

EXPORT DEVELOPMENT CANADA
ANNUAL REPORT ON THE
ADMINISTRATION OF THE PRIVACY ACT

April 1, 2014 to March 31, 2015

INTRODUCTION AND MANDATE

Export Development Canada (“EDC”) was established on October 1, 1969 (as Export Development Corporation) by the *Export Development Act* (the “EDA”). EDC is an agent of Her Majesty in Right of Canada and a Crown Corporation whose shares may be owned only by Canada. EDC is accountable for its affairs to Parliament through the Minister of International Trade. Its mandate is to support and develop, directly or indirectly, Canada’s export trade and Canadian capacity to engage in that trade as well as respond to international business opportunities. Regulations enacted under the EDA clarify the circumstances in which EDC can provide support within Canada. EDC provides trade finance and risk management services to facilitate the international business of Canadian companies.

EDC incorporated Exinvest Inc. as a wholly owned subsidiary in 1995. The report on Exinvest’s administration of the *Privacy Act* (the “Act”) for the period April 1, 2014 to March 31, 2015 is tabled separately.

The Act is a federal statute that prescribes how certain federal government institutions such as EDC must protect the privacy of individuals with respect to the collection, use and disclosure of personal information. Furthermore, the legislation provides individuals with the right of access to and correction of personal information about themselves held by these same institutions.

EDC’s financial year aligns with the calendar year. In accordance with Treasury Board Secretariat (“TBS”) requirements, all government institutions subject to the Act must report on an April 1 to March 31 reporting cycle irrespective of their specific financial year.

This report is tabled in Parliament and prepared in accordance with section 72 of the Act.

THE ACCESS TO INFORMATION AND PRIVACY TEAM

The Access to Information and Privacy Team ("ATIP Team") is part of the Legal Compliance and Governance Group. The ATIP Team administers the Act for EDC and is responsible for responding to all requests submitted to EDC under the Act.

During the 2014-2015 reporting period, the ATIP Team was comprised of three full-time employees: the Manager, ATIP; and 2 ATIP Advisors. Administrative assistance to the ATIP Team is provided by a pool of Legal Administrators. The ATIP Team reports to the Vice-President & General Counsel, Legal Services through the Legal Compliance and Governance Group. The Senior Vice-President and Chief Risk Officer, Enterprise Risk Management is the senior executive responsible for ATIP.

DELEGATION OF AUTHORITY

The President of EDC is designated as the head of the institution for the purposes of the Act.

Pursuant to section 73 of the Act, the President's authority has been delegated to enable the Corporation in meeting its legislated requirements. During the reporting period, the President delegated most of his powers and duties to: the Senior Vice-President and Chief Risk Officer, Enterprise Risk Management; the Senior Vice-President, Corporate Affairs and Secretary; the Vice-President & General Counsel, Legal Services; the Senior Legal Counsel and Assistant Secretary; and the Manager, ATIP.

A copy of the delegation orders are appended hereto.

STATISTICAL REPORTS

As requested by TBS, the appended Statistical Reports cover a twelve-month period from April 1, 2014 to March 31, 2015. The following are highlights of the Statistical Reports appended hereto:

- EDC received 3 new privacy requests.
- All 3 requests were completed within the statutory timeframes provided by the Act.
- No requests were carried over from the previous reporting period.

COMPLAINTS AND INVESTIGATIONS

No complaints under the Act were received by EDC and subsequently no investigations were undertaken.

CORPORATE INITIATIVES

EDC Code of Conduct

EDC is committed to upholding the highest standards of personal and professional conduct. As such, EDC requires all employees to complete an annual review and sign off on EDC's Code of Conduct (the "Code"). During the 2014-2015 reporting period EDC also enhanced its awareness program relating to the Code and is now promoting the Code through various types of communications to all employees, on a quarterly basis. The Code, together with the Values and Ethics Code for the Public Sector forms an integral part of EDC's ethical framework. It sets out the values and behaviours EDC employees must exemplify in our capacity as employees of a Crown corporation.

The Code includes EDC employee obligations under the Act, to help ensure effective and consistent administration and compliance with the Act and its regulations.

TRAINING AND AWARENESS PROGRAM

EDC recognizes that privacy protection is an essential element in maintaining public and employee trust in EDC. Privacy awareness training is an effective tool through which EDC can mitigate the risk of privacy breaches through the management of personal information. During the reporting period, the ATIP Team continued to promote awareness of the Corporation's obligations under the Act through a variety of innovative training approaches.

Privacy Outreach

A Privacy Outreach initiative to increase employee privacy awareness from a "top down approach" was a strategic objective of the ATIP Team in 2014. Between June and September, the ATIP Team conducted 1:1 meetings with 27 VPs and Directors from: Human Resources; Business Development; Marketing; Business Solutions & Innovation; Information Management; Business Technology Solutions; and Enterprise Risk Management. Through this outreach initiative the ATIP Team positioned itself as a collaborative partner, which when engaged early on projects, adds value to the business through privacy respectful solutions thereby mitigating legislative non-compliance and reputational risks for EDC.

As part of Privacy Outreach, the ATIP Team visited the Toronto EDC office to promote privacy awareness. A presentation was attended by 25 employees representing the Toronto, Mississauga and London, Ontario regional offices.

Orientation Training

The ATIP Team presented at all Employee Orientation Training sessions held for new EDC employees. During the reporting period, 4 orientation sessions were held and a total of 115 employees received privacy awareness training as part of their initiation to EDC.

Email Productivity Workshops

The ATIP Team collaborated with Recorded Information Management (RIM) to prepare and deliver 5 Email Productivity Workshops. During the reporting period, a total of 36 employees attended these workshops.

ATIP Website

EDC's internal ATIP Website is accessed through *livewire*, EDC's Employee Intranet. The internal ATIP Website includes Frequently Asked Questions as well as links to ATIP related Corporate Policies, the ATIP Service Request Form, EDC's Info Source page, Privacy e-Modules and the ATIP Online Tutorial.

Privacy e-Modules

In order to provide a consistent understanding of the Act and privacy considerations across EDC, employees were encouraged to complete two privacy e-modules:

1. "Introduction to Privacy and Personal Information". This e-module aims to reduce risk and increase privacy awareness by defining workplace privacy and personal information. During the reporting period, 195 employees viewed the e-module.
2. "Test your privacy IQ". In this e-module, employees test their privacy knowledge by responding to practical scenarios loosely based on potential privacy breaches that could occur at EDC or other government institutions. During the reporting period, 169 employees viewed the e-module.

ATIP Online Tutorial

The ATIP Team continued to promote the ATIP online tutorial which provides a general overview of the Act and can be conveniently viewed anytime, anywhere by employees. During the reporting period, 108 employees viewed the tutorial.

Launch of Breach Guidelines

In November 2014, in accordance with the TBS Policy on Privacy Protection and the Directive on Privacy Practices, EDC established plans and procedures for addressing privacy breaches. Linked to EDC's Code of Conduct, EDC's Confidential Information Breach Procedure was launched via *livewire*, EDC's employee intranet. The launch article entitled "The headline you never want to read" was read by 705 EDC employees during the reporting period.

ATIP Holiday Awareness

ATIP distributed a holiday themed poem to all floors of its Ottawa head office to promote the importance of protecting confidential information, including customer and personal information. This holiday themed initiative helped raise privacy awareness by creatively addressing serious subject matter to stimulate discussion with employees.

Data Privacy Day

In recognition of Data Privacy Day on January 28, 2015, in collaboration with the EDC Parenting Committee, the ATIP Team emailed 664 EDC parents information underlining the importance of protecting personal information online. The information was also posted to the “Classifieds” on *livewire*, EDC’s employee intranet. The email included links to helpful resources on the Privacy Commissioner’s website.

INSTITUTION-SPECIFIC POLICIES, GUIDELINES AND PROCEDURES

During the reporting period, in accordance with the TBS *Policy on Privacy Protection* and the *Directive on Privacy Practices*, EDC developed and implemented Confidential Information Breach Procedures for addressing privacy breaches.

EDC also has established the following policies, guidelines and processes related to the Act:

- EDC Policy on Privacy Protection
- EDC Code of Conduct
- Privacy Guidelines for Attendance and Leave
- Privacy Guidelines for Performance Management

MONITORING THE TIME TO PROCESS ACCESS TO INFORMATION REQUESTS

EDC utilizes the Access Pro Suite by Privasoft Corporation to manage all requests received under the Act. The software has a dashboard functionality which allows the Manager, ATIP to actively monitor the status and time taken to process privacy requests and requests for the correction of personal information.

PRIVACY BREACHES

During the reporting period EDC experienced no material privacy breaches.

ASSESSING PRIVACY IMPACT

A Privacy Impact Assessment (“PIA”) is a formal tool used to identify and mitigate privacy risks for new or modified programs, services or initiatives in an effort to heighten compliance with the Act.

No PIA’s were completed or forwarded to the Office of the Privacy Commissioner during the reporting period.

EDC’s PIA summaries are located at the following hyperlink:
<http://www.edc.ca/EN/About-Us/Disclosure/Pages/atip.aspx>.

Mindful of the TBS PIA Directive dated April 1, 2010, and in an effort to move towards a more proactive privacy risk framework, throughout the reporting period, the ATIP Team

continued to use an electronic Service Request Form. The Service Request Form assisted the ATIP Team with the effective management of an increasing number of requests from internal EDC teams seeking assistance with privacy-related matters. It also facilitated responses to questions about new and ongoing EDC projects that may involve the collection, use and disclosure of personal information as well as questions about the legislation.

DISCLOSURES UNDER SECTION 8(2) OF THE ACT (DISCLOSURE OF PERSONAL INFORMATION WITHOUT CONSENT)

Subsection 8(2) of the Act provides limited and specific circumstances under which institutions may disclose personal information without an individual's consent. During the reporting period, EDC made no disclosures of personal information pursuant to subsection 8(2)(m) of the Act.

**TABLE OF AUTHORITY
DELEGATIONS OF AUTHORITY
PURSUANT TO SECTION 73 OF *PRIVACY ACT* AND REGULATIONS
ATIP GROUP
PAGE 2 OF 3**

APPENDIX R

Privacy Act – Sections

8(2)(j) disclosure for research purposes	18(2) exemption (exempt bank) – disclosure may be refused
8(2)(m) disclosure in public interest or in interest of the individual	19(1) exemption - personal information obtained in confidence
8(4) copies of requests under paragraph 8(2)(e) to be retained	19(2) exemption – where authorized to disclose
8(5) notice of disclosure under paragraph 8(2)(m)	20 exemption - federal-provincial affairs
9(1) record of disclosures to be retained	21 exemption - international affairs and defence
9(4) consistent uses	22 exemption - law enforcement and investigation
10 personal information to be included in personal information banks	22.3 exemption – <i>Public Servants Disclosure Protection Act</i>
14 notice where access requested	23 exemption - security clearances
15 extension of time limits	24 exemption - individuals sentenced for an offence
17(2)(b) language of access	25 exemption - safety of individuals
17(3)(b) access to personal information in alternative format	26 exemption - information about another individual

Privacy Regulations - Sections

27 exemption - solicitor-client privilege	9 reasonable facilities and time provided to examine personal information
28 exemption - medical record	11(2) notification that correction to personal information has been made
31 notice of intention to investigate	11(4) notification that correction to personal information has been refused
33(2) right to make representation	13(1) disclosure of personal information relating to physical or mental health may be made to a qualified medical practitioner or psychologist for an opinion on whether to release information to the requestor
35(1) findings and recommendations of the Privacy Commissioner (complaints)	14 disclosure of personal information relating to physical or mental health may be made to requestor in the presence of a qualified medical practitioner or psychologist
35(4) access to be given	
36(3) report of findings and recommendations (exempt banks)	
37(3) report of findings and recommendations (compliance review)	
51(2)(b) special rules for hearings	
51(3) <i>ex parte</i> representations	
72(1) report to Parliament	

For the purposes of these Table Notes:

1. Titles

All of the above titles include their equivalent under any future designation.

2. Previous Authorities

All current authority designations executed by the President of EDC (e.g. the head of the corporation) (the "Designations"), are replaced by these Table of Authority and Table Notes without in any way affecting the validity of acts done pursuant to such Designations.

3. Documentation and Signing

In accordance with Section 6 of the Resolution Respecting Signing Authority, each employee whose title is one mentioned in the Table of Authority above, is designated as a signing officer, and is authorized to be the sole signatory of any documentation required to be signed on behalf of the Corporation, solely for the purposes set out herein.



Pierre Gignac
Acting President

12/02/2013
Date



Statistical Report on the *Privacy Act*

Name of institution: Export Development Canada

Reporting period: 2014-04-01 to 2015-03-31

Part 1: Requests Under the *Privacy Act*

	Number of Requests
Received during reporting period	3
Outstanding from previous reporting period	0
Total	3
Closed during reporting period	3
Carried over to next reporting period	0

Part 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	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
No records exist	2	0	0	0	0	0	0	2
Request abandoned	0	1	0	0	0	0	0	1
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	2	1	0	0	0	0	0	3

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	0
19(1)(f)	0	22.1	0	27	0
20	0	22.2	0	28	0
21	0	22.3	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

Disposition	Paper	Electronic	Other formats
All disclosed	0	0	0
Disclosed in part	0	0	0
Total	0	0	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	0	0	0
Disclosed in part	0	0	0
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	379	0	1
Neither confirmed nor denied	0	0	0
Total	379	0	1

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	0	0	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	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	1	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	0	0	1	0	0	0	0	0	0	0

2.5.3 Other complexities

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

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
0	0	0	0	0

2.6.2 Number of days past deadline

Number of Days Past Deadline	Number of Requests Past Deadline Where No Extension Was Taken	Number of Requests Past Deadline 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

2.7 Requests for translation

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

Part 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

Part 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

Part 5: Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	15(a)(i) Interference With Operations	15(a)(ii) Consultation		15(b) Translation or Conversion
		Section 70	Other	
All disclosed	0	0	0	0
Disclosed in part	0	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
Total	0	0	0	0

5.2 Length of extensions

Length of Extensions	15(a)(i) Interference with operations	15(a)(ii) Consultation		15(b) Translation purposes
		Section 70	Other	
1 to 15 days	0	0	0	0
16 to 30 days	0	0	0	0
Total	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							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

6.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of days required to complete consultation requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Ddays	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

Part 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

Part 8: Complaints and Investigations Notices Received

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

Part 9: Privacy Impact Assessments (PIAs)

Number of PIA(s) completed	0
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Part 10: Resources Related to the Privacy Act

10.1 Costs

Expenditures	Amount
Salaries	\$165,357
Overtime	\$0
Goods and Services	\$16,871
• Professional services contracts	\$0
• Other	\$16,871
Total	\$182,228

10.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	1.05
Part-time and casual employees	0.00
Regional staff	0.00
Consultants and agency personnel	0.20
Students	0.00
Total	1.25

Note: Enter values to two decimal places.