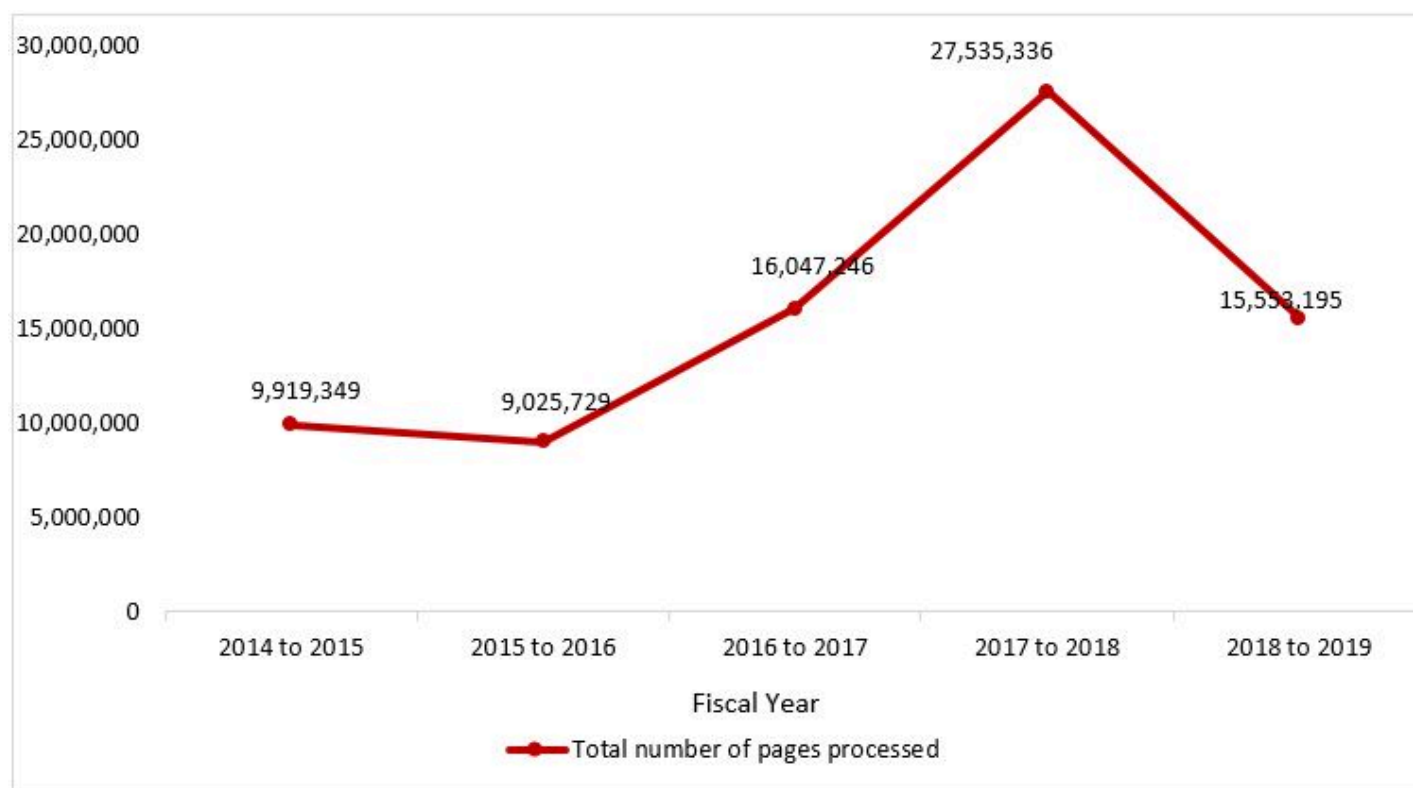
Disposition of requests	Number of pages processed		Number of pages disclosed		Number of requests <sup>1</sup>	
	2017 to 2018	2018 to 2019	2017 to 2018	2018 to 2019	2017 to 2018	2018 to 2019
All disclosed	17,088,864	2,290,602	17,005,921	1,994,219	24,433	33,709
Disclosed in part	9,201,216	11,597,664	7,010,977	8,701,382	56,452	71,353
All exempted	295,304	1,169,056	0	0	668	925

Disposition of requests	Number of pages processed		Number of pages disclosed		Number of requests <sup>1</sup>	
	2017 to 2018	2018 to 2019	2017 to 2018	2018 to 2019	2017 to 2018	2018 to 2019
All excluded	37,052	52,720	0	0	348	483
Request abandoned <sup>2</sup>	912,900	443,153	126,599	96,034	7,705	11,243
Total	27,535,336 <sup>3</sup>	15,553,195 <sup>4</sup>	24,143,497	10,791,635 <sup>4</sup>	89,606	117,713

- <sup>1</sup> The total number of requests for each reporting period reflects the total number of requests closed in each period with the exception of those categorized as “no records exist,” “request transferred” or “neither confirmed nor denied.”
- <sup>2</sup> Some records may have been disclosed to the requester before the request’s abandonment.
- <sup>3</sup> Due to administrative errors, there is a small inconsistency between the number of pages processed in the ATIP report for 2017 to 2018 fiscal year and the ATIP report for the 2018 to 2019 fiscal year.
- <sup>4</sup> The number of pages decreased significantly from the 2017 to 2018 fiscal year due to 1 request involving approximately 14.8 million pages.

Figure 6 shows the number of pages processed in response to closed *Access to Information Act* requests from fiscal year 2014 to 2015 to fiscal year 2018 to 2019.

**Figure 6: number of pages processed in response to closed *Access to Information Act* requests, from fiscal year 2014 to 2015 to fiscal year 2018 to 2019**



▼ Figure 6 - Text version

This table identifies the number of pages processed over 5 years, from fiscal year 2014 to 2015 to fiscal year 2018 to 2019.

	2014 to 2015	2015 to 2016	2016 to 2017	2017 to 2018	2018 to 2019
<b>Total number of pages processed</b>	9,919,349	9,025,729	16,047,246	27,535,336	15,553,195



Note: The number of pages processed rose significantly in the 2017 to 2018 fiscal year due to 1 request of approximately 14.8 million pages.

Table 11 shows the number of complex *Access to Information Act* requests closed in fiscal year 2018 to 2019, by disposition.

**Table 11: complex *Access to Information Act* requests closed in fiscal year 2018 to 2019, by disposition**

<b>Disposition</b>	<b>Consultation required</b>	<b>Assessment of fees</b>	<b>Legal advice sought</b>	<b>Other <sup>1</sup></b>	<b>Total</b>
<b>All disclosed</b>	1,221	0	17	581	1,819
<b>Disclosed in part</b>	8,588	9	342	1,336	10,275
<b>All exempted</b>	175	0	14	24	213
<b>All excluded</b>	236	0	28	19	283
<b>Request abandoned</b>	270	13	10	168	461
<b>Neither confirmed nor denied</b>	4	0	0	1	5
<b>Total</b>	<b>10,494</b>	<b>22</b>	<b>411</b>	<b>2,129</b>	<b>13,056</b>

<sup>1</sup> Other considerations include requests for the contents of a database, requests to process audio or video recordings, high-profile subject matter, instances in which records are located in another region or country, and instances in which the records are in a language other than English or French.

## Extensions

39.6% of all extensions taken for closed requests cited paragraph 9(1)(a) of the *Access to Information Act* as a reason for the extension, relating to interference with government operations. 20.3% of all extensions taken for closed requests were for 30 days or less; 93.9% were for 120 days or less.

Table 12 shows the number of *Access to Information Act* requests that were closed in fiscal year 2018 to 2019 where extensions were invoked, by length of the extension.

**Table 12: *Access to Information Act* requests closed in fiscal year 2018 to 2019 with reasons for and length of extensions**

Length of extensions <sup>1</sup>	9(1)(a) - Interference with operations	9(1)(b) - Consultation		9(1)(c) - Third- party notice	Total
		Section 69 <sup>2</sup>	Other <sup>3</sup>		
30 days or less	2,186	77	1,321	161	3,745
31 to 60 days	2,116	230	3,851	1,739	7,936
61 to 120 days	2,462	769	2,104	323	5,658
121 to 180 days	302	54	263	65	684
181 to 365 days	166	8	145	34	353
365 days or more	73	1	14	4	92
<b>Total</b>	<b>7,305</b>	<b>1,139</b>	<b>7,698</b>	<b>2,326</b>	<b>18,468</b>

Length of extensions <sup>1</sup>	9(1)(a) - Interference with operations	9(1)(b) - Consultation		9(1)(c) - Third-party notice	Total
		Section 69 <sup>2</sup>	Other <sup>3</sup>		
<hr/>					
<sup>1</sup>	The timelines associated with extensions begin at the end of the initial 30-day response period.				
<sup>2</sup>	Section 69 of the <i>Access to Information Act</i> states that the act does not apply to confidences of the Queen’s Privy Council for Canada.				
<sup>3</sup>	“Other” includes consultations with one or more of the following: other federal government institutions, provincial and municipal governments, foreign states, international organizations of states, Aboriginal governments, non-governmental organizations or individuals.				
<hr/>					

## Exemptions <sup>1</sup>

The tables that follow show the number of *Access to Information Act* requests closed in fiscal year 2018 to 2019 that were subject to particular exemptions under the Act.

**Table 13a: exemptions for information obtained in confidence**

Provision	Number of requests
13(1)(a)	6,138
13(1)(b)	243
13(1)(c)	708

<b>Provision</b>	<b>Number of requests</b>
<b>13(1)(d)</b>	280
<b>13(1)(e)</b>	25

**Table 13b: exemptions for federal-provincial affairs**

<b>Provision</b>	<b>Number of requests</b>
<b>14</b>	613
<b>14(a)</b>	483
<b>14(b)</b>	201

**Table 13c: exemptions for international affairs and defence**

<b>Provision</b>	<b>Number of requests</b>
<b>15(1)</b>	14,656
<b>15(1) International Affairs</b>	2,666
<b>15(1) Defence</b>	1,565
<b>15(1) Subversive activities</b>	13,641

**Table 13d: exemptions for law enforcement and investigations**

<b>Provision</b>	<b>Number of requests</b>
<b>16(1)(a)(i)</b>	549
<b>16(1)(a)(ii)</b>	271
<b>16(1)(a)(iii)</b>	669
<b>16(1)(b)</b>	898
<b>16(1)(c)</b>	20,972
<b>16(1)(d)</b>	40

<b>Provision</b>	<b>Number of requests</b>
<b>16(2)</b>	1,624
<b>16(2)(a)</b>	36
<b>16(2)(b)</b>	39
<b>16(2)(c)</b>	3,284
<b>16(3)</b>	20
<b>16.1(1)(a)</b>	2
<b>16.1(1)(b)</b>	26
<b>16.1(1)(c)</b>	30
<b>16.1(1)(d)</b>	43
<b>16.2(1)</b>	10
<b>16.3</b>	3
<b>16.31</b>	1
<b>16.4(1)(a)</b>	0
<b>16.4(1)(b)</b>	0
<b>16.5</b>	35
<b>16.6</b>	6

**Table 13e: exemptions for safety of individuals**

<b>Provision</b>	<b>Number of requests</b>
<b>17</b>	1,795

**Table 13f: exemptions for economic interests of Canada**

<b>Provision</b>	<b>Number of requests</b>
<b>18(a)</b>	216

Provision	Number of requests
<b>18(b)</b>	503
<b>18(c)</b>	15
<b>18(d)</b>	318
<b>18.1(1)(a)</b>	46
<b>18.1(1)(b)</b>	63
<b>18.1(1)(c)</b>	21
<b>18.1(1)(d)</b>	25

**Table 13g: exemptions for personal information**

Provision	Number of requests
<b>19(1)</b>	52,374

**Table 13h: exemptions for third-party information**

Provision	Number of requests
<b>20(1)(a)</b>	119
<b>20(1)(b)</b>	2,849
<b>20(1)(b.1)</b>	80
<b>20(1)(c)</b>	2,282
<b>20(1)(d)</b>	569
<b>20.1</b>	18
<b>20.2</b>	0
<b>20.4</b>	0

**Table 13i: exemptions for operations of government**

Provision	Number of requests
21(1)(a)	4,946
21(1)(b)	5,172
21(1)(c)	1,091
21(1)(d)	400

**Table 13j: exemptions for testing procedures, tests and audits**

Provision	Number of requests
22	284
22.1(1)	27

**Table 13k: exemptions for solicitor-client privilege**

Provision	Number of requests
23	2,531

**Table 13l: exemptions for protected information (patents and trade-marks)**

Provision	Number of requests
23.1	0

**Table 13m: exemptions for statutory prohibitions**

Provision	Number of requests
24(1)	2,334

**Table 13n: exemptions for information to be published**

Provision	Number of requests
26	110

## Exclusions <sup>2</sup>

The tables that follow show the number of *Access to Information Act* requests closed in fiscal year 2018 to 2019 that were subject to particular exclusions under the Act.

**Table 14a: exclusions for non-application (Act does not apply to certain materials)**

Provision	Number of requests
68(a)	553
68(b)	5
68(c)	13
68.1	47
68.2(a)	1
68.2(b)	1

**Table 14b: exclusions for Cabinet confidences**

Provision	Number of requests
69(1)	98
69(1)(a)	260
69(1)(b)	12
69(1)(c)	69
69(1)(d)	210
69(1)(e)	425



Provision	Number of requests
69(1)(f)	43
69(1)(g) re (a)	1,234
69(1)(g) re (b)	20
69(1)(g) re (c)	732
69(1)(g) re (d)	427
69(1)(g) re (e)	794
69(1)(g) re (f)	336

**Table 14c: exclusions for certificate under the *Canada Evidence Act***

Provision	Number of requests
69.1(1)	0

## Consultations

The number of requests for consultations between federal government institutions in the 2018 to 2019 fiscal year increased by 8.2% from the 2017 to 2018 fiscal year. The number of pages to review increased by 15.7%.

Table 15a shows the number of requests for consultation in fiscal year 2017 to 2018 and fiscal year 2018 to 2019 between government institutions and the number of pages reviewed in connection with those requests.

**Table 15a: number of requests for consultation and number of pages reviewed in connection with those requests, fiscal year 2017 to 2018 and fiscal year 2018 to 2019**

<b>Consultations</b>	<b>Number of requests for consultations</b>		<b>Number of pages to review</b>	
	<b>2017 to 2018</b>	<b>2018 to 2019</b>	<b>2017 to 2018</b>	<b>2018 to 2019</b>
<b>Received during reporting period</b>	9,338	9,692	493,913	480,689
<b>Outstanding from the previous reporting period</b>	949	1,434	156,002	271,251
<b>Total</b>	<b>10,287</b>	<b>11,126</b>	<b>649,915</b>	<b>751,940</b>
<b>Closed during the reporting period</b>	8,880	9,356	433,559	490,453
<b>Pending at the end of the reporting period</b>	1,407	1,766	216,356	261,416

Table 15b shows, by recommendation, the number of requests for consultation that were closed within particular timeframes in fiscal year 2018 to 2019.

**Table 15b: requests for consultation between government institutions closed within particular timeframes in fiscal year 2018 to 2019, by recommendation**

	<b>Number of days required to close consultation requests</b>							
	<b>1 to 15 days</b>	<b>16 to 30 days</b>	<b>31 to 60 days</b>	<b>61 to 120 days</b>	<b>121 to 180 days</b>	<b>181 to 365 days</b>	<b>More than 365 days</b>	<b>Total</b>
<b>Recommendation</b>								

	Number of days required to close consultation requests							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
<b>Recommendation</b>								
<b>Disclose entirely</b>	2,236	1,543	933	274	61	47	15	<b>5,109</b>
<b>Disclose in part</b>	688	868	868	548	162	133	90	<b>3,357</b>
<b>Exempt entirely</b>	55	46	43	27	7	4	4	<b>186</b>
<b>Exclude entirely</b>	18	20	5	0	1	2	0	<b>46</b>
<b>Consult other institution <sup>1</sup></b>	70	34	32	20	7	7	5	<b>175</b>
<b>Other</b>	278	85	47	31	14	11	17	<b>483</b>
<b>Total</b>	<b>3,345</b>	<b>2,596</b>	<b>1,928</b>	<b>900</b>	<b>252</b>	<b>204</b>	<b>131</b>	<b>9,356</b>

<sup>1</sup> “Consult other institution” refers to a government institution’s recommendation that the institution that consulted them contact additional government institutions subject to the *Access to Information Act*.

## Fees and costs

The annual cost to administer the Government of Canada’s access to information program increased by 6.7% to about \$74.4 million in the 2018 to 2019 fiscal year, with the average cost per closed request declining by 16.7% to about \$595 per request.

Table 16 shows the fees and costs associated with administering the *Access to Information Act* for fiscal year 2017 to 2018 and for fiscal year 2018 to 2019.

**Table 16: fees and costs of *Access to Information Act* operations, 2017 to 2018 fiscal year and 2018 to 2019 fiscal year**

Description	Amount	
	2017 to 2018	2018 to 2019
<b>Cost of institutions' operations <sup>1</sup></b>	\$69,810,554.00	\$73,373,705.00
<b>Cost of ATIP Online Request Service <sup>2</sup></b>	N/A	\$1,079,623
<b>Total</b>	\$69,810,554.00	\$74,453,328
<b>Requests closed</b>	97,705	125,060
<b>Average cost per closed request <sup>3</sup></b>	\$714.50	\$595.34
<b>Pages processed</b>	27,536,336	15,553,195
<b>Average cost per processed page</b>	\$2.54	\$4.79
<b>Number of requests in which fees were collected</b>	94,775	116,443
<b>Fees collected</b>	\$476,710.00	\$582,473.00
<b>Average fees collected per request</b>	\$5.03	\$5.00
<b>Number of requests in which fees were waived or refunded</b>	7,184	7,093
<b>Fees waived or refunded</b>	\$48,747.00	\$40,968.00
<b>Average fees waived per request</b>	\$6.79	\$5.78

Description	Amount	
	2017 to 2018	2018 to 2019
<ol style="list-style-type: none"> <li>1 Cost of operations includes salaries, overtime, goods and services, contracts and all other expenses specific to access to information and privacy offices. Cost of operations does not include costs associated with time spent by business areas searching for and reviewing records.</li> <li>2 The 2018 to 2019 fiscal year is the first year in which the cost of the ATIP Online Request Service (AORS) is reported.</li> <li>3 This calculation uses the cost of operations in the reporting period to obtain the average cost per closed request. Because the cost of operations also includes the processing costs of some requests that will be carried over into the next reporting period, the average cost per closed request is an approximation.</li> </ol>		

## Informal requests for government information

An informal request is a request for information made to a government institution subject to the *Access to Information Act* that is either not made or not processed under the act.

Informal requests include:

- formal requests that were discontinued in favour of providing information informally, in consultation with the requester
- requests where the information sought is already publicly available online

- requests where the response involves re-releasing information that was made available in response to previously closed formal requests, summaries of which are found online.

Informal requests do **not** include:

- responses to parliamentary questions or media enquiries
- requests made internally within a government institution to share information between sectors

Unlike in the case of formal requests:

- fees cannot be charged for informal requests
- there are no deadlines for responding to informal requests
- requesters have no statutory right of complaint to the Information Commissioner

In the 2018 to 2019 fiscal year, 59.6% of informal requests were closed within 30 days. This is a decrease of 3.5% from the 2017 to 2018 fiscal year.

Table 17 shows the time required to close informal requests in the 2018 to 2019 fiscal year.

**Table 17: time required to close informal requests, fiscal year 2018 to 2019**

	Closure 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
<b>Number of requests</b>	8,487	3,013	2,477	1,306	576	3,005	437	<b>19,301</b>

Access to Information Act requests since 1983

The statistics that follow reflect the best available data since 1983. The categories have been adjusted in some cases in order to compare data across the years.

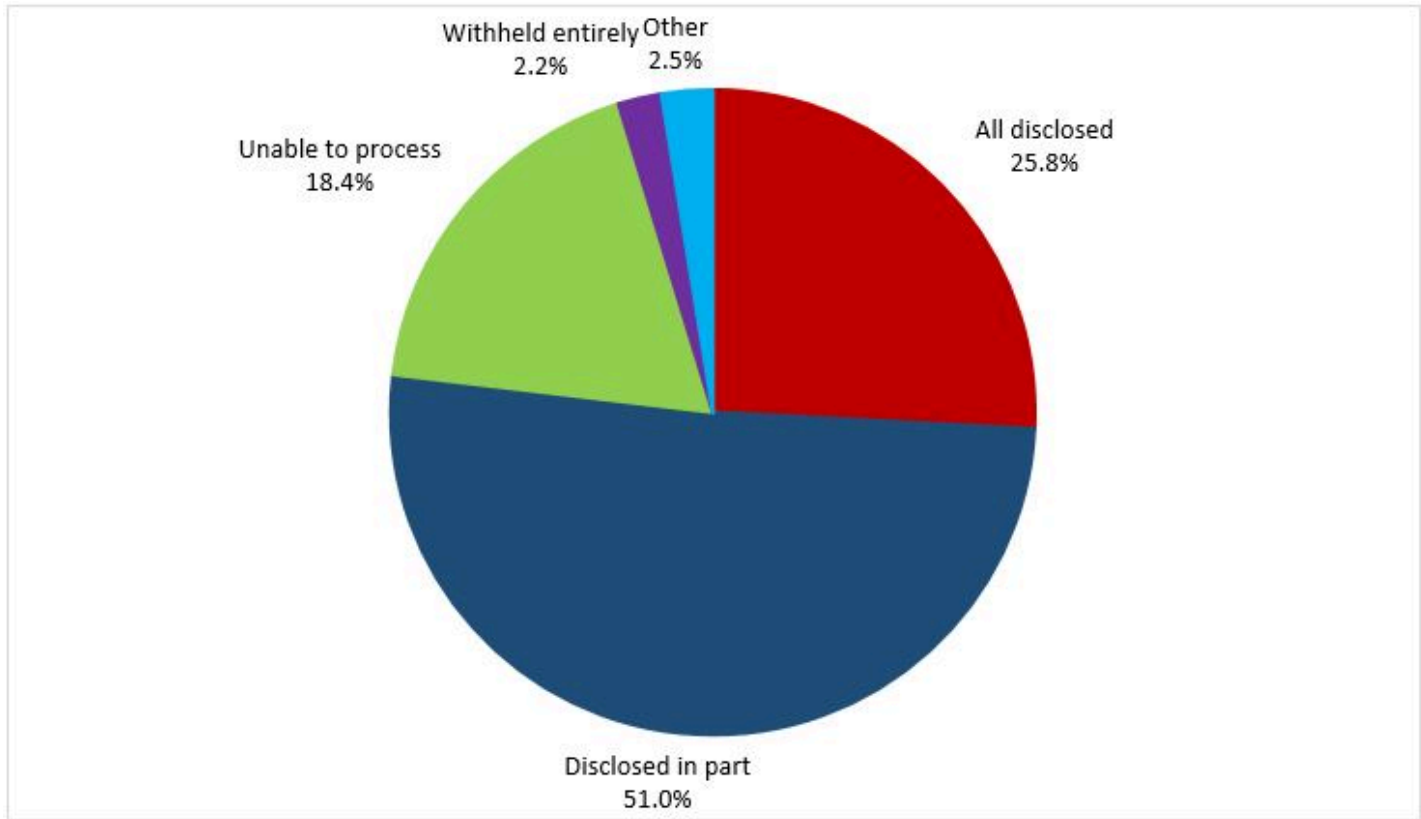
Table 18 shows the number of *Access to Information Act* requests received and closed since 1983.

Table 18: number of *Access to Information Act* requests since 1983

Requests under the <i>Access to Information Act</i>	Number of requests
Requests received	1,102,952
Requests closed	1,071,916

Figure 7 shows the disposition of *Access to Information Act* requests closed since 1983.

Figure 7: disposition of closed *Access to Information Act* requests since 1983



▼ Figure 7 - Text version

This table identifies the disposition of closed requests since 1983.

Disposition of closed requests	Requests as percentage
All disclosed	25.8%
Disclosed in part	51.0%
Unable to process	18.4%
Withheld entirely	2.2%
Other	2.5%

Notes:

- “Unable to process” includes the categories “no records exist,” <sup>3</sup> “abandoned” <sup>4</sup> and “requests that could not be processed.” <sup>5</sup>
- “Withheld entirely” includes the categories “all exempted” and “all excluded.”
- “Other” includes the categories “transferred,” “neither confirmed nor denied” and “treated informally.”

Table 19 shows the disposition of *Access to Information Act* requests closed since 1983.

**Table 19: disposition of closed *Access to Information Act* requests since 1983**

Disposition of closed requests	Requests as percentage	Number of requests
--------------------------------	------------------------	--------------------



<b>Disposition of closed requests</b>	<b>Requests as percentage</b>	<b>Number of requests</b>
<b>Disclosed in part</b>	51.0	547,191
<b>All disclosed</b>	25.8	276,734
<b>All exempted</b>	1.6	17,310
<b>All excluded</b>	0.6	6,106
<b>No records exist</b>	4.7	50,170
<b>Abandoned</b>	4.9	52,376
<b>Transferred</b>	1.1	11,739
<b>Neither confirmed nor denied</b>	0.1	1,527
<b>Treated informally <sup>1</sup></b>	1.3	14,057
<b>Requests that could not be processed <sup>1</sup></b>	8.8	94,706
<b>Total</b>	<b>100.0</b>	<b>1,071,916</b>

<sup>1</sup> The number of requests has remained constant since the 2013 to 2014 fiscal year.

Table 20 shows *Access to Information Act* requests closed since 1983, by the number of days required to close them.

### **Table 20: time required to close *Access to Information Act* requests since 1983**

<b>Closure time (including requests for which extensions were required)</b>	<b>Requests as percentage</b>	<b>Number of requests</b>
<b>0 to 30 days</b>	59.7	640,085

<b>Closure time (including requests for which extensions were required)</b>	<b>Requests as percentage</b>	<b>Number of requests</b>
<b>31 to 60 days</b>	19.7	210,678
<b>61 days or more</b>	20.6	221,153
<b>Total</b>	<b>100.0</b>	<b>1,071,916</b>

Table 21 shows the fees and costs associated with administering the *Access to Information Act* since 1983.

**Table 21: fees and costs of *Access to Information Act* since 1983**

<b>Descriptions</b>	<b>Amount</b>
<b>Requests closed</b>	1,071,916
<b>Cost of operations <sup>1</sup></b>	\$1,266,462,859.23
<b>Average cost per closed request <sup>2</sup></b>	\$1,181.49
<b>Fees collected</b>	\$8,372,924.02
<b>Average fees collected per closed request <sup>3</sup></b>	\$7.81
<b>Fees waived</b>	\$3,692,114.94
<b>Average fees waived per closed request <sup>4</sup></b>	\$3.44

Descriptions	Amount
<p><u>1</u> This amount is adjusted to the rate of inflation. Before the 2018 to 2019 reporting period, the cost of operations was not adjusted to the rate of inflation.</p>	
<p><u>2</u> This calculation uses the cost of operations to obtain the average cost per closed request since 1983. Because the cost of operations also included the processing costs of some requests that were carried over to the next reporting period, the average cost per closed request is an approximation.</p>	
<p><u>3</u> This calculation uses the amount of fees collected to obtain the average fees collected per closed request since 1983. However, in actuality, fees would not have been collected for every closed request.</p>	
<p><u>4</u> This calculation uses the amount of fees waived since 1983 to obtain the average fees waived per closed request. However, in actuality, fees would not have been waived for every closed request.</p>	

## Privacy Act statistics for the 2018 to 2019 fiscal year

### Requests under the *Privacy Act*

74,566 requests were received in the 2018 to 2019 fiscal year, an increase of 9.7% from the 2017 to 2018 fiscal year.

Of the 102,137 requests that were either received in the 2018 to 2019 fiscal year or outstanding from the previous period, 73.3% were closed. This is an increase from the 2017 to 2018 fiscal year: of the 89,171 requests received in the 2017 to 2018 fiscal year or outstanding from the previous period, 69.1% were closed.

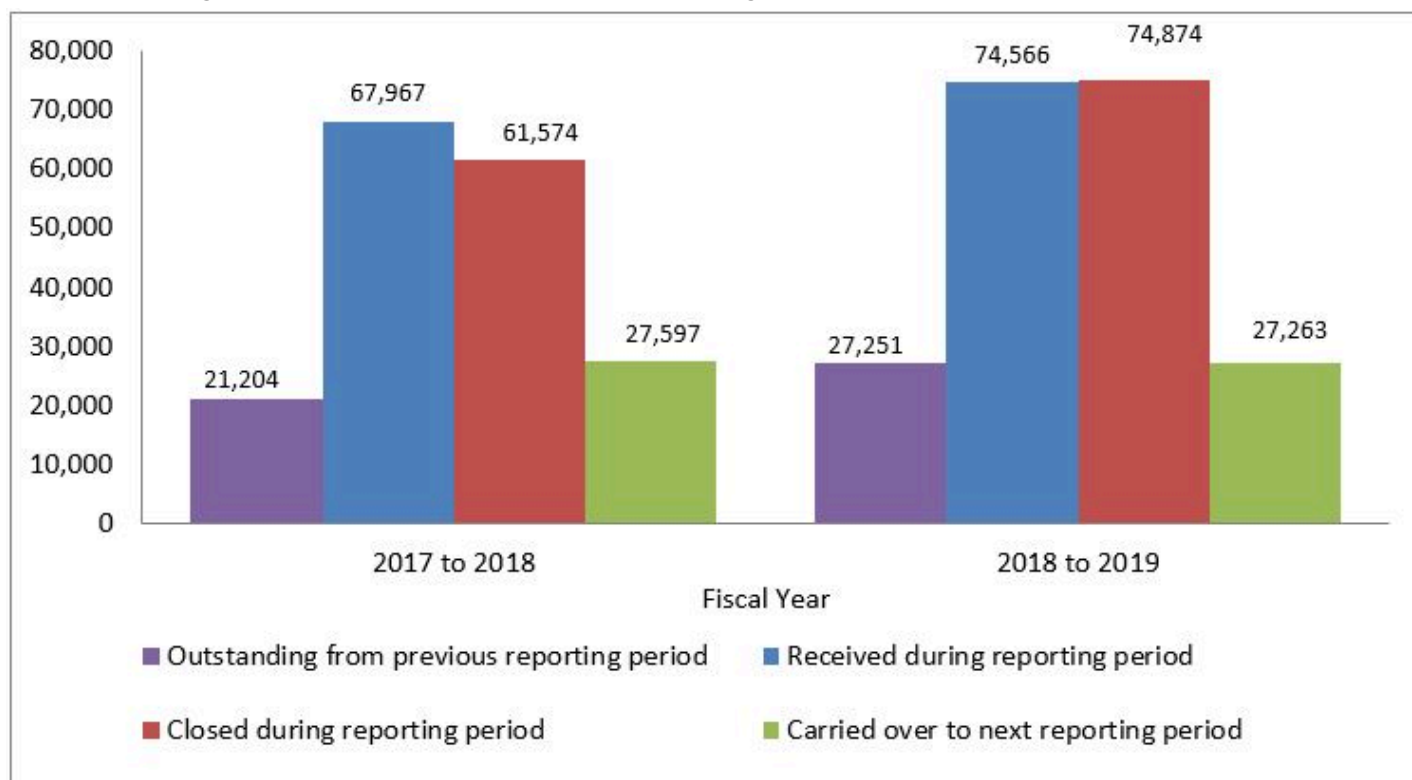
Table 22 shows the number of requests received, closed and carried over under the *Privacy Act* for the 2018 to 2019 fiscal year.

**Table 22: requests received, closed and carried over under the *Privacy Act*, fiscal year 2018 to 2019**

Requests under the <i>Privacy Act</i>	Number of requests
Outstanding from 2017 to 2018 reporting period <sup>1</sup>	27,571
Received during 2018 to 2019 reporting period	74,566
<b>Total</b>	<b>102,137</b>
Closed during 2018 to 2019 reporting period	74,874
Carried over to 2019 to 2020 reporting period	27,263
<p><sup>1</sup> Due to administrative errors, there are small inconsistencies between the statistical data for the 2017 to 2018 fiscal year and the statistical data for the 2018 to 2019 fiscal year regarding the number of requests or consultations left outstanding at the end of the 2017 to 2018 reporting period.</p>	

Figure 8 shows the number of requests received, closed and carried over under the *Privacy Act* from fiscal year 2017 to 2018 to fiscal year 2018 to 2019.

**Figure 8: requests received, closed and carried over under the *Privacy Act*, fiscal year 2017 to 2018 and fiscal year 2018 to 2019**



▼ Figure 8 - Text version

This table compares the number of requests under the *Privacy Act* received, closed and carried forward from fiscal year 2017 to 2018 to fiscal year 2018 to 2019.

Requests under the <i>Privacy Act</i>	2017 to 2018	2018 to 2019
Outstanding from previous reporting period	21,204	27,571
Requests received during reporting period	67,967	74,566
Closed during reporting period	61,574	74,874
Carried over to next reporting period	27,597	27,263

10 government institutions received 92.6% of the 74,566 requests received in the 2018 to 2019 fiscal year.

Table 23 shows data on requests received under the *Privacy Act* for the 10 institutions that received the most requests in the 2018 to 2019 fiscal year.

**Table 23: *Privacy Act* requests received in the 2018 to 2019 fiscal year, top 10 institutions**

Rank	Name of institution	Number of requests received	Requests received as percentage	Pages processed <sup>1</sup>
1	<b>Immigration Refugees and Citizenship Canada</b>	15,655	21.0	1,197,202
2	<b>Canada Border Services Agency</b>	13,447	18.0	678,337
3	<b>Employment and Social Development Canada</b>	12,678	17.0	979,247
4	<b>National Defence</b>	6,637	8.9	3,034,777
5	<b>Correctional Service of Canada</b>	6,134	8.2	412,659

<sup>1</sup> The number of pages processed per government institution represents the total processed pages for closed requests. This does not include the number of pages processed for requests that were carried over into the next reporting period.

<b>Rank</b>	<b>Name of institution</b>	<b>Number of requests received</b>	<b>Requests received as percentage</b>	<b>Pages processed <sup>1</sup></b>
6	<b>Canada Revenue Agency</b>	4,789	6.4	896,837
7	<b>Royal Canadian Mounted Police</b>	4,289	5.8	465,201
8	<b>Immigration and Refugee Board</b>	3,372	4.5	153,188
9	<b>Canadian Security Intelligence Service</b>	1,048	1.4	23,564
10	<b>Statistics Canada</b>	1,012	1.4	15,244
<b>Other institutions</b>		5,505	7.4	1,481,954
<b>Total</b>		<b>74,566</b>	<b>100.0</b>	<b>9,338,210</b>

**1** The number of pages processed per government institution represents the total processed pages for closed requests. This does not include the number of pages processed for requests that were carried over into the next reporting period.

## Timeliness

Of the 74,874 requests closed in the 2018 to 2019 fiscal year, 76.6%, were closed within the legislated timeline, including extensions. This is an increase of 1.9% from the 2017 to 2018 fiscal year.

Table 24 shows the *Privacy Act* requests closed within legislated timelines, including extensions, in the 2017 to 2018 fiscal year and 2018 to 2019 fiscal year.

**Table 24: status of closed *Privacy Act* requests, fiscal year 2017 to 2018 and fiscal year 2018 to 2019**

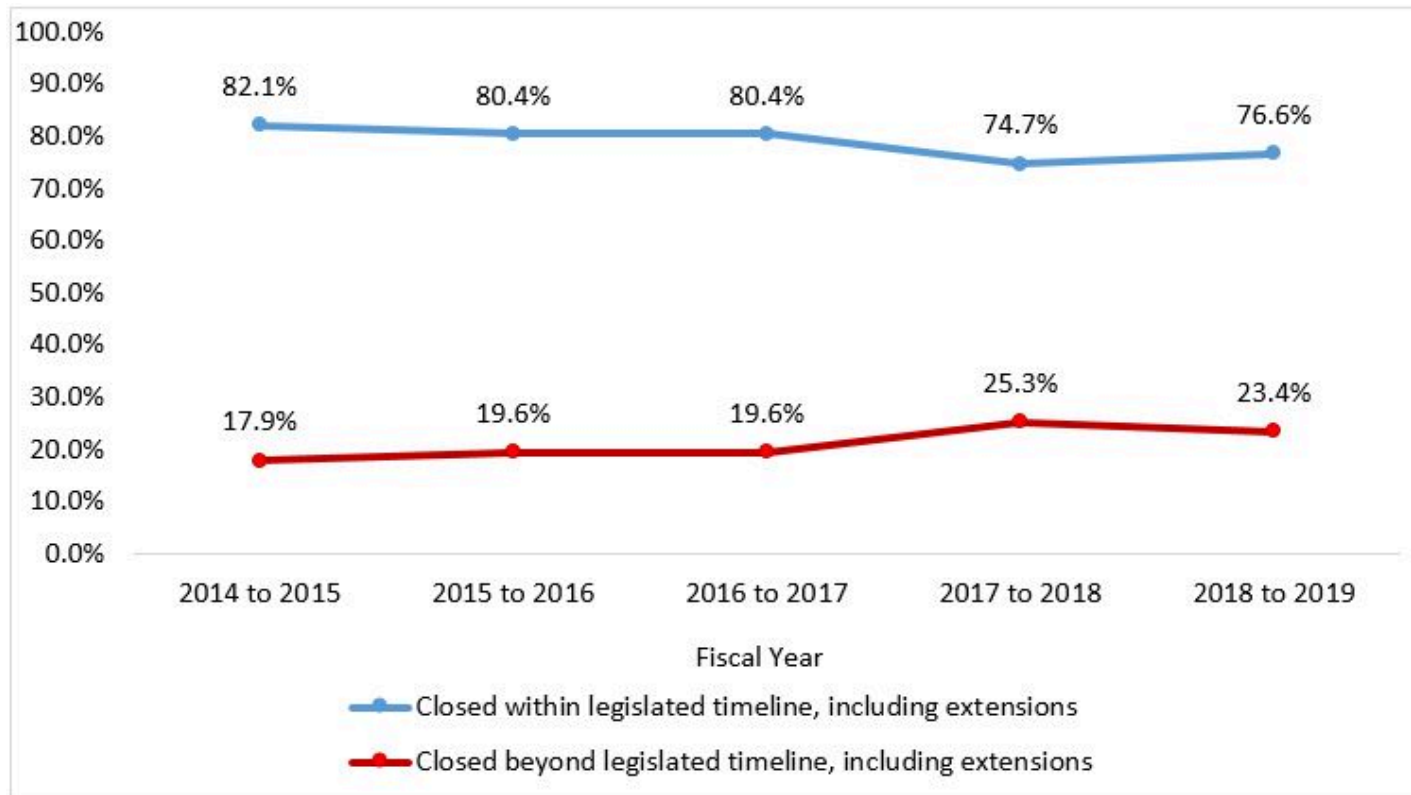
Status of closed requests	Requests as percentage		Number of requests	
	2017 to 2018	2018 to 2019	2017 to 2018	2018 to 2019
Closed within legislated timeline, including extensions	74.7	76.6	46,011	57,334
Closed beyond legislated timeline, including extensions	25.3	23.4	15,563	17,540
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>61,574</b>	<b>74,874</b>

The percentage of requests closed within legislated timelines decreased by 5.5% over the last five fiscal years, from 82.1% in the 2014 to 2015 fiscal year to 76.6% in the 2018 to 2019 fiscal year.

Figure 9 shows *Privacy Act* requests closed within legislated timelines from fiscal year 2014 to 2015 to fiscal year 2018 to 2019.

**Figure 9: *Privacy Act* requests closed within legislated timeframes, from fiscal year 2014 to 2015 to fiscal year 2018 to 2019**





### ▼ Figure 9 - Text version

This table compares the status of requests closed in the last 5 years, from fiscal year 2014 to 2015 to fiscal year 2018 to 2019.

Status of closed request	2014 to 2015	2015 to 2016	2016 to 2017	2017 to 2018	2018 to 2019
<b>Closed within statutory deadline, including extensions</b>	82.1%	80.4%	80.4%	74.7%	76.6%
<b>Closed beyond statutory deadline, including extensions</b>	17.9%	19.6%	19.6%	25.3%	23.4%

Of the 74,874 requests closed in the 2018 to 2019 fiscal year, 67%, were closed within the initial legislated timeline of 30 days.

Table 25 shows the disposition of *Privacy Act* requests, and the time required to close these requests, for the 2018 to 2019 fiscal year.

**Table 25: disposition and time required to close *Privacy Act* requests, fiscal year 2018 to 2019**

Disposition of requests (including requests for which extensions were required)	Closure time <sup>1</sup>							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
All disclosed	3,126	11,956	3,602	480	118	360	925	<b>20,567</b>
Disclosed in part	4,488	15,288	6,974	1,749	567	1,661	4,294	<b>35,021</b>
All exempted	167	135	47	21	7	14	6	<b>397</b>
All excluded	4	8	1	1	0	0	0	<b>14</b>
No records exist	5,999	1,560	583	219	65	254	132	<b>8,812</b>
Request abandoned <sup>2</sup>	5,390	1,693	450	197	76	157	1,749	<b>9,712</b>
Neither confirmed nor denied <sup>3</sup>	125	195	10	5	2	10	4	<b>351</b>
Total	<b>19,299</b>	<b>30,835</b>	<b>11,667</b>	<b>2,672</b>	<b>835</b>	<b>2,456</b>	<b>7,110</b>	<b>74,874</b>
Total percentage	<b>25.8</b>	<b>41.2</b>	<b>15.6</b>	<b>3.6</b>	<b>1.1</b>	<b>3.3</b>	<b>9.5</b>	<b>100.0</b>

Disposition of requests (including requests for which extensions were required)	Closure time <sup>1</sup>							
	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

- <sup>1</sup> The number of days to close requests or consultations refers to calendar days.
- <sup>2</sup> An abandoned request is a request that has been formally withdrawn by the requester, or the requester did not respond to a notice indicating that the request will be closed if they do not respond within a specified time period.
- <sup>3</sup> The category “neither confirmed nor denied” relates to requests for which subsection 16(1) of the *Privacy Act* was invoked: “The head of a government institution may but is not required to indicate under subsection 16(1) whether personal information exists.”

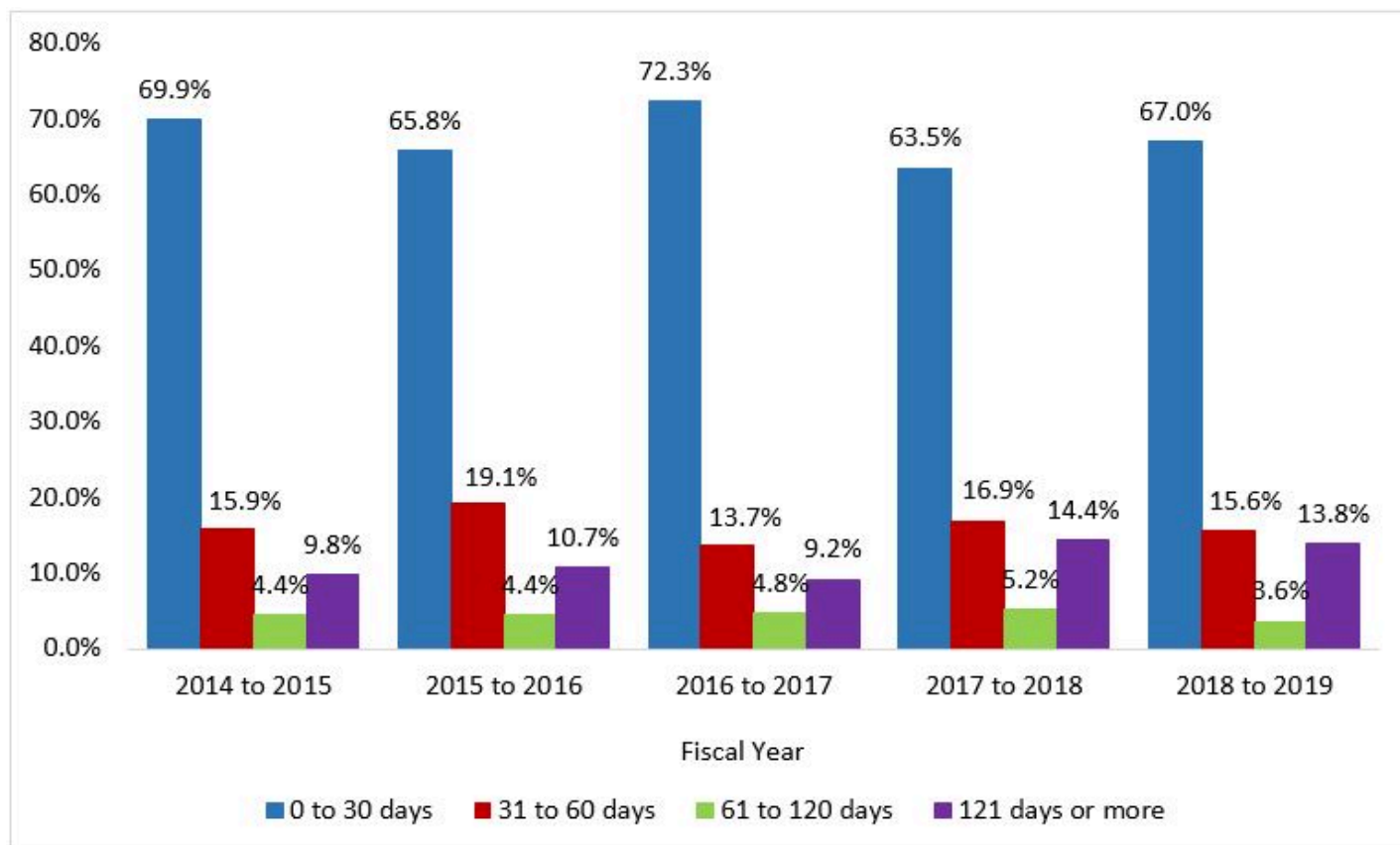
Table 26 shows *Privacy Act* requests closed in fiscal year 2017 to 2018 and fiscal year 2018 to 2019, by the number of days required to close them.

### **Table 26: *Privacy Act* requests closed in fiscal year 2017 to 2018 and fiscal year 2018 to 2019, by closure time**

Closure time	Requests as percentage		Number of requests	
	2017 to 2018	2018 to 2019	2017 to 2018	2018 to 2019
<b>1 to 15 days</b>	21.8	25.8	13,419	19,299
<b>16 to 30 days</b>	41.7	41.2	25,654	30,835
<b>31 to 60 days</b>	16.9	15.6	10,404	11,667
<b>61 to 120 days</b>	5.2	3.6	3,212	2,672
<b>121 to 180 days</b>	2.8	1.1	1,702	835
<b>181 to 365 days</b>	3.8	3.3	2,399	2,456
<b>More than 365 days</b>	7.8	9.5	4,784	7,110
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>61,574</b>	<b>74,874</b>

Figure 10 shows *Privacy Act* requests closed from fiscal year 2014 to 2015 to fiscal year 2018 to 2019, by the number of days required to close them.

**Figure 10: *Privacy Act* requests closed, from fiscal year 2014 to 2015 to fiscal year 2018 to 2019, by closure time**



### ▼ Figure 10 - Text version

This table compares the time required to close requests, listed according to time periods, for the last 5 years, from fiscal year 2014 to 2015 to fiscal year 2018 to 2019

Closure time	2014 to 2015	2015 to 2016	2016 to 2017	2017 to 2018	2018 to 2019
<b>0 to 30 days</b>	69.9%	65.8%	72.3%	63.5%	67.0%
<b>31 to 60 days</b>	15.9%	19.1%	13.7%	16.9%	15.6%
<b>61 to 120 days</b>	4.4%	4.4%	4.8%	5.2%	3.6%
<b>121 days or more</b>	9.8%	10.7%	9.2%	14.4%	13.8%

Table 27 shows the number of *Privacy Act* requests closed beyond the legislated timeline (deemed refusals) for fiscal year 2018 to 2019, by principal reason for the refusal.

**Table 27: deemed refusals of *Privacy Act* requests for fiscal year 2018 to 2019, by principal reason**

Principal reason	Total number of requests closed beyond the legislated timelines including extensions (deemed refusal)
Workload	15,332
External consultation	272
Internal consultation	416
Other <sup>1</sup>	1,520
<b>Total</b>	<b>17,540</b>
<p><b>1</b> Other reasons include the unavailability of key officials, difficulties in obtaining relevant records, labour disputes and lengthy power outages.</p> <p>Note: Deemed refusals are requests that were closed neither in the initial 30-day legislated timeframe nor within the timeframe covered by an extension.</p>	

Of the 17,540 requests closed beyond the legislated timeline, 85.3% were past the timeline with no extension taken. This is an increase of 6.6% from the 2017 to 2018 fiscal year.

Table 28 shows the number of *Privacy Act* requests that were closed after the legislated timeline in fiscal year 2018 to 2019, by number of days past the timeline.

**Table 28: number of days past deadline for *Privacy Act* requests closed beyond the legislated timeline including extensions, fiscal year 2018 to 2019**

<b>Number of days past legislated timeline</b>	<b>Number of requests past legislated timeline where no extension was taken</b>	<b>Number of requests past legislated timeline where an extension was taken</b>	<b>Total requests closed beyond the legislated timeline including extensions</b>	<b>Total as percentage</b>
<b>1 to 15 days</b>	4,703	266	<b>4,969</b>	<b>28.3</b>
<b>16 to 30 days</b>	656	117	<b>773</b>	<b>4.4</b>
<b>31 to 60 days</b>	917	140	<b>1,057</b>	<b>6.0</b>
<b>61 to 120 days</b>	812	163	<b>975</b>	<b>5.6</b>
<b>121 to 180 days</b>	549	106	<b>655</b>	<b>3.7</b>
<b>181 to 365 days</b>	2,201	288	<b>2,489</b>	<b>14.2</b>
<b>More than 365 days</b>	5,132	1,490	<b>6,622</b>	<b>37.8</b>
<b>Total</b>	<b>14,970</b>	<b>2,570</b>	<b>17,540</b>	<b>100.0</b>

## Disposition

Records were disclosed either in full or in part for 74.2% of closed requests. Compared with the 2017 to 2018 fiscal year, this figure remained relatively consistent, increasing by 0.1%.

Table 29 shows the disposition of closed *Privacy Act* requests for fiscal year 2017 to 2018 and fiscal year 2018 to 2019.

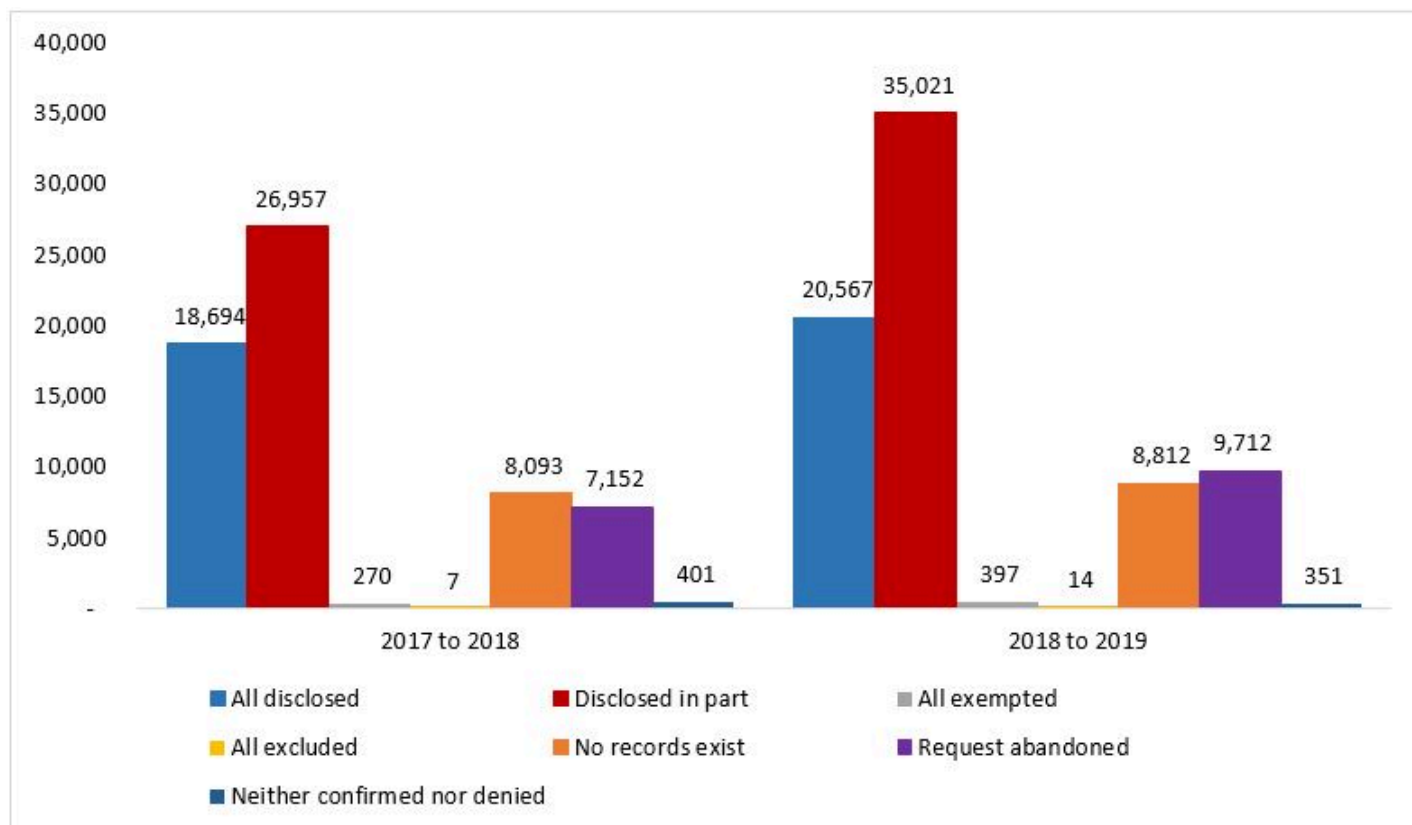
**Table 29: disposition of closed *Privacy Act* requests, fiscal year 2017 to 2018 and fiscal year 2018 to 2019**

Disposition of closed requests	Requests as percentage		Number of requests	
	2017 to 2018	2018 to 2019	2017 to 2018	2018 to 2019
All disclosed	30.4	27.5	18,694	20,567
Disclosed in part	43.8	46.8	26,957	35,021
All exempted	0.4	0.5	270	397
All excluded	0.0	0.0	7	14
No records exist	13.1	11.8	8,093	8,812
Request abandoned	11.6	13.0	7,152	9,712
Neither confirmed nor denied	0.7	0.5	401	351
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>61,574</b>	<b>74,874</b>

Figure 11 shows the disposition of closed *Privacy Act* requests for fiscal year 2017 to 2018 and fiscal year 2018 to 2019.

**Figure 11: disposition of closed *Privacy Act* requests, fiscal year 2017 to 2018 and fiscal year 2018 to 2019**





### ▼ Figure 11 - Text version

This table compares the disposition of closed requests, from fiscal year 2017 to 2018 to fiscal year 2018 to 2019.

Disposition of closed requests	2017 to 2018	2018 to 2019
All disclosed	18,694	20,567
Disclosed in part	26,957	35,021
All exempted	270	397
All excluded	7	14
No records exist	8,093	8,812
Request abandoned	7,152	9,712
Neither confirmed nor denied	401	351

## Complexity

In the 2018 to 2019 fiscal year, government institutions processed about 9.3 million pages for closed requests; 82.1% were disclosed either in full or in part. This is an increase of 18.6% from the 2017 to 2018 fiscal year.

Government institutions undertook consultations with parties outside the federal government in 1.1% of all closed requests.

Table 30 shows the number of relevant pages processed and disclosed in response to *Privacy Act* requests closed in fiscal year 2017 to 2018 and fiscal year 2018 to 2019, by manner of disposition.

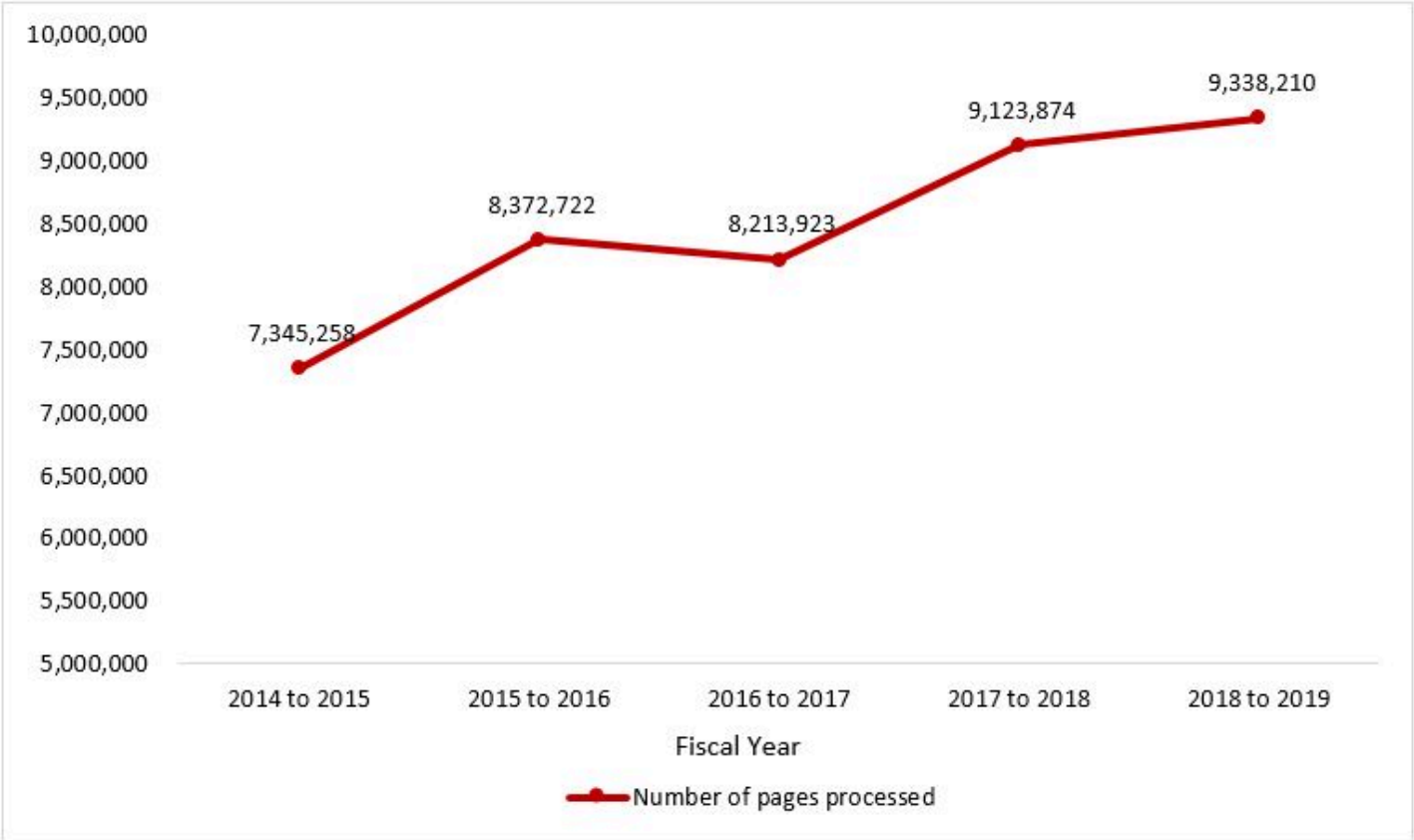
**Table 30: relevant pages processed and disclosed in response to *Privacy Act* requests closed in fiscal year 2017 to 2018 and fiscal year 2018 to 2019, by disposition**

Disposition of requests	Number of pages processed		Number of pages disclosed		Number of requests <sup>1</sup>	
	2017 to 2018	2018 to 2019	2017 to 2018	2018 to 2019	2017 to 2018	2018 to 2019
All disclosed	895,256	1,250,735	831,635	1,161,089	18,694	20,567
Disclosed in part	8,071,604	7,837,953	4,961,915	6,505,776	26,957	35,021
All exempted	31,812	21,065	0	0	270	397
All excluded	1,004	64	0	0	7	14
Request abandoned <sup>2</sup>	124,198	228,393	47,121	57,680	7,152	9,712
<b>Total</b>	<b>9,123,874</b>	<b>9,338,210</b>	<b>5,840,671</b>	<b>7,724,545</b>	<b>53,080</b>	<b>65,711</b>

Disposition of requests	Number of pages processed		Number of pages disclosed		Number of requests <sup>1</sup>	
	2017 to 2018	2018 to 2019	2017 to 2018	2018 to 2019	2017 to 2018	2018 to 2019
<p>1 The total number of requests for each reporting period reflects the total number of requests closed in each period with the exception of those categorized as “no records exist” or “neither confirmed nor denied.”</p> <p>2 Some records may have been disclosed to the requester before the request’s abandonment.</p> <p>Note: Institutions subject to the Privacy Act may receive and process duplicate records and, in the end, release a single copy of the duplicates to the requester.</p>						

Figure 12 shows the number of pages processed in response to closed *Privacy Act* requests from fiscal year 2014 to 2015 to fiscal year 2018 to 2019.

**Figure 12: number of pages processed in response to closed *Privacy Act* requests, from fiscal year 2014 to 2015 to fiscal year 2018 to 2019**



▼ Figure 12 - Text version

This table identifies the number of pages processed over 5 years, from fiscal year 2014 to 2015 to fiscal year 2018 to 2019.

Disposition of closed requests	2014 to 2015	2015 to 2016	2016 to 2017	2017 to 2018	2018 to 2019
All disclosed	7,345,258	8,372,722	8,213,923	9,123,874	9,338,210

Table 31 shows the number of complex *Privacy Act* requests closed in fiscal year 2018 to 2019, by disposition.

**Table 31: complex *Privacy Act* requests closed in fiscal year 2018 to 2019, by disposition**

<b>Disposition</b>	<b>Consultation required</b>	<b>Legal advice sought</b>	<b>Interwoven information <sup>1</sup></b>	<b>Other <sup>2</sup></b>	<b>Total</b>
<b>All disclosed</b>	40	9	34	184	267
<b>Disclosed in part</b>	759	30	11,218	226	12,233
<b>All exempted</b>	8	5	8	5	26
<b>All excluded</b>	0	0	0	0	0
<b>Request abandoned</b>	26	11	99	43	179
<b>Neither confirmed nor denied</b>	28	4	5	2	39
<b>Total</b>	<b>861</b>	<b>59</b>	<b>11,364</b>	<b>460</b>	<b>12,744</b>

**1** The category “interwoven information” includes requests wherein the relevant records contain personal information about another individual that is blended or intermixed with the personal information of the requester.

**2** Other considerations include requests for the contents of a database, requests to process audio or video recordings, high-profile subject matter, instances in which records are located in another region or country, and instances in which the records are in a language other than English or French.

## Extensions

93.9% of all extensions taken for closed requests cited paragraph 15(a)(i) of the *Privacy Act* as a reason for the extension, relating to interference with government operations.

Table 32 shows the number of *Privacy Act* requests that were closed in fiscal year 2018 to 2019 where extensions were invoked, by length of extension.

**Table 32: *Privacy Act* requests closed in fiscal year 2018 to 2019 with reasons for and length of extension**

Length of extension <sup>1</sup>	15(a)(i): Interference with operations	15(a)(ii): Consultation		15(b): Translation or conversion	Total
		Section 70 <sup>2</sup>	Other <sup>3</sup>		
<b>1 to 15 days</b>	17	0	0	0	<b>17</b>
<b>16 to 30 days</b>	6,608	0	423	10	<b>7,041</b>
<b>Total</b>	<b>6,625</b>	<b>0</b>	<b>423</b>	<b>10</b>	<b>7,058</b>

Length of extension <sup>1</sup>	15(a)(i): Interference with operations	15(a)(ii): Consultation		15(b): Translation or conversion	Total
		Section 70 <sup>2</sup>	Other <sup>3</sup>		
<sup>1</sup>	The <i>Privacy Act</i> provides for a maximum extension of 30 days.				
<sup>2</sup>	Section 70 of the <i>Privacy Act</i> states that the act does not apply to confidences of the Queen’s Privy Council for Canada.				
<sup>3</sup>	“Other” includes consultations with one or more of the following: other federal government institutions, provincial and municipal governments, foreign states, international organizations of states, Aboriginal governments, non-governmental organizations or individuals.				

## Exemptions <sup>6</sup>

The tables that follow show the number of *Privacy Act* requests closed in the 2018 to 2019 fiscal year that were subject to particular exemptions under the Act.

### Table 33a: exemptions for exempt banks

Provision	Number of requests
18(2)	275

### Table 33b: exemptions for personal information obtained in confidence

<b>Provision</b>	<b>Number of requests</b>
<b>19(1)(a)</b>	1,003
<b>19(1)(b)</b>	57
<b>19(1)(c)</b>	863
<b>19(1)(d)</b>	441
<b>19(1)(e)</b>	10
<b>19(1)(f)</b>	8

**Table 33c: exemptions for federal-provincial affairs**

<b>Provision</b>	<b>Number of requests</b>
<b>20</b>	6

**Table 33d: exemptions for international affairs and defence**

<b>Provision</b>	<b>Number of requests</b>
<b>21</b>	7,582

**Table 33e: exemptions for law enforcement and investigation**

<b>Provision</b>	<b>Number of requests</b>
<b>22(1)(a)(i)</b>	382
<b>22(1)(a)(ii)</b>	217
<b>22(1)(a)(iii)</b>	12
<b>22(1)(b)</b>	6,158
<b>22(1)(c)</b>	515
<b>22(2)</b>	0
<b>22.1</b>	10



Provision	Number of requests
22.2	0
22.3	11
22.4	0

**Table 33f: exemptions for security clearances**

Provision	Number of requests
23(a)	3
23(b)	0

**Table 33g: exemptions for individuals sentenced for an offence**

Provision	Number of requests
24(a)	4
24(b)	79

**Table 33h: exemptions for safety of individuals**

Provision	Number of requests
25	204

**Table 33i: exemptions for information about another individual**

Provision	Number of requests
26	29,843

**Table 33j: exemptions for solicitor-client privilege**

Provision	Number of requests
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Provision	Number of requests
27	783
27.1	0

**Table 33k: exemptions for medical records**

Provision	Number of requests
28	21

## Exclusions <sup>7</sup>

The tables that follow show the number of *Privacy Act* requests closed in the 2018 to 2019 fiscal year that were subject to particular exclusions under the Act.

**Table 34a: exclusions for non-application (Act does not apply to certain materials)**

Provision	Number of requests
69(1)(a)	14
69(1)(b)	0

**Table 34b: exclusions for Canadian Broadcasting Corporation**

Provision	Number of requests
69.1	0

**Table 34c: exclusions for Cabinet confidences**

Provision	Number of requests
70(1)	4

Provision	Number of requests
70(1)(a)	1
70(1)(b)	0
70(1)(c)	1
70(1)(d)	1
70(1)(e)	2
70(1)(f)	1

**Table 34d: exclusions for certificate under the *Canada Evidence Act***

Provision	Number of requests
70.1	0

## Consultations

The number of requests for consultations between federal government institutions decreased by 18.7% from the 2017 to 2018 fiscal year. The number of pages to review decreased by 47.4%.

Table 35 shows the number of requests for consultation in fiscal year 2017 to 2018 and fiscal year 2018 to 2019 between government institutions and the number of pages reviewed in connection with those requests.

**Table 35: number of requests for consultation and number of pages reviewed in connection with those requests, fiscal year 2017 to 2018 and fiscal year 2018 to 2019**

<b>Consultations</b>	<b>Number of requests for consultation</b>		<b>Number of pages to review</b>	
	<b>2017 to 2018</b>	<b>2018 to 2019</b>	<b>2017 to 2018</b>	<b>2018 to 2019</b>
<b>Received during reporting period</b>	483	392	80,711	18,774
<b>Outstanding from the previous reporting period</b>	46	38	23,946	36,307
<b>Total</b>	<b>529</b>	<b>430</b>	<b>104,657</b>	<b>55,081</b>
<b>Closed during the reporting period</b>	485	399	69,422	18,126
<b>Pending at the end of the reporting period</b>	44	31	35,235	36,955

Table 36 shows, by recommendation, the number of requests for consultation that were closed within particular timeframes in fiscal year 2018 to 2019.

**Table 36: requests for consultation between government institutions closed within particular timeframes in fiscal year 2018 to 2019, by recommendation**

	<b>Number of days required to close consultation requests</b>							
	<b>1 to 15 days</b>	<b>16 to 30 days</b>	<b>31 to 60 days</b>	<b>61 to 120 days</b>	<b>121 to 180 days</b>	<b>181 to 365 days</b>	<b>More than 365 days</b>	<b>Total</b>
<b>Recommendation</b>								

	Number of days required to close consultation requests							
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	Total
<b>Recommendation</b>								
<b>Disclose entirely</b>	90	47	15	8	0	1	0	<b>161</b>
<b>Disclose in part</b>	94	54	37	13	1	5	1	<b>205</b>
<b>Exempt entirely</b>	8	7	1	0	0	1	0	<b>17</b>
<b>Exclude entirely</b>	0	0	0	0	0	0	0	<b>0</b>
<b>Consult other institution <sup>1</sup></b>	3	1	0	0	0	0	0	<b>4</b>
<b>Other</b>	9	0	1	1	1	0	0	<b>12</b>
<b>Total</b>	<b>204</b>	<b>109</b>	<b>54</b>	<b>22</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>399</b>

<sup>1</sup> “Consult other institution” refers to a government institution’s recommendation that the institution that consulted them contact additional government institutions subject to the *Privacy Act*.

## Costs

The cost to administer the Government of Canada’s privacy program increased by 13.7% to about \$48.4 million in the 2018 to 2019 fiscal year, with the average cost per closed request decreasing by 6.5% to \$647.

Table 37 shows the costs associated with administering the *Privacy Act* for fiscal year 2017 to 2018 and fiscal year 2018 to 2019.

**Table 37: cost of *Privacy Act* operations, 2017 to 2018 fiscal year and 2018 to 2019 fiscal year**

Description of costs	Amount	
	2017 to 2018	2018 to 2019
<b>Cost of institutions' operations <sup>1</sup></b>	\$42,577,934.00	\$47,995,307.00
<b>Cost of ATIP Online Request Service <sup>2</sup></b>	N/A	\$419,853
<b>Total</b>	<b>\$42,577,934.00</b>	<b>\$48,415,160</b>
<b>Requests closed</b>	61,574	74,874
<b>Average cost per closed request <sup>3</sup></b>	\$691.49	\$646.62
<b>Pages processed</b>	9,123,874	9,338,210
<b>Average cost per page processed</b>	\$4.67	\$5.18

Description of costs	Amount	
	2017 to 2018	2018 to 2019
<p><u>1</u> Cost of operations includes salaries, overtime, goods and services, contracts and all other expenses specific to Access to Information and Privacy offices. Cost of operations does not include costs associated with time spent by business areas searching for and reviewing records.</p> <p><u>2</u> The 2018 to 2019 fiscal year is the first year in which the cost of the ATIP Online Request Service (AORS) is reported.</p> <p><u>3</u> This calculation uses the total cost of operations in the reporting period to obtain the average cost per closed request. Because the total cost of operations also includes the processing costs of some requests that will be carried over into the next reporting period, the average cost per closed request is an approximation.</p>		

## Disclosures under subsection 8(2) of the *Privacy Act*

Subsection 8(1) of the *Privacy Act* states that “personal information under the control of a government institution shall not, without the consent of the individual to whom it relates, be disclosed by the institution except in accordance with this section.” Subsection 8(2) of the act, subject to other acts of Parliament, provides for exceptions where it would be possible for government institutions to disclose personal information without consent.

Table 38 shows the number of disclosures made under paragraphs 8(2)(e) and 8(2)(m) of the *Privacy Act* in fiscal year 2018 to 2019.

**Table 38: disclosures under subsection 8(2) of the *Privacy Act*, fiscal year 2018 to 2019**

Paragraph 8(2)(e) <sup>1</sup>	Paragraph 8(2)(m) <sup>2</sup>	Total
6,302	143	<b>6,445</b>
<p><b>1</b> Paragraph 8(2)(e) of the <i>Privacy Act</i>: “Subject to any other Act of Parliament, personal information under the control of a government institution may be disclosed... to an investigative body specified in the regulations, on the written request of the body, for the purpose of enforcing any law of Canada or a province or carrying out a lawful investigation, if the request specifies the purpose and describes the information to be disclosed.”</p> <p><b>2</b> “Subject to any other Act of Parliament, personal information under the control of a government institution may be disclosed... for any purpose where, in the opinion of the head of the institution, (i) the public interest in disclosure clearly outweighs any invasion of privacy that could result from the disclosure, or (ii) disclosure would clearly benefit the individual to whom the information relates.”</p>		

## Requests for correction of personal information and notations

Subsection 12(2) of the *Privacy Act* provides individuals with the right to request that government institutions correct personal information under their control when the individual believes that it may contain errors or



omissions. Alternatively, the individual may request that government institutions attach a notation to the information to reflect any corrections that were requested but not made.

Where the information has been disclosed to other individuals or organizations, government institutions are also required to advise them of the correction or notation.

Table 39 shows the number of requests for correction of personal information made to government institutions in the 2018 to 2019 fiscal year.

**Table 39: requests for correction of personal information, fiscal year 2018 to 2019**

<b>Disposition of received requests</b>	<b>Amount</b>
<b>Requests for correction accepted</b>	14
<b>Notations attached</b>	69
<b>Total</b>	<b>83</b>

## Privacy impact assessments

Privacy impact assessments (PIAs) provide a framework to ensure that privacy is considered throughout the design or redesign of programs or service delivery. PIAs identify the extent to which proposals comply with all appropriate statutes, assist managers and decision makers in avoiding or mitigating privacy risks, and promote informed policy, program and system design choices.

Completed PIAs must be submitted to the Treasury Board of Canada Secretariat, as well as to the Office of the Privacy Commissioner.

Table 40 shows the number of PIAs completed by government institutions in the 2018 to 2019 fiscal year.

**Table 40: number of privacy impact assessments completed, fiscal year 2018 to 2019**

Privacy impact assessments	Amount
Number of PIAs completed <sup>1</sup>	95
<div><div>1</div><div>“Completed” signifies privacy impact assessments that were submitted to both the Office of the Privacy Commissioner and the Information and Privacy Policy Division of the Treasury Board of Canada Secretariat.</div></div>	

**Personal information banks**

Personal Information Banks (PIBs) are descriptions of personal information held by government institutions. The *Privacy Act* requires that PIBs describe all personal information about individuals that is organized and retrievable by a person’s name or by an identifying number, symbol or other particular assigned only to that person. PIBs must include personal information that has been or is being used, or is available for use, to support a program or activity.

Institution-specific PIBs describe personal information contained in the records of a specific government institution.

Standard PIBs describe personal information found in records created, collected and maintained by most government institutions to support common internal programs and activities, such as communications, travel and employment. They are created by the Treasury Board of Canada Secretariat and government institutions can register against them.

Central PIBs describe personal information about members of the general public, as well as current and former employees from all or several government institutions. They are maintained by central government departments and agencies.

Table 41 shows the number of new PIBS, newly registered PIBS and the number of institutions registering new PIBs.

**Table 41: Personal Information Banks, fiscal year 2018 to 2019**

<b>Personal information banks</b>	<b>Amount</b>
<b>Number of new institution-specific PIBs registered</b>	142
<b>Number of times standard PIBs were registered against by government institutions <sup>1</sup></b>	90
<b>Number of central PIBs registered</b>	4
<b>Total number of new PIBs registered</b>	<b>236</b>
<b>Number of government institutions registering new PIBs</b>	27
<p><b>1</b> At the date of this report's publication, there were 49 standard personal information banks maintained by the Treasury Board of Canada Secretariat.</p>	
<p>Note: The Statistical Report for the 2017 to 2018 fiscal year indicated that there were 50 standard personal information banks maintained by the Treasury Board of Canada Secretariat, this was an administrative error. The correct amount is 49.</p>	

Privacy Act requests since 1983

The statistics that follow reflect the best available data since 1983. The categories have been adjusted in some cases in order to compare data across the years.

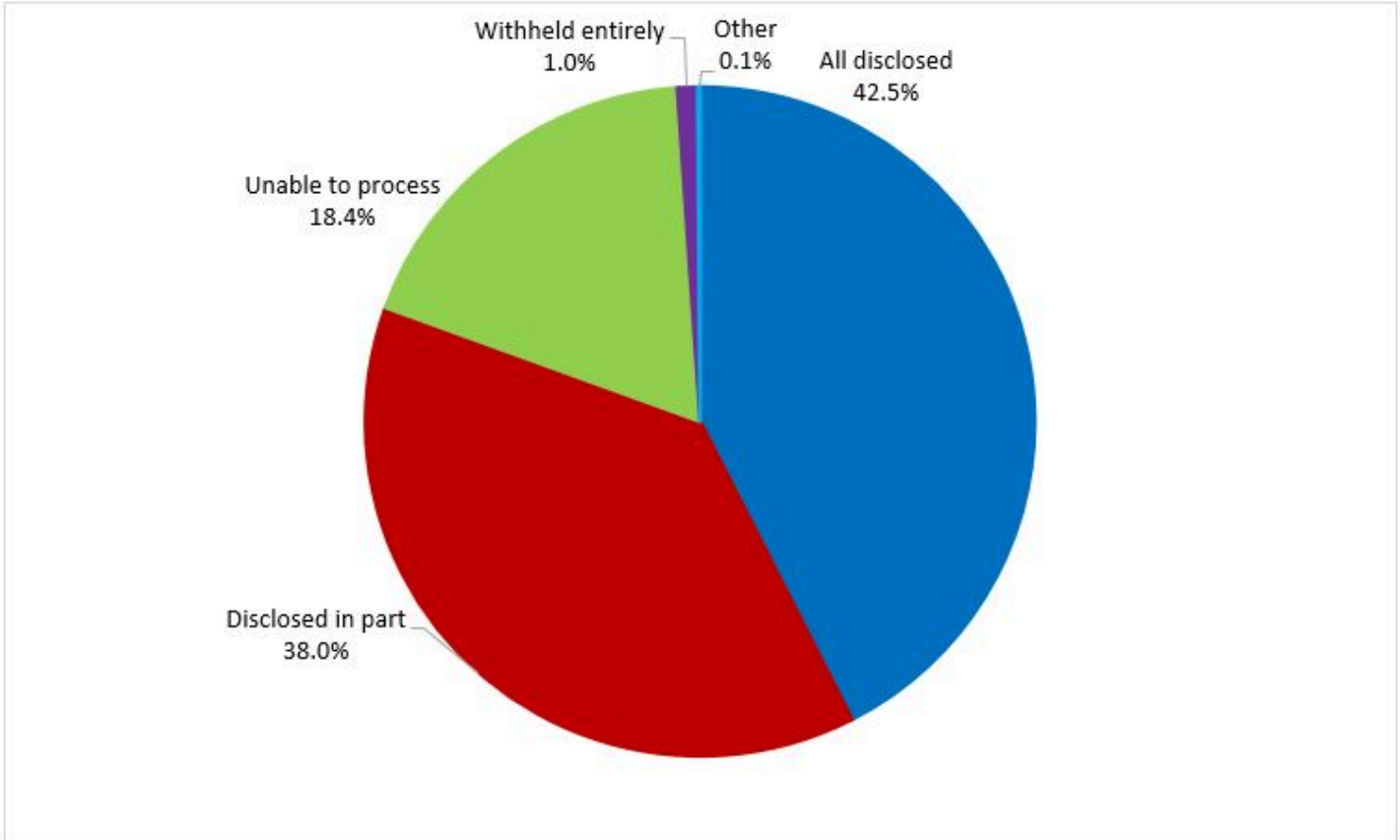
Table 42 shows the number of *Privacy Act* requests received and closed since 1983.

Table 42: number of *Privacy Act* requests since 1983

Requests under the <i>Privacy Act</i>	Number of requests
Requests received	1,719,012
Requests closed	1,691,514

Figure 13 shows the disposition of *Privacy Act* requests closed since 1983.

Figure 13: disposition of closed *Privacy Act* requests since 1983



▼ Figure 13 - Text version

This table identifies the disposition of closed requests since 1983.

Disposition of closed requests	Requests as percentage
All disclosed	42.5%
Disclosed in part	38.0%
Unable to process	18.4%
Withheld entirely	1.0%
Other	0.1%

Notes:

- “Unable to process” includes the categories “no records exist,” <sup>8</sup> “transferred,” <sup>9</sup> “abandoned” <sup>10</sup> and “requests that could not be processed.” <sup>11</sup>
- “Withheld entirely” includes categories “all exempted” and “all excluded.”
- “Other” consists of the category “neither confirmed nor denied.”

Table 43 shows the disposition of *Privacy Act* requests closed since 1983.

**Table 43: disposition of closed *Privacy Act* requests since 1983**

Disposition of closed requests	Requests as percentage	Number of requests
All disclosed	42.5	718,932
Disclosed in part	38.0	643,296

<sup>1</sup> The number of requests has remained constant since the 2013 to 2014 fiscal year.

Disposition of closed requests	Requests as percentage	Number of requests
All exempted	0.9	15,751
All excluded	0.0	674
No records exist	4.5	76,102
Abandoned	6.0	100,899
Neither confirmed nor denied	0.1	2,007
Transferred <sup>1</sup>	1.9	32,188
Requests that could not be processed <sup>1</sup>	6.0	101,665
<b>Total</b>	<b>100.0</b>	<b>1,691,514</b>

<sup>1</sup> The number of requests has remained constant since the 2013 to 2014 fiscal year.

Table 44 shows the costs associated with administering the *Privacy Act* since 1983.

**Table 44: cost of *Privacy Act* operations since 1983**

Description of cost of operations	Amount
Requests closed	1,691,514
Cost of operations <sup>1</sup>	\$796,920,932.02
Average cost per closed request <sup>2</sup>	\$471.13

Description of cost of operations	Amount
<div data-bbox="126 283 1490 846"> <div>1</div> <div>This amount is adjusted to the rate of inflation. Before the 2018 to 2019 reporting period, the cost of operations was not adjusted to the rate of inflation.</div> </div> <div data-bbox="126 514 1490 846"> <div>2</div> <div>This calculation uses the total cost of operations to obtain the average cost per closed request since 1983. However, in actuality, the total cost of operations reflects processing costs of some requests that will be carried over into the next reporting period, in addition to closed requests, so the calculation is an approximation.</div> </div>	

## Annex: more detailed analysis

### Requests under the *Access to Information Act*

Of the 123,421 requests that were received in the 2018 to 2019 fiscal year, 99,702 requests were received by five institutions, and 23,719 requests were received by the remaining government institutions. The five institutions receiving the highest volume of requests are Immigration, Refugee and Citizenship Canada (IRCC), the Canada Border Services Agency (CBSA), the Royal Canadian Mounted Police (RCMP), the Canada Revenue Agency (CRA), and the Department of National Defence (DND). To provide a more detailed understanding of the access to information program, this Annex provides data for these five institutions.

Table 45 shows the total number of requests received, closed, and carried over under the *Access to Information Act* by IRCC, CBSA, RCMP, CRA and DND, and all other government institutions, for the 2018 to 2019 fiscal year.

**Table 45: requests received, closed and carried over under the *Access to Information Act*, fiscal year 2018 to 2019**

Requests under the <i>Access to Information Act</i>	Number of requests						
	IRCC	CBSA	RCMP	CRA	DND	Other institutions	Total
<b>Outstanding from 2017 to 2018 reporting period</b>	12,506	1,726	3,428	1,102	1,256	7,353	<b>27,371</b>
<b>Received during 2018 to 2019 reporting period</b>	82,387	7,673	4,436	2,931	2,275	23,719	<b>123,421</b>
<b>Total</b>	<b>94,893</b>	<b>9,399</b>	<b>7,864</b>	<b>4,033</b>	<b>3,531</b>	<b>31,072</b>	<b>150,792</b>
<b>Closed during 2018 to 2019 reporting period</b>	83,895	8,037	4,176	2,845	2,518	23,589	<b>125,060</b>
<b>Carried over to 2019 to 2020 reporting period</b>	10,998	1,362	3,688	1,188	1,013	7,483	<b>25,732</b>

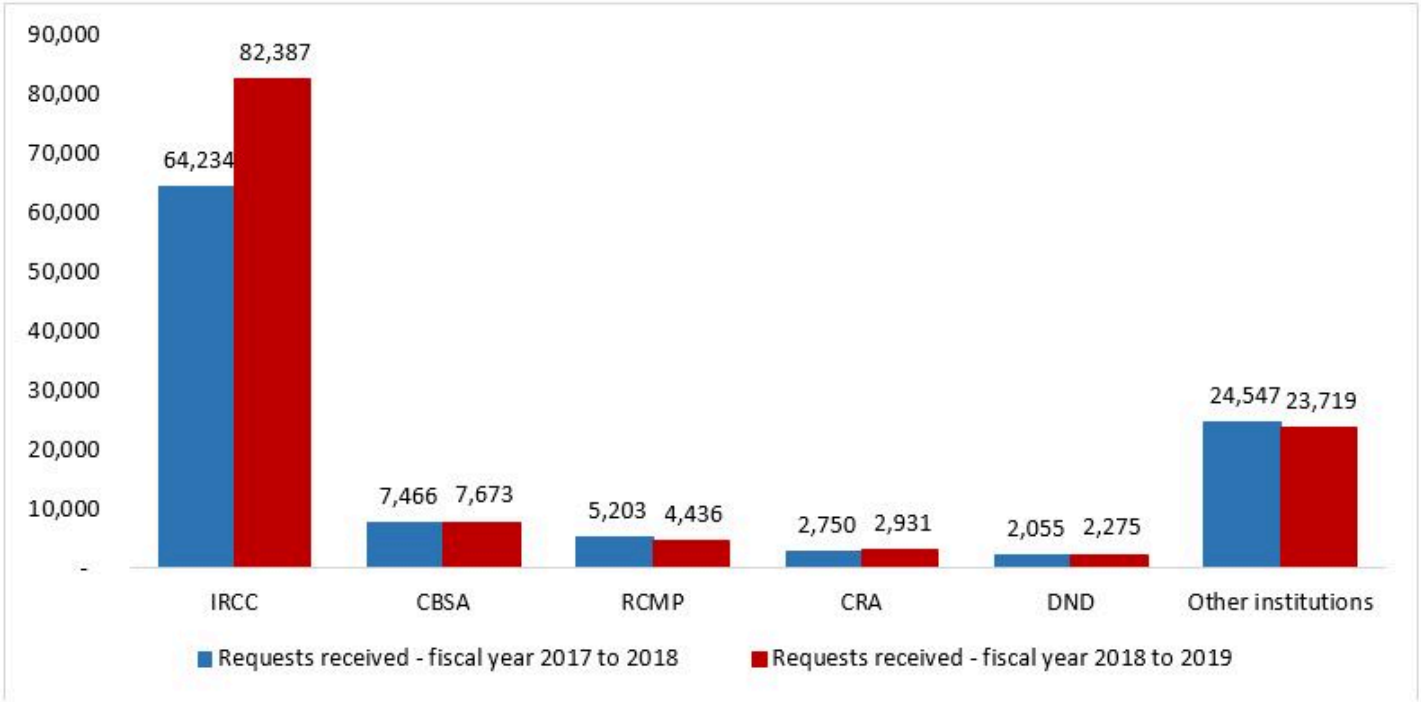
The number of requests received by these five institutions increased by 22% since the last fiscal year, from 81,708 in the 2017 to 2018 fiscal year to 99,702 in the 2018 to 2019 fiscal year.



The number of requests received by all other institutions decreased by 3.4% since the last fiscal year, from 24,547 in the 2017 to 2018 fiscal year to 23,719 in the 2018 to 2019 fiscal year.

Figure 14 shows the number of requests received under the *Access to Information Act*, by the five institutions that received the highest volume of requests and all other institutions, from fiscal year 2017 to 2018 to fiscal year 2018 to 2019.

**Figure 14: requests received under the *Access to Information Act*, from fiscal year 2017 to 2018 to fiscal year 2018 to 2019**



▼ Figure 14 - Text version

This table shows the number of requests received under the *Access to Information Act* by IRCC, CBSA, RCMP, CRA, DND and all other government institutions, from fiscal year 2017 to 2018 to fiscal year 2018 to 2019.

	Requests received - fiscal year 2017 to 2018	Requests received - fiscal year 2018 to 2019
IRCC	64,234	82,387

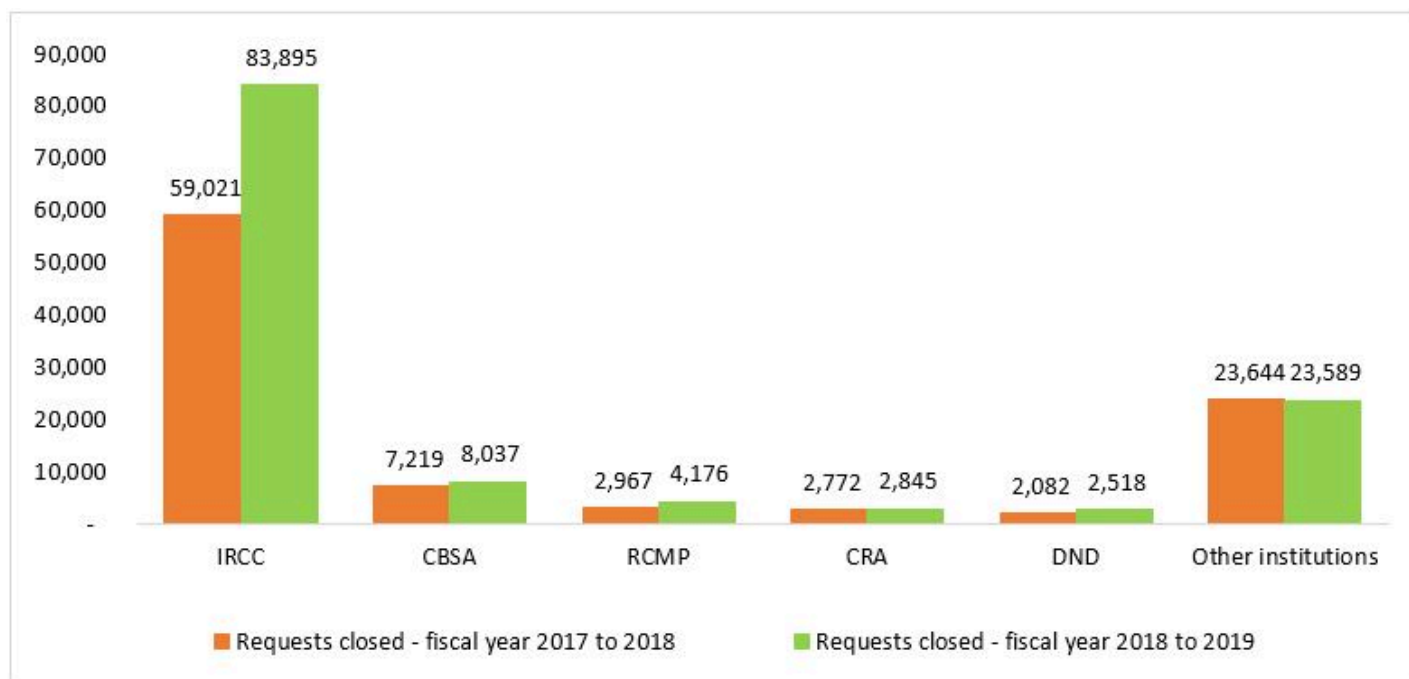
	<b>Requests received - fiscal year 2017 to 2018</b>	<b>Requests received - fiscal year 2018 to 2019</b>
<b>CBSA</b>	7,466	7,673
<b>RCMP</b>	5,203	4,436
<b>CRA</b>	2,750	2,931
<b>DND</b>	2,055	2,275
<b>Other institutions</b>	24,547	23,719

The number of requests closed by IRCC, CBSA, RCMP, CRA and DND increased by 37% since the last fiscal year, from 74,061 in the 2017 to 2018 fiscal year to 101,471 in the 2018 to 2019 fiscal year.

The number of requests closed by all other institutions decreased by 0.2% since the last fiscal year, from 23,644 in the 2017 to 2018 fiscal year to 23,589 in the 2018 to 2019 fiscal year.

Figure 15 shows the number of requests closed under the *Access to Information Act*, by the five institutions that received the highest volume of requests and all other institutions, from fiscal year 2017 to 2018 to fiscal year 2018 to 2019.

**Figure 15: requests closed under the *Access to Information Act*, from fiscal year 2017 to 2018 to fiscal year 2018 to 2019**



### ▼ Figure 15 - Text version

This table shows the number of requests closed under the *Access to Information Act* by IRCC, CBSA, RCMP, CRA, DND and all other government institutions, from fiscal year 2017 to 2018 to fiscal year 2018 to 2019.

	Requests closed - fiscal year 2017 to 2018	Requests closed - fiscal year 2018 to 2019
<b>IRCC</b>	59,021	83,895
<b>CBSA</b>	7,219	8,037
<b>RCMP</b>	2,967	4,176
<b>CRA</b>	2,772	2,845
<b>DND</b>	2,082	2,518
<b>Other institutions</b>	23,644	23,589

## Timeliness

Of the 101,471 requests closed by IRCC, CBSA, RCMP, CRA and DND in the 2018 to 2019 fiscal year, 70.7% were closed within legislated timelines, including extensions. This is a decrease of 2.5% from the 2017 to 2018 fiscal year.

For all other institutions, of the 23,589 requests closed in the 2018 to 2019 fiscal year, 83.3% were closed within legislated timelines, including extensions. This is a decrease of 2.4% from the 2017 to 2018 fiscal year.

Table 46 and Table 47 show *Access to Information Act* requests closed within legislated timelines, including extensions, for fiscal year 2017 to 2018 and fiscal year 2018 to 2019, respectively.

**Table 46: status of closed *Access to Information Act* requests, fiscal year 2017 to 2018**

Status of closed requests	Number of requests						
	IRCC	CBSA	RCMP	CRA	DND	Other Institutions	All
<b>Closed within legislated timeline, including extensions</b>	43,839 (74.3%)	6,276 (86.9%)	920 (31.0%)	2,174 (78.4)	986 (47.4%)	20,258 (85.7%)	<b>74,453 (76.2%)</b>
<b>Closed beyond legislated timeline, including extensions</b>	15,182 (25.7%)	943 (13.1%)	2,047 (69.0%)	598 (21.6%)	1,096 (52.6%)	3,386 (14.3%)	<b>23,252 (23.8%)</b>

Status of closed requests	Number of requests						
	IRCC	CBSA	RCMP	CRA	DND	Other Institutions	All
<b>Total</b>	<b>59,021</b>	<b>7,219</b>	<b>2,967</b>	<b>2,772</b>	<b>2,082</b>	<b>23,644</b>	<b>97,705</b>

**Table 47: status of closed *Access to Information Act* requests, fiscal year 2018 to 2019**

Status of closed requests	Number of requests						
	IRCC	CBSA	RCMP	CRA	DND	Other Institutions	All
<b>Closed within legislated timeline, including extensions</b>	59,146 (70.5%)	7,577 (94.3%)	1,197 (28.7%)	2,308 (81.1%)	1,530 (60.8%)	19,644 (83.3%)	<b>91,402 (73.1%)</b>
<b>Closed beyond legislated timeline, including extensions</b>	24,749 (29.5%)	460 (5.7%)	2,979 (71.3%)	537 (18.9%)	988 (39.2%)	3,945 (16.7%)	<b>33,658 (26.9%)</b>
<b>Total</b>	<b>83,895</b>	<b>8,037</b>	<b>4,176</b>	<b>2,845</b>	<b>2,518</b>	<b>23,589</b>	<b>125,060</b>

## Requests under the *Privacy Act*

Of the 74,566 requests that were received in the 2018 to 2019 fiscal year, 54,551 requests were received by five institutions, and 20,015 requests were received by all other institutions. The five institutions that received the highest volume of personal information requests are IRCC, CBSA,

Employment and Social Development Canada (ESDC), DND and Correctional Service Canada (CSC). To provide a more detailed understanding of the privacy program, this Annex provides data for these five institutions.

Table 48 shows the total number of requests received, closed, and carried over under the *Privacy Act* by IRCC, CBSA, ESDC, DND and CSC and all other government institutions, for the 2018 to 2019 fiscal year.

**Table 48: requests received, closed and carried over under the *Privacy Act*, fiscal year 2018 to 2019**

Requests under the <i>Privacy Act</i>	Number of requests						
	IRCC	CBSA	ESDC	DND	CSC	Other institutions	Total
<b>Outstanding from 2017 to 2018 reporting period</b>	3,408	1,555	409	4,183	12,707	5,309	<b>27,571</b>
<b>Received during 2018 to 2019 reporting period</b>	15,655	13,447	12,678	6,637	6,134	20,015	<b>74,566</b>
<b>Total</b>	19,063	15,002	13,087	10,820	18,841	25,324	<b>102,137</b>
<b>Closed during 2018 to 2019 reporting period</b>	16,846	13,873	12,260	9,006	2,895	19,994	<b>74,874</b>

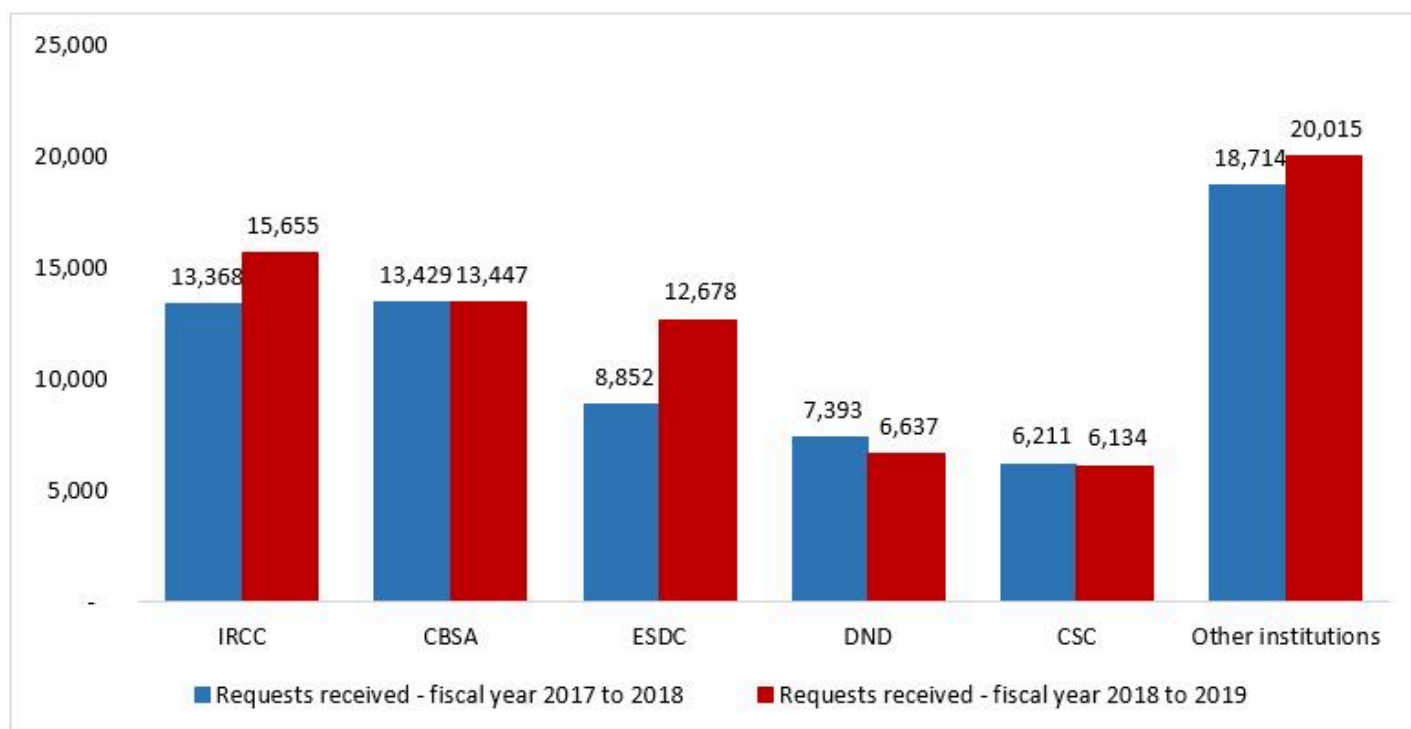
Requests under the <i>Privacy Act</i>	Number of requests						
	IRCC	CBSA	ESDC	DND	CSC	Other institutions	Total
Carried over to 2019 to 2020 reporting period	2,217	1,129	827	1,814	15,946	5,330	<b>27,263</b>

The number of requests received by IRCC, CBSA, ESDC, DND and CSC increased by 10.8% since the last fiscal year, from 49,253 in the 2017 to 2018 fiscal year to 54,551 in the 2018 to 2019 fiscal year.

The number of requests received by all other institutions increased by 7.0% since the last fiscal year, from 18,714 in the 2017 to 2018 fiscal year to 20,015 in the 2018 to 2019 fiscal year.

Figure 16 shows the number of requests received under the *Privacy Act*, by the top 5 institutions and all other institutions, from fiscal year 2017 to 2018 to fiscal year 2018 to 2019.

**Figure 16: requests received under the *Privacy Act*, from fiscal year 2017 to 2018 to fiscal year 2018 to 2019**



### ▼ Figure 16 - Text version

This table shows the number of requests received under the *Privacy Act* by IRCC, CBSA, ESDC, DND, CSC and all other government institutions, from fiscal year 2017 to 2018 to fiscal year 2018 to 2019.

	Requests received - fiscal year 2017 to 2018	Requests received - fiscal year 2018 to 2019
<b>IRCC</b>	13,368	15,655
<b>CBSA</b>	13,429	13,447
<b>ESDC</b>	8,852	12,678
<b>DND</b>	7,393	6,637
<b>CSC</b>	6,211	6,134
<b>Other institutions</b>	18,714	20,015

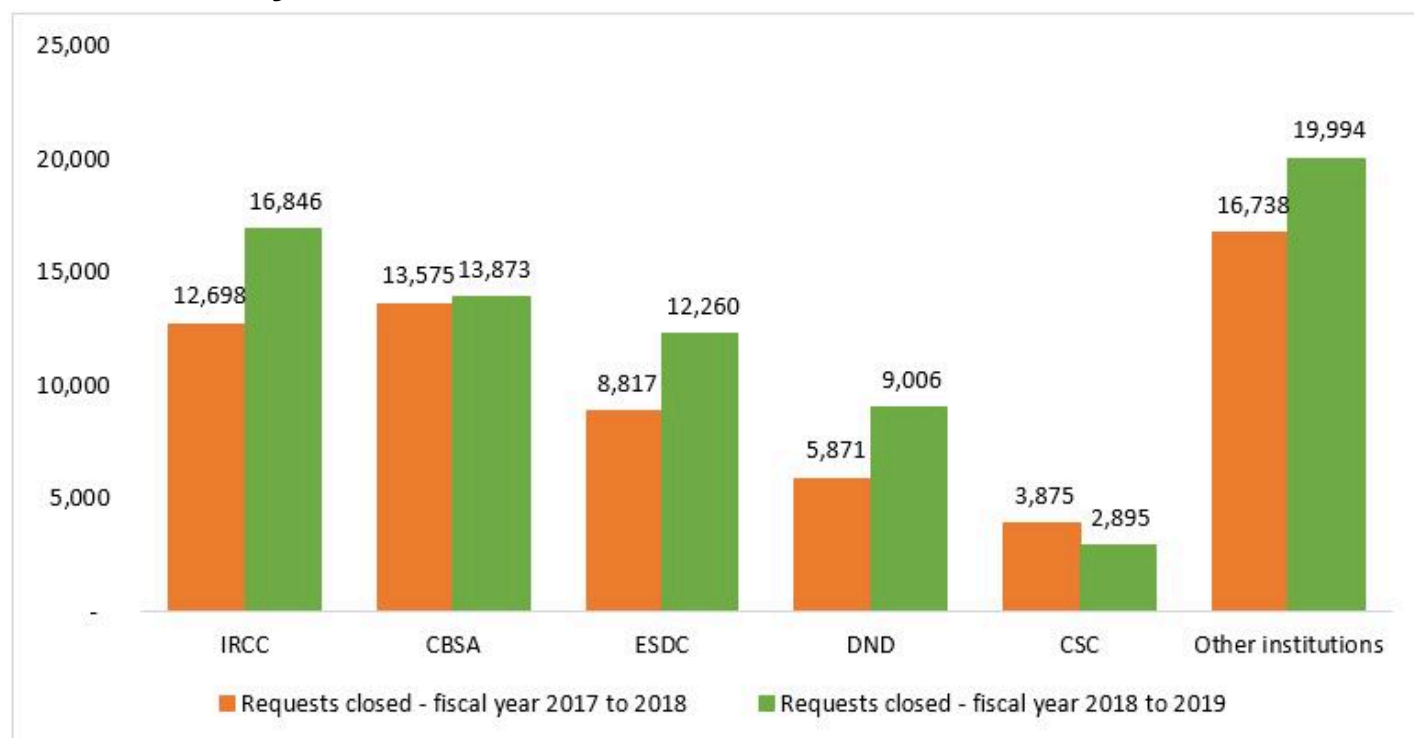


The number of requests closed by IRCC, CBSA, ESDC, DND and CSC increased by 22.4% since the last fiscal year, from 44,836 in the 2017 to 2018 fiscal year to 54,880 in the 2018 to 2019 fiscal year.

The number of requests closed by all other institutions increased by 19.5% since the last fiscal year, from 16,738 in the 2017 to 2018 fiscal year to 19,994 in the 2018 to 2019 fiscal year.

Figure 17 shows the number of requests closed under the *Privacy Act*, by the top 5 institutions and all other institutions, from fiscal year 2017 to 2018 to fiscal year 2018 to 2019.

**Figure 17: requests closed under the *Privacy Act*, from fiscal year 2017 to 2018 to fiscal year 2018 to 2019**



#### ▼ Figure 17 - Text version

This table shows the number of requests closed under the *Privacy Act* by IRCC, CBSA, ESDC, DND, CSC and all other government institutions, from fiscal year 2017 to 2018 to fiscal year 2018 to 2019.

	<b>Requests closed - fiscal year 2017 to 2018</b>	<b>Requests closed - fiscal year 2018 to 2019</b>
<b>IRCC</b>	12,698	16,846
<b>CBSA</b>	13,575	13,873
<b>ESDC</b>	8,817	12,260
<b>DND</b>	5,871	9,006
<b>CSC</b>	3,875	2,895
<b>Other institutions</b>	16,738	19,994

## Timeliness

Of the 54,880 requests closed by IRCC, CBSA, ESDC, DND and CSC in the 2018 to 2019 fiscal year, 74.7% were closed within legislated timelines, including extensions. This is an increase of 3.1% from the 2017 to 2018 fiscal year.

For all other institutions, of the 19,994 requests closed in the 2018 to 2019 fiscal year, 81.6% were closed within legislated timelines, including extensions. This is a decrease of 1.6% from the 2017 to 2018 fiscal year.

Table 49 and Table 50 show *Privacy Act* requests closed within legislated timelines, including extensions, for fiscal year 2017 to 2018 and fiscal year 2018 to 2019, respectively.

### Table 49: status of closed *Privacy Act* requests, fiscal year 2017 to 2018

Status of closed requests	Number of requests						
	IRCC	CBSA	ESDC	DND	CSC	Other Institutions	All

Status of closed requests	Number of requests						
	IRCC	CBSA	ESDC	DND	CSC	Other Institutions	All
<b>Closed within legislated timeline, including extensions</b>	7,689 (60.6%)	12,328 (90.8%)	8,728 (99.0%)	2,813 (47.9%)	534 (13.8%)	13,919 (83.2%)	<b>46,011 (74.7%)</b>
<b>Closed beyond legislated timeline, including extensions</b>	5,009 (39.4%)	1,247 (9.2%)	89 (1.0%)	3,058 (52.1%)	3,341 (86.2%)	2,819 (16.8)	<b>15,563 (25.3%)</b>
<b>Total</b>	<b>12,698</b>	<b>13,575</b>	<b>8,817</b>	<b>5,871</b>	<b>3,875</b>	<b>16,738</b>	<b>61,574</b>

**Table 50: status of closed *Privacy Act* requests, fiscal year 2018 to 2019**

Status of closed requests	Number of requests						
	IRCC	CBSA	ESDC	DND	CSC	Other Institutions	All
<b>Closed within legislated timeline, including extensions</b>	10,526 (62.5%)	13,577 (97.9%)	12,137 (99.0%)	4,439 (49.3%)	343 (11.8%)	16,312 (81.6%)	<b>57,334 (76.6%)</b>

Status of closed requests	Number of requests						
	IRCC	CBSA	ESDC	DND	CSC	Other Institutions	All
Closed beyond legislated timeline, including extensions	6,320 (37.5%)	296 (2.1%)	123 (1.0%)	4,567 (50.7%)	2,552 (88.2%)	3,682 (18.4%)	<b>17,540</b> <b>(23.4%)</b>
<b>Total</b>	<b>16,846</b>	<b>13,873</b>	<b>12,260</b>	<b>9,006</b>	<b>2,895</b>	<b>19,994</b>	<b>74,874</b>

## Footnotes

- 1 These tables reflect the number of times an exemption was applied at least once in a closed request. Different types of exemptions can also be applied within a single request and the same request can therefore be counted more than once across the tables. As a result, the tables added together do not reflect the total number of requests where information was exempted.
- 2 These tables reflect the number of times an exclusion was applied at least once in a closed request. Different types of exclusions can also be applied within a single request and the same request can therefore be counted more than once across the tables. As a result, the tables added together do not reflect the total number of requests where information was excluded.
- 3 “No records exist” was added in the 2011 to 2012 reporting period.

- 4 "Abandoned" was added in the 2011 to 2012 reporting period.
- 5 "Requests that could not be processed" consists of requests from 1983 to 2011 that could not be processed for the following reasons: "insufficient information provided by applicant," "no records exist" or "abandoned by applicant."
- 6 These tables reflect the number of times an exemption was made at least once in a closed request. Different types of exemptions can also be made within a single request and the same request can therefore be counted more than once across the tables. As a result, the tables added together do not reflect the total number of requests where information was exempted.
- 7 These tables reflect the number of times an exclusion was made at least once in a closed request. Different types of exclusions can also be made within a single request and the same request can therefore be counted more than once across the tables. As a result, the tables added together do not reflect the total number of requests where information was excluded.
- 8 The category "no records exist" was added in the 2011 to 2012 reporting period.
- 9 The category "transferred" was removed following the 2010 to 2011 reporting period.

- 10 The category “abandoned” was added in the 2011 to 2012 reporting period.
- 11 The category “requests that could not be processed” consists of requests from 1983 to 2011 that could not be processed for the following reasons: “insufficient information provided by applicant,” “no records exist” or “abandoned by applicant.”
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