



Veterans Affairs
Canada

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Canada

Canada



ANNUAL REPORT

Administration of the
Privacy Act

2019-2020

The Honourable Lawrence MacAulay, PC, MP

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1. Introduction

Privacy is a fundamental right in Canada. The *Privacy Act* operates to protect Canadians with respect to their personal information held by the Government of Canada. The *Act* provides Canadian citizens and permanent residents with the general right to access, and seek correction of their personal information that is held by the federal government. The *Act* also provides the framework for the collection, accuracy, use, disclosure, retention and disposition of personal information. Personal information may only be used for the purposes allowed by the *Privacy Act*, and may only be disclosed in accordance with the legislation. This *Act* complements other departmental legislation and procedures for the collection, use and disclosure of personal information.

This annual report on the administration of the *Privacy Act* outlines how Veterans Affairs Canada (VAC) fulfilled its responsibilities under the *Privacy Act* during the fiscal year April 1, 2019 to March 31, 2020. This report is prepared and tabled in Parliament in accordance with section 72 of the *Privacy Act*.

Under the [Privacy Act](#), “personal information” is defined as “information about an identifiable individual that is recorded in any form.” Examples include information about national or ethnic origin, colour, religion, age or marital status of an individual; education or medical, criminal, financial or employment history of an individual; address, fingerprints or blood type of an individual; and, any identifying number, symbol or other particular identifier assigned to an individual.

Mandate of Veterans Affairs Canada

VAC recognizes that a successful transition from service to civilian life is best achieved when the overall well-being of Veterans is positive and reflects a balance of financial, mental, physical and social factors. VAC strives to be proactive, timely and compassionate in its response to Veterans and their families through the provision of benefits and services designed to meet their unique needs.

VAC has a dual mandate as set out in the [Department of Veterans Affairs Act](#), which gives the Minister of Veterans Affairs responsibility for:

- *“...the care, treatment or re-establishment in civil life of any person who served in the Canadian Forces or Merchant Navy or in the naval, army, air forces or merchant navies of Her Majesty, of any person who has otherwise engaged in pursuits relating to war, and of any other person designated . . . and the care of the dependents or survivors of any person referred to...”*. VAC is also responsible for keeping alive the achievements and sacrifices of those who served Canada in times of war, military conflict and peace.

VAC fulfills its mandate and role through the delivery of programs such as disability benefits, financial benefits, rehabilitation, pension advocacy, education, and training supports. The Department also works to

commemorate the achievements and sacrifices of Canadians during periods of war, military conflict and peace.

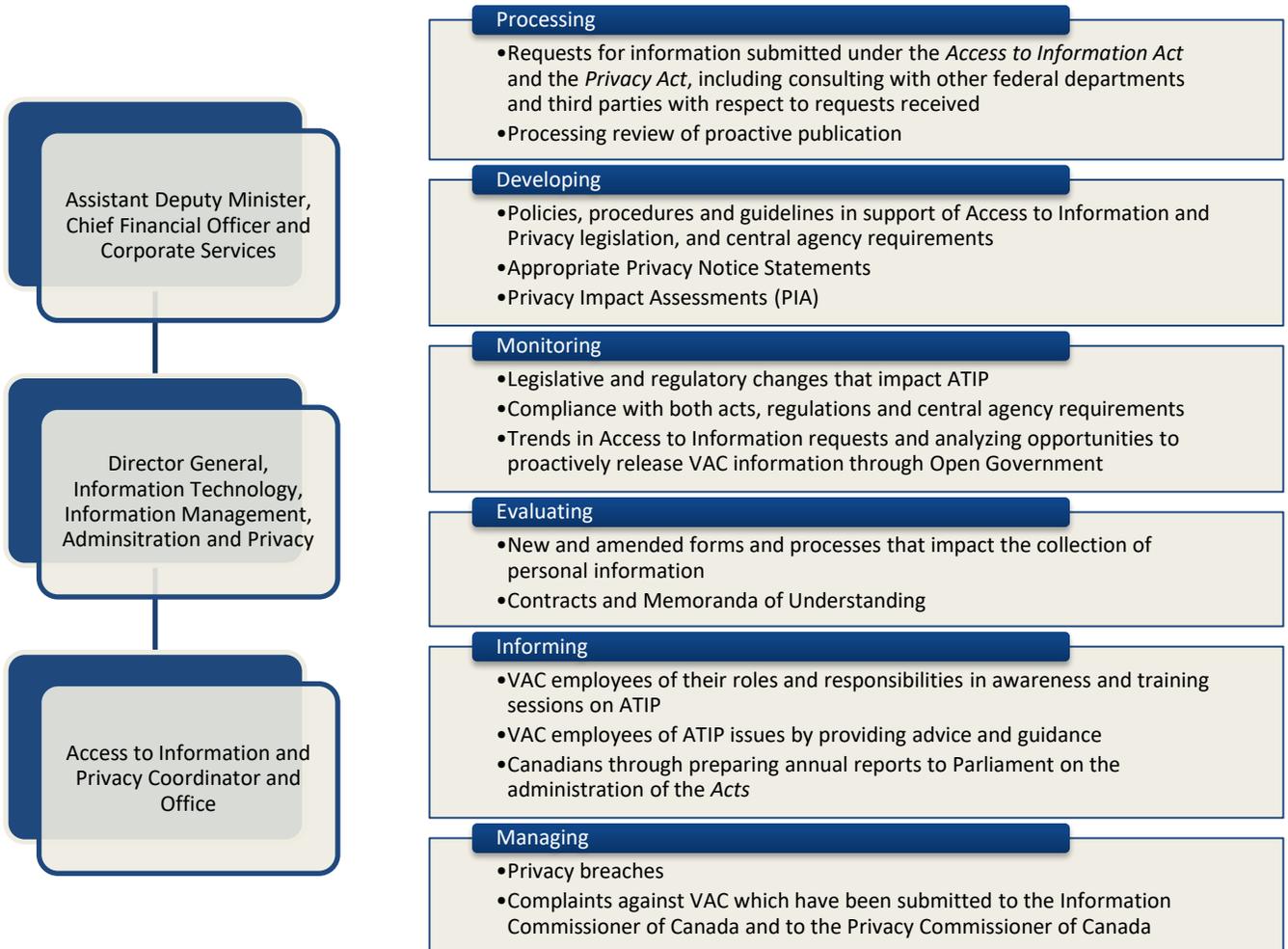
2. Organization

Processing of access to information and privacy requests is centralized within the Access to Information and Privacy (ATIP) Office in Charlottetown, Prince Edward Island. In 2019-2020, the VAC ATIP Office employed a total of 33.84 full-time equivalents (FTEs). Of the 33.84 FTEs, 13.83 FTEs were dedicated primarily to processing requests under the *Privacy Act* in 2019-2020.

The ATIP Office is comprised of two divisions: Operations and Policy and Governance. Within Operations, there are three units, the Intake unit, the Privacy unit and the Access unit. The Intake unit responds to calls, provides database administration and the distribution of cases. The Privacy and Access Units, process both formal and informal requests, carries out consults with other government departments and third parties, resolves complaints from oversight bodies and provides advice and review proactive disclosures. Privacy and Governance provides training, guidance, and recommendations to ensure privacy compliance. This unit coordinates privacy impact assessments, privacy breach investigations, and Office of the Privacy Commissioner complaints. Privacy and Governance is also responsible for Information Management policy and awareness, which oversees sound information management practices. As part of this role, the unit is the central contact for Open Government, providing education, awareness and guidance on publishing information and data to open.canada.ca.

The VAC ATIP Office is part of the Information Technology, Information Management, Administration and Privacy (ITIMAP) division under the Corporate Services Branch. The VAC ATIP Office administers the *Privacy Act* for VAC and is led by a Director, who acts as the ATIP Coordinator for the Department.

The main activities at the VAC ATIP Office include:



3. Delegation Order

The responsibilities associated with the administration of the *Privacy Act* are delegated to VAC officials through a delegation order (attached as Annex 1).

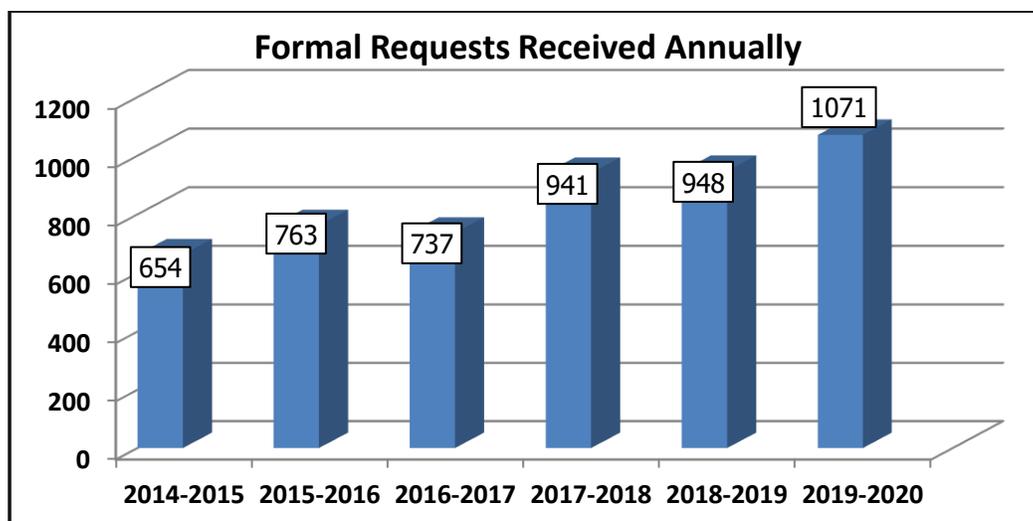
4. Highlights of the 2019-20 Statistical Report

The following summary provides an overview of key statistics on the administration of the *Privacy Act* at VAC between April 1, 2019, and March 31, 2020. A more detailed breakdown can be found in the 2019-2020 Statistical report (attached as Annex 2).

I Requests under the *Privacy Act*

Between April 1, 2019, and March 31, 2020, the Department received 1071 formal requests for information under the *Privacy Act*, which represents an increase of 11% from 2018-2019 when VAC which received 948 requests. As in 2018-2019, the trend toward more complex privacy requests continued in 2019-2020. The VAC ATIP Office also received 97 requests for personal information received under the *Access to Information Act*.

On April 1, 2019, VAC carried forward 120 open formal requests from the previous year. Combined with the 1071 requests received in 2019–2020, a total of 1,191 requests were active during the 2019–2020 fiscal year. The Department completed 1010 formal requests during the reporting period, compared with 922 formal requests completed in the previous year.



While the Department addresses the majority of requests formally, it also processes some requests for personal information informally. For example, if a family member is looking for information about a Veteran deceased 20 years, this request is processed as Access Informal Privacy. There were 132 Access Informal privacy requests closed in 2019-2020.

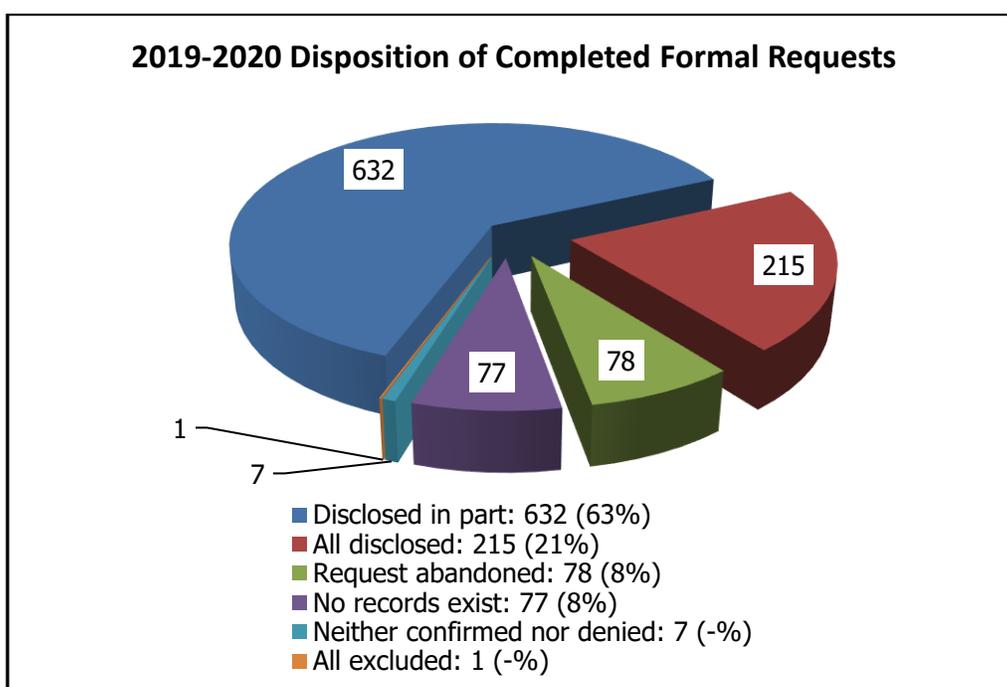
At the end of the 2019-2020 fiscal year, VAC carried forward 181 outstanding formal privacy requests into the 2020–2021 fiscal year.

The VAC ATIP Office not only manages formal requests submitted under the *Privacy Act*, but also informal requests. A **formal request** is a written request made under the *Privacy Act* to the government institution that controls the record. There is a \$5.00 application fee, and the Department has 30 calendar days to

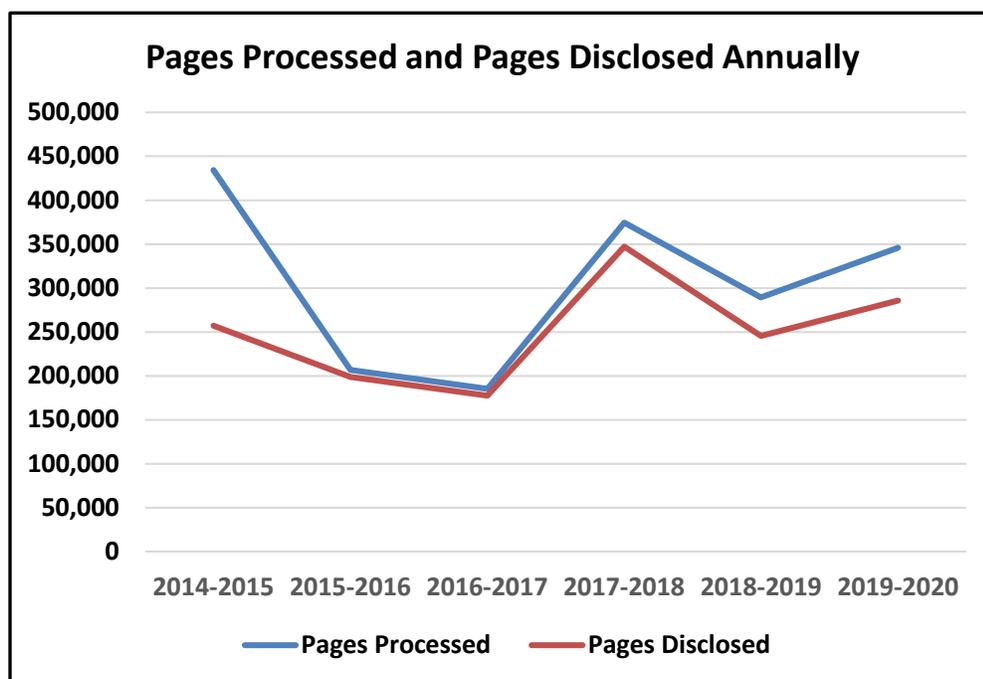
respond. If extensions are required, applicants are notified in writing. An **informal request** for information is a request that is not made or processed under the *Act*. Fees are not charged, there are no deadlines for responding, and the requestor has no statutory right of complaint

II Disposition of Requests Completed

When a case is completed and provided to the requestor, it may be disclosed in full or disclosed in part. If redactions are not required the documents are disclosed in full. A record is disclosed in part when an exemption or exclusion is applied in accordance with the provisions of the legislation. In the majority (63%) of the formal requests completed in 2019-2020, information was disclosed in part to the requestor. In a further 21% of cases, information was disclosed in full (see Section IV for further information on Exemptions). The following chart provides details on the disposition of the 1010 requests completed in 2019-2020:



During the reporting period, VAC processed 345,767 pages and disclosed 285,797 pages under the *Privacy Act*. This represents a 16% increase in pages processed and a 14% increase in pages disclosed, compared to the 2018–2019 fiscal year when 289,348 pages were processed and 245,377 pages disclosed.



An additional 37,783 pages were processed and 31,052 pages disclosed in response to 97 requests for personal information under the *Access to Information Act* completed in 2019-2020.

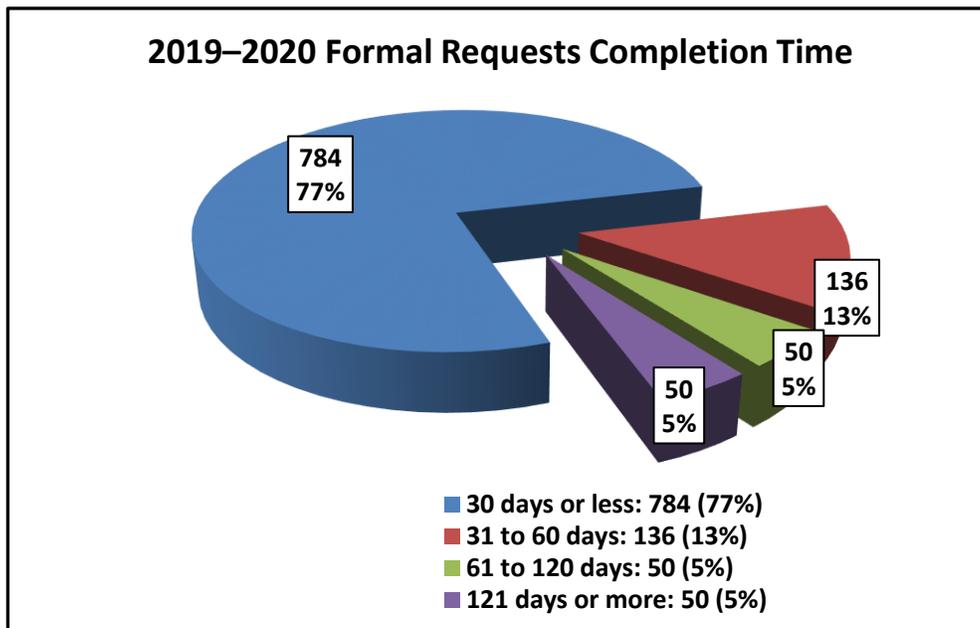
III Completion Time and Extensions

Ensuring that Canadians receive timely access to information is key to providing an open and transparent government. VAC is committed to continue to improve completion times of privacy requests through various measures, including frequent reporting to monitor performance; an escalation process to ensure retrievals are received on a timely basis; weekly meetings to establish priorities and reallocate resources as necessary; and working closely with program areas throughout the Department on completing timely and quality retrievals.

The results of VAC’s commitment is visible. Of the 1010 formal requests completed in 2019-2020, 86% or 871 requests were completed on-time.

As illustrated in the following chart, 78% or 784 of the 1010 formal requests were completed in 30 days or less. An additional 22% or 226 requests required more than 30-days to complete due to the high volume of documents involved, and consultations required. In comparison, 87% (801) of requests were completed within the 30-day legislated time frame in 2018-2019, with an additional 121 requests (13%) requiring additional time and effort to complete. This increase reflects improved information management practices, application of reasonable extensions for medical consultations, and more complex and/or high volume cases so requestors can better anticipate when they will receive the information which they are seeking, and collaboration between both program areas and the VAC ATIP Office to complete cases in a timely fashion.

Requests completed **on-time** are completed within 30-days or within the legislated extension time.



Section 15 of the *Privacy Act* provides for the extension of the statutory time limits if: (1) meeting the original time limit would unreasonably interfere with the Department’s operations; or (2) consultations are necessary.

In 2019-2020, a total of 95 requests were extended by VAC. Of these 95 extensions, 90 were extended due to the volume of documents to be processed which would unreasonably interfere with the departments operations. The remaining extensions were due to consultation with other government departments and one for translation. All 95 extensions were between 16 to 30 days in length. Due to the rising complexity of requests and the volume of information retrieved, extensions have been a positive tool in being able to deliver a complete product on time.

IV Exemptions Cited

Canadians have a right of access to their personal information. The *Privacy Act*, however, identifies specific exemptions for which the need for confidentiality of certain information is recognized. VAC invoked 643 exemptions under sections 26, 27 and 28 of the *Privacy Act*. The most frequently applied exemption was section 26, which allows for information to be withheld that relates to any individual other than the individual (e.g., family member) who made the request. This exemption ensures that the personal information of anyone, other than the requester, is protected. VAC invoked 633 exemptions under section 26 in 2019-2020.

An **exemption** is a provision under the *Act* that authorizes the non- disclosure of certain personal information in response to a privacy request.

The following table identifies the number of requests where specific types of exemptions were applied by VAC. Note: For statistical purposes, an exemption

is counted only once when it is applied to a file multiple times.

| Exemptions cited | 2016-2017 | 2017-2018 | 2018-2019 | 2019-2020 |
|---|------------|------------|------------|------------|
| Section 21 (International affairs and defence) | 1 | 1 | 0 | 0 |
| Paragraph 22(1)(a)(i) (Law enforcement and investigation) | 1 | 2 | 1 | 0 |
| Paragraph 22(1)(a)(ii) (Law enforcement and investigation) | 1 | 1 | 0 | 0 |
| Paragraph 22(1)(b) (Law enforcement and investigation) | 1 | 1 | 2 | 0 |
| Section 22.4 (National Security and Intelligence Committee) | - | - | 0 | 0 |
| Section 25 (Safety of individuals) | 0 | 0 | 1 | 0 |
| Section 26 (Information about another individual) | 398 | 540 | 560 | 633 |
| Section 27 (Solicitor-client privilege) | 3 | 3 | 4 | 2 |
| Section 27.1 (Patent or Trademark privilege) | - | - | 0 | 0 |
| Section 28 (Medical record) | 4 | 9 | 4 | 8 |
| Total exemptions cited | 409 | 557 | 572 | 643 |

V Exclusions Cited

Sections 69 and 70 of the *Privacy Act* set out exclusions. Examples of exclusions include published material, material available for purchase by the public, material placed in the Library and Archives of Canada or confidences of the Queen's Privy Council for Canada. During this reporting period, no exclusions were applied by VAC under section 70.

An **exclusion** is information to which the *Act* does not apply.

VI Translation

In 2019-2020, VAC received and accepted one request to translate documents included in a privacy retrieval from French to English.

VII Corrections and Notations

Under the *Privacy Act*, individuals are entitled to request correction and notation of personal information when they believe there is an error or omission. There were no requests for corrections and notations received by VAC in 2019-2020.

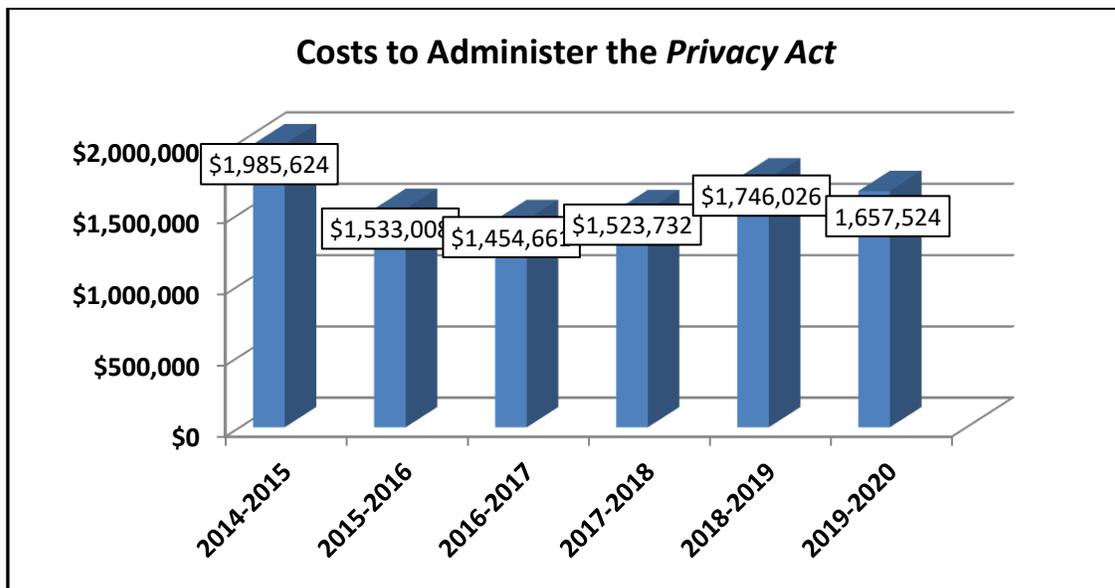
VIII Consultations

VAC did not receive any requests for consultations from other government institutions or organizations during the 2019-2020 fiscal year

IX Costs

To effectively manage workload, a number of employees in the VAC ATIP Office are involved in both the administration of the *Access to Information Act* and the *Privacy Act*. Total FTEs in 2019-2020 were 33.84, compared to 31.62 FTEs in 2018-2019. Of the 33.84 FTEs, 13.83 were dedicated primarily to processing requests under the administration of the *Privacy Act* in 2019-2020.

The VAC ATIP office spent a total of \$1,657,524 to administer the *Privacy Act* during the reporting period, of which \$1,554,461 on 22.47 FTE was spent on salaries, \$97,687 for other administrative costs, and \$5,376 in overtime costs were incurred in 2019-2020.



X COVID-19

On March 16, 2020, VAC employees were advised not to report to the office due to the global COVID-19 pandemic. This significantly limited ATIP's ability to process work as not all staff were not equipped to work remotely. The VAC ATIP office was able to quickly disperse equipment to allow limited processing of cases, and they were equipped and working on March 31st, 2020. However, between March 16, 2020 to March 31, 2020 (the end of the fiscal year) ATIP staff were unable to retrieve and fully process requests

At the end of the 2019-2020 fiscal year, 181 cases were incomplete and were carried over into the new fiscal year. The number of requests closed in the 2019-2020 fiscal year was impacted by the immediate shift to working from home due to the global pandemic.

5. Training and Awareness

VAC takes its responsibility to protect the privacy of Veterans, their families and employees very seriously. Everyone involved in handling personal information has a responsibility to keep it secure and confidential, which is why a continued emphasis was placed on ATIP awareness training for departmental staff during 2019-2020. Twenty-nine sessions providing customized ATIP awareness training were offered to 673 VAC employees and contracted staff during the year. Guidance on effective information management, including GCdocs (VAC's official corporate repository), in support of timely and comprehensive privacy retrievals, as well as proper safeguarding of personal information, was provided to 340 participants in 57 sessions

The following describes the training activities related to privacy with respective participants and sessions for each:

Privacy and Information Management 101 Sessions

673 Participants in 29 Sessions (26 English sessions and 3 French sessions)

Privacy and Information Management 101 provides basic privacy and information management principles. Sessions focus on promoting awareness of VAC's Privacy and Information Management Directorate role, basic privacy principles under the *Privacy Act*, access rights under the *Access to Information Act*, and proper information management to help mitigate privacy breaches. In addition, sessions can be customized to focus on certain privacy areas depending on the audience. In 2019-20, sessions were delivered to new employees, including adjudicators and nurses, as well as contractors. Refresher sessions were also delivered to various program areas.

GCdocs Advanced:

17 participants in 2 sessions

GCdocs Advanced: This was a session that outlined more advanced functions in GCdocs such as advanced search, collections, Enterprise Connect add-ons in Outlook and other MS Office programs, comparing users and groups, and reviewing the Administration and Business Management folder structures.

GCdocs Basics/101:

340 participants in 57 sessions

GCdocs Basics/101: This session outlines the basic functions of GCdocs that staff require to use GCdocs in their day-to-day work activities, including creating, editing, and saving documents, using favorites and shortcuts and sending links to collaborate with their colleagues.

IM & GCdocs:

89 participants in 9 sessions

IM & GCdocs: These sessions were targeted sessions for whole business areas to review their folder structure and IM best practices while using GCdocs.

Privacy Awareness Lockscreen – January, 2020

In January 2020, a desktop lockscreen infographic was developed to remind VAC employees to be privacy aware when sharing information in public spaces.

6. Policies, Guidelines, Procedures and Initiatives

The VAC ATIP Office continues to work with program areas and other Departments to ensure privacy principles are adhered to in relation to any information handling required to support the delivery of Departmental programs and services. The concept of “privacy by design” continued to be applied in all initiatives to ensure that risks are eliminated or appropriately mitigated through the design process. By performing an assessment of privacy and information management risks on new initiatives, projects, and IT systems using personal information, VAC was able to mitigate privacy risks prior to implementation. During the 2019 – 2020 reporting period, 39 “Privacy, Information Management and Information Technology Security Needs Determination Reports” were completed on various initiatives.

7. Summary of Key Issues and Actions Taken on Complaints or Audits

I Complaints

Requestors are entitled to file a complaint with the Office of the Privacy Commissioner of Canada (OPC) regarding the processing of their request.

In 2019-2020, VAC received 13 new complaints which were filed with the OPC in relation to privacy requests. The 13 new complaints received, were related to disclosure of personal information, time limits, and denial of access. VAC carried over 3 complaints from 2018-2019, for a total of 16 complaints requiring action in the 2019-2020 fiscal year.

Seven of the 16 complaints received a ruling from the Office of the Privacy Commissioner of Canada during the reporting period. Of the 7 complaints closed, 5 of them received early resolution, which means no action was required by VAC, or not well founded.

There were no appeals to the courts for VAC during the 2019-2020 reporting period.

II Audits

No audits were completed during the 2019-2020 fiscal year. The VAC ATIP Office has addressed all recommendations arising from the March 2018 *Audit of Access to Information and Privacy Requests Processing* conducted by the VAC Audit and Evaluation Division. The audit recognized that VAC made significant improvements related to the completion of requests within the legislated 30-day timeframe.

The *Audit of Access to Information and Privacy Requests Processing March 2018* can be viewed at veterans.gc.ca.

8. Monitoring Compliance

Monitoring

The VAC ATIP Office reviews the status of requests to monitor deadlines, allocate resources, escalate outstanding retrievals, and report on the status of active requests to ATIP Liaison Officers and Directorate, Divisional and senior management.

The VAC ATIP Office monitors privacy retrieval times in 2019-2020, to ensure retrievals were received on a timely basis. These efforts contributed to a 86% on-time completion rate for formal privacy requests in 2019-2020.

The VAC ATIP Office continues to develop internal guidance documents, business processes, and enhanced training and awareness, to balance ease of access and administrative burden with protection of personal information. In 2019-20, there was an enhanced focus on awareness training for IT and security specialists about appropriately handling and safeguarding personal information.

Requests for Correction

VAC did not receive any requests for correction of personal information in 2019-2020.

9. Material Privacy Breaches

During the 2019-2020 fiscal year, 99 breaches impacting 136 individuals were confirmed by VAC. This was a 30% increase compared to 2018-2019, when 69 breaches were reported. This growth was attributed to the number of individuals impacted by the material breaches.

Of the 99 breaches reported in 2019-2020, there was one material breach that affected 25 people. In comparison, there were no material breaches in 2018-2019 and two material breaches in 2017-2018 which impacted 186 individuals.

VAC treats every breach as a serious matter, and requires employees to report privacy incidents as soon as possible. In accordance with the Treasury Board Secretariat *Directive on Privacy Practices* and the *Guidelines for Privacy Breaches*, VAC reports only material breaches to the Office of the Privacy Commissioner and the Treasury Board Secretariat. VAC's practice is consistent with other government institutions and Treasury Board Secretariat guidance.

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

10. Privacy Impact Assessments

In accordance with the Treasury Board Secretariat's [Directive on Privacy Impact Assessment](#), the Department conducts Privacy Impact Assessments (PIAs) on new programs, systems or policies, or when substantial modifications are made to an existing program, system or policy, and when services are contracted to another party. Initiatives are assessed and, when possible privacy concerns are identified, a mitigation strategy is developed to eliminate or lower the risk.

During the 2019–2020 fiscal year, VAC did not submit any new PIAs to the Office of the Privacy Commissioner (OPC) and Treasury Board Secretariat (TBS). This showed a decrease from two submissions in 2018-2019.

The purpose of a [Privacy Impact Assessment](#) (PIA) is to ensure that privacy implications or risks are appropriately identified, assessed and resolved before a new or substantially modified program or activity involving personal information is implemented.

11. Public Interest Disclosures

Subsection 8(2) of the *Privacy Act* provides limited and specific circumstances under which institutions may disclose personal information without an individual's consent. Paragraph 8(2)(m) allows institutions to release personal information if either the public interest in disclosure clearly outweighs any invasion of privacy that could result from disclosure, or if the disclosure would clearly benefit the individual to whom the information relates.

VAC had no disclosures of personal information pursuant to paragraph 8(2)(m), during the 2019-2020 reporting period.

Annex 1: Delegation Order – *Privacy Act* and Privacy Regulations

Delegation Order - *Privacy Act* and *Privacy Regulations*

The Minister of Veterans Affairs, pursuant to section 73 of the *Privacy Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister as the head of Veterans Affairs Canada, under the provisions of the Act and related regulations set out in the schedule below. This designation replaces all previous delegation orders.

| Privacy Act Provisions and associated descriptions | | Column 1 Deputy Minister and Associate DM | Column 2 All Assistant Deputy Ministers, the Director General of Communications and senior management positions within the Department of Veterans Affairs Canada that reports directly to the positions outlined in Column 1 | Column 3 Privacy Coordinator within the Department of Veterans Affairs Canada | Column 4 Any senior analyst position (PM-05 or above) within Department of Veterans Affairs that reports directly to the position outlined in Column 3 | Column 5 Any analyst position within the Access to Information and Privacy (ATIP) of the Department of Veterans Affairs that reports directly to the positions outlined in Column 4 |
|---|--|---|--|---|--|---|
| 8(2)(j) | Disclosure for research or statistical purposes | X | X | X | | |
| 8(2)(m) | Disclosure in the public interest or in the interest of the individual | X | X | X | | |
| 8(5) | Notice of disclosure under paragraph 8(2)(m) | X | X | X | | |
| 9(4) | Consistent uses | X | X | X | X | |
| 10 | Personal information banks | X | X | X | X | |
| 14(a) | Notice when access requested | X | X | X | X | |
| 14(b) | Giving access to the record | X | X | X | X | |
| 15 | Extension of time limits | X | X | X | X | X |
| 17(2)(b) | Language of access | X | X | X | X | X |

| Privacy Act Provisions and associated descriptions | | Column 1 Deputy Minister and Associate DM | Column 2 All Assistant Deputy Ministers, the Director General of Communications and senior management positions within the Department of Veterans Affairs Canada that reports directly to the positions outlined in Column 1 | Column 3 Privacy Coordinator within the Department of Veterans Affairs Canada | Column 4 Any senior analyst position (PM-05 or above) within Department of Veterans Affairs that reports directly to the position outlined in Column 3 | Column 5 Any analyst position within the Access to Information and Privacy (ATIP) of the Department of Veterans Affairs that reports directly to the positions outlined in Column 4 |
|---|--------------------------------------|--|---|--|---|--|
| 17(3)(b) | Access in an alternative format | X | X | X | X | X |
| 18(2) | Exempt banks | X | X | X | X | |
| 19 | Information obtained in confidence | X | X | X | X | |
| 20 | Federal-provincial affairs | X | X | X | X | |
| 21 | International affairs and defence | X | X | X | X | |
| 22 | Law enforcement and investigations | X | X | X | X | |
| 23 | Security clearances | X | X | X | X | |
| 24 | Individuals sentenced for an offence | X | X | X | X | |
| 25 | Safety of individuals | X | X | X | X | |
| 26 | Information about another individual | X | X | X | X | |
| 27 | Solicitor-client privilege | X | X | X | X | |
| 28 | Medical records | X | X | X | X | |
| 31 | Notice of intention to investigate | X | X | X | | |

| Privacy Act Provisions and associated descriptions | | Column 1 Deputy Minister and Associate DM | Column 2 All Assistant Deputy Ministers, the Director General of Communications and senior management positions within the Department of Veterans Affairs Canada that reports directly to the positions outlined in Column 1 | Column 3 Privacy Coordinator within the Department of Veterans Affairs Canada | Column 4 Any senior analyst position (PM-05 or above) within Department of Veterans Affairs that reports directly to the position outlined in Column 3 | Column 5 Any analyst position within the Access to Information and Privacy (ATIP) of the Department of Veterans Affairs that reports directly to the positions outlined in Column 4 |
|---|--|---|--|---|--|---|
| 33(2) | Right to make representations | X | X | X | X | |
| 35(1) | Notice of actions to implement recommendations of Commissioner | X | X | X | | |
| 35(4) | Access to be given to complainant | X | X | X | X | |
| 36(3)(b) | Notice of actions to implement recommendations of Commissioner concerning exempt banks | X | X | X | | |
| 51(2)(b), 51(3) | Special rules for hearings | X | X | | | |
| 72 | Annual report to Parliament | X | X | X | | |

| Privacy Regulations Provisions and associated descriptions | | | | | | |
|---|--|---|---|---|---|---|
| 11(2),1 1(4) | Notification concerning corrections | X | X | X | X | X |
| 13(1) | Disclosure of personal information relating to physical or mental health | X | X | X | | |
| 14 | Examination in presence of medical practitioner or psychologist | X | X | X | | |

The following portion of the Delegation Order applies to records and information that are created, collected, maintained, used and disclosed by the Office of the Veterans Ombudsman.

| Position | Privacy Act | Privacy Regulations |
|---|--------------------|----------------------------|
| Veterans Ombudsman | Full delegation | Full delegation |
| Director General of Operation | Full delegation | Full delegation |
| Legal Advisor | Full delegation | Full delegation |
| Director of Corporate Services and Charlottetown Operations | Full delegation | Full delegation |

Laurence M. Duguay
Minister of Veterans Affairs

MAR 25 2019

Date

Annex 2: Statistical Report on the *Privacy Act*

Statistical Report on the *Privacy Act*

Name of institution:

Veterans Affairs Canada

Reporting period:

2019/04/01

to

2020/03/31

Section 1: Requests Under the *Privacy Act*

| | Number of Requests |
|--|--------------------|
| Received during reporting period | 1071 |
| Outstanding from previous reporting period | 120 |
| Total | 1191 |
| Closed during reporting period | 1010 |
| Carried over to next reporting period | 181 |

Section 2: Requests Closed During the Reporting Period

2.1 Disposition and completion time

| Disposition of Requests | Completion Time | | | | | | | Total |
|------------------------------|-----------------|---------------|---------------|----------------|-----------------|-----------------|--------------------|-------------|
| | 1 to 15 Days | 16 to 30 Days | 31 to 60 Days | 61 to 120 Days | 121 to 180 Days | 181 to 365 Days | More Than 365 Days | |
| All disclosed | 19 | 176 | 19 | 1 | 1 | 0 | 0 | 216 |
| Disclosed in part | 23 | 416 | 109 | 47 | 11 | 25 | 2 | 633 |
| All exempted | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| All excluded | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| No records exist | 55 | 18 | 4 | 0 | 0 | 1 | 0 | 78 |
| Request abandoned | 57 | 13 | 5 | 1 | 0 | 0 | 0 | 76 |
| Neither confirmed nor denied | 5 | 1 | 0 | 0 | 0 | 0 | 0 | 6 |
| Total | 159 | 624 | 137 | 50 | 12 | 26 | 2 | 1010 |

2.2 Exemptions

| Section | Number of Requests | Section | Number of Requests | Section | Number of Requests |
|----------|--------------------|---------------|--------------------|---------|--------------------|
| 18(2) | 0 | 22(1)(a)(i) | 0 | 23(a) | 0 |
| 19(1)(a) | 0 | 22(1)(a)(ii) | 0 | 23(b) | 0 |
| 19(1)(b) | 0 | 22(1)(a)(iii) | 0 | 24(a) | 0 |
| 19(1)(c) | 0 | 22(1)(b) | 0 | 24(b) | 0 |
| 19(1)(d) | 0 | 22(1)(c) | 0 | 25 | 0 |
| 19(1)(e) | 0 | 22(2) | 0 | 26 | 633 |
| 19(1)(f) | 0 | 22.1 | 0 | 27 | 2 |
| 20 | 0 | 22.2 | 0 | 27.1 | 0 |
| 21 | 0 | 22.3 | 0 | 28 | 8 |
| | | 22.4 | 0 | | |

2.3 Exclusions

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

2.4 Format of information released

| Paper | Electronic | Other |
|-------|------------|-------|
| 421 | 428 | 0 |

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

| Number of Pages Processed | Number of Pages Disclosed | Number of Requests |
|---------------------------|---------------------------|--------------------|
| 345,767 | 285,797 | 932 |

2.5.2 Relevant pages processed and disclosed by size of requests

| Disposition | Less Than 100 Pages Processed | | 101-500 Pages Processed | | 501-1000 Pages Processed | | 1001-5000 Pages Processed | | More Than 5000 Pages Processed | |
|------------------------------|-------------------------------|-----------------|-------------------------|-----------------|--------------------------|-----------------|---------------------------|-----------------|--------------------------------|-----------------|
| | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed |
| All disclosed | 172 | 3050 | 26 | 4602 | 12 | 6733 | 6 | 5041 | 0 | 0 |
| Disclosed in part | 297 | 8752 | 169 | 32169 | 66 | 40250 | 100 | 175,942 | 1 | 3819 |
| All exempted | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| All excluded | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Request abandoned | 69 | 159 | 4 | 628 | 1 | 625 | 2 | 3956 | 0 | 0 |
| Neither confirmed nor denied | 6 | 51 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 544 | 12012 | 199 | 37419 | 79 | 47608 | 109 | 184939 | 1 | 3819 |

2.5.3 Other complexities

| Disposition | Consultation Required | Legal Advice Sought | Interwoven Information | Other | Total |
|------------------------------|-----------------------|---------------------|------------------------|----------|----------|
| All disclosed | 0 | 0 | 0 | 0 | 0 |
| Disclosed in part | 3 | 0 | 0 | 0 | 3 |
| All exempted | 0 | 0 | 0 | 0 | 0 |
| All excluded | 0 | 0 | 0 | 0 | 0 |
| Request abandoned | 0 | 0 | 0 | 0 | 0 |
| Neither confirmed nor denied | 0 | 0 | 0 | 0 | 0 |
| Total | 3 | 0 | 0 | 0 | 3 |

2.6 Closed requests

2.6.1 Number of requests closed within legislated timelines

| | Requests closed within legislated timelines |
|---|---|
| Number of requests closed within legislated timelines | 871 |
| Percentage of requests closed within legislated timelines (%) | 86 |

2.7 Deemed refusals

2.7.1 Reasons for not meeting legislated timelines

| Number of Requests Closed Past the Legislated Timelines | Principal Reason | | | |
|---|---|-----------------------|-----------------------|-------|
| | Interference with Operations / Workload | External Consultation | Internal Consultation | Other |
| 139 | 87 | 0 | 5 | 47 |

2.7.2 Requests closed beyond legislated timelines (including any extension taken)

| Number of Days Past Legislated Timelines | Number of Requests Past Legislated Timeline Where No Extension Was Taken | Number of Requests Past Legislated Timelines Where an Extension Was Taken | Total |
|--|--|---|-------|
| 1 to 15 days | 34 | 12 | 46 |
| 16 to 30 days | 18 | 5 | 23 |
| 31 to 60 days | 13 | 7 | 20 |
| 61 to 120 days | 14 | 5 | 19 |
| 121 to 180 days | 4 | 5 | 9 |
| 181 to 365 days | 6 | 15 | 21 |
| More than 365 days | 1 | 0 | 1 |
| Total | 90 | 49 | 139 |

2.8 Requests for translation

| Translation Requests | Accepted | Refused | Total |
|----------------------|----------|---------|-------|
| English to French | 0 | 0 | 0 |
| French to English | 1 | 0 | 1 |
| Total | 1 | 0 | 1 |

Section 3: Disclosures Under Subsections 8(2) and 8(5)

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

Section 4: Requests for Correction of Personal Information and Notations

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

Section 5: Extensions

5.1 Reasons for extensions and disposition of requests

| Number of requests where an extension was taken | 15(a)(i) Interference with operations | | | | 15 (a)(ii) Consultation | | | |
|---|---|-----------------------|--------------------------|-----------------------------------|---|----------|----------|--|
| | Further review required to determine exemptions | Large volume of pages | Large volume of requests | Documents are difficult to obtain | Cabinet Confidence Section (Section 70) | External | Internal | 15(b) Translation purposes or conversion |
| Total | 30 | 60 | 0 | 0 | 0 | 0 | 4 | 1 |

5.2 Length of extensions

| Length of Extensions | 15(a)(i) Interference with operations | | | | 15 (a)(ii) Consultation | | | |
|----------------------|---|-----------------------|--------------------------|-----------------------------------|---|----------|----------|--|
| | Further review required to determine exemptions | Large volume of pages | Large volume of requests | Documents are difficult to obtain | Cabinet Confidence Section (Section 70) | External | Internal | 15(b) Translation purposes or conversion |
| 1 to 15 days | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 |
| 16 to 30 days | 30 | 60 | 0 | 0 | 0 | 0 | 1 | 1 |
| 31 days or greater | | | | | | | | 0 |
| Total | 30 | 60 | 0 | 0 | 0 | 4 | 1 | 1 |

Part 6: Consultations Received From Other Institutions and Organizations

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

| Consultations | Other Government of Canada Institutions | Number of Pages to Review | Other Organizations | Number of Pages to Review |
|--|---|---------------------------|---------------------|---------------------------|
| Received during the reporting period | 0 | 0 | 0 | 0 |
| Outstanding from the previous reporting period | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 |
| Closed during the reporting period | 0 | 0 | 0 | 0 |
| Pending at the end of the reporting period | 0 | 0 | 0 | 0 |

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

| Recommendation | Number of Days Required to Complete Consultation Requests | | | | | | | |
|---------------------------|---|---------------|---------------|----------------|-----------------|-----------------|--------------------|-------|
| | 1 to 15 Days | 16 to 30 Days | 31 to 60 Days | 61 to 120 Days | 121 to 180 Days | 181 to 365 Days | More Than 365 Days | Total |
| All disclosed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Disclosed in part | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| All exempted | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| All excluded | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Consult other institution | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

6.3 Recommendations and completion time for consultations received from other organizations

| Recommendation | Number of days required to complete consultation requests | | | | | | | |
|---------------------------|---|---------------|---------------|----------------|-----------------|-----------------|--------------------|-------|
| | 1 to 15 Days | 16 to 30 Days | 31 to 60 Days | 61 to 120 Days | 121 to 180 Days | 181 to 365 Days | More Than 365 Days | Total |
| All disclosed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Disclosed in part | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| All exempted | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| All excluded | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Consult other institution | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Section 7: Completion Time of Consultations on Cabinet Confidences

7.1 Requests with Legal Services

| Number of Days | Fewer Than 100 Pages Processed | | 101-500 Pages Processed | | 501-1000 Pages Processed | | 1001-5000 Pages Processed | | More than 5000 Pages Processed | |
|----------------|--------------------------------|-----------------|-------------------------|-----------------|--------------------------|-----------------|---------------------------|-----------------|--------------------------------|-----------------|
| | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed |
| 1 to 15 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16 to 30 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31 to 60 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 61 to 120 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 121 to 180 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 181 to 365 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| More than 365 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

7.2 Requests with Privy Council Office

| Number of Days | Fewer Than 100 Pages Processed | | 101-500 Pages Processed | | 501-1000 Pages Processed | | 1001-5000 Pages Processed | | More than 5000 Pages Processed | |
|----------------|--------------------------------|-----------------|-------------------------|-----------------|--------------------------|-----------------|---------------------------|-----------------|--------------------------------|-----------------|
| | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed |
| 1 to 15 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16 to 30 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31 to 60 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 61 to 120 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 121 to 180 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 181 to 365 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| More than 365 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

6

Section 8: Complaints and Investigations Notices Received

| Section 31 | Section 33 | Section 35 | Court action | Total |
|------------|------------|------------|--------------|-------|
| 12 | 0 | 1 | 0 | 13 |

Section 9: Privacy Impact Assessments (PIAs)

| | |
|----------------------------|---|
| Number of PIA(s) completed | 0 |
|----------------------------|---|

9.2 Personal Information Banks

| Personal Information Banks | Active | Created | Terminated | Modified |
|----------------------------|--------|---------|------------|----------|
| | 44 | 0 | 0 | 0 |

Section 10: Material Privacy Breaches

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

Section 11: Resources Related to the *Privacy Act*

11.1 Costs

| Expenditures | | Amount |
|-----------------------------------|----------|--------------------|
| Salaries | | \$1,554,461 |
| Overtime | | \$5,376 |
| Goods and Services | | \$97,687 |
| • Professional services contracts | \$0 | |
| • Other | \$97,687 | |
| Total | | \$1,657,524 |

11.2 Human Resources

| Resources | Person Years Dedicated to Privacy Activities |
|----------------------------------|--|
| Full-time employees | 21.83 |
| Part-time and casual employees | 0.23 |
| Regional staff | 0.00 |
| Consultants and agency personnel | 0.00 |
| Students | 0.41 |
| Total | 22.47 |

Note: Enter values to two decimal places.

Annex 3: Six-Year Statistical Analysis

| | 2014–2015 | 2015–2016 | 2016–2017 | 2017–2018 | 2018–2019 | 2019-2020 | Variance 2019–2020 and 2018–2019 |
|---|-------------|-------------|-------------|-------------|-------------|-------------|---|
| Requests received | 663 | 763 | 743 | 941 | 948 | 1071 | +11% |
| Requests carried forward from prior year | 179 | 81 | 86 | 99 | 93 | 120 | +23% |
| Total requests requiring action | 842 | 844 | 829 | 1040 | 1041 | 1191 | +13% |
| Completed requests | 771 | 757 | 730 | 947 | 922 | 1010 | +9% |
| Requests carried forward to next year | 71 | 87 | 99 | 93 | 119 | 181 | +34% |
| Completed in 30 days or less | 370 | 561 | 496 | 778 | 801 | 784 | -2% |
| Exemptions invoked | 508 | 408 | 409 | 557 | 572 | 643 | +11% |
| Pages released | 256,953 | 198,889 | 177,469 | 346,931 | 245,377 | 285,797 | +14% |
| Privacy Act—Total costs of administration | \$1,985,624 | \$1,533,008 | \$1,454,661 | \$1,426,905 | \$1,746,026 | \$1,657,524 | -5% |

| | | | | | | | |
|----------------------------|-------|-------|-------|-------|-------|-------|-------|
| FTEs | 24.14 | 18.18 | 20.18 | 20.28 | 23.13 | 22.47 | -3% |
| Complaints received | 2 | 4 | 4 | 12 | 5 | 10 | +50% |
| Complaints ruled on | 18 | 7 | 3 | 12 | 5 | | -58% |
| PIAs completed | 1 | 12 | 4 | 5 | 4 | 0 | -100% |

Annex 4: Definitions of Dispositions

These definitions provide a brief explanation of the status of a completed request.

All disclosed:

All the records relevant to the request were disclosed to the applicant (i.e., without the application of any exemptions or exclusions).

All exempted:

No information was disclosed because all of the information requested qualified for exemption. For example, exemptions may be applied to personal information or information related to advice or recommendations developed by or for a government institution.

All excluded:

No information was disclosed because all of the information requested qualified for exclusion. Excluded information would include publicly available information or Confidences of the Queen's Privy Council. The *Access to Information Act* does not apply to published material or material available for purchase by the public.

Disclosed in part:

Only a portion of the information requested was disclosed because the remainder was exempt and/or excluded. For example, exemptions may be applied to personal information or information related to advice or recommendations developed by or for a government institution. Excluded information would include publicly available information or Confidences of the Queen's Privy Council. Excluded information is addressed in sections 68 and 69 of the *Access to Information Act*. The *Access to Information Act* does not apply to published material or material available for purchase by the public.

Does not exist:

The request provided sufficient information to identify the specific information sought but no relevant records were found.

Neither confirmed nor denied:

The Department could neither confirm nor deny the existence of any records pertaining to the request.

Request abandoned:

The request was abandoned either by the requester, or following a lack of response from the requester to a clarification letter.

Request transferred:

The request was transferred to another government department that was better suited to respond to the request.

Annex 5: 2019-2020 Supplemental Statistical Report – Requests affected by COVID-19 measures

In addition to completing the forms for the Statistical Reports on the ATIA and *Privacy Act* for 2019-20, institutions are asked to complete this Supplemental Report to help identify the impact of COVID-19 measures on institutional performance for 2019-20 and going forward. The data requirements are set out in the tables below.

Supplemental Statistical Report on the *Privacy Act*

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

Table 4 – Requests Received

| | Number of requests |
|--|---------------------------|
| Received from 2019-04-01 to 2020-03-13 | 1041 |
| Received from 2020-03-14 to 2020-03-31 | 30 |
| Total | 1071 |

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

Table 5 – Requests Closed

| | Number of requests closed within the legislated timelines | Number of requests closed past the legislated timelines |
|--|--|--|
| Received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting periods | 863 | 141 |
| Received from 2020-03-14 to 2020-03-31 | 3 | 3 |
| Total | 866 | 144 |

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

Table 6– Requests Carried Over

| | Number of requests |
|--|---------------------------|
| Requests from 2019-04-01 to 2020-03-13 and outstanding from previous reporting period that were carried over to the 2020-2021 reporting period | 151 |
| Requests from 2020-03-14 to 2020-03-31 that were carried over to the 2020-2021 reporting period | 30 |
| Total | 181 |

Annex 6: Office of the Veterans Ombudsman Annual Report on the Administration of the *Privacy Act*.

Introduction:

The Office of the Veterans Ombudsman (OVO) takes the responsibility to protect the privacy of Veterans and their families very seriously. Privacy is a fundamental right in Canada. The *Privacy Act* operates to protect Canadians with respect to their personal information held by the Government of Canada.

The *Act* provides Canadian citizens and permanent residents with the general right to access and seek correction of their personal information that is held by the federal government. Under the *Privacy Act*, "personal information" is defined as "information about an identifiable individual that is recorded in any form." Examples include information about national or ethnic origin, colour, religion, age or marital status of an individual; education or medical, criminal, financial or employment history of an individual; and, any identifying number, symbol or other particular identifier assigned to an individual.

The *Act* also provides the framework for the collection, accuracy, use, disclosure, retention and disposition of personal information. Personal information may only be used for the purposes allowed by the *Privacy Act*, and may only be disclosed in accordance with the legislation.

This annual report on the administration to the *Privacy Act* describes how the Office of the Veterans Ombudsman fulfilled their responsibilities under the *Privacy Act* during the fiscal year April 1, 2019 to March 31, 2020. This report is prepared and tabled in Parliament in accordance with section 72 of the *Privacy Act*.

The mandate of the OVO is to:

- Review and address complaints by Veterans and other individuals served by VAC and their representatives arising from the application of the provisions of the *Veterans Bill of Rights*;
- Identify and review emerging and systemic issues related to programs and services provided or administered by the Department or by third parties on the Department's behalf that impact negatively on Veterans and other individuals served by VAC;
- Review and address complaints by Veterans and other individuals served by VAC and their representatives related to programs and services provided or administered by the

Department or by third parties on the Department's behalf, including decisions related to the programs and services for which there is no right of appeal to the Veterans Review and Appeal Board;

- Review systemic issues related to the Veterans Review and Appeal Board; and,
- Facilitate access by stakeholders to programs and services by providing them with information and referrals.

Organizational Structure:

The Veterans Ombudsman, Deputy Ombudsman and Executive Director, Legal Advisor, and Director – Corporate Services and Charlottetown Operations have full authority for the OVO to exercise the powers, duties, and functions of the Minister as the Head of Veterans Affairs under the provisions of the *Acts* and related regulations. Although four positions have been delegated full authority, the Director – Corporate Services and Charlottetown Operations, is responsible for management of the Access to Information and Privacy Unit function within the OVO.

The OVO's Access to Information and Privacy Unit in Charlottetown, Prince Edward Island ensures that the Office's responsibilities under both acts are met. Processing of requests is centralized within the unit. The Unit consists of the Director - Corporate Services and Charlottetown Operations, Knowledge Management Coordinator and Internal Services Project Officer. These staff members were assigned to the administration of both acts on a part time (as required) basis during the 2019-20 reporting period, which represents 0.40 of a FTE.

The main activities of the OVO ATIP Unit include:

- Processing OVO requests for information submitted under the *Access to Information Act* and *The Privacy Act*, including consulting with other federal departments and third parties with respect to ATIP requests received;
- Developing OVO policies, procedures, guidelines and processes in support of Access to Information and Privacy and central agency requirements;
- Monitoring legislative and regulatory changes that impact ATIP;
- Providing awareness and training on ATIP to ensure that OVO employees understand their roles and responsibilities;
- Monitoring OVO compliance with both acts, regulations and central agency requirements;
- Preparing and providing information specific to the OVO to VAC for inclusion in annual reports to Parliament on the administration of the *Acts*;
- Leading the development of Privacy Impact Assessments (PIAs) for the OVO;
- Working closely with VAC for the resolution of any complaints against OVO which have been submitted to the Information Commissioner of Canada and the Privacy Commissioner of Canada;
- Providing centralized management of privacy breaches within the OVO;

- Providing advice, guidance and training to OVO staff on ATIP issues;
- Analyzing and responding to OVO privacy and access to information policy issues;
- Reviewing new and amended OVO forms and processes that impact the collection of personal information
- Developing appropriate Privacy Notice Statements for the OVO; and,
- Evaluating OVO contracts and Memoranda of Understanding.

Delegation Order:

The responsibilities associated with the administration of the *Privacy Act* are delegated to departmental and OVO officials through a delegation order.

Highlights of the Statistical Report 2019-20:

- All requests were responded to within the legislated timelines
- There were no extensions of timelines
- There was no consultation with other institutions

The completed statistical report for 2019-20 is included.

Training and Awareness:

OVO staff took part in Departmental ATIP training and OVO ATIP Refresher training.

Policies, Guidelines, Procedures and Initiatives

The OVO continues to work on an Open Government action plan and will continue the transition to having more information available on the Open Government portal. The OVO has completed the required steps to be part of ATIP Online Request Services (AORS) where users can submit ATIP requests online and view past ATI requests by subject.

The OVO also maintained and monitored current Access to Information policies, guidelines and procedures during the 2019-20 reporting period.

Summary of Key Issues and Actions Taken on Complaints or Audits:

In the 2019-20 reporting period, OVO received no complaints in relation to privacy requests. No complaints were carried over from 2018-19. The OVO had no audits or investigations concluded during the reporting period.

Monitoring Compliance:

The OVO uses a tracking spreadsheet to monitor the processing of requests for access to information on a weekly basis when requests are being processed. This tracking spreadsheet is maintained by the Knowledge Management Coordinator. Any anticipated issues with processing are escalated to the Director – Corporate Services and Charlottetown Operations.

Material Privacy Breaches:

There were no material privacy breaches were reported to the Office of the Privacy Commissioner and to the Information and Privacy Policy Division, Treasury Board of Canada Secretariat during the reporting period.

Privacy Impact Assessments:

There were no material privacy breaches were reported to the Office of the Privacy Commissioner and to the Information and Privacy Policy Division, Treasury Board of Canada Secretariat during the reporting period.

Public Interest Disclosures:

There were no material privacy breaches were reported to the Office of the Privacy Commissioner and to the Information and Privacy Policy Division, Treasury Board of Canada Secretariat during the reporting period.

Supplemental Statistical Report on the *Privacy Act*

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

Table 4 – Requests Received

| | | Column (Col.) 1 Number of requests |
|-------|--|---------------------------------------|
| Row 1 | Received from 2019-04-01 to 2020-03-13 | 10 |
| Row 2 | Received from 2020-03-14 to 2020-03-31 | 0 |
| Row 3 | Total¹ | 10 |

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

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

Table 5 – Requests Closed

| | | Col. 1 | Col. 2 |
|--------------|--|--|--|
| | | Number of requests closed within the legislated timelines | Number of requests closed past the legislated timelines |
| Row 1 | Received from 2019-04-01 to 2020-03-13 and outstanding from previous reporting periods | 10 | 0 |
| Row 2 | Received from 2020-03-14 to 2020-03-31 | 0 | 0 |
| Row 3 | Total² | 10 | 0 |

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

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

Table 6– Requests Carried Over

| | | Col. 1 |
|--------------|--|---------------------------|
| | | Number of requests |
| Row 1 | Requests from 2019-04-01 to 2020-03-13 and outstanding from previous reporting period that were carried over to the 2020-2021 reporting period | 10 |
| Row 2 | Requests from 2020-03-14 to 2020-03-31 that were carried over to the 2020-2021 reporting period | 0 |
| Row 3 | Total³ | 10 |

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



Statistical Report on the *Privacy Act*

Name of institution: Office of the Veterans Ombudsman

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

Section 1: Requests Under the *Privacy Act*

| | Number of Requests |
|--|--------------------|
| Received during reporting period | 10 |
| Outstanding from previous reporting period | 0 |
| Total | 10 |
| Closed during reporting period | 10 |
| Carried over to next reporting period | 0 |

Section 2: Requests Closed During the Reporting Period

2.1 Disposition and completion time

| Disposition of Requests | Completion Time | | | | | | | Total |
|------------------------------|-----------------|---------------|---------------|----------------|-----------------|-----------------|--------------------|-------|
| | 1 to 15 Days | 16 to 30 Days | 31 to 60 Days | 61 to 120 Days | 121 to 180 Days | 181 to 365 Days | More Than 365 Days | |
| All disclosed | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 7 |
| Disclosed in part | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 3 |
| All exempted | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| All excluded | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| No records exist | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Request abandoned | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Neither confirmed nor denied | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 10 | 0 | 0 | 0 | 0 | 0 | 10 |

2.2 Exemptions

| Section | Number of Requests | Section | Number of Requests | Section | Number of Requests |
|----------|--------------------|---------------|--------------------|---------|--------------------|
| 18(2) | 0 | 22(1)(a)(i) | 0 | 23(a) | 0 |
| 19(1)(a) | 0 | 22(1)(a)(ii) | 0 | 23(b) | 0 |
| 19(1)(b) | 0 | 22(1)(a)(iii) | 0 | 24(a) | 0 |
| 19(1)(c) | 0 | 22(1)(b) | 0 | 24(b) | 0 |
| 19(1)(d) | 0 | 22(1)(c) | 0 | 25 | 1 |
| 19(1)(e) | 0 | 22(2) | 0 | 26 | 3 |
| 19(1)(f) | 0 | 22.1 | 0 | 27 | 0 |
| 20 | 0 | 22.2 | 0 | 27.1 | 0 |
| 21 | 0 | 22.3 | 0 | 28 | 0 |
| | | 22.4 | 0 | | |

2.3 Exclusions

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

2.4 Format of information released

| Paper | Electronic | Other |
|-------|------------|-------|
| 5 | 5 | 0 |

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

| Number of Pages Processed | Number of Pages Disclosed | Number of Requests |
|---------------------------|---------------------------|--------------------|
| 1451 | 1451 | 10 |

2

2.5.2 Relevant pages processed and disclosed by size of requests

| Disposition | Less Than 100 Pages Processed | | 101-500 Pages Processed | | 501-1000 Pages Processed | | 1001-5000 Pages Processed | | More Than 5000 Pages Processed | |
|------------------------------|-------------------------------|-----------------|-------------------------|-----------------|--------------------------|-----------------|---------------------------|-----------------|--------------------------------|-----------------|
| | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed |
| All disclosed | 4 | 59 | 3 | 660 | 0 | 0 | 0 | 0 | 0 | 0 |
| Disclosed in part | 1 | 68 | 1 | 151 | 1 | 513 | 0 | 0 | 0 | 0 |
| All exempted | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| All excluded | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Request abandoned | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Neither confirmed nor denied | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 5 | 127 | 4 | 811 | 1 | 513 | 0 | 0 | 0 | 0 |

2.5.3 Other complexities

| Disposition | Consultation Required | Legal Advice Sought | Interwoven Information | Other | Total |
|-------------------|-----------------------|---------------------|------------------------|-------|-------|
| All disclosed | 0 | 0 | 0 | 0 | 0 |
| Disclosed in part | 0 | 2 | 0 | 0 | 2 |
| All exempted | 0 | 0 | 0 | 0 | 0 |

| | | | | | |
|------------------------------|---|---|---|---|---|
| All excluded | 0 | 0 | 0 | 0 | 0 |
| Request abandoned | 0 | 0 | 0 | 0 | 0 |
| Neither confirmed nor denied | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 2 | 0 | 0 | 2 |

2.6 Closed requests

2.6.1 Number of requests closed within legislated timelines

| | |
|--|--|
| | Requests closed within legislated timelines |
| Number of requests closed within legislated timelines | 10 |
| Percentage of requests closed within legislated timelines (%) | 100 |

3

2.7 Deemed refusals

2.7.1 Reasons for not meeting legislated timelines

| Number of Requests Closed Past the Legislated Timelines | Principal Reason | | | |
|---|---|-----------------------|-----------------------|-------|
| | Interference with Operations / Workload | External Consultation | Internal Consultation | Other |
| 0 | 0 | 0 | 0 | 0 |

2.7.2 Requests closed beyond legislated timelines (including any extension taken)

| Number of Days Past Legislated Timelines | Number of Requests Past Legislated Timeline Where No Extension Was Taken | Number of Requests Past Legislated Timelines Where an Extension Was Taken | Total |
|--|--|---|-------|
| 1 to 15 days | 0 | 0 | 0 |
| 16 to 30 days | 0 | 0 | 0 |
| 31 to 60 days | 0 | 0 | 0 |

| | | | |
|--------------------|---|---|---|
| 61 to 120 days | 0 | 0 | 0 |
| 121 to 180 days | 0 | 0 | 0 |
| 181 to 365 days | 0 | 0 | 0 |
| More than 365 days | 0 | 0 | 0 |
| Total | 0 | 0 | 0 |

2.8 Requests for translation

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

Section 3: Disclosures Under Subsections 8(2) and 8(5)

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

Section 4: Requests for Correction of Personal Information and Notations

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

Section 5: Extensions

5.1 Reasons for extensions and disposition of requests

| Number of requests where an extension was taken | 15(a)(i) Interference with operations | | | | 15 (a)(ii) Consultation | | | |
|---|---|-----------------------|--------------------------|-----------------------------------|---|----------|----------|--|
| | Further review required to determine exemptions | Large volume of pages | Large volume of requests | Documents are difficult to obtain | Cabinet Confidence Section (Section 70) | External | Internal | 15(b) Translation purposes or conversion |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

5.2 Length of extensions

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

Part 6: Consultations Received From Other Institutions and Organizations

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

| Consultations | Other Government of Canada Institutions | Number of Pages to Review | Other Organizations | Number of Pages to Review |
|--|---|---------------------------|---------------------|---------------------------|
| Received during the reporting period | 0 | 0 | 0 | 0 |
| Outstanding from the previous reporting period | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 |
| Closed during the reporting period | 0 | 0 | 0 | 0 |
| Pending at the end of the reporting period | 0 | 0 | 0 | 0 |

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

| Recommendation | Number of Days Required to Complete Consultation Requests | | | | | | | |
|----------------|---|---------------|---------------|----------------|-----------------|-----------------|---------------|-------|
| | 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 | Total |
| | | | | | | | | |

| | | | | | | | Days | |
|---------------------------|----------|----------|----------|----------|----------|----------|----------|----------|
| All disclosed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Disclosed in part | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| All exempted | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| All excluded | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Consult other institution | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 |

6.3 Recommendations and completion time for consultations received from other organizations

| Recommendation | Number of days required to complete consultation requests | | | | | | | Total |
|---------------------------|---|---------------|---------------|----------------|-----------------|-----------------|--------------------|----------|
| | 1 to 15 Days | 16 to 30 Days | 31 to 60 Days | 61 to 120 Days | 121 to 180 Days | 181 to 365 Days | More Than 365 Days | |
| All disclosed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Disclosed in part | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| All exempted | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| All excluded | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Consult other institution | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Section 7: Completion Time of Consultations on Cabinet Confidences

7.1 Requests with Legal Services

| Number of Days | Fewer Than 100 Pages Processed | | 101-500 Pages Processed | | 501-1000 Pages Processed | | 1001-5000 Pages Processed | | More than 5000 Pages Processed | |
|----------------|--------------------------------|-----------------|-------------------------|-----------------|--------------------------|-----------------|---------------------------|-----------------|--------------------------------|-----------------|
| | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed |
| 1 to 15 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16 to 30 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31 to 60 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 61 to 120 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | | | | | | | | | | |
|---------------|---|---|---|---|---|---|---|---|---|---|
| 121 to 180 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 181 to 365 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| More than 365 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

7.2 Requests with Privy Council Office

| Number of Days | Fewer Than 100 Pages Processed | | 101–500 Pages Processed | | 501-1000 Pages Processed | | 1001-5000 Pages Processed | | More than 5000 Pages Processed | |
|----------------|--------------------------------|-----------------|-------------------------|-----------------|--------------------------|-----------------|---------------------------|-----------------|--------------------------------|-----------------|
| | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed | Number of Requests | Pages Disclosed |
| 1 to 15 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16 to 30 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31 to 60 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 61 to 120 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 121 to 180 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 181 to 365 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| More than 365 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

6

Section 8: Complaints and Investigations Notices Received

| Section 31 | Section 33 | Section 35 | Court action | Total |
|------------|------------|------------|--------------|-------|
| 0 | 0 | 0 | 0 | 0 |

Section 9: Privacy Impact Assessments (PIAs)

| | |
|----------------------------|---|
| Number of PIA(s) completed | 0 |
|----------------------------|---|

9.2 Personal Information Banks

| Personal Information Banks | Active | Created | Terminated | Modified |
|----------------------------|--------|---------|------------|----------|
| | 0 | 0 | 0 | 0 |

Section 10: Material Privacy Breaches

| | |
|---|---|
| Number of material privacy breaches reported to TBS | 0 |
| Number of material privacy breaches reported to OPC | 0 |

Section 11: Resources Related to the *Privacy Act*

11.1 Costs

| Expenditures | | Amount |
|-----------------------------------|-----|-----------------|
| Salaries | | \$26,528 |
| Overtime | | \$0 |
| Goods and Services | | \$150 |
| • Professional services contracts | \$0 | |
| • Other | \$0 | |
| Total | | \$26,678 |

11.2 Human Resources

| Resources | Person Years Dedicated to Privacy Activities |
|----------------------------------|--|
| Full-time employees | 0.40 |
| Part-time and casual employees | 0.00 |
| Regional staff | 0.00 |
| Consultants and agency personnel | 0.00 |
| Students | 0.00 |
| Total | 0.40 |

Note: Enter values to two decimal places.

