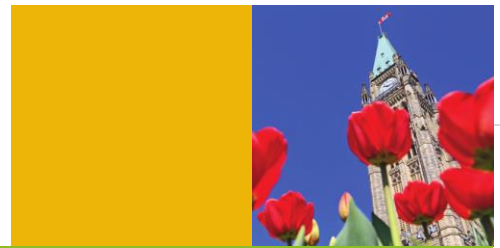




Standards Council of Canada
Conseil canadien des normes



2019-2020
Annual report to
Parliament
Privacy Act

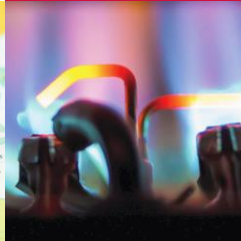
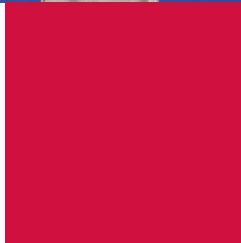
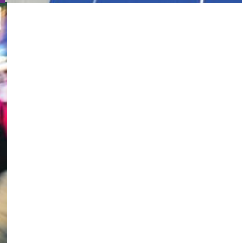


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INTRODUCTION

The *Privacy Act* (the “*Act*”) came into force on July 1, 1983. The *Act* governs how the federal government may collect personal information, restricts the use and disclosure of this information, and gives individuals a right to review and correct their personal information.

Section 72 of the *Act* requires every head of a federal government institution to submit a report to Parliament on the administration of the *Privacy Act* within their institution during the fiscal year. This report presents an overview of *Privacy Act* activities carried out within Standards Council of Canada (“SCC”) during the reporting period of April 1, 2019 to March 31, 2020.

SCC is a Crown corporation established by an act of Parliament in 1970 to foster and promote voluntary standardization in Canada. It is independent of government in its policies and operations, although it is financed partially by parliamentary appropriations.

The mandate of SCC is to:

- promote the participation of Canadians both in voluntary standards activities and in public-private sector cooperation in relation to voluntary standardization in Canada;
- coordinate and oversee the efforts of the persons and organizations involved in Canadian goods and services through standards-related activities;
- develop standards-related strategies and long-term objectives.

Further, SCC promotes efficient and effective voluntary standardization in Canada to advance the national economy, support sustainable development, benefit the health, safety and welfare of workers and the public, assist and protect consumers, and facilitate domestic and international trade.

ORGANIZATIONAL STRUCTURE

The ATIP Division is part of the Corporate Services Branch and is the central coordinating body for all access to information and privacy (ATIP) responsibilities of SCC. It processes all requests received by SCC under the *Privacy Act* and the *Access to Information Act (ATI Act)*. As well, it directs all administration, application and promotion of ATIP activities within SCC. It provides advice to senior management on the implementation of the statutes and prepares reports to Parliament, the Treasury Board of Canada Secretariat and senior management. The ATIP Division represents SCC in complaints and investigations conducted by the Office of the Information Commissioner of Canada (OIC) and by the Office of the Privacy Commissioner of Canada (OPC), and in any Federal Court applications arising from ATIP matters.

At the beginning of the fiscal year the ATIP Division had the equivalent of 1.25 employees. It also relied on 1 consultant during most of the reporting period to help meet the increase in volume and complexity of requests. On January 2020, SCC hired a Program Manager, ATIP, to help focus SCC’s resources internally. The Program Manager, ATIP, fully supports and develops all aspects of the ATIP program and is SCC’s ATIP Coordinator.

DELEGATION ORDER

Decision-making responsibility for the application of the various provisions of the *Privacy Act* has been formally established and is outlined in the Delegation of Authority instrument. The current delegation order was approved by SCC’s Chief Executive Officer on January 2020. A copy of the delegation order pertaining to the *Privacy Act* can be found in Appendix **B** of this report.

This delegation order instrument provides full delegated authority under the *ATI Act* and *Privacy Act* to the Vice-President, Corporate Services and CFO, the Director, Finance and Administration, the Program Manager, Access to Information and Privacy (ATIP) and the Manager, Corporate Planning.

INTERPRETATION OF THE STATISTICAL REPORT 2019-2020

The SCC’s statistical report on the *Privacy Act* is included in Appendix **A** of this report.

Between April 1, 2019 and March 31, 2020, SCC received 11 requests under the *Privacy Act*. The requests were all closed during the 30 days legislated timeline and no extension was required to complete the requests.

SCC experienced an increase of the number of requests received during this reporting period. Figure 1 displays the number of privacy requests that were **received** by SCC from 2014–2015 to 2019–2020.

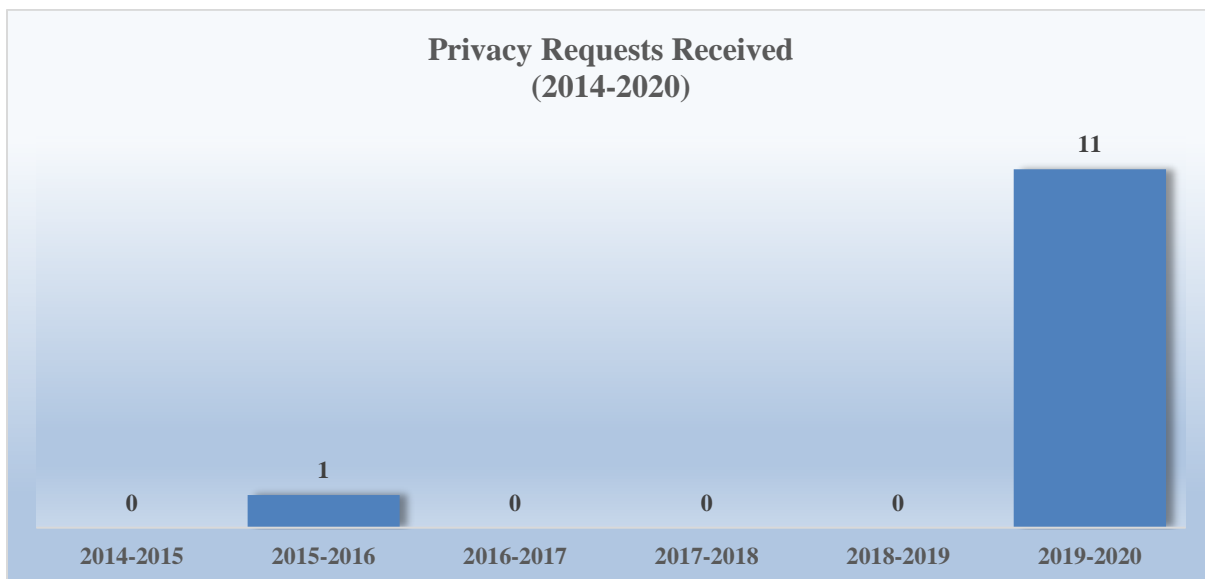


Figure 1

Corrections

Paragraph 12(2)(a) of the *Privacy Act* gives individuals a right to request a correction of personal information about them held by the federal government.

No corrections were requested or made in the 2019–2020 reporting period.

Disclosure under Subsection 8(2)

Paragraphs 8(2)(e), (f), (g), and (m) of the *Privacy Act* permit the disclosure of personal information to various investigative/regulatory bodies or to Members of Parliament, or if disclosure is in the public interest.

No disclosures under subsection 8(2), including under paragraph 8(2)(m) of the Act, were completed in the 2019–2020 reporting period.

Consultations

In 2019–2020, SCC did not receive privacy consultation from another federal government institution or from other organizations.

Costs

The total salary costs associated with the administration of the *Privacy Act* activities amounted to \$7,200.00 for this reporting period. Non-salary costs amounted to \$10,040.00 for a total cost of \$17,240.00. This amount included the contracting services of 1 consultant.

The human resources required to administer the *ATI Act* amounted to 0.10 full-time equivalents (FTEs), plus 0.04 consultant for a total of 0.14 person year.

Impact of COVID-19-Related Measures

The COVID-19-related measures did not have a significant impact on the ability of SCC to fulfill its obligation under the *Act*. SCC was not processing any request during the time the COVID-19-related measures were taking place. SCC developed mitigation measures to be able to fulfill its obligations such as the use of VPN enabling employees to work from home. The ATIP Division also favors the use of electronic means to communicate with requesters and respond to requests.

TRAINING ACTIVITIES

The ATIP Division provides daily advice to SCC's staff on the processing of ATIP requests as well as the interpretation of the *Privacy Act*, and of the *Access to Information Act*, to ensure the efficient and consistent processing of all requests received by SCC.

Formal ATIP training sessions were organized during the reporting year. Seven sessions were held and 72 employees from all level at SCC, including the executive and the management team, received this training.

POLICIES, GUIDELINES, PROCEDURES AND REPORTING

Policies and Guidelines

The SCC ATIP Division relies on the policies and guidelines developed by the Treasury Board of Canada's Secretariat. SCC did not develop or implement institution-specific policies, guidelines and procedures related to privacy requests during the reporting period. Hence, no issues were raised by the OPC or other Agents of Parliament (e.g., Auditor General) or for other reasons.

Monitoring

The SCC ATIP Division regularly monitors the timeliness and trends associated with the processing of requests through ongoing communication with branch and directorate liaison contacts. The ATIP Division also developed a case management tool to better track and report on the evolution and on the activities executed to process requests, including deadlines, consultations, retrievals and responses.

Publicly Accessible Information and Inquiry Points

Info Source is a series of publications containing information on the Government of Canada and on the Government's data collection activities. Info Source is intended to help the public access government information and to exercise their rights under the *Privacy Act* and *Access to Information Act*.

SCC's comprehensive website provides information on SCC's policies, its organizational structure and the means to contact SCC's officials. In accordance with the federal government's policy of proactive disclosure, SCC's website also allows access to internal evaluations and audits, as well as information on hospitality expenses, contracts and grants.

To comply with the *Privacy Act*, SCC has a designated public reading room. The room is located on the 6th floor, 55 Metcalfe street, Ottawa, Ontario.

Data Sharing Activities

SCC did not undertake any new internal or external data sharing activities in 2019–2020.

Exempt Personal Information Banks

SCC has no exempt Personal Information Banks.

Privacy Impact Assessments

To fulfill its mandate, some of SCC's responsibilities require the collection, use and disclosure of personal information. As a trusted custodian of this information, SCC uses Privacy Impact Assessments, in accordance with Treasury Board of Canada Secretariat's policy, as an adequate risk management tool. Although SCC did not complete any Privacy Impact Assessments during the reporting period, the ATIP Division regularly provides advice to SCC's employees on privacy related matters.

Material Privacy Breaches

There was no material privacy breach during the 2019-2020 fiscal year.

COMPLAINTS, AUDITS, INVESTIGATIONS AND APPEALS

Applicants have the right to register a complaint with the OPC regarding any matter relating to the processing of a request.

As indicated at Appendix A, during the 2019–2020 reporting period, no complaints were filed with the OPC against SCC.

Applications for judicial review in Federal Court and Appeals to the Federal Court of Appeal

No applications were filed against an SCC’s decision.

APPENDIX A: STATISTICAL REPORT



Government of Canada / Gouvernement du Canada

Statistical Report on the *Privacy Act*

Name of institution: Standards Council of Canada

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

Section 1: Requests Under the *Privacy Act*

1.1 Number of requests

	Number of Requests
Received during reporting period	11
Outstanding from previous reporting period	0
Total	11
Closed during reporting period	11
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	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	0	11	0	0	0	0	0	11
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	0	11	0	0	0	0	0	11

TBS/SCT 350-63

Canada

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	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
0	0	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
0	0	0

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	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	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 Closed requests

2.6.1 Number of requests closed within legislated timelines

	Requests closed within legislated timelines
Number of requests closed within legislated timelines	11
Percentage of requests closed within legislated timelines (%)	100

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			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 (Section 70)	External	Internal	
0	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			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 (Section 70)	External	Internal	
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 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
Carried over to the next 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

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

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 (PIA) and Personal Information Banks (PIB)

9.1 Privacy Impact Assessments

Number of PIA(s) completed	0
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9.2 Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
	7	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		\$7 200
Overtime		\$0
Goods and Services		\$10 040
• Professional services contracts	\$10 000	
• Other	\$40	
Total		\$17 240

11.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	0,10
Part-time and casual employees	0,00
Regional staff	0,00
Consultants and agency personnel	0,04
Students	0,00
Total	0,14

Note: Enter values to two decimal places.

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 1 – Requests Received

		Column (Col.) 1
		Number of requests
Row 1	Received from 2019-04-01 to 2020-03-13	11
Row 2	Received from 2020-03-14 to 2020-03-31	0
Row 3	Total¹	11

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 2 – 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	11	0
Row 2	Received from 2020-03-14 to 2020-03-31	0	0
Row 3	Total²	11	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 3– 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	0
Row 2	Requests from 2020-03-14 to 2020-03-31 that were carried over to the 2020-2021 reporting period	0
Row 3	Total¹	0
¹ – Total for Row 3 should equal the total in the Privacy Statistical Report Section 1.1 Row 5		

APPENDIX B: DELEGATION ORDER INSTRUMENT



Standards Council of Canada
Conseil canadien des normes

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OFFICE OF THE CHIEF EXECUTIVE OFFICER
BUREAU DE LA DIRECTRICE GÉNÉRALE

January 16, 2020

Re: Delegation of Authority under the Access to Information Act and the Privacy Act

The Chief Executive Officer (CEO) of the Standards Council of Canada (SCC), pursuant to section 95 of the *Access to Information Act* and section 73 of the *Privacy Act*, hereby designates the persons holding the positions set out in the table hereto, or the persons occupying on an acting basis those positions, to exercise the powers and functions of the CEO as the head of a government institution.

Table of Delegated Authority		
Position	Access to Information Act and Regulations	Privacy Act and Regulations
Vice-President, Corporate Services	Full authority	Full authority
Director, Finance & Administration	Full authority	Full authority
Program Manager, ATIP	Full authority	Full authority
Manager, Corporate Planning	Full authority	Full authority


Chantal Guay

Chief Executive Officer, SCC


Date

cc: Kathy Milsom, SCC Chair