

Annual Report on the administration of the *Privacy Act*

(1 April 2016 to 31 March 2017)



June 2017

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Introduction

Purpose of the *Privacy Act*

As set out in Section 2 of the *Privacy Act*, the purpose of this Act is “to extend the present laws of Canada that protect the privacy of individuals with respect to personal information about themselves held by a government institution and that provide individuals with a right of access to that information”. This report is prepared in accordance with Section 71(1)(e) of the Act and is tabled in Parliament in accordance with Section 72.

The Bank of Canada’s mandate

The Bank of Canada is the nation’s central bank. Its mandate, as defined in the *Bank of Canada Act*, is “to promote the economic and financial welfare of Canada.” The Bank’s four core areas of responsibility are:

Monetary Policy

The objective of monetary policy is to preserve the value of money by keeping inflation low, stable and predictable.

Financial System

The Bank promotes safe, sound and efficient financial systems, within Canada and internationally, and conducts transactions in financial markets in support of these objectives.

Currency

The Bank designs, issues and distributes Canada’s bank notes; oversees the note distribution system; and ensures a consistent supply of quality bank notes that are readily accepted and secure against counterfeiting.

Funds Management

The Bank provides funds-management services for the Government of Canada, the Bank itself and other clients. For the government, the Bank provides treasury-management services and manages the government’s public debt and foreign exchange reserves.

The Bank has a robust planning framework in place to implement and operationalize its mandate and vision. Every three years, the Bank establishes a medium-term plan (MTP) to set out its strategic direction and objectives.

Administration of the *Privacy Act*

Delegation of Authority

Under Section 71(2) of the Act, the Governor of the Bank of Canada undertakes the responsibilities of the designated Minister for the purposes of subsections 71(1)(a) and (d).

Responsibility for compliance with the requirements of the Act has been delegated by the Governor under Section 73 to the General Counsel and Corporate Secretary of the Bank, its Deputy Corporate Secretary and Access to Information and Privacy Coordinator. In addition, responsibility for various administrative requirements of the legislation, such as extending time limits has been delegated to the ATIP Manager. A copy of the Bank’s Delegation Order is attached (Appendix A).

Organizational Structure to Fulfill *Privacy Act* Responsibilities

The responsibility for administering the Bank's ATIP program lies with the Bank's ATIP Office which is part of the Bank's Executive and Legal Services Department (ELS). Under the management of the Access to Information and Privacy Coordinator, 1 manager, 4 analysts and 1 ATIP assistant are responsible for coordinating the processing of ATIP requests, consultations and complaints, providing advice and promoting ATIP awareness to staff and the general public. The ATIP Office reports directly to the Deputy Corporate Secretary and Access to Information and Privacy Coordinator who reports to the General Counsel and Corporate Secretary and who in turn reports to the Governor. In addition, Senior Legal Counsel provides legal advice on a variety of files.

The Bank also has a network of ATIP departmental contacts throughout the organization. They are responsible for retrieving records and providing initial recommendations to the ATIP Office and departmental sign-off for the final treatment of records. They are not part of the ATIP Office and are therefore not counted in the Bank's statistical report.

Information Holdings

The Bank's chapter *Info Source*, an inventory of the Bank's information holdings, including a description of personal information holdings, is published on the Bank's website and serves as a tool to assist individuals interested in requesting information from the Bank. On an annual basis, the ATIP Office reviews the content of its chapter including the description of its information holdings, its institutional functions, and its programs and activities.

Institution-specific privacy related policies, guidelines and procedures

During this reporting period, the Bank published an Employee Privacy Policy, which replaced existing Employee Privacy Guidelines. This policy outlines the Bank's commitment to the protection of personal information under its control. The policy outlines the governance and accountabilities with respect to the management of personal information. It sets out the requirements with respect to the collection, use, safeguarding and disclosure of personal information; and the application of retention and disposition standards in accordance with other Bank policies and applicable legislations.

In addition, the Bank produced an initial draft of a privacy incident response directive which is associated with the Employee Privacy Policy. The ATIP Office will collaborate with internal stakeholders at the Bank to finalize the directive during the coming year.

The Bank is committed to upholding the highest standards of personal and professional conduct. Annually, the Bank requires its employees to acknowledge their awareness of, and compliance with, the Code of Business Conduct and Ethics (the "Code"). It describes the ethical principles and conduct expected of employees to ensure the Bank maintains its high standards. The Code includes references to the Bank's responsibilities and obligations under the *Access to Information and Privacy Acts*, to help ensure effective and consistent administration and compliance with the Acts and their regulations.

Staff Awareness Activities

During this reporting period, the ATIP Office delivered 36 awareness sessions to approximately 350 participants from various business units throughout the Bank, which incorporated both official languages. The focus of these sessions was on the general principles of the *Access to Information Act* (ATIA) and the *Privacy Act* and how they are administered at the Bank.

Some sessions were delivered in collaboration with the Bank's Compliance Office and highlighted the link between employees' responsibilities with respect to ATIP legislation and the Bank's Code of Business Conduct and Ethics. The ATIP also delivered privacy training to specific business units within the Bank whose business processes involve the management of personal information.

The Bank's practice is to brief Senior Management and the Board of Directors at least annually on ATIP matters.

Monitoring Processing

The ATIP staff regularly monitors all ATIP requests by holding weekly meetings to closely track all active files including maintaining a log of active requests. This helps the team to carefully monitor timelines, milestones, and next steps. More importantly these meetings promote discussions amongst the staff to help foster solutions as challenges arise and determine any process changes required to improve performance.

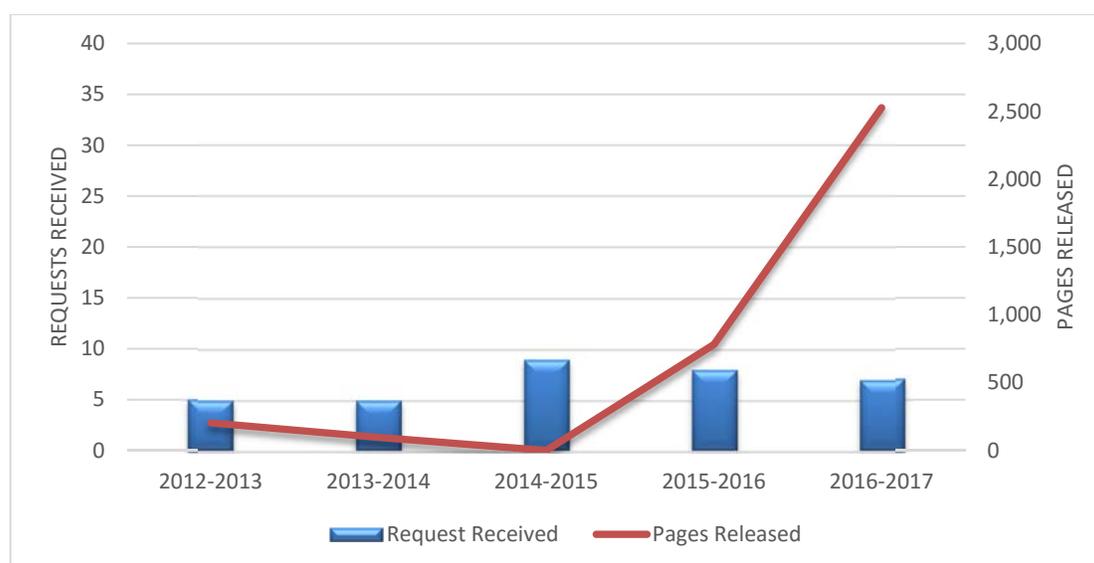
Interpretation of the Statistical Report (Appendix B)

Privacy Requests

This year, the Bank received a similar number of privacy requests as the previous reporting period. However, the number of pages processed in association with these requests was considerably more than in past years and reflects a 323% spike from the last reporting period. The table and chart below provide an overview of privacy requests received by the Bank for the past five years and the number of pages processed.

Table 1: Overview of Privacy Requests Received and Completed

Fiscal Year	Requests Received	Requests Outstanding from previous reporting period	Requests completed	Number of pages processed
2012-2013	5	3	8	203
2013-2014	5	0	5	97
2014-2015	9	0	8	0
2015-2016	8	1	7	782
2016-2017	7	2	7	2,526

Chart 1: Number of privacy requests and pages released, 2012-2013 to 2016-2017

Informal Requests

A request made under the Act is considered to be a formal request if it is presented to the Access to Information and Privacy Coordinator in writing, refers to the Act and contains sufficient information to identify the requested records. However, many of these formal requests can normally be treated through existing informal channels, if the requester agrees. For example, individuals inquiring about Canada Savings Bond holdings or Unclaimed Bank Balances are re-directed to the Bank's website for further details on accessing the information sought or to the specific client service work units within the Bank.

Informal requests for access to personal information made by Bank of Canada employees are responded to by the Bank's Human Resources Department or alternatively the ATIP Office. However, for various reasons, employees may choose to submit a formal request for access to personal information directly to the Bank's ATIP Office.

Disposition of Requests

The following chart is a comparison of the disposition of completed requests for the last 5 years.

Table 2: Disposition of Completed Requests

A summary of the disposition of the privacy requests completed during the reporting periods of 2012-2017

Fiscal Year	All Disclosed	Disclosed in part	No Records Exist	Abandoned
2012-2013	1	2	1	4
2013-2014	1	1	2	1
2014-2015	0	0	5	3
2015-2016	2	2	2	1
2016-2017	0	3	3	1

Exemptions Invoked

Section 26 was invoked in 2 requests which related to personal information about another individual other than the requester. Section 27 was invoked in 3 requests that related to personal information that is subject to solicitor-client privilege.

Extensions

Two of the 7 requests required a thirty (30) day time extension pursuant to s. 15(a)(i), as meeting the original time limit would have unreasonably interfered with the operations of the institution. In 2015-2016, no time extension was taken.

The ATIP staff endeavour to respect deadlines and routinely keep the requester informed of the status of their requests.

Completion Time

Of the 7 requests completed during this reporting period, 5 were closed within the statutory deadlines; 1 was completed 1-15 days after the deadline, and one request was closed 61-120 days after the statutory deadline.

Complaints and Investigations

During this reporting period, the Bank of Canada was notified of 1 complaint received by the Office of the Privacy Commissioner (OPC). This complaint was subsequently abandoned by the requester. There were no privacy complaints in the previous reporting period.

Disclosures under Paragraph 8(2)(m)

Paragraph 8(2)(m) allows for disclosure of personal information where the public interest clearly outweighs any invasion of privacy that could result from the disclosure of the information or where disclosure clearly benefit the individual to whom the information relates. There was no disclosure of personal information made pursuant to subsection 8(2)(m) during this reporting period.

Material privacy breaches

According to the Treasury Board of Canada Secretariat, a material privacy breach involves: a breach of sensitive personal information, and could reasonably be expected to cause serious injury or harm to the individual and/or involves a large number of affected individuals. No material privacy breaches involving the Bank of Canada occurred during this reporting period.

Assessment of privacy issues

ATIP Office resource time was spent working on client activities involving the management of personal information, including the completion of two Privacy Impact Assessments on Bank initiatives. One concerned the implementation of the interactive exhibit at the new Bank of Canada Museum. The second assessment involved a review of the Bank's Integrated Travel Services initiative related to systems and processes for managing employee business travel. In addition, a Privacy Impact Assessment (PIA) that was started in the previous reporting period related to the Bank's move to a cloud based HR solution was completed in this reporting period; a subsequent privacy review, which will build on the initial PIA and focus on the processes and information flows specific to the implementation, will be completed in the next reporting period prior to migration to the new system. Summaries of the PIAs are available upon request.

In addition to the formal Privacy Impact Assessments, advice was provided to numerous business areas within the Bank concerning the appropriate management of personal information through the completion of privacy checklists. Fifty-six (56) initiatives were reviewed by the ATIP Office to determine if the proposed initiatives pose any risk to privacy and if a formal PIA is warranted. The nature of the initiatives reviewed range from HR projects, IT technology upgrades, third party contracting arrangements including Requests for Proposals, and the acquisition of data sets. The number of privacy reviews is consistent with those completed in the previous reporting period and continues to demonstrate an awareness at the Bank of the need to consider privacy risks in Bank initiatives. In addition, the ATIP Office provided advice to various business units concerning privacy requirements related to the collection and use of personal information gathered through survey.

Operational Environment

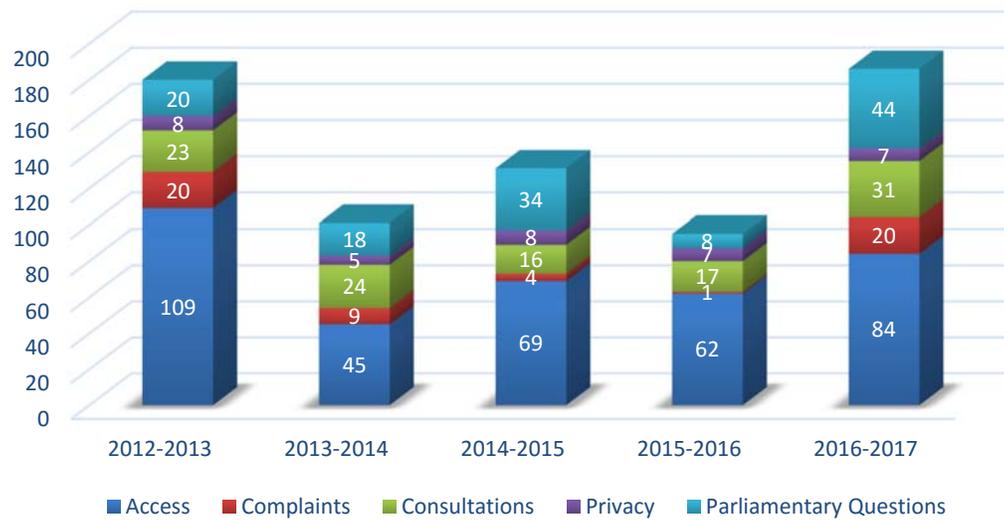
This year the Bank of Canada saw a considerable increase in the volume of records associated with *Privacy Act* requests. In particular, two of the requests were considered complex in nature as they involved a very large number of records and contained information of the requester co-mingled with that of other individuals. As well as processing privacy requests, the ATIP Office dealt with a substantial increase in the number and volume of *Access to Information Act* requests, consultations, and complaints. Considerable ATIP resource time was also spent on privacy compliance activities, including privacy reviews and awareness sessions, to ensure the Bank's management of personal information is compliant with the *Privacy Act*. The combination of these activities resulted in a very heavy workload for the ATIP Office.

In addition to administering the Bank's ATIP program, the ATIP Office is also responsible for coordinating the Bank's responses to Parliamentary Questions. The General Counsel and Corporate Secretary, and the Deputy Corporate Secretary and Access to Information and Privacy Coordinator have delegated responsibility for responding to written Parliamentary questions. Similar to ATIA requests, the Bank saw a considerable increase in the number of Parliamentary Questions received and completed, 44 in the current year compared to 8 in 2015-2016. All responses to Parliamentary Questions are reviewed to ensure that they comply with the

requirements of both the Access to Information and Privacy Acts. These responsibilities also contributed to the exceptionally heavy workload for the ATIP Office in this reporting period.

These factors, combined with a temporary resource shortage in the ATIP Office and heavy workloads in specific areas throughout the Bank, impacted the Bank's ability to respond to some requests within the legislated timeframe.

Chart 2: ATIP Workload, 2012-2013 to 2016-2017



Appendix A



ATTACHMENT A

3 June 2013

To/A Jeremy Farr
General Counsel & Corporate Secretary

From/De Stephen S. Poloz
Governor

Marie Bordeleau
Deputy Corporate Secretary/ATIP Coordinator

Subject/Objet: Delegation of Authority under the *Access to Information Act* and the *Privacy Act*

The Governor of the Bank of Canada, pursuant to section 73 of the *Access to Information Act* and the *Privacy Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers and functions of the Governor as the head of a government institution, under the section of the Act set out in the schedule opposite each position.

Position	Schedule	
	<i>Privacy Act</i> and Regulations	<i>Access to Information Act</i> and Regulations
General Counsel & Corporate Secretary	Full authority	Full authority
Deputy Corporate Secretary/ Access to Information and Privacy Coordinator	Full authority	Full authority
ATIP Manager	15, and the mandatory provisions of 26 for all records*	8(1), 9, 11(2) to (6) inclusive, and the mandatory provisions of 19(1) for all records*

11 June 2013
Date

Governor Stephen Poloz

*refer to attached table for specific delegation

Table of Specific Delegation

* Responsibility Delegated to ATIP Manager – *Privacy Act*

Sections	Description	Position
15	Extend time limit for responding to request for access	ATIP Manager
26	May refuse to disclose information about another individual, and shall refuse to disclose such information where disclosure is prohibited under section 8	ATIP Manager

* Responsibility Delegated to ATIP Manager– *Access to Information Act*

Sections	Description	Position
8(1)	Transfer of request	ATIP Manager
9	Extensions of time limits	ATIP Manager
11(2) to (6) inclusive	Fees	ATIP Manager
19(1)	Personal information	ATIP Manager

Appendix B

Statistical Report on *Privacy Act*

(1 April 2016 to 31 March 2017)





Statistical Report on the *Privacy Act*

Name of institution: Bank of Canada

Reporting period: 2016-04-01 to 2017-03-31

Part 1: Requests Under the *Privacy Act*

	Number of Requests
Received during reporting period	7
Outstanding from previous reporting period	2
Total	9
Closed during reporting period	7
Carried over to next reporting period	2

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	1	0	1	1	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	2	1	0	0	0	0	0	3
Request abandoned	1	0	0	0	0	0	0	1
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	3	2	0	1	1	0	0	7

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	2
19(1)(f)	0	22.1	0	27	3
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	1	2	0
Total	1	2	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	2526	2526	3
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	0	0	1
Neither confirmed nor denied	0	0	0
Total	2526	2526	4

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	1	30	0	0	0	0	2	2496	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	1	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	2	30	0	0	0	0	2	2496	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	2	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	0	2	0	2

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

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	2	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	2	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	2	0	0	0
Total	2	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							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

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
1	1	0	0	2

Part 9: Privacy Impact Assessments (PIAs)

Number of PIA(s) completed	2
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Part 10: Resources Related to the Privacy Act

10.1 Costs

Expenditures		Amount
Salaries		\$96,157
Overtime		\$0
Goods and Services		\$85,527
• Professional services contracts	\$84,975	
• Other	\$552	
Total		\$181,684

10.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	0.73
Part-time and casual employees	0.00
Regional staff	0.00
Consultants and agency personnel	0.30
Students	0.00
Total	1.03

Note: Enter values to two decimal places.