

Annual Report on the Administration of the Privacy Act

2023–2024



Transport
Canada

Transports
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Canada

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Introduction

The purpose of the Privacy Act

The *Privacy Act* (the Act) protects an individual's privacy by setting out provisions related to the collection, use, disclosure, retention and disposal of personal information by federal government institutions. The Act also provides individuals a right of access to their personal information held by a federal government institution, subject to certain specific and limited exceptions.

This annual report is submitted to Parliament by the Minister of Transport, in accordance with section 72 of the *Privacy Act* and section 20 of the *Service Fees Act*. It describes how Transport Canada (TC) fulfilled its responsibilities and obligations for the reporting period April 1, 2023 to March 31, 2024.

About Transport Canada

TC is responsible for developing and overseeing the Government of Canada's transportation policies and programs in support of a safe, secure, green, innovative and integrated transportation system that promotes trade, economic growth, and a cleaner environment.

For more information about TC, visit tc.canada.ca.

Organizational structure

The Access to Information and Privacy Office

The Access to Information and Privacy (ATIP) Office is the focal point for access to information and privacy requests and services at TC, and during the reporting period, was grouped under Corporate Services. At TC, the ATIP Coordinator (the primary contact for queries) is the Director of the ATIP Office. During the reporting period, the Director reported to the Assistant Deputy Minister, Corporate Services and Chief Financial Officer, who in turn reports to the Deputy Minister.

During the reporting period, the ATIP Office comprised of six units:

- Two operations units responsible for the review of documents in response to requests made under the *Access to Information Act* and requests for personal information made under the *Privacy Act*, as well as internal advisory services related to Part 2 of the *Access to Information Act*, and to advise TC officials on access to information policy;
- One operations unit dedicated to processing access to information files received in 2021 or prior;
- One governance unit responsible for modernization of systems and reporting;
- One business management unit responsible for human resources and other administrative functions; and
- One privacy policy unit responsible for advising and supporting TC officials to ensure compliance with the *Privacy Act* and related policy instruments.

The ATIP Office works closely with departmental liaison officers who are the main points of contact between the ATIP Office and subject matter experts. They are responsible for ensuring requests tasked to their group or region are handled promptly and that relevant records are forwarded from offices of primary interest (OPIs) to the ATIP Office in accordance with established procedures and timelines.

Human resources

During the reporting period, a total of 6.84 person-years were dedicated to privacy activities. This figure does not include work performed by liaison officers in TC's groups and regions.

A business management unit was created during the reporting period with a primary focus on managing human resources for the ATIP Office. This has been helpful to address continuous staffing challenges while allowing other units to concentrate on request processing and policy issues.

Despite this, the ATIP Office continued to experience challenges with staffing certain analyst levels to process operational files, though significant gains were made during the year to staff the office. TC is not alone in the challenge to attract and retain access to information and privacy specialists—many institutions across the public sector are facing the same difficulty.

Delegation of responsibilities

Pursuant to subsection 73(1) of the Act, the Minister of Transport has delegated full powers, duties and functions for the administration of the Act to the following TC officials:

- The Deputy Minister
- The Associate Deputy Minister
- The Assistant Deputy Minister, Corporate Services and Chief Financial Officer
- The Director, ATIP (except for section 8(2)(m))
- Chiefs of the ATIP Office (except for sections 8(2)(j) and 8(2)(m))
- Senior ATIP Advisors of the ATIP Office (sections 14(a), 15 and 26)

A copy of the delegation order can be found at Annex C.

Section 73.1 service agreements

Under section 73.1 of the Act, a government institution may enter into a service agreement with another government institution presided over by, or under the responsibility of the same Minister to provide or receive services related to access to information. TC was not party to any such agreements over the course of the reporting period.

Performance 2023–2024

This section highlights key information on TC's performance for fiscal year 2023–2024. See Annex A for the Statistical Report on the *Privacy Act* and Annex B for the Supplemental Statistical Report on the *Access to Information Act* and *Privacy Act*.

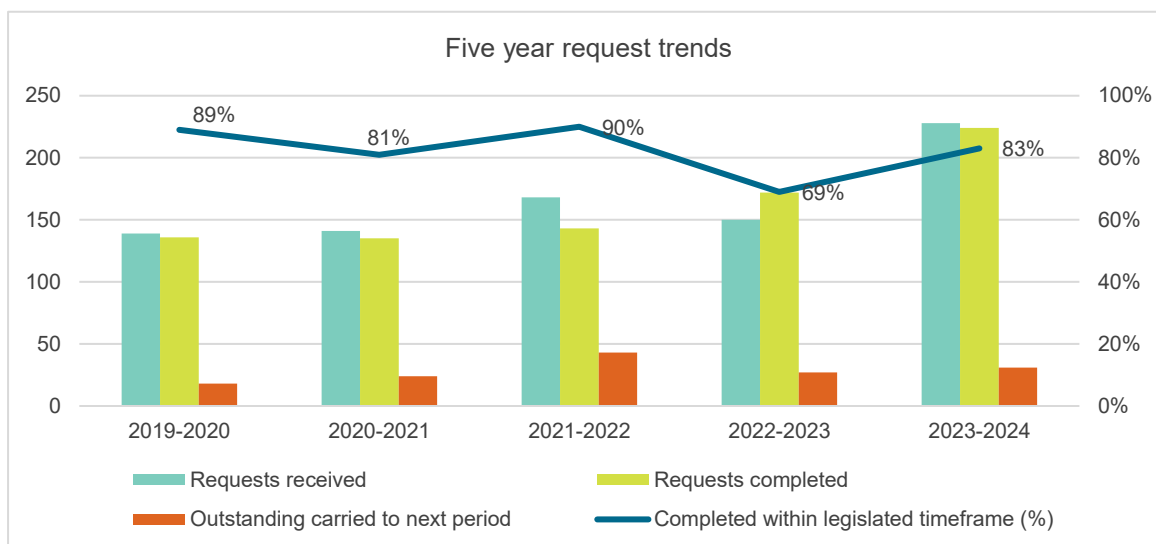
Personal information processing

Processing of requests for disclosure of personal information

Over the course of 2023–2024, TC received 228 new requests for personal information, a significant increase from the 150 received in the previous reporting period. 27 requests were carried over from the previous reporting period for a total of 255 requests on hand. 187 out of 224 (83%) requests were

closed within legislated timeframes. This represents a substantial increase in timeliness from the previous reporting period while also representing a marked increase in overall volume.

On March 31, 2024, 31 requests were carried over to the 2024–2025 fiscal year.



Completion time

TC endeavours to complete every personal information request in a timely manner. Of the 224 personal information requests completed in 2023–2024, 156 (70%) were completed within 30 days.

# of days	0 to 15	16 to 30	31 to 60	61 to 120	121 to 180	181 to 365	365 or more
# of requests	93	63	34	16	4	6	8

Number of days taken to process requests closed in 2023–2024

Outstanding late requests

TC seeks to minimize the number of new requests that go beyond legislated timelines. Requests carried over from previous years may be within legislated timelines or have become late. Of the 31 requests carried over to 2024–2025 from previous reporting periods, 9 requests were beyond legislated timelines.

Dispositions

TC makes every effort to disclose as much information as possible and uphold the spirit of the Act. Of the 224 requests closed during this reporting period, there were:

- 46 (21%) fully disclosed
- 88 (39%) partially disclosed
- 37 (17%) where no records existed
- 53 (24%) abandoned

Sections 18 through 28 of the Act set out the exemptions that can be applied in order to protect information pertaining to particular public or private interests. The majority of exemptions applied fell under Section 26 of the Act, which protects the personal information of another individual.

Extensions

Under specific circumstances, the Act contains provisions to extend the legislated deadline if the request cannot be completed within the 30-day time limit. Of the 37 extensions cited during the reporting year, six were taken due to the need to further review the materials to determine exemptions, 14 were taken due to large volumes of responsive records, one was a result of the office of primary interest having received large volume of requests and seven requests had documents that were difficult to obtain. Nine requests were extended for consultations. For details of extensions taken during this period, see section 6 of the statistical report, Annex A.

Other request processing

Consultations received from other government institutions and organizations

TC received one consultation from another federal institution during the reporting period.

Requests for correction of personal information and notation

There were no requests for correction and notation made during the reporting period.

Proactive disclosures

TC groups can seek advice from the ATIP Office about material intended to be released in the spirit of the *Privacy Act*. However, no such requests for advice were received during the reporting period.

Public interest disclosures

TC released personal information pursuant to subparagraph 8(2)(m)(i) of the Act in one case during the reporting period following a provincial healthcare provider's request for disclosure. Testing of well water that had been conducted in one Canadian municipality was suggestive of exceedances of certain bacteriological elements in the water. Some affected residents had contacted the healthcare provider for guidance, and the issue had been discussed broadly in the media. A review by the ATIP Office's Privacy Policy Unit considered the discrete number of wells involved, the relatively low sensitivity of the information, and the impacts to privacy were assessed. TC found it was in the public interest to release the information. It advised the Office of the Privacy Commissioner prior to the February 5, 2024 disclosure.

Complaints

Every individual who makes a request under the *Privacy Act* has the right to file a complaint with the Office of the Privacy Commissioner of Canada (OPC) regarding any matter relating to the processing of their request. An individual may also file more than one type of complaint for the same request. In 2023–2024, TC received 14 complaints:

- 5 for missing records
- 4 for application of exemptions
- 3 for time delays
- 1 for application of extensions
- 1 for other reasons related to the non-disclosure of records

Key issues and actions taken on complaints

TC works closely with the OPC to resolve open complaints. Of the 14 complaints resolved during the reporting period, 12 were resolved through the OPC's early resolution process. The two complaints that were well founded both involved time limits and were resolved by TC responding to requests.

Material privacy breaches

A privacy breach is defined by the Office of the Privacy Commissioner as the loss of, unauthorized access to, or disclosure of, personal information. A material privacy breach is defined by Treasury Board of Canada Secretariat (TBS) as involving sensitive information that could reasonably be expected to cause serious injury or harm to the individual and/or involves a large number of affected individuals.

During the reporting period, two material privacy breaches occurred at TC, which were reported to the Office of the Privacy Commissioner and TBS. The nature of the two breaches were the improper disclosure of personal information due to human error.

TC completes privacy incident reports for all reported potential privacy breaches to investigate, access, and mitigate present and future privacy risks arising from the reported incidents. Resulting mitigating measures for the material breach case included targeted privacy breach training, and privacy-by-design changes to the internal processes that contributed to the breach.

Privacy impact assessments

To fulfill its mandate, many of TC's activities require the collection, use, and disclosure of personal information. The *Directive on Privacy Impact Assessment* outlines objectives for assessing privacy risks in new or substantially modified government programs, initiatives, or projects that collect, use and retain personal information. In addition to completing privacy impact assessments (PIAs), the ATIP Office's Privacy Policy Unit carries out such assessments in order to determine when a PIA is required. The unit continues to work with TC groups to improve how privacy risks are considered and dealt with during project life-cycles.

During the reporting period, 18 new programs and/or activities were assessed for privacy risks and one PIA was completed (details below).

Incentives for Zero-Emission Vehicles (iZEV) Program

The [Incentives for Zero-Emission Vehicles \(iZEV\) Program](#) was established as an integral component of the Government's broader 2030 Emissions Reduction Plan. Its primary aim is to foster a clean transportation system by promoting the adoption of zero-emission vehicles across Canada through financial incentives to reduce air pollution and greenhouse gas emissions from transportation.

Monitoring and compliance

The ATIP Office continues its engagement of internal stakeholders in monitoring of personal information requests and compliance with the Act. During the reporting period, this was primarily done through regular reporting and discussion, including:

- A weekly progress report produced by the ATIP Office and shared with the Assistant Deputy Minister, Corporate Services and Chief Financial Officer which gives an overview of request processing performance;
- Routine reports to OPIs and Legal Services to track the status of retrievals and consultations coming from the ATIP Office;

- Weekly reporting within the ATIP Office on upcoming due dates for requests for staff members and managers to follow-up; and
- Routine reporting on compliance with search and retrieval timelines sent to OPIs and discussed with TC's senior leadership.

The standard retrieval timeframe for OPIs is eight business days. Overall compliance for return of records and recommendations to the ATIP Office during the reporting period was 66%. Compliance for personal information requests alone was 69%.

Costs

The cost of administering the Act during fiscal year 2023–2024 amounted to \$637,620, or 17% of the ATIP Office's budget. This excludes costs incurred throughout the department for the search, retrieval and preparation of recommendations to enable and inform the processing of requests in accordance with the Act, as well as legal costs related to consultation or advice.

Policies, guidelines, procedures and initiatives

Policies and procedures

The following procedures were created or modified during the reporting period:

Improved management of informal disclosure requests

A more robust process was put in place for managing requests made informally to TC groups, who then seek advice on disclosure from the ATIP Office. The process ensures that:

- TC groups provide the correct information with the request and are aware of the ATIP Office's service standards;
- Records potentially containing sensitive personal information are triaged by the Privacy Policy Unit; and that
- Requesters are redirected to formal channels where consent from an individual is first required.

Improvements to the Privacy Impact Assessment process

The ATIP Office's Privacy Policy Unit developed and implemented a new preliminary risk assessment tool to help a TC program or activity determine whether a Privacy Impact Assessment (PIA) is required and the overall privacy risks.

Recording of Microsoft Teams meetings

The Privacy Policy Unit updated the internal Microsoft Teams Recording Feature Request Form and procedure. This procedure allows TC employees to seek guidance and approval for the recording of Teams meeting that involve personal information.

Initiatives

Implementing new ATIP software

The ATIP Office's Modernization team continued installing and configuring new request processing software. TC had engaged in a TBS-led contract in January 2023 as part of a small group of

departments who were early-adopters. Although TC had aimed to launch the new software in April 2024, by early 2024 insufficiencies in the software meant no department would be able to complete implementation. The Modernization team has helped organize meetings with the other departments concerned, engaging with TBS and the vendor to ensure all issues are addressed in accordance with contractual obligations.

Other modernization activities

Despite the setback, the Modernization team was able to progress other work, including:

- Preparing the ATIP Office's SharePoint site—TC's new electronic document management system—which has the capability to more effectively ways to manage and retain records provided by offices of primary interest; and
- Improved tracking of complaints data, and working with both the Information and Privacy Commissioners' offices, resulting in improved handling of complaints.

Improving secret network utilization

During the reporting period, the ATIP Office continued work to improve the capacity for the processing of documentation at the Protected C level or higher and progress was made to address logistical issues within the office environment, including by constructing new space.

Training and awareness

The goal of training and awareness is to educate and engage TC employees on privacy principles, to relay responsibilities and expectations regarding the retrieval and review of records, and to introduce new measures for privacy protection.

Training

Training for TC staff members

Training is delivered by experienced ATIP practitioners through several different channels:

- Regular virtual training sessions are delivered to TC staff members (311 registered participants in 2023–2024)
- Ad-hoc training is provided to various programs on specific areas that regularly affect subject matter experts and record holders
- Transport Canada, as a member of the TBS Access and Privacy Communities Development Office (APCDO), was the department with the highest participation at APCDO-led training sessions, with 301 registered participants throughout the reporting period

Training for ATIP Office analysts

ATIP Office analysts benefited from both extensive in-house and external training, including training provided by the APCDO.

Awareness and engagement

The ATIP Office continued to engage TC staff on privacy issues throughout the reporting period:

- Meetings between ATIP Office management and liaison officers are held to share details of latest initiatives and gain a better understanding of each party's challenges

- ATIP training sessions provided by the APCDO were communicated throughout the Department, and as a result, Transport Canada was the largest departmental attendee throughout the reporting period
- Access to information and privacy matters were regularly discussed with TC's Assistant Deputy Minister, Corporate Services and Chief Financial Officer, and other members of TC's senior leadership
- Promotion of news and events such as Data Privacy Week, the new Privacy Breach Management Toolkit and the new Privacy Impact Assessment Submission Form process for the Office of the Privacy Commissioner

Annex A: Statistical report

Statistical Report on the Privacy Act

Name of institution: Transport Canada

Reporting period: April 1, 2023 to March 31, 2024

Section 1: Requests under the Privacy Act

1.1 Number of requests

		Number of Requests
Received during reporting period		228
Outstanding from previous reporting periods		27
• Outstanding from previous reporting period	21	
• Outstanding from more than one reporting period	6	
Total		255
Closed during reporting period		224
Carried over to next reporting period		31
• Carried over within legislated timeline	22	
• Carried over beyond legislated timeline	9	

1.2 Channels of requests

Channel	Number of Requests
Online	157
E-mail	69
Mail	2
In person	0
Phone	0
Fax	0
Total	228

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	
Total		0
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
Total	0

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 (calendar days)							Total
	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	
All disclosed	16	20	9	1	0	0	0	46
Disclosed in part	11	27	21	12	4	6	7	88
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	20	14	3	0	0	0	0	37
Request abandoned	46	2	1	3	0	0	1	53
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	93	63	34	16	4	6	8	224

3.2 Exemptions

Section	Number of requests	Section	Number of requests	Section	Number of requests
18(2)	0	22(1)(a)(i)	1	23(a)	1
19(1)(a)	1	22(1)(a)(ii)	1	23(b)	0
19(1)(b)	0	22(1)(a)(iii)	0	24(a)	0
19(1)(c)	0	22(1)(b)	3	24(b)	0
19(1)(d)	0	22(1)(c)	0	25	0
19(1)(e)	0	22(2)	0	26	84
19(1)(f)	0	22.1	0	27	10
20	0	22.2	0	27.1	0
21	1	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)	1	70(1)(d)	0
69(1)(b)	0	70(1)(a)	1	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	Dataset	Video	Audio	
1	133	0	1	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
36,772	25,185	187

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

Disposition	Less than 100 pages processed		100-500 pages processed		501-1,000 pages processed		1,001-5,000 pages processed		More than 5,000 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	33	680	11	2,330	1	979	1	1,070	0	0
Disclosed in part	42	1,376	28	6,247	8	4,807	10	17,017	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	50	52	1	379	1	832	1	1,003	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	125	2,108	40	8,956	10	6,618	12	19,090	0	0

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

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
Total	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
1	1	1

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	1	1	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
Total	1	1	0	0	0	0

3.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	0	0	0	1	1
Disclosed in part	13	2	69	0	84
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	1	0	3	0	4
Neither confirmed nor denied	0	0	0	0	0
Total	14	2	72	1	89

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

	Requests closed within legislated timelines
Number of requests closed within legislated timelines	187
Percentage of requests closed within legislated timelines (%)	83.48

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
37	22	1	5	9

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

Number of days past legislated timelines	Number of requests past legislated timelines where no extension was taken	Number of requests past legislated timelines where an extension was taken	Total
1 to 15 days	6	3	9
16 to 30 days	3	1	4
31 to 60 days	2	0	2
61 to 120 days	4	1	5
121 to 180 days	6	0	6
181 to 365 days	3	1	4
More than 365 days	4	3	7
Total	28	9	37

3.8 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 4: Disclosures under subsection 8(2) and 8(5)

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Subsection 8(5)	Total
1	1	0	2

Section 5: 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 6: Extensions

6.1 Reasons for extensions

Number of extensions 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 70)	External	Internal	
37	6	14	1	7	0	6	3	0

6.2 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 70)	External	Internal	
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	6	14	1	7	0	6	3	0
31 days or greater								0
Total	6	14	1	7	0	6	3	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	1	1	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	1	1	0	0
Closed during the reporting period	1	1	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							Total
	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	
Disclose entirely	1	0	0	0	0	0	0	1
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	1	0	0	0	0	0	0	1

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

Recommendations	Number of days required to complete consultation requests							Total
	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	
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		501–1,000 Pages Processed		1,001–5,000 Pages Processed		More than 5,000 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	1	1	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	1	1	0	0	0	0	0	0	0	0

8.2 Requests with Privy Council Office

Number of Days	Fewer than 100 Pages Processed		100–500 Pages Processed		501–1,000 Pages Processed		1,001–5,000 Pages Processed		More than 5,000 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 9: Complaints and investigations

Section 31	Section 33	Section 35	Court action	Total
14	0	14	0	28

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

10.1 Privacy Impact Assessments

Number of PIAs completed	1
Number of PIAs modified	0

10.2 Institutions-specific and central personal information banks

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	25	0	0	0
Central	49	0	0	0
Total	74	0	0	0

Section 11: Privacy breaches

11.1 Material privacy breaches reported

Number of material privacy breaches reported to TBS	2
Number of material privacy breaches reported to OPC	2

11.2 Non-material privacy breaches

Number of non-material privacy breaches	12
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Section 12: Resources related to the Privacy Act

12.1 Allocated costs

Expenditures		Amount
Salaries		\$575,144
Overtime		\$3,859
Goods and Services		\$58,617
• Professional services contracts	\$5,250	
• Other	\$53,367	
Total		\$637,620

12.2 Human resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	6.675
Part-time and casual employees	0.166
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	6.841

Annex B: Supplemental statistical report

Supplemental statistical report on the Access to Information Act and Privacy Act

Name of institution: Transport Canada

Reporting period: April 1, 2023 to March 31, 2024

Section 1: Open requests and complaints under the Access to Information Act

1.1 Number of open requests that are outstanding from previous reporting periods

Fiscal Year Open Requests Were Received	Open Requests that are Within Legislated Timelines as of March 31, 2024	Open Requests that are Beyond Legislated Timelines as of March 31, 2024	Total
Received in 2023-2024	133	100	233
Received in 2022-2023	3	35	38
Received in 2021-2022	1	66	67
Received in 2020-2021	0	49	49
Received in 2019-2020	0	88	88
Received in 2018-2019	2	23	25
Received in 2017-2018	0	20	20
Received in 2016-2017	0	10	10
Received in 2015-2016	0	3	3
Received in 2014-2015 or earlier	0	0	0
Total	139	394	533

1.2 Number of open complaints with the Information Commissioner of Canada that are outstanding from previous reporting periods

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2023-2024	36
Received in 2022-2023	8
Received in 2021-2022	3
Received in 2020-2021	9
Received in 2019-2020	0
Received in 2018-2019	1
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015 or earlier	0
Total	57

Section 2: Open requests and complaints under the Privacy Act

2.1 Number of open personal information requests that are outstanding from previous reporting periods

Fiscal Year Open Requests Were Received	Open Requests that are Within Legislated Timelines as of March 31, 2024	Open Requests that are Beyond Legislated Timelines as of March 31, 2024	Total
Received in 2023-2024	22	6	28
Received in 2022-2023	0	2	2
Received in 2021-2022	0	0	0
Received in 2020-2021	0	1	1
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016	0	0	0
Received in 2014-2015 or earlier	0	0	0
Total	22	9	31

2.2 Number of open complaints with the Privacy Commissioner of Canada that are outstanding from previous reporting periods

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2023-2024	3
Received in 2022-2023	0
Received in 2021-2022	0
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015 or earlier	0
Total	3

Section 3: Social insurance number

Has your institution begun a new collection or new consistent use of the SIN in 2023–2024?	No
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Section 4: Universal access under the Privacy Act

How many requests were received from confirmed foreign nationals outside of Canada in 2023–2024?	2
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Annex C: Delegation order

Access to Information Act and Privacy Act Delegation

Arrêté de délégation en vertu de la Loi sur l'accès à l'information et la Loi sur la protection des renseignements personnels

The Minister of Transport, pursuant to subsection 95(1) of the *Access to Information Act* and subsection 73(1) of the *Privacy Act*, delegates the persons holding the positions set out in the attached schedule, including persons designated to act in their absence, to exercise the powers, duties and functions of the Minister of Transport as the head of the Department of Transport, under the provisions of these Acts and related Regulations¹, set out in the attached schedule opposite each position.

This delegation replaces all previous designations.

Dated at the City of Ottawa, in the Province of Ontario, this 30th day of March, 2021.

En vertu de l'article 95 de la *Loi sur l'accès à l'information* et de l'article 73 de la *Loi sur la protection des renseignements personnels*, le ministre des Transports délègue aux titulaires des postes mentionnés à l'annexe ci-jointe, ainsi qu'aux personnes occupant à titre intérimaire lesdits postes, les attributions dont il est, en qualité de responsable du ministère des Transports, investi par les dispositions de ces Lois ou de ces règlements² connexes mentionnés à l'annexe ci-jointe en regard de chaque poste.

Le présent document remplace et annule tout arrêté antérieur.

Daté, en la ville d'Ottawa, dans la province d'Ontario, ce 30 jour du mois de mars 2021.



Omar Alghabra
Minister of Transport / Ministre des Transports

¹ *Access to Information Act Regulations* and *Privacy Act Regulations*

² *Règlement sur l'accès à l'information* et *Règlement sur la protection des renseignements personnels*

Delegation schedule

Position	Access to Information Act and Regulations	Privacy Act and Regulations
Deputy Minister	Full authority	Full authority
Associate Deputy Minister	Full authority	Full authority
Assistant Deputy Minister, Corporate Services, and Chief Financial Officer	Full authority	Full authority
Director, ATIP	Full authority	Full authority except: PA: 8(2)(m)
Chiefs, ATIP	Full authority except: ATIA: 6.1(1)	Full authority except: PA: 8(2)(j) and 8(2)(m)
Senior ATIP Advisors (PM-05)	ATIA: 7(a), 8(1), 9, 19, 27(1), 33, and 43(1)	PA: 14(a), 15, and 26