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# Access to Information and Privacy Statistical Report for the 2019 to 2020 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 presents statistical information about the Government of Canada's access to information and privacy programs globally across all federal institutions subject to the two Acts for the period of April 1, 2019, to March 31, 2020. It also presents cumulative data from July 1, 1983, to March 31, 2020.

In addition, each institution subject to the [Access to Information Act](#) and the [Privacy Act](#) tables an individual annual report in Parliament on the administration of each Act in their institution. These reports can be found on the institutions' websites.

Eight institutions received the majority of access to information requests and personal information requests across the government. An [annex](#) providing detailed analysis of these institutions is included.

The complete statistical dataset for 2019-2020 will be available in open format on the Government of Canada's [Open Data Portal](#).

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# Access to Information Act statistics for the 2019 to 2020 fiscal year

## Requests under the Access to Information Act

A total of 156,222 Access to Information (ATI) requests were received in the 2019 to 2020 fiscal year, an overall increase of 26.6 percent from the 2018 to 2019 fiscal year. There was also a total of 25,916 ATI requests that were outstanding from the 2018 to 2019 fiscal year, an overall decrease of 5.3 percent from the outstanding requests of the previous fiscal year.

Of the 182,138 ATI requests that were either received in the 2019 to 2020 fiscal year or outstanding from the previous fiscal year, 82 percent were closed. This is a slight decrease from the 2018 to 2019 fiscal year: of the 150,792 ATI requests received in the 2018 to 2019 fiscal year or outstanding from the previous fiscal year, 83 percent were closed.

Table 1 shows the number of ATI requests received, closed and carried over for the 2019 to 2020 fiscal year.

**Table 1: ATI requests received, closed and carried over, fiscal year 2019 to 2020**

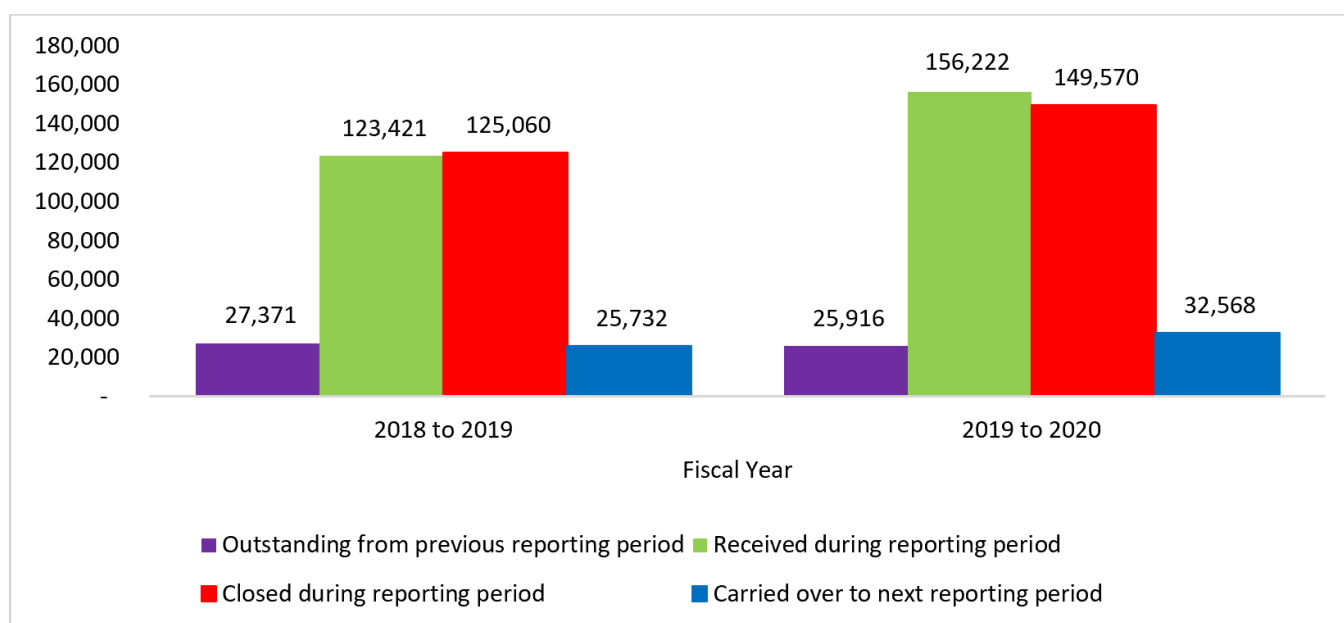
ATI Requests	Number of requests
Outstanding from 2018 to 2019 reporting period <sup>a</sup>	25,916
<div><div><sup>a</sup></div><div>Due to administrative errors, there are small inconsistencies between the statistical data for the 2018 to 2019 fiscal year and the statistical data for the 2019 to 2020 fiscal year regarding the number of requests left outstanding at the end of the 2018 to 2019 reporting period.</div></div>	

ATI Requests	Number of requests
Received during 2019 to 2020 reporting period	156,222
<b>Total</b>	<b>182,138</b>
Closed during 2019 to 2020 reporting period	149,570
Carried over to 2020 to 2021 reporting period	32,568

a Due to administrative errors, there are small inconsistencies between the statistical data for the 2018 to 2019 fiscal year and the statistical data for the 2019 to 2020 fiscal year regarding the number of requests left outstanding at the end of the 2018 to 2019 reporting period.

Figure 1 shows the number of ATI requests received, closed and carried over from fiscal year 2018 to 2019 to fiscal year 2019 to 2020

**Figure 1: ATI requests received, closed and carried over by all government institutions, fiscal year 2018 to 2019 and fiscal year 2019 to 2020**



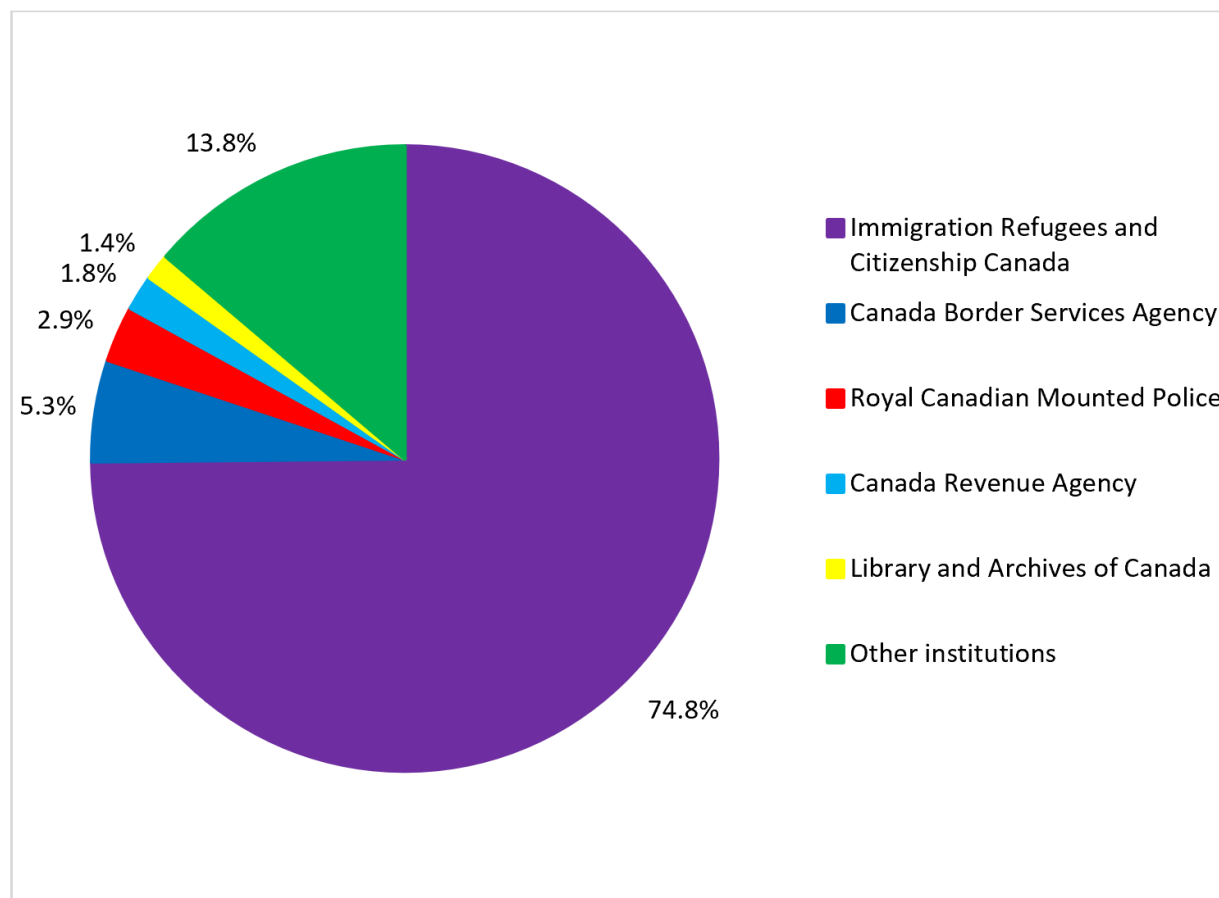
▼ Figure 1 - Text version

	2018 to 2019	2019 to 2020
Outstanding from previous reporting period	27,371	25,916
Received during reporting period	123,421	156,222
Closed during reporting period	125,060	149,570
Carried over to next reporting period	25,732	32,568

Five government institutions received 86.2 percent of the 156,222 requests received in the 2019 to 2020 fiscal year.

Figure 2 shows the proportion of ATI requests received by the five institutions that received the highest volume of requests, and all other government institutions, for the 2019 to 2020 fiscal year.

**Figure 2: proportion of ATI requests received by the five institutions that received the highest volume of requests, and all other government institutions, fiscal year 2019 to 2020**



▼ Figure 2 - Text version

Immigration Refugees and Citizenship Canada	74.8%
Canada Border Services Agency	5.3%
Royal Canadian Mounted Police	2.9%
Canada Revenue Agency	1.8%
Library and Archives of Canada	1.4%
Other institutions	13.8%

Table 2 shows the number of pages processed under the *Access to Information Act* by the five institutions that received the highest volume of requests, and all other government institutions, for the 2019 to 2020 fiscal year.

**Table 2: pages processed under the *Access to Information Act* by the five institutions that received the highest volume of requests, and all other government institutions, fiscal year 2019 to 2020**

Rank	Name of institution	Number of requests received	Requests received as percentage	Number of pages processed <sup>a</sup>
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Rank	Name of institution	Number of requests received	Requests received as percentage	Number of pages processed <sup>a</sup>
1	Immigration Refugees and Citizenship Canada	116,928	74.8	7,787,738
2	Canada Border Services Agency	8,223	5.3	1,160,704
3	Royal Canadian Mounted Police	4,512	2.9	1,186,062
4	Canada Revenue Agency	2,864	1.8	1,953,575
5	Library and Archives of Canada	2,131	1.4	289,974
Other institutions		21,564	13.8	20,222,239
<b>Total</b>		<b>156,222</b>	<b>100</b>	<b>32,600,292</b>

<sup>a</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.

Table 3 shows the sources of ATI requests made in the 2019 to 2020 fiscal year.

**Table 3: sources of received ATI requests, fiscal year 2019 to 2020**

Source	Number of requests	Percentage of requests
Business (private sector)	81,182	52.0
Public	43,715	28.0
Media	6,886	4.4
Organization <sup>a</sup>	7,669	4.9
Academia	5,674	3.6
Decline to identify <sup>b</sup>	11,096	7.1
<b>Total</b>	<b>156,222</b>	<b>100</b>

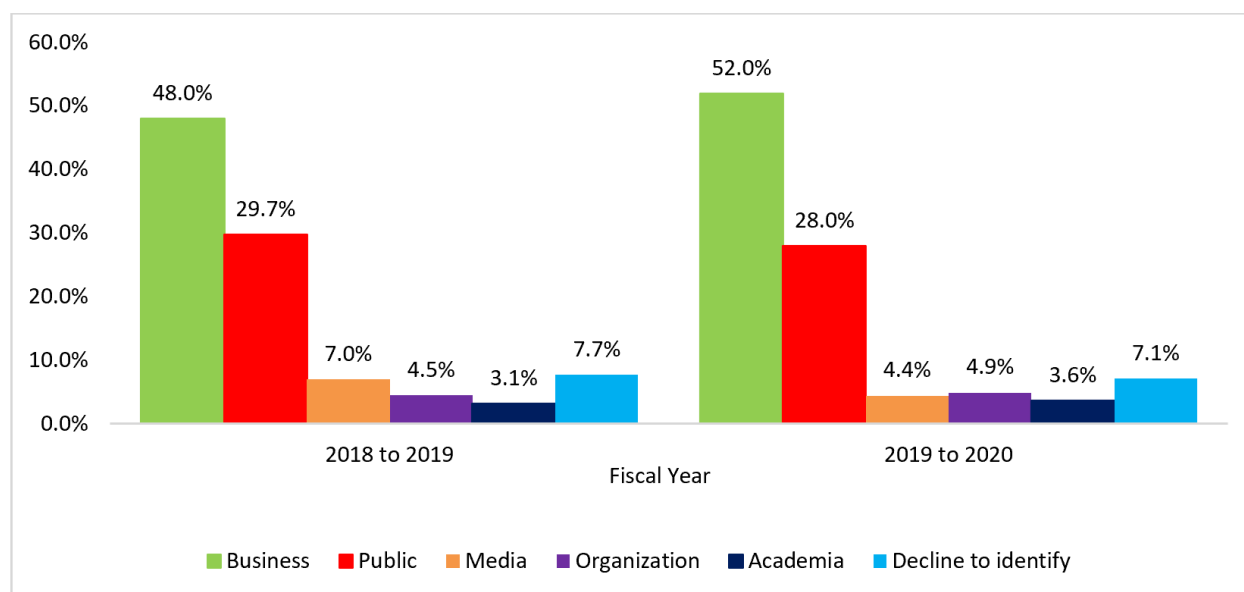
<sup>a</sup> The category “organization” includes, associations, unions, non-for-profit and voluntary organizations, offices of members of Parliament, political parties and non-government organizations. It also includes requesters that selected “organization” when submitting their request.

<sup>b</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.

Government-wide, business (private sector) accounted for 52.0 percent of ATI requests received, and the public accounted for 28.0 percent of ATI requests received.

Figure 3 shows the sources of ATI requests received, for the 2018 to 2019 fiscal year and the 2019 to 2020 fiscal year.

**Figure 3: sources of received ATI requests, fiscal year 2018 to 2019 and fiscal year 2019 to 2020**



▼ Figure 3 - Text version

Source	2018 to 2019	2019 to 2020
Business	48.0%	52.0%
Public	29.7%	28.0%
Media	7.0%	4.4%
Organization	4.5%	4.9%
Academia	3.1%	3.6%
Decline to identify	7.7%	7.1%

In June 2019, the *Access to Information Act* was amended to enable institutions to seek the Information Commissioner's approval to decline to act on requests that are vexatious, made in bad faith, or an abuse of the right of access. In the 2019 to 2020 fiscal year, across the federal government, institutions sought the Information Commissioner's approval to decline to act on six requests.

Table 4 shows the outcome of these proposals to the Information Commissioner to decline to act on an ATI request on the basis that the request is vexatious, made in bad faith, or an abuse of the right of access.

**Table 4: proposals to decline to act, approved or declined by the Information Commissioner, and carried over, fiscal year 2019 to 2020**

Decline to act on vexatious, bad faith or abuse of right of access requests	Number of requests
Outstanding from 2018 to 2019 reporting period	0
Sent during 2019 to 2020 reporting period	6
<b>Total</b>	<b>6</b>

<b>Decline to act on vexatious, bad faith or abuse of right of access requests</b>	<b>Number of requests</b>
Approved by the Information Commissioner during 2019 to 2020 reporting period	1
Declined by the Information Commissioner during 2019 to 2020 reporting period	4
Carried over to the 2020 to 2021 reporting period	1

## Timeliness

Of the 149,570 ATI requests closed in the 2019 to 2020 fiscal year, 67.4 percent were closed within legislated timelines, including extensions. This is a decrease of 5.7 percent from the 2018 to 2019 fiscal year.

Table 5 shows ATI requests closed within the legislated timeline, including extensions, for the 2018 to 2019 fiscal year and the 2019 to 2020 fiscal year.

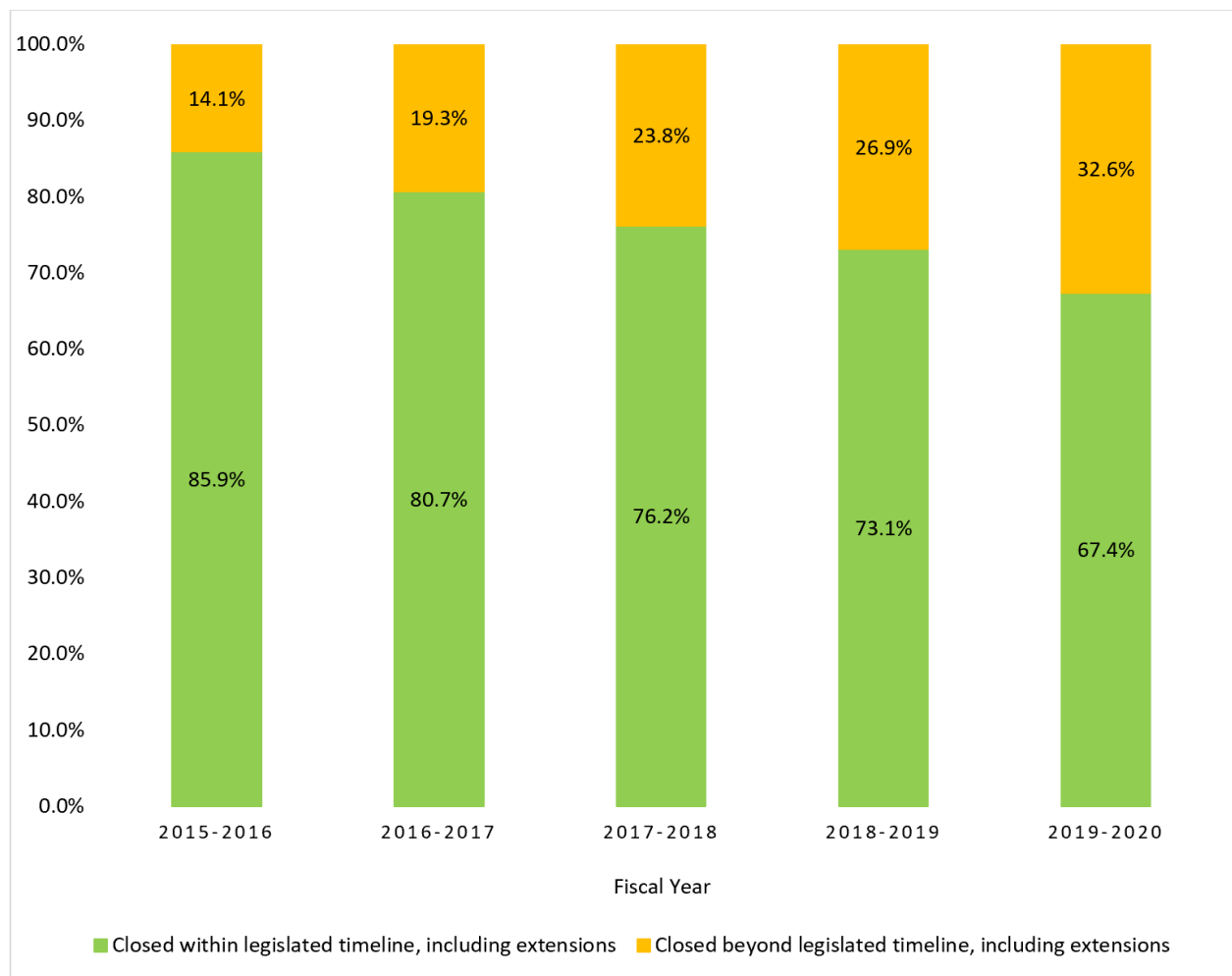
**Table 5: status of closed ATI requests, fiscal year 2018 to 2019 and fiscal year 2019 to 2020**

<b>Status of closed requests</b>	<b>Requests as percentage</b>		<b>Number of requests</b>	
	<b>2018 to 2019</b>	<b>2019 to 2020</b>	<b>2018 to 2019</b>	<b>2019 to 2020</b>
Closed within legislated timeline, including extensions	73.1	67.4	91,402	100,827
Closed beyond legislated timeline, including extensions	26.9	32.6	33,658	48,743
<b>Total</b>	<b>100</b>	<b>100</b>	<b>125,060</b>	<b>149,570</b>

The percentage of ATI requests closed within legislated timelines has decreased by 18.5 percent over the last five fiscal years, from 85.9 percent in the 2015 to 2016 fiscal year to 67.4 percent in the 2019 to 2020 fiscal year.

Figure 4 shows ATI requests closed within legislated timelines, from the 2015 to 2016 fiscal year to the 2019 to 2020 fiscal year.

**Figure 4: ATI requests closed within legislated timelines, from fiscal year 2015 to 2016 to fiscal year 2019 to 2020**



▼ Figure 4 - Text version

	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020
Closed within legislated timeline, including extensions	85.9%	80.7%	76.2%	73.1%	67.4%
Closed beyond legislated timeline, including extensions	14.1%	19.3%	23.8%	26.9%	32.6%

Another way to examine performance is to consider the number of institutions that meet the performance standard for ATI requests, which is to respond to 90 percent of requests within legislated timelines, including extensions. Of the 138 institutions that closed ATI requests in the 2019 to 2020 fiscal year, 84 institutions met this standard, closing at least 90 percent of requests within legislated timelines. 54 institutions did not meet this standard, principally due to workload pressures within the organization. Of the 45 institutions that did not close any requests in the 2019 to 2020 fiscal year, 42 institutions did not receive any requests and 3 institutions received requests.

Table 6 shows the number of institutions that closed at least 90 percent of ATI requests within legislated timelines, from the 2015 to 2016 fiscal year to the 2019 to 2020 fiscal year.

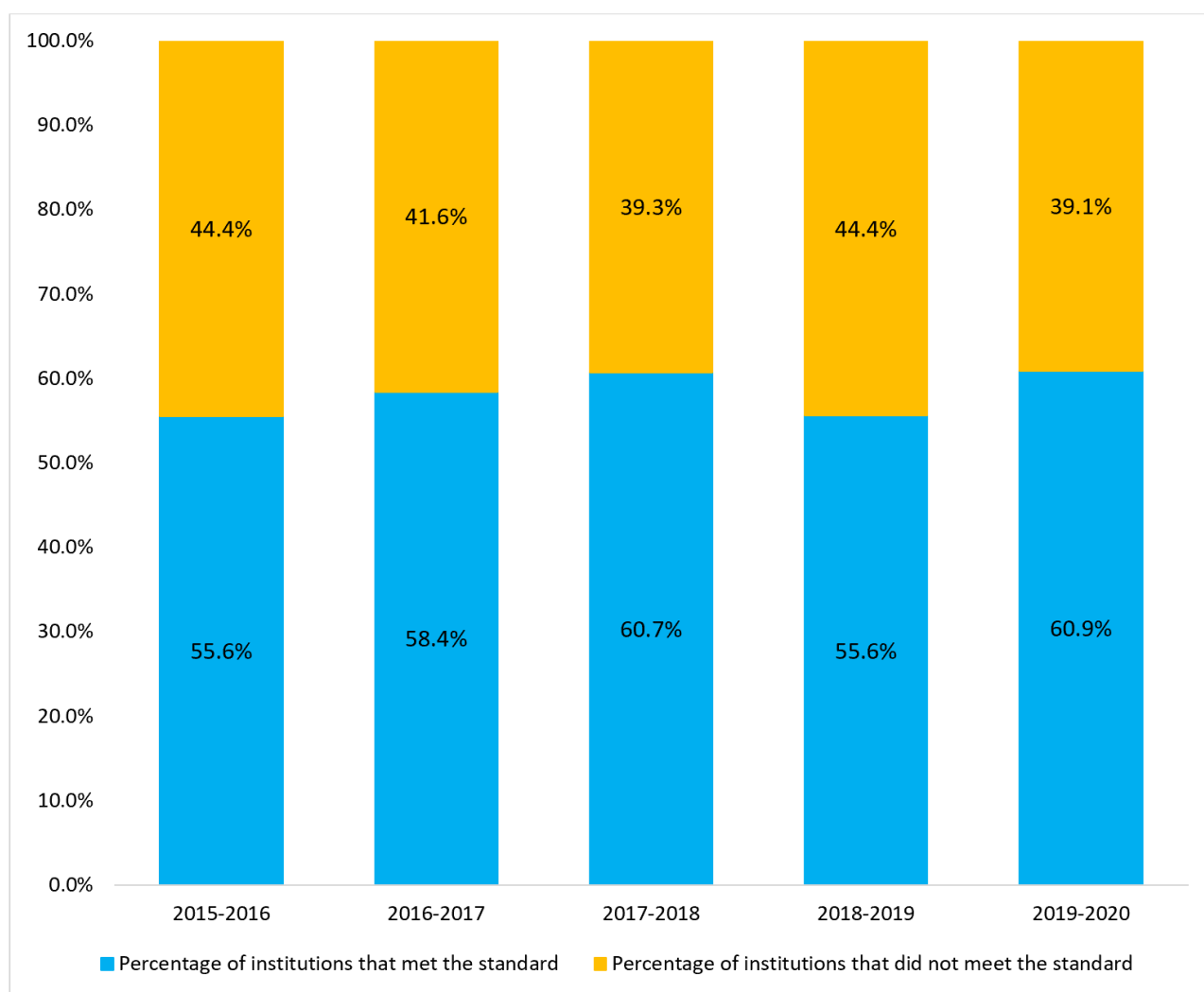


**Table 6: number of institutions that closed at least 90 percent of ATI requests within legislated timelines, from fiscal year 2015 to 2016 to fiscal year 2019 to 2020**

Number of institutions	2015 to 2016	2016 to 2017	2017 to 2018	2018 to 2019	2019 to 2020
Number of institutions that closed at least 90 percent of requests within legislated timelines	85	90	85	74	84
Number of institutions that closed fewer than 90 percent of requests within legislated timelines	68	64	55	59	54
Number of institutions that did not close any requests	22	22	41	48	45
<b>Total</b>	<b>175</b>	<b>176</b>	<b>181</b>	<b>181</b>	<b>183</b>

Figure 5 shows the percentage of reporting institutions that closed at least 90 percent of ATI requests within legislated timelines, from the 2015 to 2016 fiscal year to the 2019 to 2020 fiscal year.

**Figure 5: percentage of institutions that closed at least 90 percent of ATI requests within legislated timelines, from fiscal year 2015 to 2016 to fiscal year 2019 to 2020**



▼ Figure 5 - Text version

	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020
Percentage of institutions that met the standard	55.6%	58.4%	60.7%	55.6%	60.9%
Percentage of institutions that did not meet the standard	44.4%	41.6%	39.3%	44.4%	39.1%

Table 7 shows the disposition of ATI requests, and the time required to close these requests, for the 2019 to 2020 fiscal year.

**Table 7: disposition and time required to close ATI requests, fiscal year 2019 to 2020**

Disposition of requests (including requests for which extensions were required)	Closure time <sup>a</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	
All disclosed	1,495	19,520	10,106	4,343	766	579	251	37,060
Disclosed in part	1,395	41,400	28,400	12,705	3,882	3,926	2,880	94,588
All exempted	159	267	116	127	44	59	69	841
All excluded	115	87	43	57	23	10	8	343
No records exist	1,541	3,121	1,072	460	113	80	96	6,483
Request transferred	367	34	1	3	3	0	0	408
Request abandoned <sup>b</sup>	5,461	1,296	1,044	330	153	182	1,116	9,582
Neither confirmed nor denied <sup>c</sup>	97	100	20	20	4	6	17	264
Decline to act with the approval of the Information Commissioner	0	0	0	1	0	0	0	1
<b>Total number of requests</b>	<b>10,630</b>	<b>65,825</b>	<b>40,802</b>	<b>18,046</b>	<b>4,988</b>	<b>4,842</b>	<b>4,437</b>	<b>149,570</b>
<b>Total as percentage</b>	<b>7.1</b>	<b>44.0</b>	<b>27.3</b>	<b>12.1</b>	<b>3.3</b>	<b>3.2</b>	<b>3.0</b>	<b>100</b>

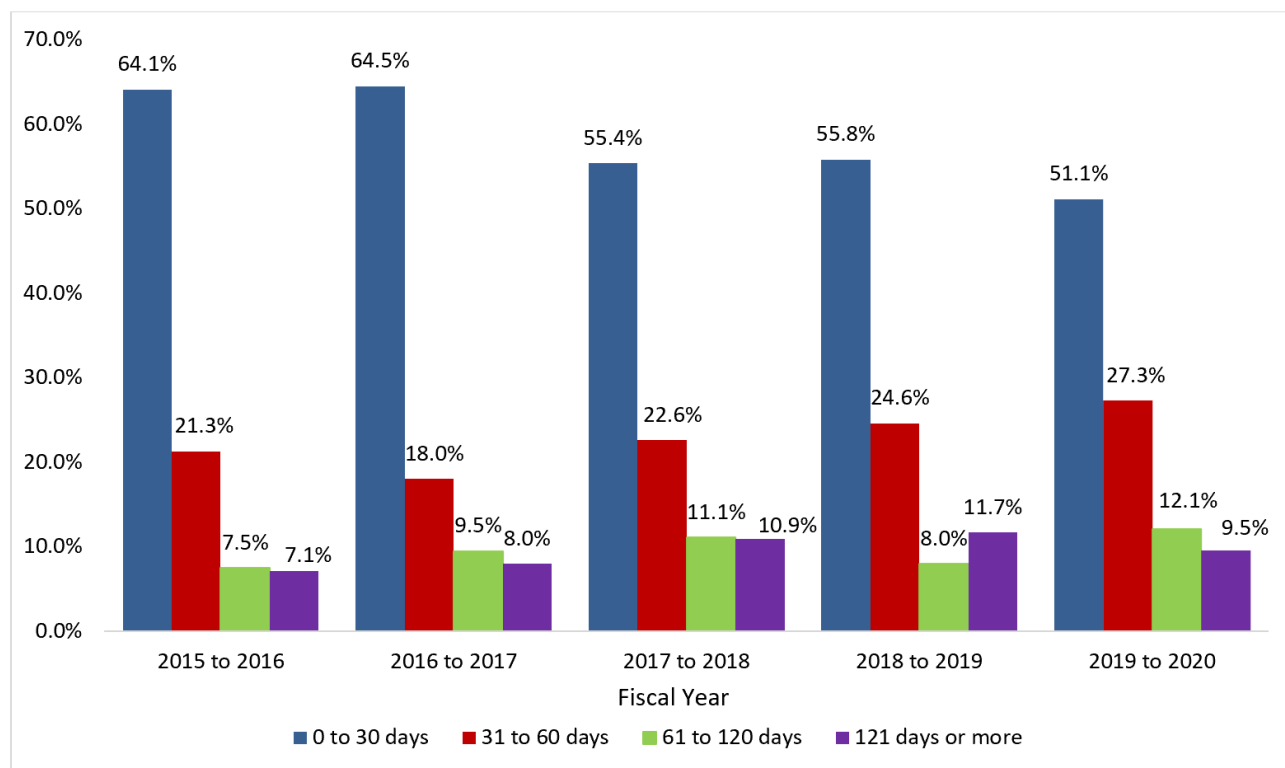
<sup>a</sup> The number of days to close requests or consultations refers to calendar days.

<sup>b</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>c</sup> 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."

Figure 6 shows the time required to close ATI requests from fiscal year 2015 to 2016 to fiscal year 2019 to 2020.

**Figure 6: Time required to close ATI requests from fiscal year 2015 to 2016 to fiscal year 2019 to 2020**



▼ Figure 6 - Text version

	2015 to 2016	2016 to 2017	2017 to 2018	2018 to 2019	2019 to 2020
0 to 30 days	64.1%	64.5%	55.4%	55.8%	51.1%
31 to 60 days	21.3%	18.0%	22.6%	24.6%	27.3%
61 to 120 days	7.5%	9.5%	11.1%	8.0%	12.1%
121 days or more	7.1%	8.0%	10.9%	11.7%	9.5%

Table 8 shows the principal reason that ATI requests were closed beyond the legislated timeline for fiscal year 2019 to 2020.

**Table 8: Principal reason that ATI requests were closed beyond the legislated timeline for fiscal year 2019 to 2020**

Principal reason	Total number of requests closed beyond the legislated timeline including extensions
Workload	46,283
External consultation	736
<p><u>a</u> Other reasons include the unavailability of key officials, difficulties in obtaining relevant records, labour disputes and lengthy power outages.</p>	
<p>Note: Requests that were neither closed in the initial 30-day legislated timeline nor within the timeframe covered by an extension.</p>	

Principal reason	Total number of requests closed beyond the legislated timeline including extensions
Internal consultation	461
Other <sup>a</sup>	1,263
<b>Total</b>	<b>48,743</b>

<sup>a</sup> Other reasons include the unavailability of key officials, difficulties in obtaining relevant records, labour disputes and lengthy power outages.

Note: Requests that were neither closed in the initial 30-day legislated timeline nor within the timeframe covered by an extension.

Of the 48,743 ATI requests closed beyond the legislated timeline, 89.9 percent were past the timeline with no extension taken. This is an increase of 4.5 percent from the 2018 to 2019 fiscal year.

Table 9 shows the number of ATI requests that were closed beyond the legislated timeline in fiscal year 2019 to 2020, by number of days past the timeline.

**Table 9: number of days past deadline for ATI requests closed beyond the legislated timeline including extensions, fiscal year 2019 to 2020**

Number of days past legislated timeline	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total requests closed beyond the legislated timeline including extensions	Total as percentage
1 to 15 days	24,150	1,417	25,567	52.5
16 to 30 days	3,206	401	3,607	7.4
31 to 60 days	4,484	461	4,945	10.1
61 to 120 days	4,375	551	4,926	10.1
121 to 180 days	2,154	362	2,516	5.2
181 to 365 days	2,839	606	3,445	7.1
More than 365 days	2,591	1,146	3,737	7.7
<b>Total</b>	<b>43,799</b>	<b>4,944</b>	<b>48,743</b>	<b>100</b>

## Disposition

Records were disclosed either in full or in part for 88 percent of closed ATI requests. This is an increase of 4 percent from the 2018 to 2019 fiscal year.

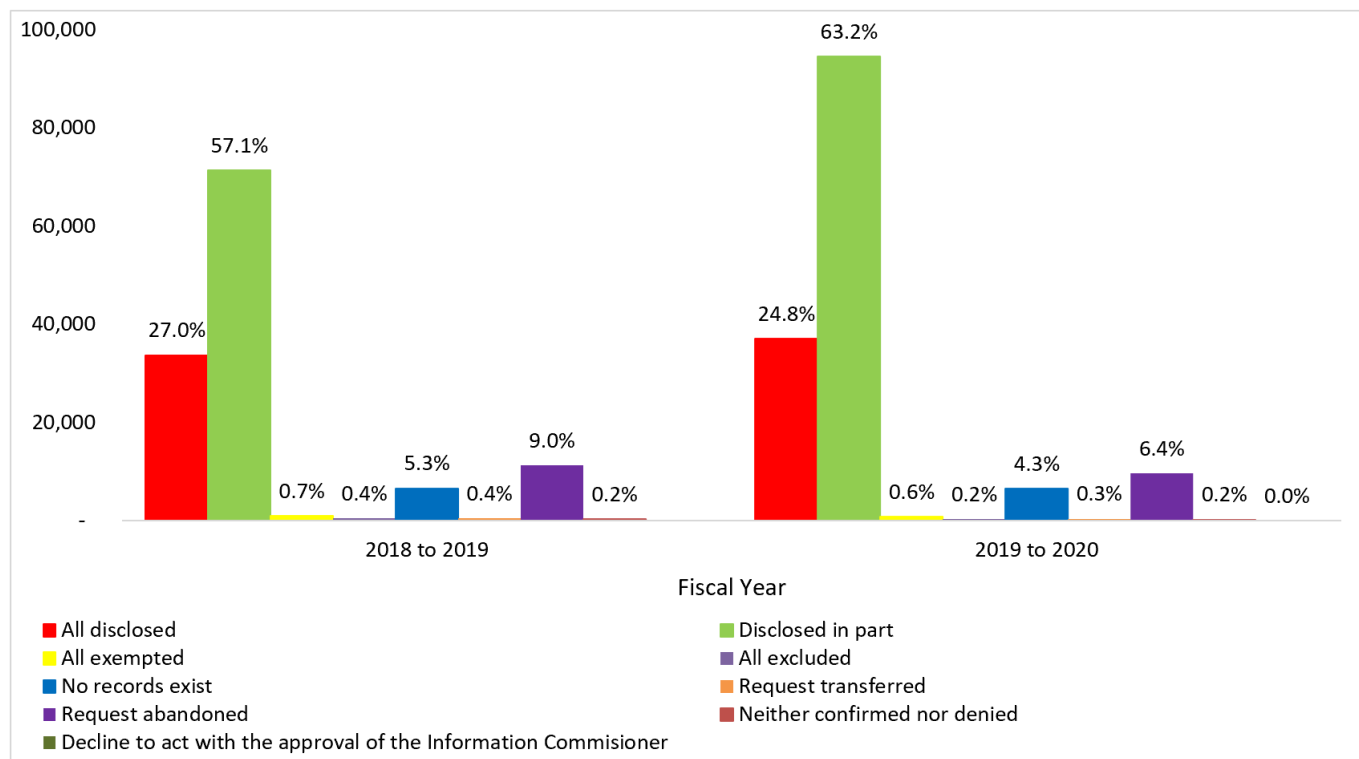
Table 10 shows the disposition of closed ATI requests for fiscal year 2018 to 2019 and fiscal year 2019 to 2020.

**Table 10: disposition of closed ATI requests, fiscal year 2018 to 2019 and fiscal year 2019 to 2020**

Disposition of closed requests	Requests as percentage		Number of requests	
	2018 to 2019	2019 to 2020	2018 to 2019	2019 to 2020
All disclosed	27.0	24.8	33,709	37,060
Disclosed in part	57.1	63.2	71,353	94,588
All exempted	0.7	0.6	925	841
All excluded	0.4	0.2	483	343
No records exist	5.3	4.3	6,590	6,483
Request transferred	0.4	0.3	486	408
Request abandoned	9.0	6.4	11,243	9,582
Neither confirmed nor denied	0.2	0.2	271	264
Decline to act with the approval of the Information Commissioner	N/A (Not available)	0.0	N/A (Not available)	1
<b>Total</b>	<b>100</b>	<b>100</b>	<b>125,060</b>	<b>149,570</b>

Figure 7 shows the disposition of closed ATI requests in fiscal year 2018 to 2019 and fiscal year 2019 to 2020.

**Figure 7: disposition of closed ATI requests, fiscal year 2018 to 2019 and fiscal year 2019 to 2020**



▼ Figure 7 - Text version

	2018-19	2019-20
All disclosed	27.0%	24.8%
Disclosed in part	57.1%	63.2%

	2018-19	2019-20
All exempted	0.7%	0.6%
All excluded	0.4%	0.2%
No records exist	5.3%	4.3%
Request transferred	0.4%	0.3%
Request abandoned	9.0%	6.4%
Neither confirmed nor denied	0.2%	0.2%
Decline to act with the approval of the Information Commissioner	0.0%	0.0%

## Complexity

In the 2019 to 2020 fiscal year, government institutions processed about 32.6 million pages for closed ATI requests, an increase of about 17 million pages over the 2018 to 2019 fiscal year. The increase is largely attributable to one institution closing three ATI requests on the same subject involving nearly 15 million pages in total.

Government institutions undertook consultations with parties outside the federal government in 6.4 percent of all closed ATI requests. This is a decrease of 2 percent from the 2018 to 2019 fiscal year.

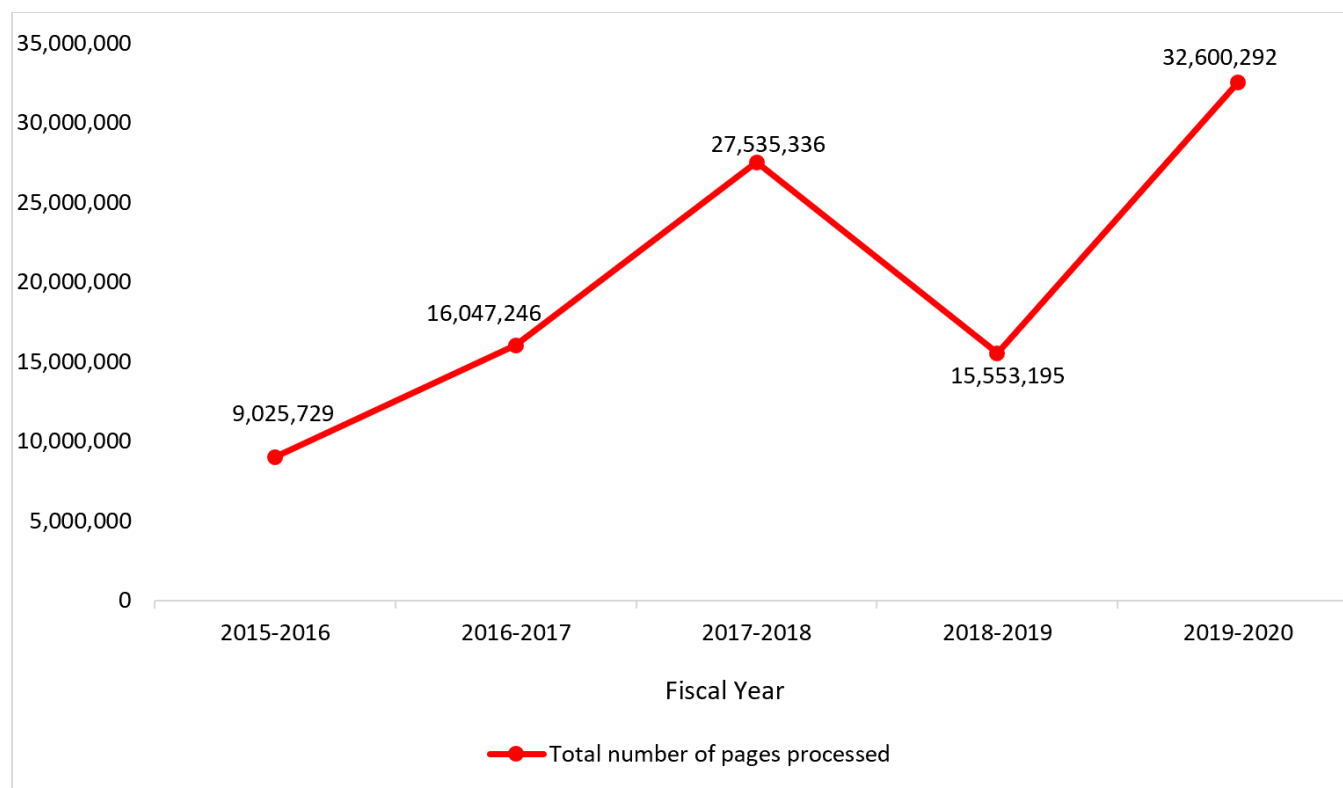
Table 11 shows the number of relevant pages processed and disclosed in response to ATI requests closed in fiscal year 2018 to 2019 and fiscal year 2019 to 2020.

**Table 11: relevant pages processed and disclosed in response to ATI requests closed in fiscal year 2018 to 2019 and fiscal year 2019 to 2020**

	Number of pages processed		Number of pages disclosed		Number of requests <sup>a</sup>	
	2018 to 2019	2019 to 2020	2018 to 2019	2019 to 2020	2018 to 2019	2019 to 2020
<b>Total</b>	<b>15,553,195</b>	<b>32,600,292 <sup>b</sup></b>	<b>10,791,635</b>	<b>13,271,901</b>	<b>117,713</b>	<b>142,678</b>
<p><sup>a</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.”</p> <p><sup>b</sup> The number of pages increased significantly from the 2018 to 2019 fiscal year due to one institution processing three requests on the same subject involving nearly 15 million pages in total.</p>						

Figure 8 shows the number of pages processed in response to closed ATI requests from fiscal year 2015 to 2016 to fiscal year 2019 to 2020.

**Figure 8: number of pages processed in response to closed ATI requests, from fiscal year 2015 to 2016 to fiscal year 2019 to 2020**



▼ Figure 8 - Text version

	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020
Total number of pages processed	9,025,729	16,047,246	27,535,336	15,553,195	32,600,292

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. The number of pages once again rose significantly in the 2019 to 2020 fiscal year due to one institution closing three requests on the same subject involving nearly 15 million pages in total.

Table 12 shows the number of complex ATI requests closed in fiscal year 2019 to 2020, by disposition.

**Table 12: complex ATI requests closed in fiscal year 2019 to 2020, by disposition**

Disposition	Consultation required	Assessment of fees	Legal advice sought	Other <sup>1</sup>	Total
All disclosed	1,410	3	36	326	1,775
Disclosed in part	7,577	6	378	1,042	9,003
All exempted	100	1	22	27	150
All excluded	146	0	14	9	169

<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.

Disposition	Consultation required	Assessment of fees	Legal advice sought	Other <sup>1</sup>	Total
Request abandoned	279	7	17	101	404
Neither confirmed nor denied	6	0	3	6	15
<b>Total</b>	<b>9,518</b>	<b>17</b>	<b>470</b>	<b>1,511</b>	<b>11,516</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

49.3 percent 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. 19.1 percent of all extensions taken for closed requests were for 30 days or less; 93.3 percent were for 120 days or less.

Table 13 shows the number of ATI requests that were closed in fiscal year 2019 to 2020 where extensions were invoked, by length of the extension.

**Table 13: ATI requests closed in fiscal year 2019 to 2020 with reasons for and length of extensions**

Length of extensions <sup>a</sup>	9(1)(a) - Interference with operations	9(1)(b) - Consultation		9(1)(c) - Third-party notice	Total
		Section 69 <sup>b</sup>	Other <sup>c</sup>		
30 days or less	2,879	59	1,023	113	4,074
31 to 60 days	3,243	174	4,271	1,824	9,512
61 to 120 days	3,795	534	1,676	290	6,295
121 to 180 days	274	120	379	56	829
181 to 365 days	241	36	141	32	450
365 days or more	74	10	55	13	152
<b>Total</b>	<b>10,506</b>	<b>933</b>	<b>7,545</b>	<b>2,328</b>	<b>21,312</b>

<sup>a</sup> The timelines associated with extensions begin at the end of the initial 30-day response period.

<sup>b</sup> Section 69 of the *Access to Information Act* states that the act does not apply to confidences of the Queen's Privy Council for Canada.

<sup>c</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.



## Consultations

The number of ATI requests for consultation between federal government institutions in the 2019 to 2020 fiscal year increased by 5.1 percent from the 2018 to 2019 fiscal year. The number of pages to review decreased by 16.2 percent.

Table 14 shows the number of ATI requests for consultation in fiscal year 2018 to 2019 and fiscal year 2019 to 2020 between government institutions and the number of pages reviewed in connection with those requests.

**Table 14: number of ATI requests for consultation and number of pages reviewed in connection with those requests, fiscal year 2018 to 2019 and fiscal year 2019 to 2020**

Consultations	Number of requests for consultations		Number of pages to review	
	2018 to 2019	2019 to 2020	2018 to 2019	2019 to 2020
Received during reporting period	9,692	10,187	480,689	402,943
Outstanding from the previous reporting period	1,434	1,759	271,251	227,884
<b>Total</b>	<b>11,126</b>	<b>11,946</b>	<b>751,940</b>	<b>630,827</b>
Closed during the reporting period	9,356	9,980	490,453	435,841
Pending at the end of the reporting period	1,766	1,966	261,416	195,021

Table 15 shows, by recommendation, the number of ATI requests for consultation that were closed within particular timeframes in fiscal year 2019 to 2020.

**Table 15: requests for consultation between government institutions closed within particular timeframes in fiscal year 2019 to 2020, by recommendation**

Recommendation	Number of days required to close consultation requests							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
Disclose entirely	2,494	1,689	981	410	90	49	10	<b>5,723</b>
Disclose in part	602	833	840	520	154	152	110	<b>3,211</b>
Exempt entirely	58	37	31	18	5	1	2	<b>152</b>
Exclude entirely	16	9	2	5	1	0	1	<b>34</b>
Consult other institution <sup>a</sup>	61	47	45	25	3	3	5	<b>189</b>
Other	297	78	73	109	34	62	18	<b>671</b>
<b>Total</b>	<b>3,528</b>	<b>2,693</b>	<b>1,972</b>	<b>1,087</b>	<b>287</b>	<b>267</b>	<b>146</b>	<b>9,980</b>

<sup>a</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*.

## Exemptions <sup>1</sup>

The tables that follow show the number of ATI requests closed in fiscal year 2019 to 2020 in which specific exemptions under the *Access to Information Act* were invoked.

**Table 16a: exemptions for information obtained in confidence**

Provision	Number of requests
13(1)(a)	7,845
13(1)(b)	246
13(1)(c)	660
13(1)(d)	248
13(1)(e)	33

**Table 16b: exemptions for federal-provincial affairs**

Provision	Number of requests
14	546
14(a)	356
14(b)	151

**Table 16c: exemptions for international affairs and defence**

Provision	Number of requests
15(1)	12,550
15(1) International Affairs	1,160
15(1) Defence	418
15(1) Subversive activities	2,055

**Table 16d: exemptions for law enforcement and investigations**

Provision	Number of requests
16(1)(a)(i)	1,025
16(1)(a)(ii)	413
16(1)(a)(iii)	454
16(1)(b)	845
16(1)(c)	26,229
16(1)(d)	62
16(2)	1,463
16(2)(a)	21
16(2)(b)	12
16(2)(c)	2,723
16(3)	2

Provision	Number of requests
16.1(1)(a)	9
16.1(1)(b)	15
16.1(1)(c)	24
16.1(1)(d)	22
16.2(1)	10
16.3	8
16.31	0
16.4(1)(a)	1
16.4(1)(b)	0
16.5	16
16.6	8

**Table 16e: exemptions for safety of individuals**

Provision	Number of requests
17	33,990

**Table 16f: exemptions for economic interests of Canada**

Provision	Number of requests
18(a)	145
18(b)	454
18(c)	11
18(d)	229
18.1(1)(a)	34
18.1(1)(b)	35
18.1(1)(c)	9
18.1(1)(d)	8

**Table 16g: exemptions for personal information**

Provision	Number of requests
19(1)	62,033

**Table 16h: exemptions for third-party information**

Provision	Number of requests
20(1)(a)	114
20(1)(b)	2,384
20(1)(b.1)	73

Provision	Number of requests
20(1)(c)	2,077
20(1)(d)	523
20.1	6
20.2	0
20.4	0

**Table 16i: exemptions for operations of government**

Provision	Number of requests
21(1)(a)	3,516
21(1)(b)	3,988
21(1)(c)	855
21(1)(d)	390

**Table 16j: exemptions for testing procedures, tests and audits**

Provision	Number of requests
22	221
22.1(1)	41

**Table 16k: exemptions for solicitor-client privilege**

Provision	Number of requests
23	2,040

**Table 16l: exemptions for protected information (patents and trade-marks)**

Provision	Number of requests
23.1	18

**Table 16m: exemptions for statutory prohibitions**

Provision	Number of requests
24(1)	2,205

**Table 16n: exemptions for information to be published**

Provision	Number of requests
26	112

## Exclusions <sup>2</sup>

The tables that follow show the number of ATI requests closed in fiscal year 2019 to 2020 in which specific exclusions under the *Access to Information Act* were invoked.

**Table 17a: exclusions for non-application (Act does not apply to certain materials)**

Provision	Number of requests
68(a)	453
68(b)	19
68(c)	14
68.1	64
68.2(a)	1
68.2(b)	0

**Table 17b: exclusions for Cabinet confidences**

Provision	Number of requests
69(1)	78
69(1)(a)	201
69(1)(b)	12
69(1)(c)	67
69(1)(d)	140
69(1)(e)	312
69(1)(f)	45
69(1)(g) re (a)	1,017
69(1)(g) re (b)	27
69(1)(g) re (c)	636
69(1)(g) re (d)	304
69(1)(g) re (e)	528
69(1)(g) re (f)	291

**Table 17c: exclusions for certificate under the *Canada Evidence Act***

Provision	Number of requests
69.1(1)	3

## Fees and costs

The annual cost to administer the Government of Canada's access to information program increased by 5.4 percent to about \$78.5 million in the 2019 to 2020 fiscal year, with the average cost per closed request declining by 11.9 percent to about \$525 per request.

Table 18 shows the fees and costs associated with administering the *Access to Information Act* for the 2018 to 2019 fiscal year and the 2019 to 2020 fiscal year.

**Table 18: fees and costs of *Access to Information Act* operations, fiscal year 2018 to 2019 and fiscal year 2019 to 2020**

Description	Amount	
	2018 to 2019	2019 to 2020
Cost of institutions' operations <sup>a</sup>	\$73,373,705	\$77,469,191
Cost of ATIP Online Request Service <sup>b</sup>	\$1,079,623	\$987,919
<b>Total</b>	<b>\$74,453,328</b>	<b>\$78,457,110</b>
Requests closed	125,060	149,570
Average cost per closed request <sup>c</sup>	\$595.34	\$524.55
Pages processed	15,553,195	32,600,292
Average cost per processed page	\$4.79	\$2.41
Number of requests in which fees were collected	116,443	148,791
Fees collected	\$582,473	\$743,955
Average fees collected per request	\$5.00	\$5.00
Number of requests in which fees were waived or refunded	7,093	5,584
Fees waived or refunded	\$40,968	\$35,319
Average fees waived or refunded per request	\$5.78	\$6.33

<sup>a</sup> 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.

<sup>b</sup> The 2018 to 2019 fiscal year is the first year in which the cost of the ATIP Online Request Service (AORS) is reported.

<sup>c</sup> 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.

## 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 are 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 2019 to 2020 fiscal year, 58.4 percent of informal requests were closed within 30 days. This is a decrease of 1.2 percent from the 2018 to 2019 fiscal year.

Table 19 shows the time required to close informal requests in the 2019 to 2020 fiscal year.

**Table 19: time required to close informal requests, fiscal year 2019 to 2020**

	Closure 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	
<b>Number of requests</b>	7,541	3,135	2,245	1,641	547	1,255	1,930	18,294

### ***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.

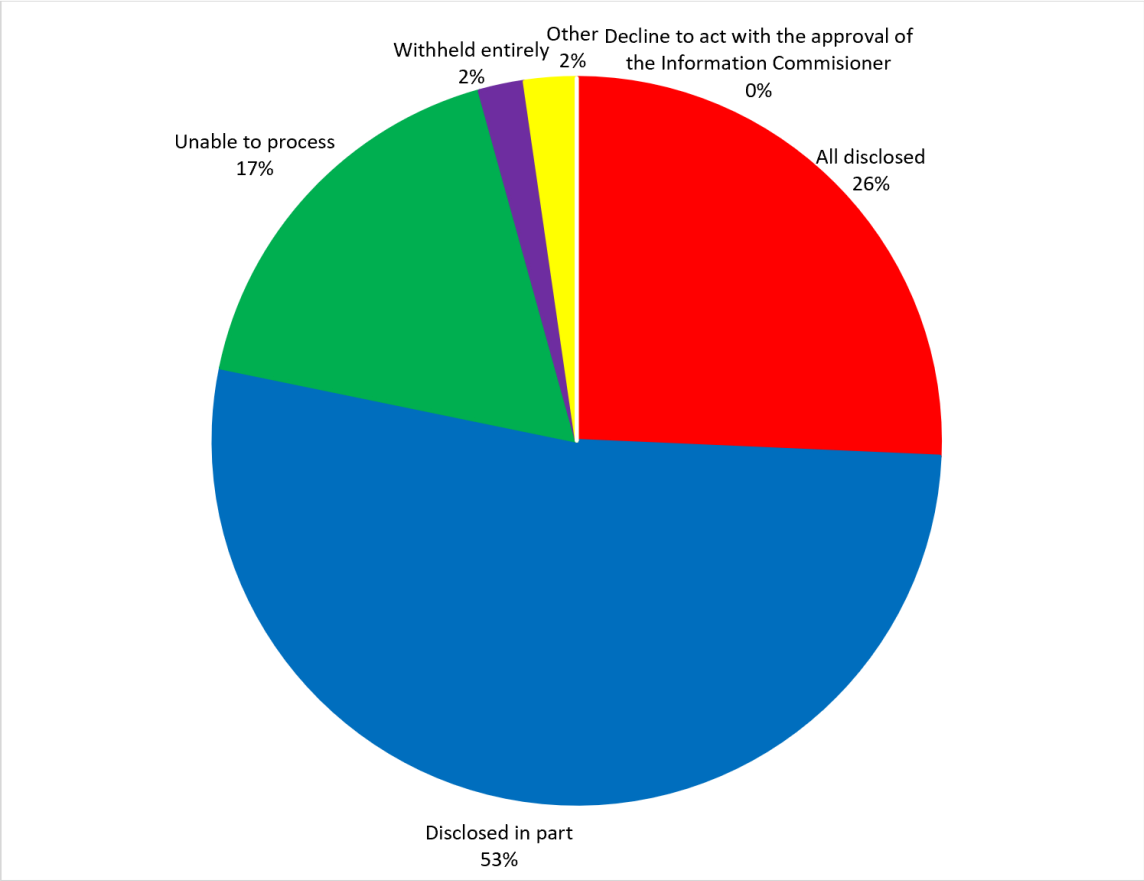
Table 20 shows the number of ATI requests received and closed since 1983.

**Table 20: number of ATI requests since 1983**

<b>ATI Requests</b>	<b>Number of requests</b>
Requests received	1,259,174
Requests closed	1,221,486

Figure 9 shows the disposition of ATI requests closed since 1983.

**Figure 9: disposition of closed ATI requests since 1983**



▼ Figure 9 - Text version

Disposition of closed requests	Requests as percentage
All disclosed	26%
Disclosed in part	53%
Unable to process	17%
Withheld entirely	2%
Other	2%
Decline to act with the approval of the Information Commissioner	0%

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.”
- In June 2019, the *Access to Information Act* was amended to enable institutions to seek the Information Commissioner’s approval to decline to act on requests that are vexatious, made in bad faith, or an abuse of the right of access. In the 2019 to 2020 fiscal year, one request was closed with the disposition ‘Decline to act with the approval of the Information Commissioner’.

Table 21 shows the disposition of ATI requests closed since 1983.



**Table 21: disposition of closed ATI requests since 1983**

Disposition of closed requests	Requests as percentage	Number of requests
Disclosed in part	52.5	641,779
All disclosed	25.7	313,794
All exempted	1.5	18,151
All excluded	0.5	6,449
No records exist	4.6	56,653
Abandoned	5.1	61,958
Transferred	1.0	12,147
Neither confirmed nor denied	0.1	1,791
Decline to act with the approval of the Information Commissioner	0	1
Treated informally <sup>a</sup>	1.2	14,057
Requests that could not be processed <sup>a</sup>	7.8	94,706
<b>Total</b>	<b>100</b>	<b>1,221,486</b>
<p><sup>a</sup> The number of requests has remained constant since the 2013 to 2014 fiscal year.</p>		

Table 22 shows ATI requests closed since 1983, by the number of days required to close them.

**Table 22: time required to close ATI requests since 1983**

Closure time (including requests for which extensions were required)	Requests as percentage	Number of requests
0 to 30 days	58.7	716,540
31 to 60 days	20.6	251,480
61 days or more	20.8	253,466
<b>Total</b>	<b>100</b>	<b>1,221,486</b>

Table 23 shows the fees and costs associated with administering the *Access to Information Act* since 1983.

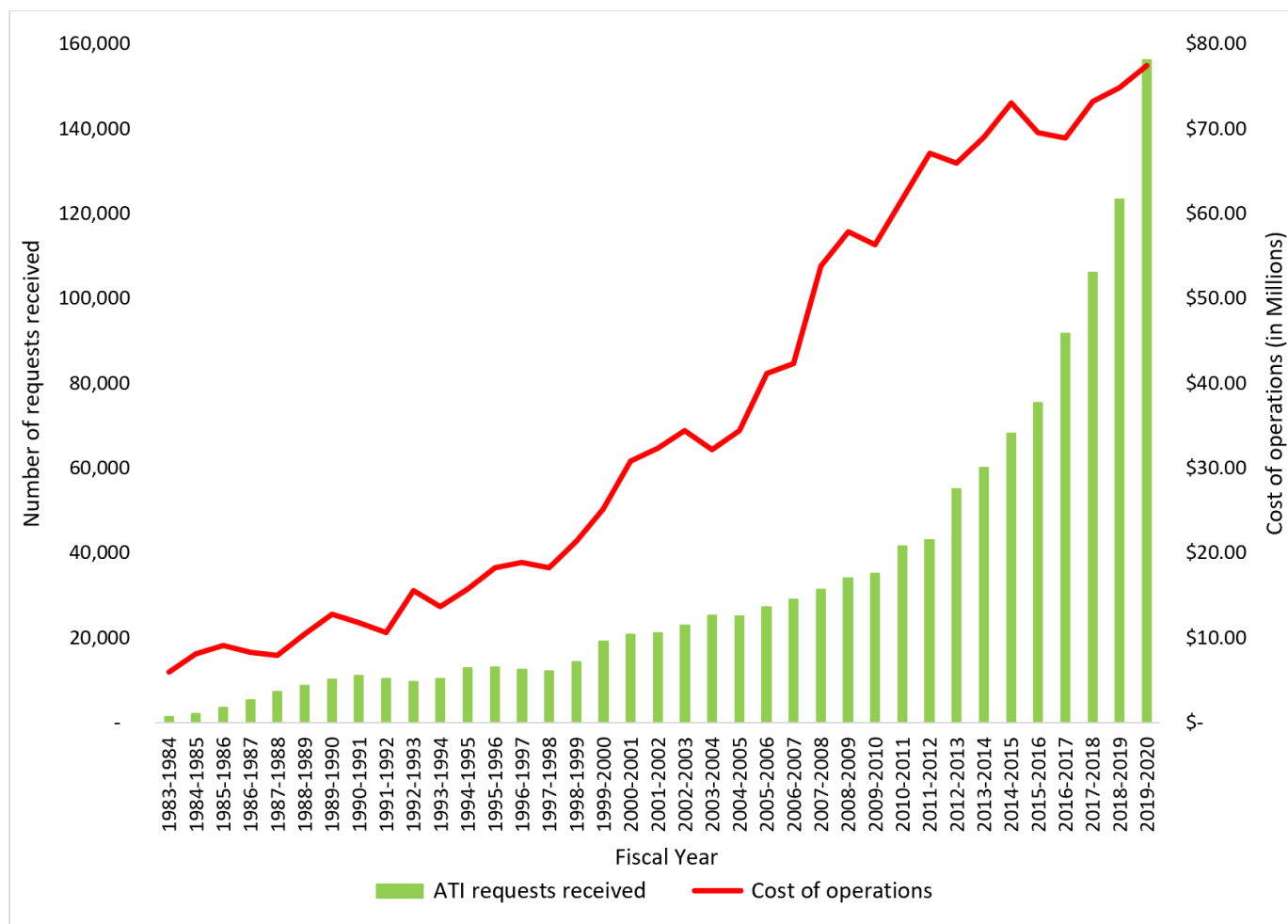
**Table 23: fees and costs of *Access to Information Act* since 1983**

Descriptions	Amount
Requests closed	1,221,486
Cost of operations <sup>a</sup>	\$1,349,384,830.17
Average cost per closed request <sup>b</sup>	\$1,104.71
Fees collected	\$9,116,879.02

Descriptions	Amount
Average fees collected per closed request <sup>c</sup>	\$7.46
Fees waived or refunded	\$3,727,433.94
Average fees waived or refunded per closed request <sup>d</sup>	\$3.05
<p><sup>a</sup> 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><sup>b</sup> 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><sup>c</sup> 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><sup>d</sup> This calculation uses the amount of fees waived or refunded since 1983 to obtain the average fees waived or refunded per closed request. However, in actuality, fees would not have been waived for every closed request.</p>	

Figure 10 shows ATI requests received and cost of *Access to Information Act* operations, from the 1983 to 1984 fiscal year to the 2019 to 2020 fiscal year.

**Figure 10: ATI requests received and cost of *Access to Information Act* operations, from fiscal year 1983 to 1984 to fiscal year 2019 to 2020**



▼ Figure 10 - Text version

Year	Cost of operations (inflation adjusted) *	ATI requests received
1983-1984	\$5.95	1,513
1984-1985	\$8.14	2,229
1985-1986	\$9.08	3,606
1986-1987	\$8.31	5,450
1987-1988	\$7.91	7,301
1988-1989	\$10.42	8,853
1989-1990	\$12.78	10,234
1990-1991	\$11.84	11,093
1991-1992	\$10.66	10,387
1992-1993	\$15.54	9,729
1993-1994	\$13.73	10,422

\* Note: cost of operations in million dollars

<b>Year</b>	<b>Cost of operations (inflation adjusted) *</b>	<b>ATI requests received</b>
1994-1995	\$15.75	12,861
1995-1996	\$18.25	13,124
1996-1997	\$18.89	12,476
1997-1998	\$18.24	12,206
1998-1999	\$21.43	14,340
1999-2000	\$25.17	19,294
2000-2001	\$30.87	20,789
2001-2002	\$32.39	21,265
2002-2003	\$34.48	22,977
2003-2004	\$32.18	25,234
2004-2005	\$34.47	25,207
2005-2006	\$41.17	27,269
2006-2007	\$42.36	29,182
2007-2008	\$53.86	31,487
2008-2009	\$57.94	34,041
2009-2010	\$56.37	35,154
2010-2011	\$61.79	41,641
2011-2012	\$67.11	43,194
2012-2013	\$65.98	55,145
2013-2014	\$69.05	60,105
2014-2015	\$73.10	68,193
2015-2016	\$69.54	75,387
2016-2017	\$68.95	91,880
2017-2018	\$73.29	106,255
2018-2019	\$74.90	123,421
2019-2020	\$77.47	156,222

\* Note: cost of operations in million dollars

# Privacy Act statistics for the 2019 to 2020 fiscal year

## Requests under the *Privacy Act*

A total of 78,541 personal information requests under the *Privacy Act* were received in the 2019 to 2020 fiscal year, an increase of 5.3 percent from the 2018 to 2019 fiscal year. There was also a total of 27,346 personal information requests that were outstanding from the 2018 to 2019 fiscal year, an overall decrease of 1 percent from the outstanding requests from the previous fiscal year.

Of the 105,887 personal information requests that were either received in the 2019 to 2020 fiscal year or outstanding from the previous period, 70.1 percent were closed. This is a decrease of 3.2 percent from the 2018 to 2019 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 percent were closed.

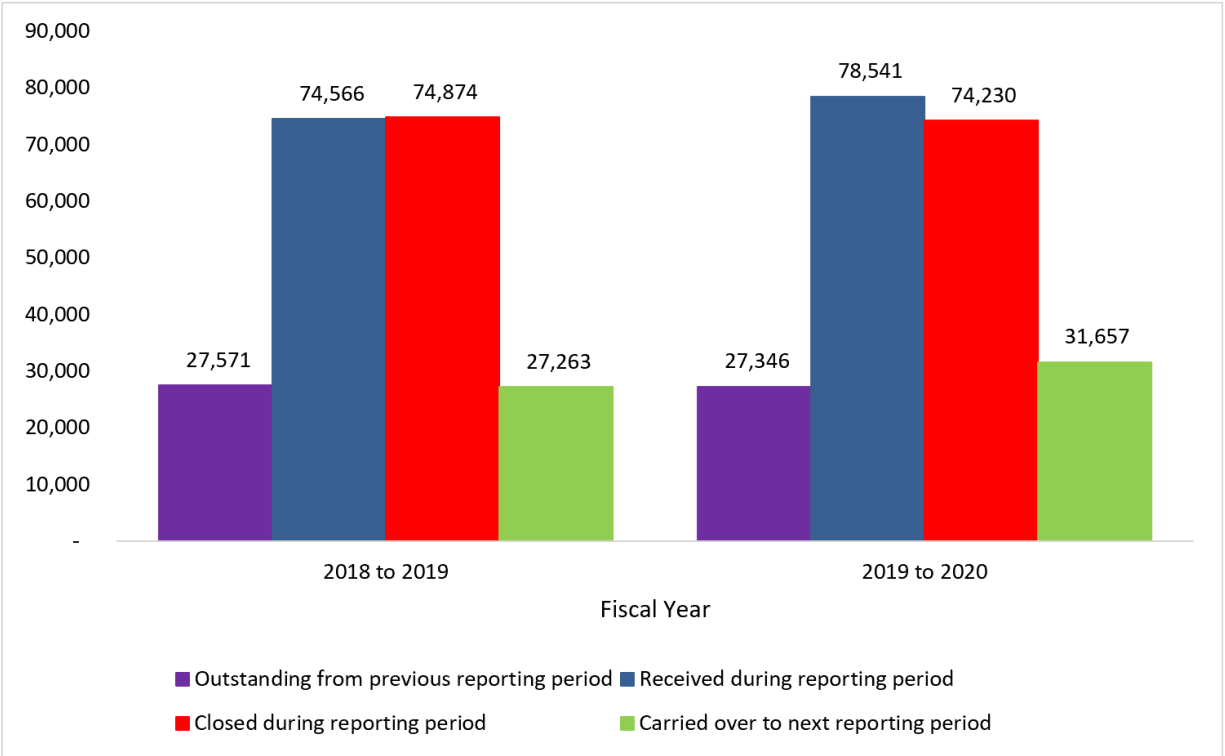
Table 24 shows the number of personal information requests received, closed and carried over for the 2019 to 2020 fiscal year.

**Table 24: personal information requests received, closed and carried over, fiscal year 2019 to 2020**

Personal information requests	Number of requests
Outstanding from 2018 to 2019 reporting period <sup>a</sup>	27,346
Received during 2019 to 2020 reporting period	78,541
<b>Total</b>	<b>105,887</b>
Closed during 2019 to 2020 reporting period	74,230
Carried over to 2020 to 2021 reporting period	31,657
<sup>a</sup> Due to administrative errors, there are small inconsistencies between the statistical data for the 2018 to 2019 fiscal year and the statistical data for the 2019 to 2020 fiscal year regarding the number of requests left outstanding at the end of the 2018 to 2019 reporting period.	

Figure 11 shows the number of personal information requests received, closed and carried over from the 2018 to 2019 fiscal year to 2019 to 2020 fiscal year.

**Figure 11: personal information requests received, closed and carried over, fiscal year 2018 to 2019 and fiscal year 2019 to 2020**



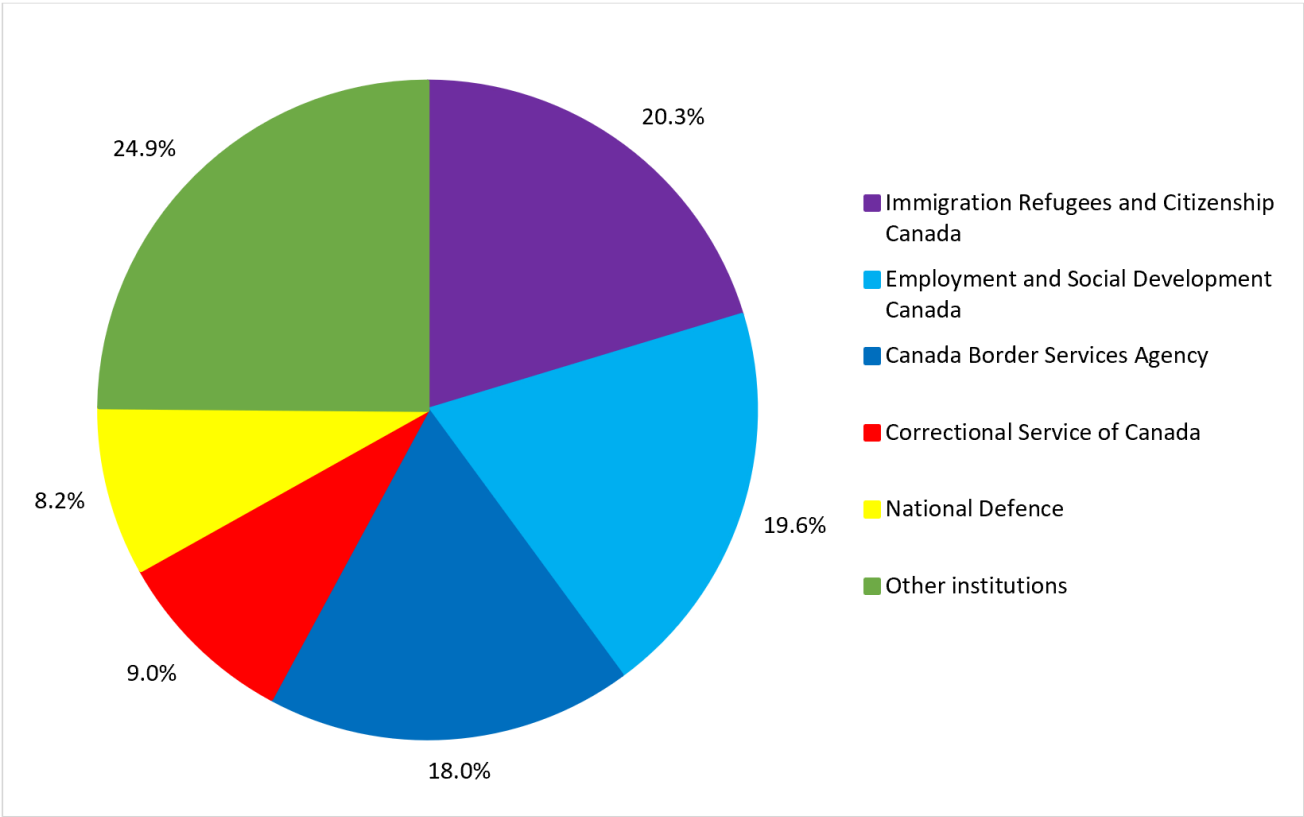
▼ Figure 11 - Text version

	2018 to 2019	2019 to 2020
Outstanding from previous reporting period	27,571	27,346
Received during reporting period	74,566	78,541
Closed during reporting period	74,874	74,230
Carried over to next reporting period	27,263	31,657

Five government institutions received 75.1 percent of the 78,541 personal information requests received in the 2019 to 2020 fiscal year.

Figure 12 shows the proportion of personal information requests received by the five institutions that received the highest volume of requests, and all other government institutions, for the 2019 to 2020 fiscal year.

**Figure 12: proportion of personal information requests received by the five institutions that received the highest volume of requests, and all other government institutions, fiscal year 2019 to 2020**



▼ Figure 12 - Text version

Immigration Refugees and Citizenship Canada	20.3%
Employment and Social Development Canada	19.6%
Canada Border Services Agency	18.0%
Correctional Service of Canada	9.0%
National Defence	8.2%
Other institutions	24.9%

Table 25 shows the number of pages processed under the *Privacy Act* by the five institutions that received the highest volume of requests, and all other government institutions, for the 2019 to 2020 fiscal year.

**Table 25: pages processed under the *Privacy Act* by the five institutions that received the highest volume of requests, and all other government institutions, fiscal year 2019 to 2020**

Rank	Name of institution	Number of requests received	Requests received as percentage	Pages processed <sup>a</sup>
<sup>a</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.				

Rank	Name of institution	Number of requests received	Requests received as percentage	Pages processed <sup>a</sup>
1	Immigration Refugees and Citizenship Canada	15,963	20.3	984,436
2	Employment and Social Development Canada	15,405	19.6	1,259,755
3	Canada Border Services Agency	14,102	18.0	547,551
4	Correctional Service of Canada	7,063	9.0	446,986
5	National Defence	6,475	8.2	2,381,632
Other institutions		19,533	24.9	3,661,773
<b>Total</b>		<b>78,541</b>	<b>100</b>	<b>9,282,133</b>

<sup>a</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.

## Timeliness

Of the 74,230 personal information requests closed in the 2019 to 2020 fiscal year, 78.9 percent were closed within the legislated timeline, including extensions. This is an increase of 2.3 percent from the 2018 to 2019 fiscal year.

Table 26 shows the number of personal information requests closed within legislated timelines, including extensions, in the 2018 to 2019 fiscal year and 2019 to 2020 fiscal year.

**Table 26: status of closed personal information requests, fiscal year 2018 to 2019 and fiscal year 2019 to 2020**

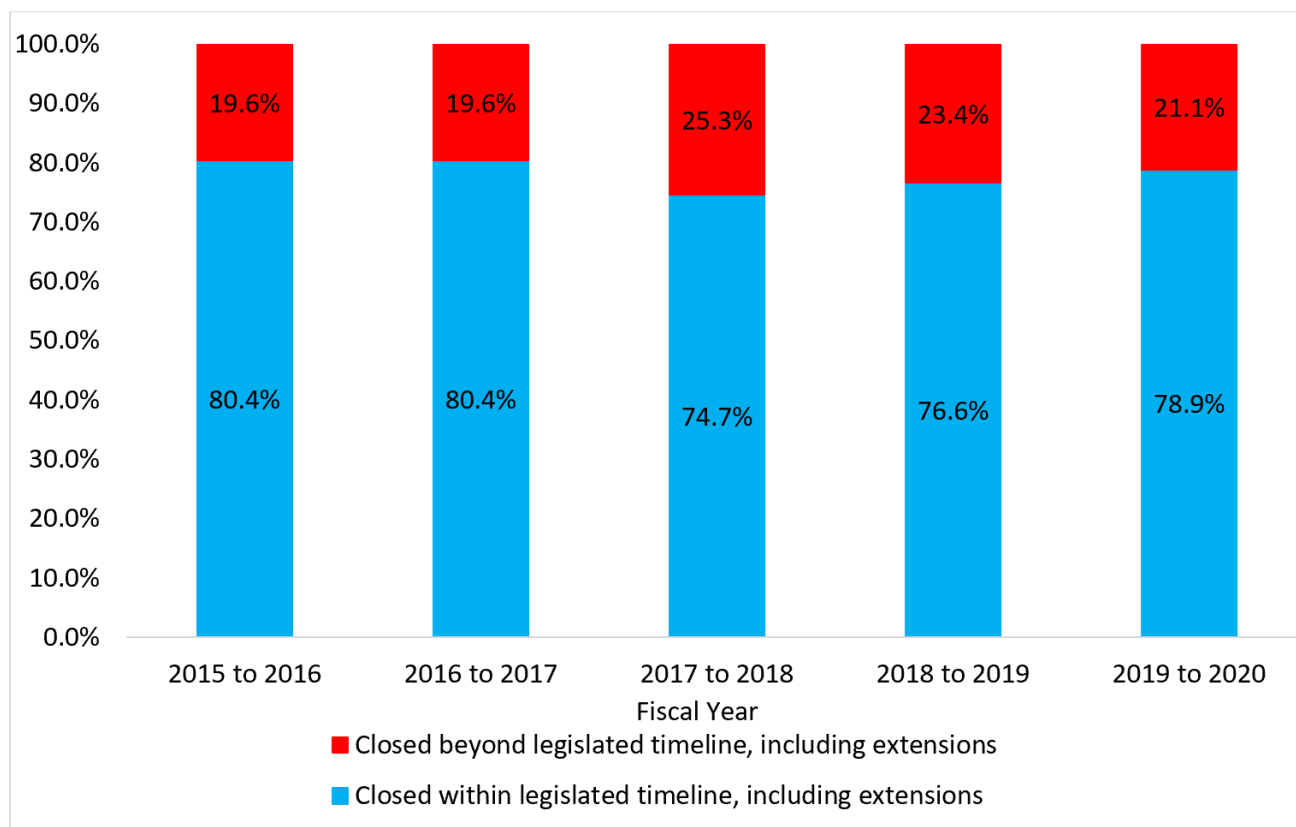
Status of closed requests	Requests as percentage		Number of requests	
	2018 to 2019	2019 to 2020	2018 to 2019	2019 to 2020
Closed within legislated timeline, including extensions	76.6	78.9	57,334	58,599
Closed beyond legislated timeline, including extensions	23.4	21.1	17,540	15,631
<b>Total</b>	<b>100</b>	<b>100</b>	<b>74,874</b>	<b>74,230</b>

The percentage of personal requests closed within legislated timelines decreased by 1.5 percent over the last five fiscal years, from 80.4 percent in the 2015 to 2016 fiscal year to 78.9 percent in the 2019 to 2020 fiscal year.

Figure 13 shows personal information requests closed within legislated timelines, from the 2015 to 2016 fiscal year to the 2019 to 2020 fiscal year.

**Figure 13: personal information requests closed within legislated timelines, from fiscal year 2015 to 2016 to fiscal year 2019 to 2020**





▼ Figure 13 - Text version

	2015 to 2016	2016 to 2017	2017 to 2018	2018 to 2019	2019 to 2020
Closed within legislated timeline, including extensions	80.4%	80.4%	74.7%	76.6%	78.9%
Closed beyond legislated timeline, including extensions	19.6%	19.6%	25.3%	23.4%	21.1%

Another way to examine performance is to consider the number of institutions that meet the performance standard for personal information requests, which is to respond to 85 percent of requests within legislated timelines. Of the 99 institutions that closed personal information requests in the 2019 to 2020 fiscal year, 75 institutions met this standard, closing at least 85 percent of requests within legislated timelines. 24 institutions did not meet this standard, principally due to workload pressures within the organization. Of the 84 institutions that did not close any personal information requests in the 2019 to 2020 fiscal year, 83 institutions did not receive any requests and 1 institution received requests.

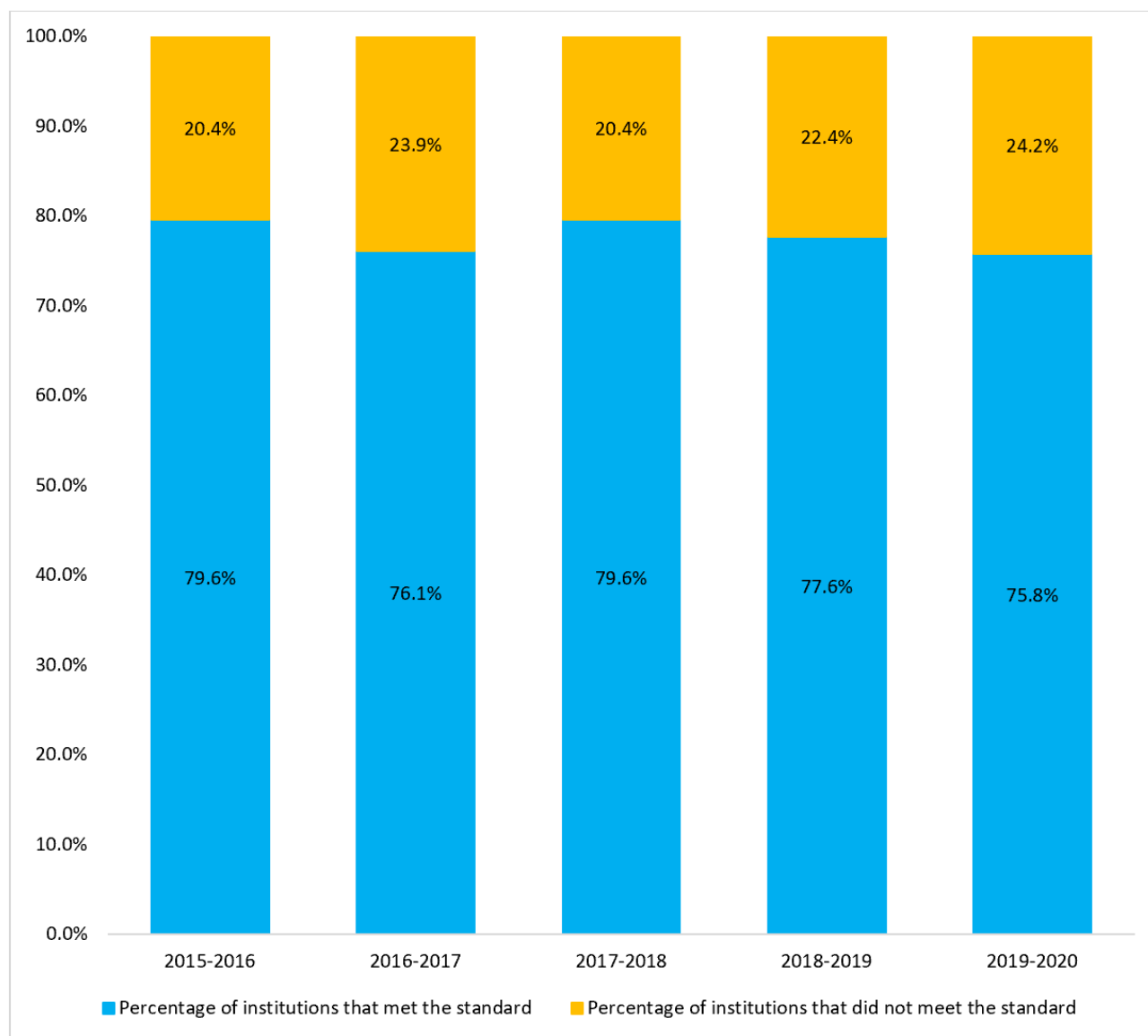
Table 27 shows the number of institutions that closed at least 85 percent of personal information requests within legislated timelines, from the 2015 to 2016 fiscal year to the 2019 to 2020 fiscal year.

**Table 27: number of institutions that closed at least 85 percent of personal information requests within legislated timelines, from fiscal year 2015 to 2016 to fiscal year 2019 to 2020**

Number of institutions	2015 to 2016	2016 to 2017	2017 to 2018	2018 to 2019	2019 to 2020
Number of institutions that closed at least 85 percent of requests within legislated timelines	78	70	74	66	75
Number of institutions that closed fewer than 85 percent of requests within legislated timelines	20	22	19	19	24
Number of institutions that did not close any requests	77	84	88	96	84
<b>Total</b>	<b>175</b>	<b>176</b>	<b>181</b>	<b>181</b>	<b>183</b>

Figure 14 shows the percentage of reporting institutions that closed at least 85 percent of personal information requests within legislated timelines, from the 2015 to 2016 fiscal year to the 2019 to 2020 fiscal year.

**Figure 14: percentage of institutions that closed at least 85 percent of personal information requests within legislated timelines, from fiscal year 2015 to 2016 to fiscal year 2019 to 2020**



▼ Figure 14 - Text version

<b>Based on 85% standard</b>	<b>2015-2016</b>	<b>2016-2017</b>	<b>2017-2018</b>	<b>2018-2019</b>	<b>2019-2020</b>
Percentage of institutions that met the standard	79.6%	76.1%	79.6%	77.6%	75.8%
Percentage of institutions that did not meet the standard	20.4%	23.9%	20.4%	22.4%	24.2%

Table 28 shows the disposition of personal information requests, and the time required to close these requests, for the 2019 to 2020 fiscal year.

**Table 28: disposition and time required to close personal information requests, fiscal year 2019 to 2020**

<b>Disposition of requests (including requests for which extensions were required)</b>	<b>Closure time <sup>a</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>
All disclosed	3,372	11,998	3,658	602	194	279	301	<b>20,404</b>
Disclosed in part	5,301	15,389	7,774	2,324	824	1,548	2,397	<b>35,557</b>
All exempted	138	139	57	29	16	22	25	<b>426</b>
All excluded	1	2	1	1	1	0	0	<b>6</b>
No records exist	5,064	1,800	613	249	95	181	224	<b>8,226</b>
Request abandoned <sup>b</sup>	5,263	1,383	1,035	292	73	111	1,133	<b>9,290</b>
Neither confirmed nor denied <sup>c</sup>	146	137	16	10	1	3	8	<b>321</b>
<b>Total</b>	<b>19,285</b>	<b>30,848</b>	<b>13,154</b>	<b>3,507</b>	<b>1,204</b>	<b>2,144</b>	<b>4,088</b>	<b>74,230</b>
<b>Total percentage</b>	<b>26.0</b>	<b>41.6</b>	<b>17.7</b>	<b>4.7</b>	<b>1.6</b>	<b>2.9</b>	<b>5.5</b>	<b>100</b>

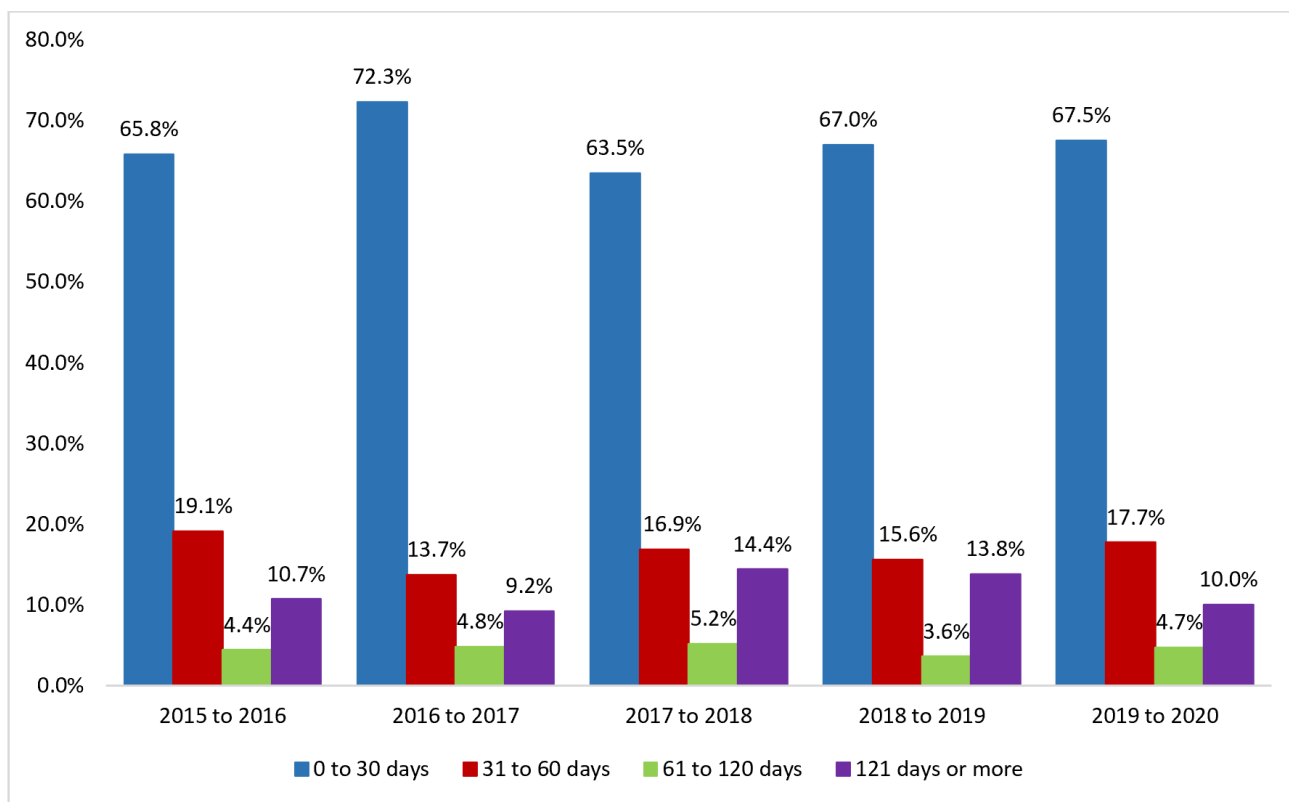
<sup>a</sup> The number of days to close requests or consultations refers to calendar days.

<sup>b</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>c</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."

Figure 15 shows the time required to close personal information requests from the 2015 to 2016 fiscal year to the 2019 to 2020 fiscal year

**Figure 15: Time required to close personal information requests from fiscal year 2015 to 2016 to fiscal year 2019 to 2020**



▼ Figure 15 - Text version

	2015 to 2016	2016 to 2017	2017 to 2018	2018 to 2019	2019 to 2020
0 to 30 days	65.8%	72.3%	63.5%	67.0%	67.5%
31 to 60 days	19.1%	13.7%	16.9%	15.6%	17.7%
61 to 120 days	4.4%	4.8%	5.2%	3.6%	4.7%
121 days or more	10.7%	9.2%	14.4%	13.8%	10.0%

Table 29 shows the principal reason that personal information requests were closed beyond the legislated timeline for the 2019 to 2020 fiscal year

**Table 29: Principal reason that personal information requests were closed beyond legislated timeline for fiscal year 2019 to 2020**

Principal reason	Total number of requests closed beyond the legislated timelines including extensions
Workload	14,078
<p><u>a</u> Other reasons include the unavailability of key officials, difficulties in obtaining relevant records, labour disputes and lengthy power outages.</p>	
<p>Note: requests that were closed neither in the initial 30-day legislated timeframe nor within the timeframe covered by an extension.</p>	

Principal reason	Total number of requests closed beyond the legislated timelines including extensions
External consultation	148
Internal consultation	215
Other <sup>a</sup>	1,190
<b>Total</b>	<b>15,631</b>
<p><sup>a</sup> Other reasons include the unavailability of key officials, difficulties in obtaining relevant records, labour disputes and lengthy power outages.</p> <p>Note: requests that were closed neither in the initial 30-day legislated timeframe nor within the timeframe covered by an extension.</p>	

Of the 15,631 personal information requests closed beyond the legislated timeline, 73.4 percent were past the timeline with no extension taken. This is a decrease of 11.9 percent from the 2018 to 2019 fiscal year.

Table 30 shows the number of personal information requests that were closed beyond the legislated timeline in the 2019 to 2020 fiscal year, by number of days past the timeline.

**Table 30: number of days past deadline for personal information requests closed beyond the legislated timeline including extensions, fiscal year 2019 to 2020**

Number of days past legislated timeline	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total requests closed beyond the legislated timeline including extensions	Total as percentage
1 to 15 days	4,589	547	5,136	32.9
16 to 30 days	570	305	875	5.6
31 to 60 days	926	445	1,371	8.8
61 to 120 days	753	511	1,264	8.1
121 to 180 days	832	307	1,139	7.3
181 to 365 days	1,793	586	2,379	15.2
More than 365 days	2,016	1,451	3,467	22.2
<b>Total</b>	<b>11,479</b>	<b>4,152</b>	<b>15,631</b>	<b>100</b>

## Disposition

Records were disclosed either in full or in part for 75.4 percent of closed personal information requests. This is an increase of 1.2 percent from the 2018 to 2019 fiscal year.

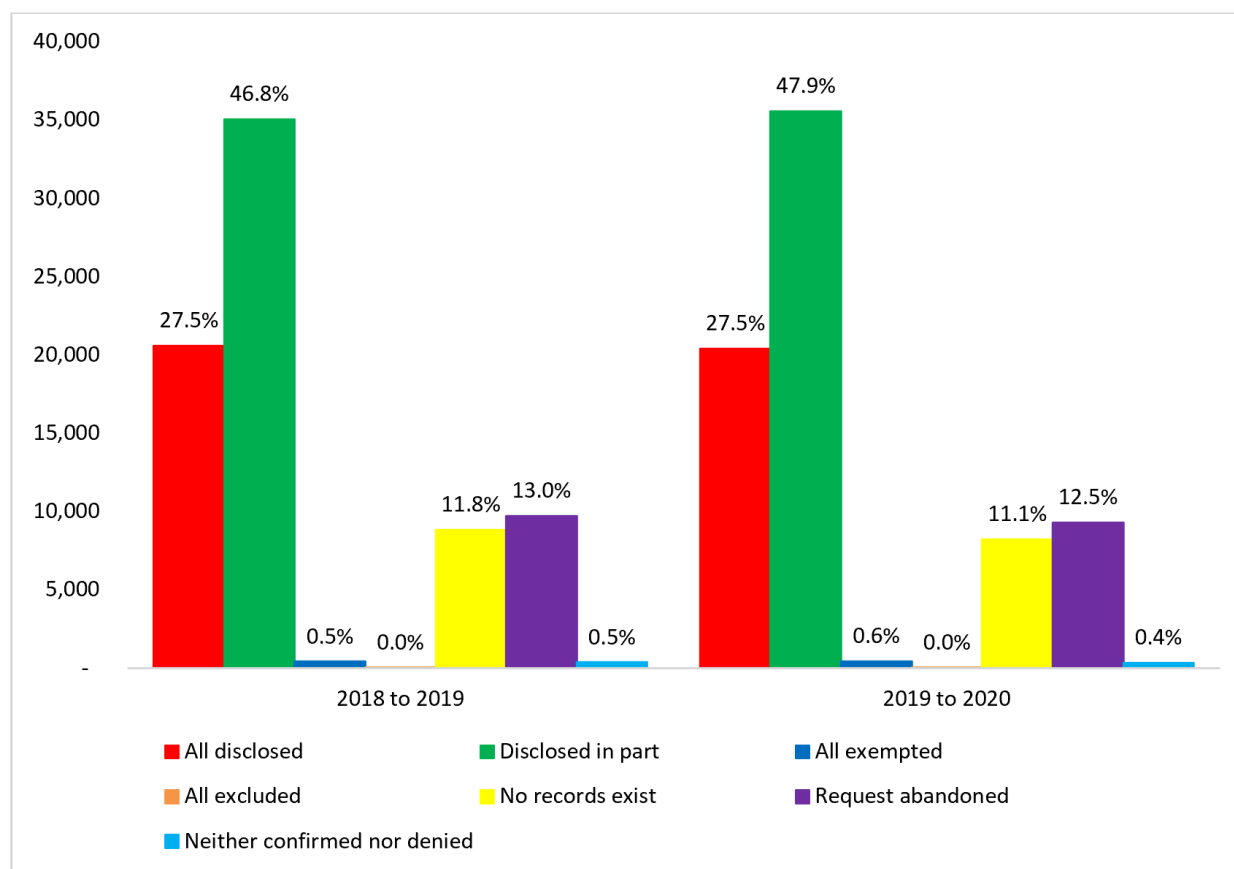
Table 31 shows the disposition of closed personal information requests for the 2018 to 2019 fiscal year to the 2019 to 2020 fiscal year.

**Table 31: disposition of closed personal information requests, fiscal year 2018 to 2019 and fiscal year 2019 to 2020**

Disposition of closed requests	Requests as percentage		Number of requests	
	2018 to 2019	2019 to 2020	2018 to 2019	2019 to 2020
All disclosed	27.5	27.5	20,567	20,404
Disclosed in part	46.8	47.9	35,021	35,557
All exempted	0.5	0.6	397	426
All excluded	0.0	0.0	14	6
No records exist	11.8	11.1	8,812	8,226
Request abandoned	13.0	12.5	9,712	9,290
Neither confirmed nor denied	0.5	0.4	351	321
<b>Total</b>	<b>100</b>	<b>100</b>	<b>74,874</b>	<b>74,230</b>

Figure 16 shows the disposition of closed personal information requests for the 2018 to 2019 fiscal year to the 2019 to 2020 fiscal year.

**Figure 16: disposition of closed personal information requests, fiscal year 2018 to 2019 and fiscal year 2019 to 2020**



▼ Figure 16 - Text version

2018-19 %

2019-20 %

	2018-19 %	2019-20 %
All disclosed	27.5%	27.5%
Disclosed in part	46.8%	47.9%
All exempted	0.5%	0.6%
All excluded	0.0%	0.0%
No records exist	11.8%	11.1%
Request abandoned	13.0%	12.5%
Neither confirmed nor denied	0.5%	0.4%

## Complexity

In the 2019 to 2020 fiscal year, government institutions processed about 9.3 million pages for closed personal information requests.

Government institutions undertook consultations with parties outside the federal government in 1.5 percent of all closed personal information requests.

Table 32 shows the number of relevant pages processed and disclosed in response to personal information requests closed in the 2018 to 2019 fiscal year and the 2019 to 2020 fiscal year, by manner of disposition.

**Table 32: relevant pages processed and disclosed in response to personal information requests closed in fiscal year 2018 to 2019 and fiscal year 2019 to 2020, by disposition**

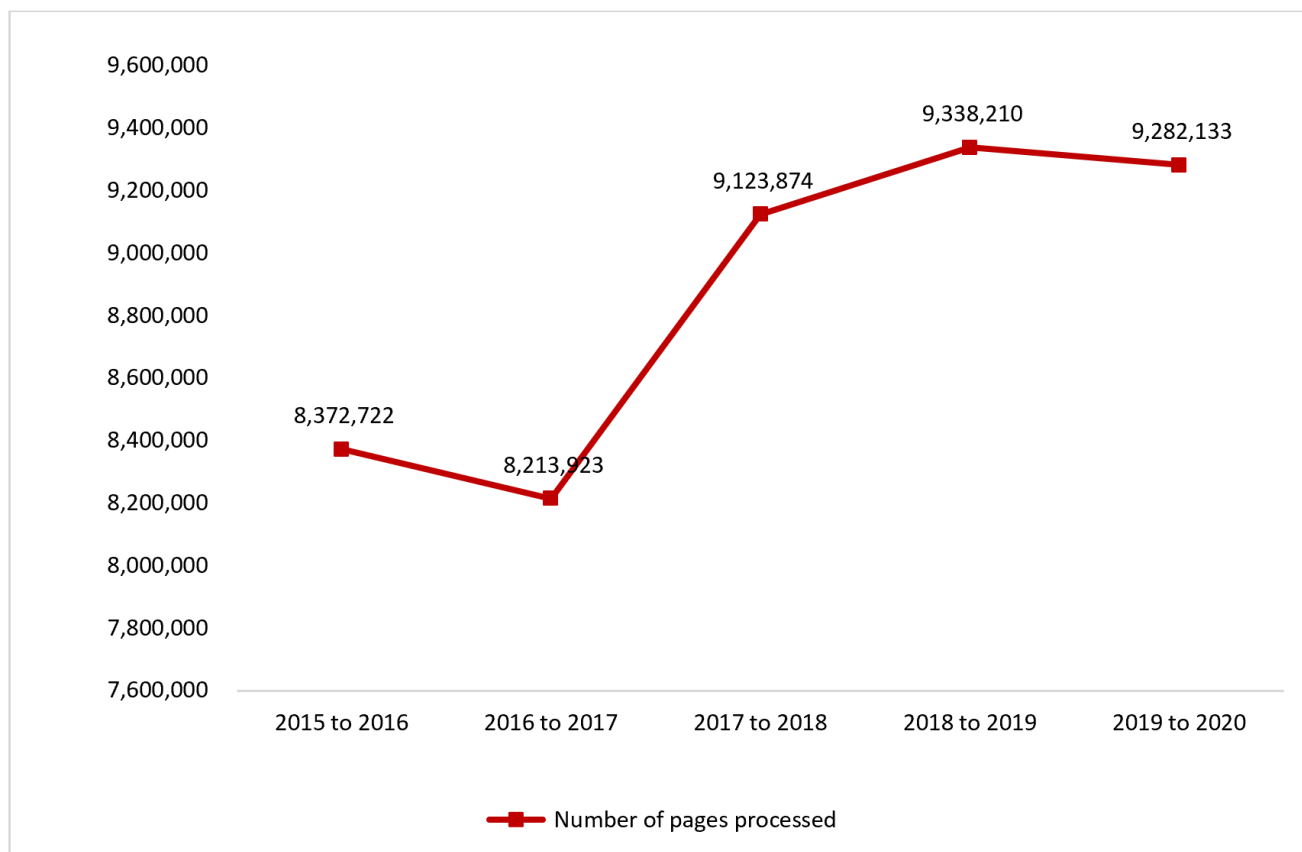
	Number of pages processed		Number of pages disclosed		Number of requests <sup>a</sup>	
	2018 to 2019	2019 to 2020	2018 to 2019	2019 to 2020	2018 to 2019	2019 to 2020
<b>Total</b>	<b>9,338,210</b>	<b>9,282,133</b>	<b>7,724,545</b>	<b>7,530,019</b>	<b>65,711</b>	<b>66,004</b>

<sup>a</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” or “neither confirmed nor denied.”

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.

Figure 17 shows the number of pages processed in response to closed personal information requests from fiscal year 2015 to 2016 to fiscal year 2019 to 2020.

**Figure 17: number of pages processed in response to closed personal information requests, from fiscal year 2015 to 2016 to fiscal year 2019 to 2020**



▼ Figure 17 - Text version

	2015 to 2016	2016 to 2017	2017 to 2018	2018 to 2019	2019 to 2020
Number of pages processed	8,372,722	8,213,923	9,123,874	9,338,210	9,282,133

**Table 33: complex personal information requests closed in fiscal year 2019 to 2020, by disposition**

Disposition	Consultation required	Legal advice sought	Interwoven information <sup>a</sup>	Other <sup>b</sup>	Total
All disclosed	182	1	56	254	493
Disclosed in part	850	29	9,404	118	10,401
All exempted	9	4	6	1	20

<sup>a</sup> 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.

<sup>b</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.



Disposition	Consultation required	Legal advice sought	Interwoven information <sup>a</sup>	Other <sup>b</sup>	Total
All excluded	0	0	0	1	1
Request abandoned	35	4	105	55	199
Neither confirmed nor denied	24	3	2	0	29
<b>Total</b>	<b>1,100</b>	<b>41</b>	<b>9,573</b>	<b>429</b>	<b>11,143</b>
<p><sup>a</sup> 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.</p> <p><sup>b</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.</p>					

## Consultations

The number of requests for consultations between federal government institutions decreased by 4.9 percent from the 2018 to 2019 fiscal year. The number of pages to review decreased by 1.5 percent.

Table 34 shows the number of personal information requests for consultation in the 2018 to 2019 fiscal year to the 2019 to 2020 fiscal year between government institutions and the number of pages reviewed in connection with those requests.

**Table 34: number of requests for consultation and number of pages reviewed in connection with those requests, fiscal year 2018 to 2019 and fiscal year 2019 to 2020**

Consultations	Number of requests for consultation		Number of pages to review	
	2018 to 2019	2019 to 2020	2018 to 2019	2019 to 2020
Received during reporting period	392	378	18,774	16,869
Outstanding from the previous reporting period	38	31	36,307	37,386
<b>Total</b>	<b>430</b>	<b>409</b>	<b>55,081</b>	<b>54,255</b>
Closed during the reporting period	399	382	18,126	50,091
Pending at the end of the reporting period	31	27	36,955	4,164

Table 35 shows, by recommendation, the number of personal information requests for consultation that were closed within particular timeframes in fiscal year 2019 to 2020.

**Table 35: requests for consultation between government institutions closed within particular timeframes in fiscal year 2019 to 2020, by recommendation**

Recommendation	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
Disclose entirely	90	38	12	1	0	0	1	142
Disclose in part	103	45	36	9	2	2	2	199
Exempt entirely	9	4	3	5	1	0	0	22
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution <sup>a</sup>	2	2	0	0	0	0	0	4
Other	7	1	4	0	0	0	3	15
<b>Total</b>	<b>211</b>	<b>90</b>	<b>55</b>	<b>15</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>382</b>

<sup>a</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*.

## Extensions

92.8 percent 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 36 shows the number of personal information requests that were closed in fiscal year 2019 to 2020 where extensions were invoked, by length of extension.

**Table 36: personal information requests closed in fiscal year 2019 to 2020 with reasons for and length of extension**

Length of extension <sup>a</sup>	15(a)(i): Interference with operations				15(a)(ii): Consultation			15(b): Translation purposes or conversion	Total
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet Confidence (Section 70) <sup>b</sup>	External	Internal		
1 to 15 days	4	3	7	2	0	1	6	0	23
16 to 30 days	105	798	10,530	94	2	270	596	19	12,414

<sup>a</sup> The *Privacy Act* provides for a maximum extension of 30 days.

<sup>b</sup> Section 70 of the *Privacy Act* states that the act does not apply to confidences of the Queen’s Privy Council for Canada.

Length of extension <sup>a</sup>	15(a)(i): Interference with operations				15(a)(ii): Consultation			15(b): Translation purposes or conversion	Total
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet Confidence (Section 70) <sup>b</sup>	External	Internal		
31 days or greater	N/A.(Not available)	N/A.(Not available)	N/A.(Not available)	N/A.(Not available)	N/A.(Not available)	N/A.(Not available)	N/A.(Not available)	1	1
<b>Total</b>	<b>109</b>	<b>801</b>	<b>10,537</b>	<b>96</b>	<b>2</b>	<b>271</b>	<b>602</b>	<b>20</b>	<b>12,438</b>

<sup>a</sup> The *Privacy Act* provides for a maximum extension of 30 days.

<sup>b</sup> Section 70 of the *Privacy Act* states that the act does not apply to confidences of the Queen's Privy Council for Canada.

## Exemptions<sup>d</sup>

The tables that follow show the number of personal information requests closed in the 2019 to 2020 fiscal year in which specific exemptions under the *Privacy Act* were invoked.

**Table 37a: exemptions for exempt banks**

Provision	Number of requests
18(2)	232

**Table 37b: exemptions for personal information obtained in confidence**

Provision	Number of requests
19(1)(a)	1,220
19(1)(b)	34
19(1)(c)	912
19(1)(d)	610
19(1)(e)	0
19(1)(f)	0

**Table 37c: exemptions for federal-provincial affairs**

Provision	Number of requests
20	5

**Table 37d: exemptions for international affairs and defence**

Provision	Number of requests
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Provision	Number of requests
21	5,745

**Table 37e: exemptions for law enforcement and investigation**

Provision	Number of requests
22(1)(a)(i)	1,569
22(1)(a)(ii)	399
22(1)(a)(iii)	20
22(1)(b)	5,599
22(1)(c)	592
22(2)	3
22.1	16
22.2	1
22.3	8
22.4	0

**Table 37f: exemptions for security clearances**

Provision	Number of requests
23(a)	6
23(b)	0

**Table 37g: exemptions for individuals sentenced for an offence**

Provision	Number of requests
24(a)	4
24(b)	168

**Table 37h: exemptions for safety of individuals**

Provision	Number of requests
25	811

**Table 37i: exemptions for information about another individual**

Provision	Number of requests
26	29,074

**Table 37j: exemptions for solicitor-client privilege**

Provision	Number of requests
27	958

Provision	Number of requests
27.1	2

### Table 37k: exemptions for medical records

Provision	Number of requests
28	25

### Exclusions <sup>Z</sup>

The tables that follow show the number of personal information requests closed in the 2019 to 2020 fiscal year in which specific exclusions under the *Privacy Act* were invoked.

### Table 38a: exclusions for non-application (Act does not apply to certain materials)

Provision	Number of requests
69(1)(a)	16
69(1)(b)	0

### Table 38b: exclusions for Canadian Broadcasting Corporation

Provision	Number of requests
69.1	1

### Table 38c: exclusions for Cabinet confidences

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

### Table 38d: exclusions for certificate under the *Canada Evidence Act*

Provision	Number of requests
70.1	0

### Costs

The cost to administer the Government of Canada's privacy program increased by 13.6 percent to about \$55 million in the 2019 to 2020 fiscal year, with the average cost per closed request increasing by 14.6 percent to about \$741 per request.

Table 39 shows the costs associated with administering the *Privacy Act* for fiscal year 2018 to 2019 and fiscal year 2019 to 2020.

**Table 39: cost of *Privacy Act* operations, fiscal year 2018 to 2019 and fiscal year 2019 to 2020**

Description of costs	Amount	
	2018 to 2019	2019 to 2020
Cost of institutions' operations <sup>a</sup>	\$47,995,307	\$54,607,942
Cost of ATIP Online Request Service <sup>b</sup>	\$419,853	\$384,191
<b>Total</b>	<b>\$48,415,160</b>	<b>\$54,992,133</b>
Requests closed	74,874	74,230
Average cost per closed request <sup>c</sup>	\$646.62	\$740.83
Pages processed	9,338,210	9,282,133
Average cost per page processed	\$5.18	\$5.92
<p><sup>a</sup> 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><sup>b</sup> 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><sup>c</sup> 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 subsections 8(2) and 8(5) 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. Subsection 8(5) of the Act requires institutions to notify the Privacy Commissioner in writing of any disclosure of personal information made pursuant to paragraph 8(2)(m) of the Act. These notifications should be done prior to the disclosure where reasonably practical or in any other cases forthwith.

Table 40 shows the number of disclosures made under paragraphs 8(2)(e) and 8(2)(m) and subsection 8(5) of the *Privacy Act* in the 2019 to 2020 fiscal year.

**Table 40: disclosures under subsections 8(2) and 8(5) of the *Privacy Act*, fiscal year 2019 to 2020**

Paragraph 8(2)(e) <sup>a</sup>	Paragraph 8(2)(m) <sup>b</sup>	Subsection 8(5)	Total
5,686	230	180	<b>6,096</b>

Paragraph 8(2)(e) <sup>a</sup>	Paragraph 8(2)(m) <sup>b</sup>	Subsection 8(5)	Total
<sup>a</sup>	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."		
<sup>b</sup>	Paragraph 8(2)(m) 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... 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."		

## 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 41 shows the number of requests for correction of personal information made to government institutions in the 2019 to 2020 fiscal year.

**Table 41: requests for correction of personal information, fiscal year 2019 to 2020**

Disposition of received requests	Amount
Requests for correction accepted	21
Notations attached	42
<b>Total</b>	<b>63</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 42 shows the number of PIAs completed by government institutions in the 2019 to 2020 fiscal year.

**Table 42: number of privacy impact assessments completed, fiscal year 2019 to 2020**

Privacy impact assessments	Amount
Number of PIAs completed <sup>a</sup>	77
<p><sup>a</sup> “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.</p>	

## 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 relating to the institution-specific programs of a 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 43 shows the number of new PIBs, newly registered PIBs and the number of institutions registering new PIBs.

**Table 43: new Personal information banks registered, fiscal year 2019 to 2020**

Personal information banks	Amount
Number of new institution-specific PIBs registered	5
Number of times government institutions registered against standard PIBs <sup>a</sup>	20
Number of central PIBs registered	0
<b>Total number of new PIBs registered</b>	<b>25</b>
Number of government institutions registering new PIBs	5
<p><sup>a</sup> At the date of this report's publication, there were 50 standard personal information banks maintained by the Treasury Board of Canada Secretariat.</p>	

Table 44 shows the number of PIBs active, created, terminated and modified during the 2019 to 2020 fiscal year.



**Table 44: Personal Information Banks active, created, terminated and modified, fiscal year 2019 to 2020**

Personal information banks	Amount
Active	2,250
Created	46
Terminated	15
Modified	110

## Material Privacy Breaches

A breach is deemed a “material privacy breach” if the breach involves sensitive personal information and could reasonably be expected to cause serious injury or harm to the individual and/or involves a large number of affected individuals. Section 4 of the [Guidelines for Privacy Breaches](#) requires institutions to establish a process for the mandatory reporting of material privacy breaches to the Office of the Privacy Commissioner (OPC) and the Treasury Board of Canada Secretariat (TBS).

Table 45 shows the number of material privacy breaches reported to the Treasury Board of Canada Secretariat (TBS) and the Office of the Privacy Commissioner of Canada (OPC) in the 2019 to 2020 fiscal year.

**Table 45: Material Privacy Breaches, fiscal year 2019 to 2020**

Material Privacy Breaches	Amount
Number of material privacy breaches reported to TBS	326
Number of material privacy breaches reported to OPC	326 <sup>a</sup>
<p><sup>a</sup> This total reflects a correction to the statistical data submitted by Indigenous Services Canada and Crown-Indigenous Relations and Northern Affairs. Their statistical reports erroneously reported material privacy breaches for the reporting period of 2019-2020. Neither institutions had any reported material privacy breaches for this reporting period. The Annual Reports for these institutions tabled in Parliament include this error.</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.

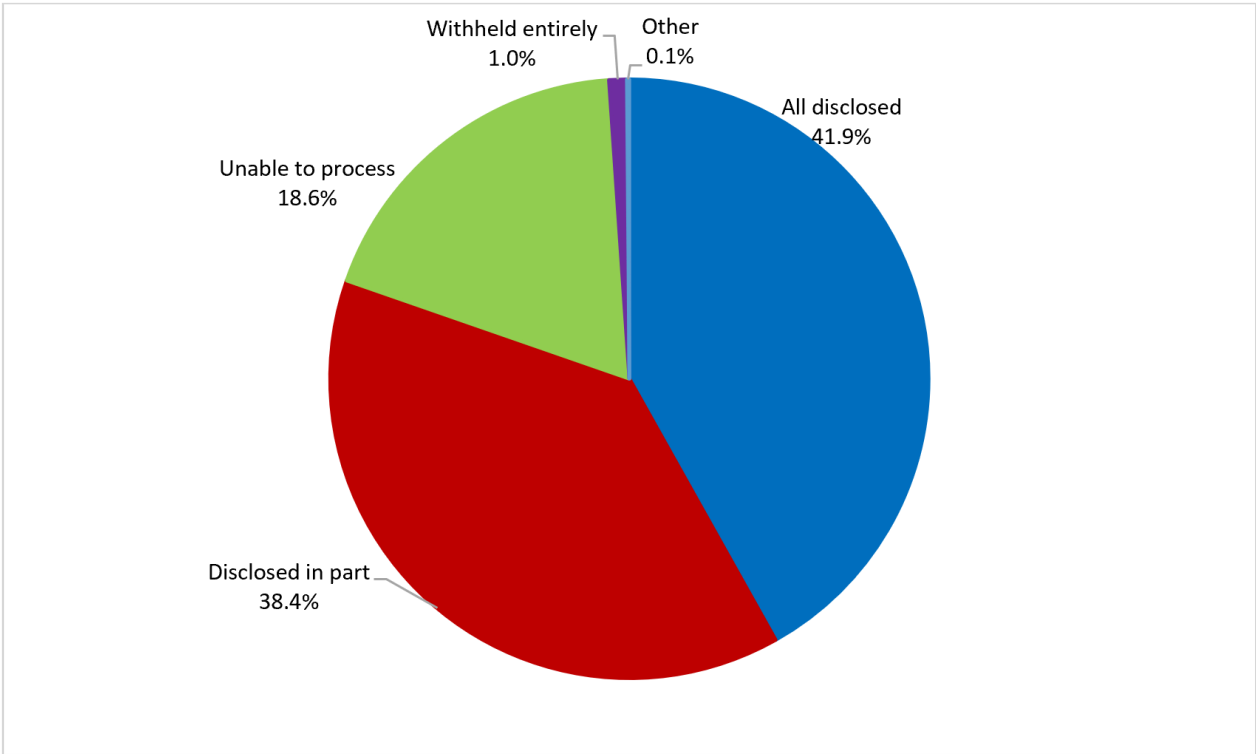
Table 46 shows the number of personal information requests received and closed since 1983.

**Table 46: number of personal information requests since 1983**

Requests under the <i>Privacy Act</i>	Number of requests
Requests received	1,797,553
Requests closed	1,765,744

Figure 18 shows the disposition of personal information requests closed since 1983.

Figure 18: disposition of closed personal information requests since 1983



▼ Figure 18 - Text version

Disposition of closed <i>Privacy Act</i> requests since 1983	2019-20
All disclosed	41.9%
Disclosed in part	38.4%
Unable to process	18.6%
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 47 shows the disposition of personal information requests closed since 1983.

Table 47: disposition of closed personal information requests since 1983

Disposition of closed requests	Requests as percentage	Number of requests
<div><div>a</div><div>The number of requests has remained constant since the 2013 to 2014 fiscal year.</div></div>		

Disposition of closed requests	Requests as percentage	Number of requests
All disclosed	41.9	739,336
Disclosed in part	38.4	678,853
All exempted	0.9	16,177
All excluded	0.0	680
No records exist	4.8	84,328
Abandoned	6.2	110,189
Neither confirmed nor denied	0.1	2,328
Transferred <sup>a</sup>	1.8	32,188
Requests that could not be processed <sup>a</sup>	5.8	101,665
<b>Total</b>	<b>100</b>	<b>1,765,744</b>
<p><sup>a</sup> The number of requests has remained constant since the 2013 to 2014 fiscal year.</p>		

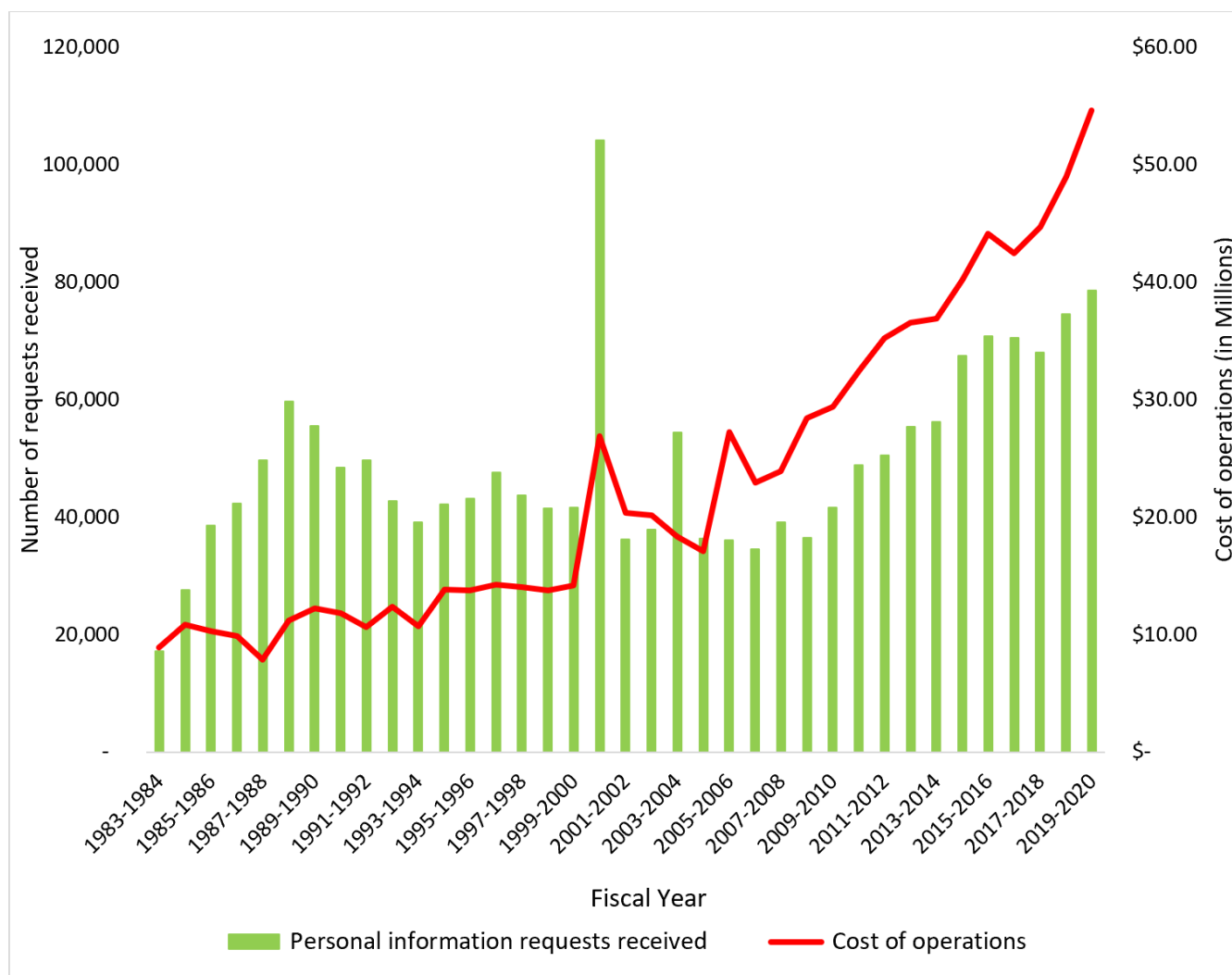
Table 48 shows the costs associated with administering the *Privacy Act* since 1983.

**Table 48: cost of *Privacy Act* operations since 1983**

Description of cost of operations	Amount
Requests closed	1,765,744
Cost of operations <sup>a</sup>	\$851,521,667.32
Average cost per closed request <sup>b</sup>	\$482.25
<p><sup>a</sup> 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><sup>b</sup> 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.</p>	

Figure 19 shows personal information requests received and cost of *Privacy Act* operations, from the 1983 to 1984 fiscal year to the 2019 to 2020 fiscal year.

**Figure 19: personal information requests received and cost of *Privacy Act* operations, from fiscal year 1983 to 1984 to fiscal year 2019 to 2020**



▼ Figure 19 - Text version

Year	Cost of operations (inflation adjusted) *	Personal information requests received
1983-1984	\$8.86	17,109
1984-1985	\$10.81	27,547
1985-1986	\$10.26	38,606
1986-1987	\$9.84	42,292
1987-1988	\$7.87	49,626
1988-1989	\$11.17	59,631
1989-1990	\$12.23	55,505
1990-1991	\$11.83	48,430
1991-1992	\$10.66	49,732

\* Note: cost of operations in million dollars

Year	Cost of operations (inflation adjusted) *	Personal information requests received
1992-1993	\$12.40	42,713
1993-1994	\$10.73	39,060
1994-1995	\$13.85	42,147
1995-1996	\$13.77	43,137
1996-1997	\$14.28	47,532
1997-1998	\$14.01	43,648
1998-1999	\$13.77	41,498
1999-2000	\$14.20	41,585
2000-2001	\$26.92	104,133
2001-2002	\$20.38	36,137
2002-2003	\$20.14	37,863
2003-2004	\$18.37	54,377
2004-2005	\$17.11	36,316
2005-2006	\$27.21	36,090
2006-2007	\$22.89	34,559
2007-2008	\$23.93	39,134
2008-2009	\$28.41	36,454
2009-2010	\$29.42	41,621
2010-2011	\$32.43	48,775
2011-2012	\$35.21	50,524
2012-2013	\$36.55	55,355
2013-2014	\$36.91	56,263
2014-2015	\$40.19	67,399
2015-2016	\$44.12	70,833
2016-2017	\$42.48	70,490
2017-2018	\$44.70	67,967
2018-2019	\$49.00	74,566
2019-2020	\$54.61	78,541

\* Note: cost of operations in million dollars

## Annex: detailed analysis

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

Of the 156,222 requests that were received in the 2019 to 2020 fiscal year, 134,658 requests were received by five institutions, and 21,564 requests were received by the remaining government institutions. The five institutions receiving the highest volume of requests are Immigration, Refugees and Citizenship Canada (IRCC), the Canada Border Services Agency (CBSA), the Royal Canadian Mounted Police (RCMP), the Canada Revenue Agency (CRA) and Library and Archives of Canada (LAC). To provide a more detailed understanding of the access to information program, this Annex provides data for these five institutions.

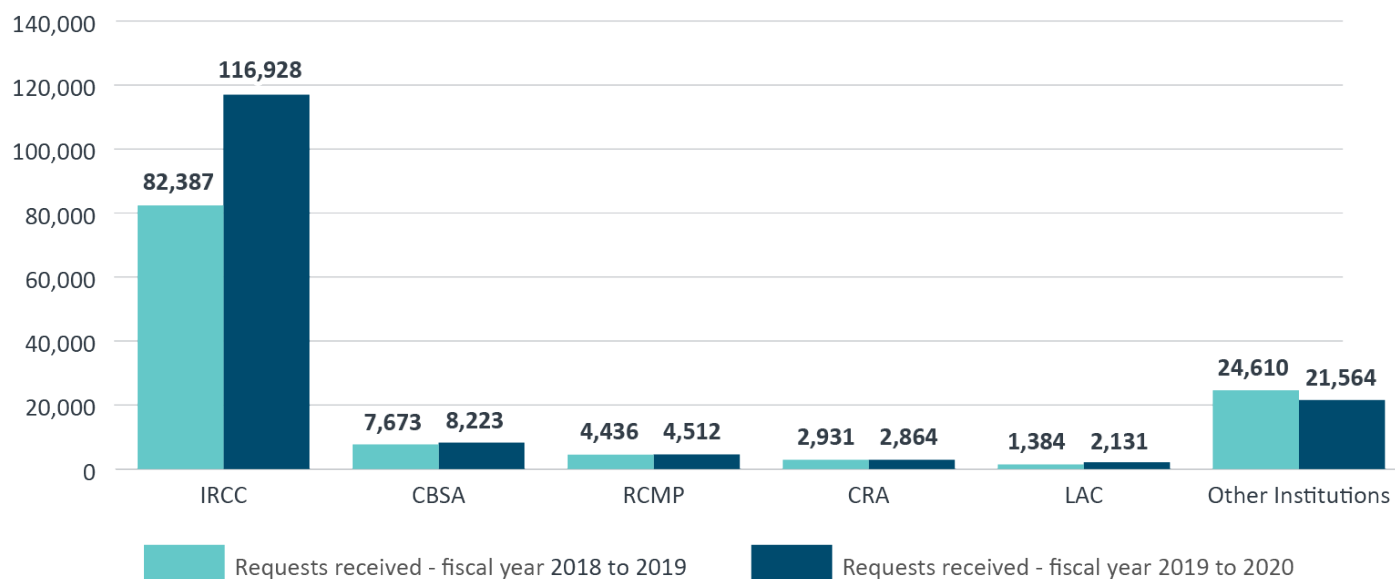
**Table 49: requests received, closed and carried over under the *Access to Information Act*, fiscal year 2019 to 2020**

Requests under the <i>Access to Information Act</i>	Number of requests						
	IRCC	CBSA	RCMP	CRA	LAC	Other institutions	Total
Outstanding from 2018 to 2019 reporting period	10,998	1,362	3,688	1,187	509	8,172	<b>25,916</b>
Received during 2019 to 2020 reporting period	116,928	8,223	4,512	2,864	2,131	21,564	<b>156,222</b>
<b>Total</b>	<b>127,926</b>	<b>9,585</b>	<b>8,200</b>	<b>4,051</b>	<b>2,640</b>	<b>29,736</b>	<b>182,138</b>
Closed during 2019 to 2020 reporting period	111,593	7,953	4,987	2,731	1,487	20,819	<b>149,570</b>
Carried over to 2020 to 2021 reporting period	16,333	1,632	3,213	1,320	1,153	8,917	<b>32,568</b>

The number of requests received by these five institutions increased by 36.3 percent since the last fiscal year, from 98,811 in the 2018 to 2019 fiscal year to 134,658 in the 2019 to 2020 fiscal year.

The number of requests received by all other institutions decreased by 12.4 percent since the last fiscal year, from 24,610 in the 2018 to 2019 fiscal year to 21,564 in the 2019 to 2020 fiscal year.

**Figure 20: requests received under the *Access to Information Act*, from fiscal year 2018 to 2019 to fiscal year 2019 to 2020**



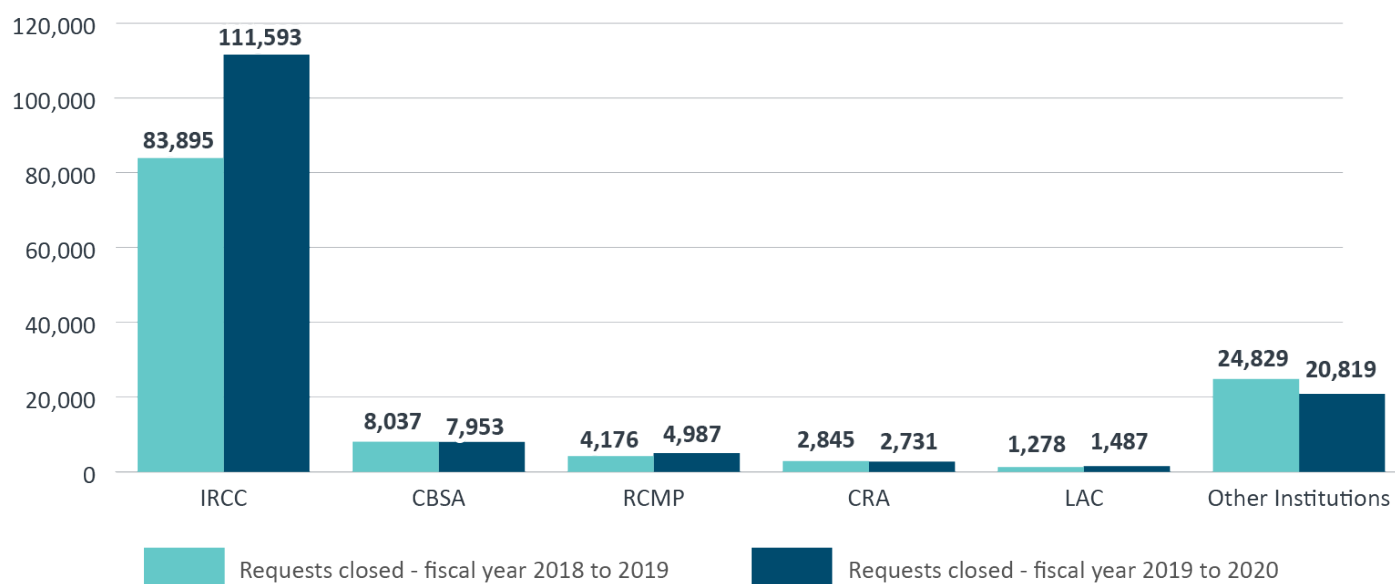
## ▼ Figure 20 - Text version

	IRCC	CBSA	RCMP	CRA	LAC	Other Institutions
<b>Requests received - fiscal year 2018 to 2019</b>	82,387	7,673	4,436	2,931	1,384	24,610
<b>Requests received - fiscal year 2019 to 2020</b>	116,928	8,223	4,512	2,864	2,131	21,564

The number of requests closed by these five institutions increased by 28.5 percent since the last fiscal year, from 100,231 in the 2018 to 2019 fiscal year to 128,751 in the 2019 to 2020 fiscal year.

The number of requests closed by all other institutions decreased by 16.2 percent since the last fiscal year, from 24,829 in the 2018 to 2019 fiscal year to 20,819 in the 2019 to 2020 fiscal year.

**Figure 21: requests closed under the *Access to Information Act*, from fiscal year 2018 to 2019 to fiscal year 2019 to 2020**



## ▼ Figure 21 - Text version

	IRCC	CBSA	RCMP	CRA	LAC	Other Institutions
<b>Requests closed - fiscal year 2018 to 2019</b>	83,895	8,037	4,176	2,845	1,278	24,829
<b>Requests closed - fiscal year 2019 to 2020</b>	111,593	7,953	4,987	2,731	1,487	20,819

## Timeliness

Of the 128,751 requests closed by these five institutions in the 2019 to 2020 fiscal year, 65.4 percent were closed within legislated timelines, including extensions. This is a decrease of 5.9 percent from the 2018 to 2019 fiscal year.

For all other institutions, of the 20,819 requests closed in the 2019 to 2020 fiscal year, 80.1 percent were closed within legislated timelines, including extensions. This is a decrease of 0.4 percent from the 2018 to 2019 fiscal year.

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

Status of closed requests	Number of requests						
	IRCC	CBSA	RCMP	CRA	LAC	Other Institutions	All
Closed within legislated timeline, including extensions	59,146 (70.5%)	7,577 (94.3%)	1,197 (28.7%)	2,308 (81.1%)	1,182 (92.5%)	19,992 (80.5%)	<b>91,402 (73.1%)</b>
Closed beyond legislated timeline, including extensions	24,749 (29.5%)	460 (5.7%)	2,979 (71.3%)	537 (18.9%)	96 (7.5%)	4,837 (19.5%)	<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>1,278</b>	<b>24,829</b>	<b>125,060</b>

**Table 51: status of closed *Access to Information Act* requests, fiscal year 2019 to 2020**

Status of closed requests	Number of requests						
	IRCC	CBSA	RCMP	CRA	LAC	Other Institutions	All
Closed within legislated timeline, including extensions	71,856 (64.4%)	7,564 (95.1%)	1,243 (24.9%)	2,060 (75.4%)	1,426 (95.9%)	16,678 (80.1%)	<b>100,827 (67.4%)</b>
Closed beyond legislated timeline, including extensions	39,737 (35.6%)	389 (4.9%)	3,744 (75.1%)	671 (24.6%)	61 (4.1%)	4,141 (19.9%)	<b>48,743 (32.6%)</b>
<b>Total</b>	<b>111,593</b>	<b>7,953</b>	<b>4,987</b>	<b>2,731</b>	<b>1,487</b>	<b>20,819</b>	<b>149,570</b>

## Requests under the *Privacy Act*

Of the 78,541 requests that were received in the 2019 to 2020 fiscal year, 59,008 requests were received by five institutions, and 19,533 requests were received by all other institutions. The five institutions that received the highest volume of personal information requests are IRCC, Employment and Social Development Canada (ESDC), CBSA, Correctional Service Canada (CSC) and the Department of National Defence (DND). To provide a more detailed understanding of the privacy program, this Annex provides data for these five institutions.

**Table 52: requests received, closed and carried over under the *Privacy Act*, fiscal year 2019 to 2020**

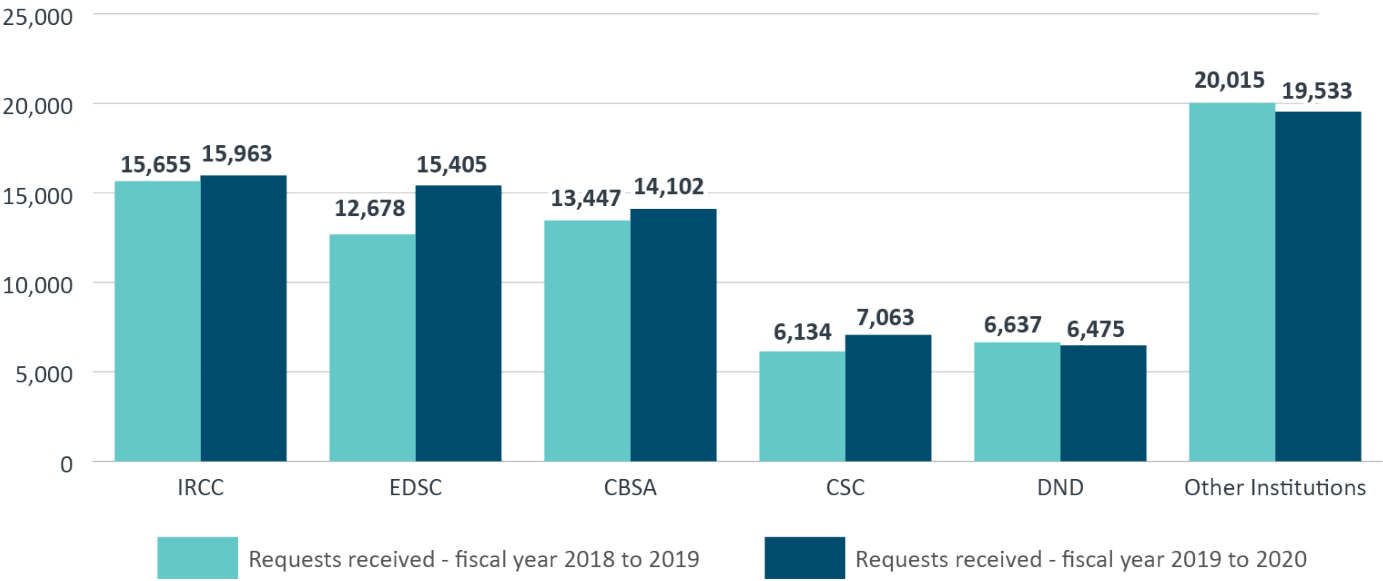
Requests under the <i>Privacy Act</i>	Number of requests						
	IRCC	ESDC	CBSA	CSC	DND	Other institutions	Total
Outstanding from 2018 to 2019 reporting period	2,217	826	1,129	16,008	1,814	5,352	<b>27,346</b>
Received during 2019 to 2020 reporting period	15,963	15,405	14,102	7,063	6,475	19,533	<b>78,541</b>
<b>Total</b>	<b>18,180</b>	<b>16,231</b>	<b>15,231</b>	<b>23,071</b>	<b>8,289</b>	<b>24,885</b>	<b>105,887</b>
Closed during 2019 to 2020 reporting period	15,349	15,004	13,866	3,128	7,436	19,447	<b>74,230</b>
Carried over to 2020 to 2021 reporting period	2,831	1,227	1,365	19,943	853	5,438	<b>31,657</b>

The number of requests received by these five institutions increased by 8.2 percent since the last fiscal year, from 54,551 in the 2018 to 2019 fiscal year to 59,008 in the 2019 to 2020 fiscal year.

The number of requests received by all other institutions decreased by 2.4 percent since the last fiscal year, from 20,015 in the 2018 to 2019 fiscal year to 19,533 in the 2019 to 2020 fiscal year.

**Figure 22: requests received under the *Privacy Act*, from fiscal year 2018 to 2019 to fiscal year 2019 to 2020**





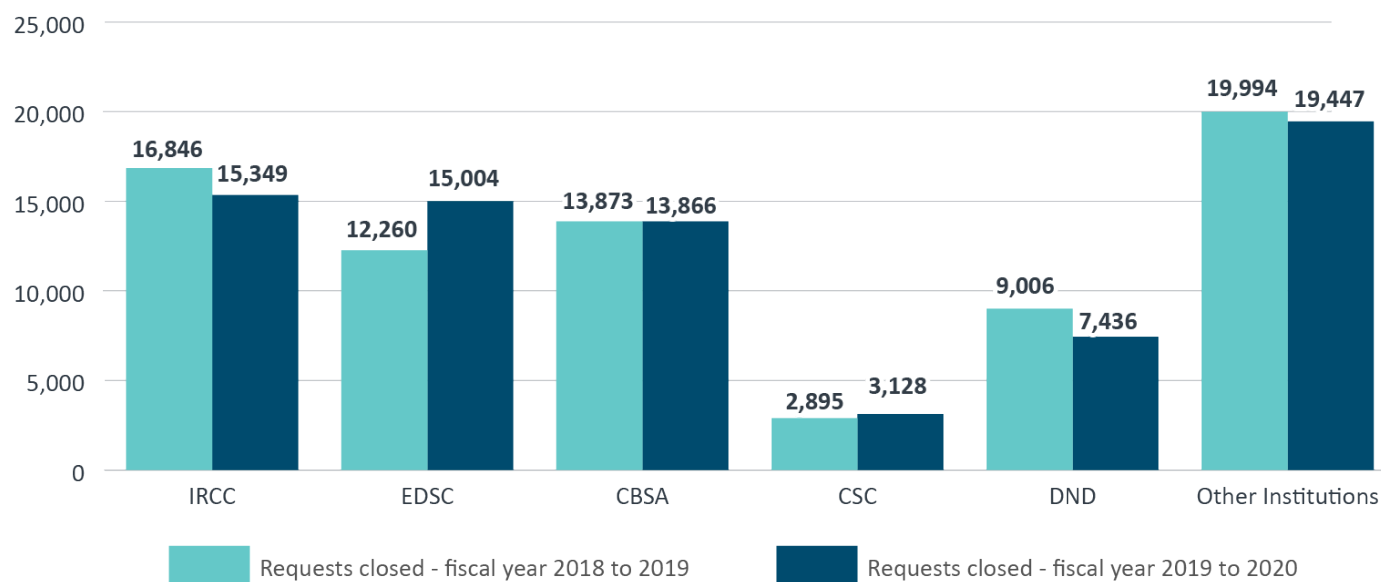
▼ Figure 22 - Text version

	IRCC	ESDC	CBSA	CSC	DND	Other Institutions
Requests received - fiscal year 2018 to 2019	15,655	12,678	13,447	6,134	6,637	20,015
Requests received - fiscal year 2019 to 2020	15,963	15,405	14,102	7,063	6,475	19,533

The number of requests closed by these five institutions decreased by 0.2 percent since the last fiscal year, from 54,880 in the 2018 to 2019 fiscal year to 54,783 in the 2019 to 2020 fiscal year.

The number of requests closed by all other institutions decreased by 2.7 percent since the last fiscal year, from 19,994 in the 2018 to 2019 fiscal year to 19,447 in the 2019 to 2020 fiscal year.

**Figure 23: requests closed under the *Privacy Act*, from fiscal year 2018 to 2019 to fiscal year 2019 to 2020**



▼ Figure 23 - Text version

	IRCC	ESDC	CBSA	CSC	DND	Other Institutions
<b>Requests closed - fiscal year 2018 to 2019</b>	16,846	12,260	13,873	2,895	9,006	19,994
<b>Requests closed - fiscal year 2019 to 2020</b>	15,349	15,004	13,866	3,128	7,436	19,447

## Timeliness

Of the 54,783 requests closed by these five institutions in the 2019 to 2020 fiscal year, 78.6 percent were closed within legislated timelines, including extensions. This is an increase of 3.8 percent from the 2018 to 2019 fiscal year.

For all other institutions, of the 19,447 requests closed in the 2019 to 2020 fiscal year, 79.9 percent were closed within legislated timelines, including extensions. This is a decrease of 1.6 percent from the 2018 to 2019 fiscal year.

**Table 53: status of closed *Privacy Act* requests, fiscal year 2018 to 2019**

Status of closed requests	Number of requests						
	IRCC	ESDC	CBSA	CSC	DND	Other Institutions	All
Closed within legislated timeline, including extensions	10,526 (62.5%)	12,137 (99.0%)	13,577 (97.9%)	343 (11.8%)	4,439 (49.3%)	16,312 (81.6%)	<b>57,334 (76.6%)</b>
Closed beyond legislated timeline, including extensions	6,320 (37.5%)	123 (1.0%)	296 (2.1%)	2,552 (88.2%)	4,567 (50.7%)	3,682 (18.4%)	<b>17,540 (23.4%)</b>
<b>Total</b>	<b>16,846</b>	<b>12,260</b>	<b>13,873</b>	<b>2,895</b>	<b>9,006</b>	<b>19,994</b>	<b>74,874</b>

**Table 54: status of closed *Privacy Act* requests, fiscal year 2019 to 2020**

Status of closed requests	Number of requests						
	IRCC	ESDC	CBSA	CSC	DND	Other Institutions	All
Closed within legislated timeline, including extensions	8,410 (54.8%)	14,949 (99.6%)	13,663 (98.5%)	488 (15.6%)	5,542 (74.5%)	15,547 (79.9%)	<b>58,599 (78.9%)</b>
Closed beyond legislated timeline, including extensions	6,939 (45.2%)	55 (0.4%)	203 (1.5%)	2,640 (84.4%)	1,894 (25.5%)	3,900 (20.1%)	<b>15,631 (21.1%)</b>
<b>Total</b>	<b>15,349</b>	<b>15,004</b>	<b>13,866</b>	<b>3,128</b>	<b>7,436</b>	<b>19,447</b>	<b>74,230</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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2022-01-10