

Office of the Public Sector  
Integrity Commissioner  
of Canada



Commissariat à l'intégrité  
du secteur public  
du Canada

# **Annual Report on the Privacy Act 2024-2025**

**From April 1, 2024 to March 31, 2025**

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## Introduction

The *Privacy Act* (PA – the Act) gives Canadians the broad legal right to access and correct their personal information contained in federal government records. The Act also places limits on the collection, use and disclosure of personal information.

The Act provides government institutions with 30 days to respond to personal information requests. Additional time may be granted if there are many records to examine, other government agencies to be consulted, or documents to be translated. Access rights are subject to specific and limited exemptions.

This annual report to Parliament is submitted by the Public Sector Integrity Commissioner (the Commissioner) pursuant to section 72 of the PA. On April 15, 2007, the *Public Servants Disclosure Protection Act* (PSDPA) came into force. It created the Office of the Public Sector Integrity Commissioner of Canada (the Office). The new legislation replaced the Treasury Board *Policy on the Internal Disclosure of Information Concerning Wrongdoing in the Workplace*.

The Office is mandated to establish a safe, independent and confidential process for public servants and members of the public to disclose potential wrongdoing in the federal public sector. The Office also helps to protect from reprisal public servants who have filed disclosures or participated in related investigations.

The Commissioner is an independent Agent of Parliament.

## Description of the institution's structure

The Access to Information and Privacy (ATIP) Coordinator is the only employee dedicated, on a part-time basis, to fulfil the *Privacy Act* responsibilities. The Coordinator is assisted by a contractor for the processing of the requests, for training and education, and for reporting activities.

## **Delegation**

The Commissioner, as the head of the government institution, has designated, pursuant to section 73 of the PA, the persons holding the positions set out in the delegation order, or the persons occupying on an acting basis those positions, to exercise the powers, duties or functions of the Commissioner as specified therein. A copy of the delegation order is included in Appendix A for the designated ATIP Coordinator.

## **Interpretation of the annual statistical report**

Appendix B provides a statistical report on the PA applications processed by the Office between April 1, 2024, and March 31, 2025.

Three formal requests were received and closed during this reporting period, two of which were received online and one by email. These requests were processed within the legal timeframe.

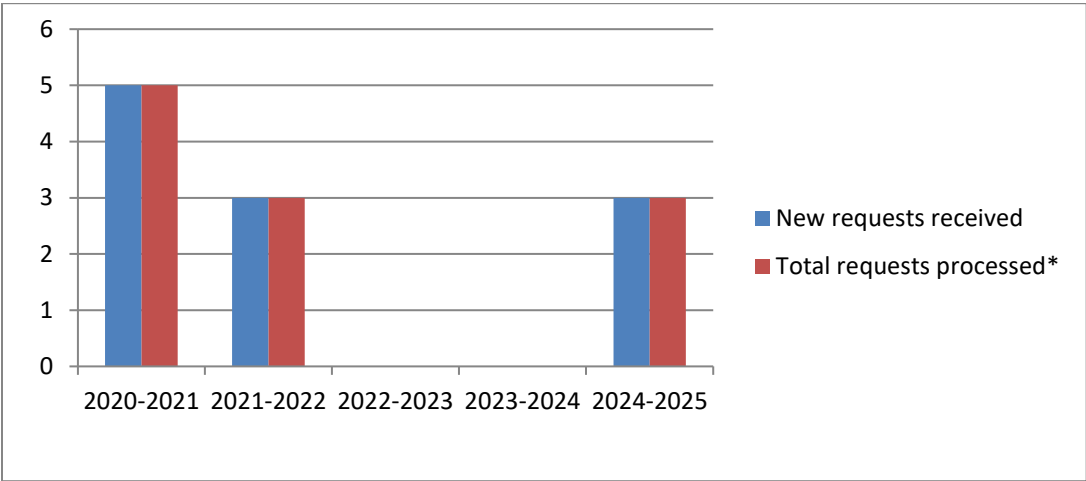
A nil response was produced for one of the requests since no records existed for this request. Of the 38 pages processed for the remaining two requests, 8 pages were released, and the 30 other pages were exempted under section 22.2 of the Act. All requests originated from the Public.

No requests for the correction of personal information or for the production of annotations were received.

No consultation requests were received from other federal government institutions including on Cabinet Confidences.

The Office spent some \$21,500 in resources administering the *Privacy Act*.

**Table 1 – Five-year trend of privacy requests**



\*Total requests processed include any requests carried over from previous reporting periods.

**Interpretation of the supplemental statistical report**

Appendix C provides an additional statistical report on the processing of requests by the Office between April 1, 2024, and March 31, 2025.

**Education and training activities**

One formal briefing session covering the notions of personal information and of privacy breach was delivered to PSIC employees as a group during this reporting period. Advice was also provided on an individual basis as required.

**Overview of new or revised institutional policies and procedures**

No new or revised institutional policies or procedures were implemented during this reporting period which would have had an impact on privacy.

**Key issues relating to privacy complaints and/or investigations**

No complaints were received from the Office of the Privacy Commissioner during this reporting period.

**Time monitoring for processing privacy requests**

The Office continues to experience a low volume of formal privacy requests, which is

consistent with its specialized mandate and the proactive disclosure of key information on its website. By tracking this manually, on a case-by-case basis, this approach succeeds in assisting the Access to Information and Privacy Coordinator, as well as the contractor, dedicated to this function in monitoring timelines to ensure compliance with the legislated deadlines.

While the number of requests remains minimal, the Office remains committed to maintaining full compliance with the *Privacy Act* and ensuring readiness to respond to any increase in demand. Continuous improvement efforts include monitoring best practices across government institutions and maintaining internal awareness of legislative and policy developments.

Looking ahead, the Office will focus on the following priorities to address this approach as well as strengthen its privacy program:

- **Enhanced Training:** In addition to the annual training session, explore e-learning options to ensure all employees remain informed of their obligations under the *Privacy Act*.
- **Digital Readiness:** Assess the feasibility of implementing a case management system should request volumes increase, to ensure timely and accurate processing.
- **Policy Review:** Conduct an internal review of ATIP-related procedures on a biennial basis to confirm alignment with Treasury Board Secretariat guidance and evolving best practices.
- **Accessibility Compliance:** Ensure that all published reports, including appendices, meet accessibility standards (e.g., *Web Content Accessibility Guidelines* version 2.1) by providing text-based tables and alternative text for images, where feasible.

## Material privacy breaches

No serious material privacy breaches took place during this reporting period.

## Privacy Impact Assessments

No Privacy Impact Assessments (PIA) were completed during this reporting period.

**Personal information disclosed pursuant to 8(2) and 8(5) of the  
*Privacy Act***

No disclosures were made under sections 8(2) and 8(5) of the PA during this reporting period.

# Appendix A

## Delegation Order

Office of the Public Sector  
Integrity Commissioner  
of Canada



Commissariat à l'intégrité  
du secteur public  
du Canada

*Privacy Act*  
Delegation Order  
*Loi sur la protection des renseignements personnels*  
Arrêté autorisant la délégation de pouvoirs

The Public Sector Integrity Commissioner of Canada, as the head of the government institution, hereby designates, pursuant to section 73 of the *Privacy Act*, the person holding the position set out below, or the persons occupying on an acting basis those positions, to exercise the powers, duties or functions of the Public Sector Integrity Commissioner as specified below.

Position	Sections of <i>Privacy Act</i>
Executive Director and Chief Financial Officer	Full Authority Full Authority except Section 8(2)(m)

I hereby name **Alexandre Roitman** as the Access to Information and Privacy Executive.

Le commissaire à l'intégrité du secteur public du Canada, en sa qualité de responsable de l'institution, conformément à l'article 73 de la *Loi sur la protection des renseignements personnels*, délègue aux titulaires des postes mentionnés ci-dessous ou aux personnes occupant à titre intérimaire les dits postes, les pouvoirs et attributions du commissaire à l'intégrité du secteur public tel que décrits ci-dessous.

Poste	Articles de la <i>Loi sur la protection des renseignements personnels</i>
Directeur exécutif et Dirigeant principal des finances	Autorité absolue Autorité absolue sauf l'article 8(2)(m)

Je nomme **Alexandre Roitman** à titre de Responsable de l'accès à l'information et de la protection des renseignements personnels.

Date: September 4, 2025 / Le 4 septembre 2025

Solloway,  
Harriet  
Harriet Solloway  
Public Sector Integrity Commissioner  
Commissaire à l'intégrité du secteur public

Digitally signed by Solloway, Harriet  
DN: c=CA, o=GC, ou=PSIC-ISPC, cn=Solloway, Harriet  
Reason: I am the author of this document  
Location: your signing location here  
Date: 2025.09.04 16:08:41-04'00'  
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## Appendix B

### Annual Statistical Report

#### Statistical Report on the *Privacy Act*

Name of institution: Office of the Public Sector Integrity Commissioner of Canada

Reporting period: 2024-04-01 to 2025-03-31

#### Section 1: Requests Under the *Privacy Act*

##### 1.1 Number of requests received

		Number of Requests
Received during reporting period		3
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
<b>Total</b>		<b>3</b>
Closed during reporting period		3
Carried over to next reporting period		0
• Carried over within legislated timeline	0	
• Carried over beyond legislated timeline	0	

##### 1.2 Channels of requests

Source	Number of Requests
Online	2
E-mail	1
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>3</b>

#### Section 2: Informal requests

##### 2.1 Number of informal requests

		Number of Requests
Received during reporting period		0
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
<b>Total</b>		<b>0</b>
Closed during reporting period		0
Carried over to next reporting period		0

## 2.2 Channels of informal requests

Source	Number of Requests
Online	0
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>0</b>

## 2.3 Completion time of informal requests

Completion Time							
0 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
0	0	0	0	0	0	0	0

## 2.4 Pages released informally

Less Than 100 Pages Released		100-500 Pages Released		501-1000 Pages Released		1001-5000 Pages Released		More Than 5000 Pages Released	
Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released
0	0	0	0	0	0	0	0	0	0

## Section 3: Requests Closed During the Reporting Period

### 3.1 Disposition and completion time

Disposition of Requests	Completion Time							
	0 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	1	0	0	0	0	0	1
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	1	0	0	0	0	0	1
All excluded	0	0	0	0	0	0	0	0
No records exist	0	1	0	0	0	0	0	1
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>

### 3.2 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	1	27,1	0
21	0	22,3	0	28	0
		22,4	0		

### 3.3 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

### 3.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	1	0	0	0	0

### 3.5 Complexity

#### 3.5.1 Relevant pages processed and disclosed for paper, e-record and dataset formats

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
38	8	2

#### 3.5.2 Relevant pages processed per request disposition for paper, e-record and dataset formats by size of requests

Disposition	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	1	8	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0	0	0
All exempted	1	30	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
<b>Total</b>	<b>2</b>	<b>38</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### 3.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

### 3.5.4 Relevant minutes processed per request disposition for audio formats by size of requests

3.5.4 Relevant minutes processed per request disposition for audio formats by size of requests

Disposition	Less than 60 Minutes processed		60-120 Minutes processed		More than 120 Minutes processed	
	Number of requests	Minutes Processed	Number of requests	Minutes Processed	Number of requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0

### 3.5.5 Relevant minutes processed and disclosed for video formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

### 3.5.6 Relevant minutes processed per request disposition for video formats by size of requests

3.5.6 Relevant minutes processed per request disposition for video formats by size of requests

Disposition	Less than 60 Minutes processed		60-120 Minutes processed		More than 120 Minutes processed	
	Number of requests	Minutes Processed	Number of requests	Minutes Processed	Number of requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0

### 3.5.7 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
<b>Total</b>	0	0	0	0	0

### 3.6 Closed requests

#### 3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	3
Percentage of requests closed within legislated timelines (%)	100

### 3.7 Deemed refusals

#### 3.7.1 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

#### 3.7.2 Request 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 timeline 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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

### 3.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Section 4: 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 5: Requests for Correction of Personal Information and Notations

Disposition for Correction Requests Received	Number
Notations attached	0
Requests for correction accepted	0
<b>Total</b>	<b>0</b>

## Section 6: Extensions

### 6.1 Reasons for extensions

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

### 6.2 Length of extensions

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

## Section 7: Consultations Received From Other Institutions and Organizations

### 7.1 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
Carried over within negotiated timelines	0	0	0	0
Carried over beyond negotiated timelines	0	0	0	0

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

Recommendation	Number of Days Required to Complete Consultation Requests							
	0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	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

### 7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada

Recommendation	Number of days required to complete consultation requests							
	0 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	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 8: Completion Time of Consultations on Cabinet Confidences

### 8.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		100-500 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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### 8.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		100-500 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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Section 9: Complaints and Investigations Notices Received

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

## Section 10: Privacy Impact Assessments (PIAs) and Personal Information Banks (PIBs)

### 10.1 Privacy Impact Assessments

Number of PIAs completed	0
Number of PIAs modified	0

### 10.2 Institution-specific and Central Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	0	0	0	0
Central	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Section 11: Privacy Breaches

### 11.1 Material Privacy Breaches reported

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

### 11.2 Non-Material Privacy Breaches

Number of non-material privacy breaches	0
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## Section 12: Resources Related to the Privacy Act

### 12.1 Allocated Costs

Expenditures		Amount
Salaries		\$12 000
Overtime		\$0
Goods and Services		\$9 500
• Professional services contracts	\$9 500	
• Other	\$0	
<b>Total</b>		<b>\$21 500</b>

### 12.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	0,250
Part-time and casual employees	0,000
Regional staff	0,000
Consultants and agency personnel	0,300
Students	0,000
<b>Total</b>	<b>0,550</b>



## Appendix C

### Supplemental Statistical Report

#### Supplemental Statistical Report on the *Access to Information Act* and the *Privacy Act*

Name of institution: Office of the Public Sector Integrity Commissioner of Canada

Reporting period: 2024-04-01 to 2025-03-31

#### Section 2: Requests Carried Over and Active Complaints Under the *Privacy Act*

##### 2.1 Requests carried over to next reporting period, broken down by reporting period received

Reporting Period Requests Carried Over Were Received	Requests Carried Over that are <i>Within</i> Legislated Timelines as of March 31, 2025	Requests Carried Over that are <i>Beyond</i> Legislated Timelines as of March 31, 2025	Total
Received in 2024-25	0	0	0
Received in 2023-24	0	0	0
Received in 2022-23	0	0	0
Received in 2021-22	0	0	0
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0
Received in 2015-16 or earlier	0	0	0
Total	0	0	0

## 2.2 Active complaints with the Privacy Commissioner of Canada, broken down by reporting period received

Reporting Period Active Complaints Were Received by Institution	Number of Active Complaints
Received in 2024-25	0
Received in 2023-24	1
Received in 2022-23	0
Received in 2021-22	0
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16 or earlier	0
<b>Total</b>	<b>1</b>

### Section 3: Social Insurance Number

Has your institution begun a new collection or a new consistent use of the SIN in 2024-25?	No
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### Section 4: Universal Access under the Privacy Act

How many requests were received from foreign nationals outside of Canada in 2024-25?	0
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