



CANADIAN MUSEUM FOR
HUMAN RIGHTS
MUSÉE CANADIEN POUR LES
DROITS DE LA PERSONNE

Annual Report on the Administration of the *Privacy Act*

**Canadian Museum for Human Rights
2021-2022**

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Annual Report on the Administration of the *Privacy Act*

2021-2022

1. Introduction

The Canadian Museum for Human Rights (CMHR) is pleased to provide its annual report on the administration of the *Privacy Act* for the fiscal year 2021-2022. This report is tabled in Parliament as required under section 72 of the Act.

The *Privacy Act* governs the collection, use and disclosure of personal information by government institutions and protects an individual's right to privacy. The CMHR's practices with respect to personal information are governed by its Privacy Policy.

2. Mandate

On February 11, 2008, the Government of Canada introduced legislation in Parliament to create the CMHR. The *Act to Amend the Museums Act* received Royal Assent on March 13, 2008. The legislation came into force on August 10, 2008, and the Government appointed the Museum's first Board of Trustees on August 26, 2008.

The *Museums Act* establishes the mandate for the CMHR as follows:

“to explore the subject of human rights, with special but not exclusive reference to Canada, in order to enhance the public's understanding of human rights, to promote respect for others and to encourage reflection and dialogue.”

The Museum's public policy role is expressed in the preamble of the Act, which states each national museum:

- a) *“plays an essential role, individually and together with other museums and like institutions, in preserving and promoting the heritage of Canada and all its peoples throughout Canada and abroad, and in contributing to the collective memory and sense of identity of all Canadians; and*
- b) *is a source of inspiration, research, learning and entertainment that belongs to all Canadians and provides, in both official languages, a service that is essential to Canadian culture and available to all.”*

3. The ATIP Secretariat

During the reporting period, the Access to Information and Privacy (ATIP) Secretariat was located within Corporate Governance in the Office of the CEO and reported directly to the CEO of the CMHR. The ATIP Secretariat was comprised of the Access to Information and Privacy (ATIP) Coordinator, who also held the position of Corporate Secretary, the ATIP Officer, who is also responsible for corporate records and policies at the CMHR, and the Governance Coordinator, who is responsible for the coordination of the Corporate Governance division.

The ATIP Coordinator is responsible for administering the *Privacy Act* within the CMHR with a mandate to act on behalf of the CEO in ensuring compliance with legislation, regulations and government policy and to create directives and standards in all matters relating to the Act.

The ATIP Officer also plays a lead role in the administration of the *Privacy Act* by processing access requests and providing professional advice and training to CMHR staff. This position was vacant for all but a month of the reporting year due to personal leaves and organizational restructuring. Therefore, the ATIP Coordinator assumed these responsibilities.

As will be discussed later, organizational restructuring, impacts from the COVID-19 pandemic, personal leaves and the complexities of requests greatly impacted the Secretariat's ability to operate compared to previous years.

4. Institution and Delegation Order

The CMHR is governed by a Board of Trustees consisting of up to eleven members who are appointed by the Minister of Canadian Heritage with the approval of the Governor in Council. The Board is responsible for executing the CMHR's mission and providing strategic direction to and oversight of the activities of the CMHR. The Director is the Chief Executive Officer (CEO) of the CMHR and, under the direction of the Board, has control and management of the work and staff of the Museum. The CEO of the Museum is appointed, with the approval of the Governor in Council, by the Board of Trustees.

Pursuant to Section 73 of the *Privacy Act*, the Museum has delegated authority to the following persons for the 2022-2023 fiscal year,

1. Access to Information and Privacy (ATIP) Coordinator
2. Vice-President, People, Culture and Growth

to exercise or perform all powers, duties and functions of the CEO under the Act insofar as they may be exercised or performed in relation to the CMHR. The delegation order for 2022-2023 is appended.

5. Highlights of the Statistical Report (2021-2022)

Requests

The CMHR received one request under the *Privacy Act* in 2021-2022. The singular request was completed in 177 days total, thus 147 days outside the legislated timelines, and was disclosed in part. While an extension was not applied, the delay was due to interwoven information and unreasonable interference with the Museum's operations. The CMHR received one complaint during the reporting period which the Office of the Privacy Commissioner deemed well founded but resolved. The statistical report for the period April 1, 2021, to March 31, 2022, is appended. There are currently no active requests or complaints outstanding the previous reporting period.

The chart below illustrates the number of requests received since 2014, demonstrating that this year's activity ends a seven-year trend compared to previous reporting periods.

Fiscal Year	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
# of privacy requests	0	0	0	0	0	0	0	1

Consultations

No privacy consultations were received during the reporting period.

COVID-19 Related Impacts

The CMHR was able to receive ATIP requests by mail and email for all 52 weeks of the reporting period. The CMHR is not able to receive requests through the digital request service as a Crown corporation. For paper records, the CMHR was able to process unclassified paper records, Protected B paper records and Secret and Top-secret paper records at partial capacity for 42 weeks of the reporting period due to ATIP staff having limited on-site access for processing physical files. The CMHR was able to process unclassified paper records, Protected B paper records and Secret and Top-secret paper records at full capacity for 10 weeks of the reporting period. For electronic records, the CMHR was able to process unclassified electronic records, Protected B electronic records and Secret and Top-secret electronic records at full capacity for 52 weeks of the reporting period.

2021-2022 has been an exception for the ATIP Secretariat in terms of completing privacy requests due to organizational restructuring, the impact of the COVID-19 pandemic, personal leaves and the complexity of the request received. The Secretariat has consisted

of two individuals (rather than this year's three) during previous reporting years. However, due to personal leave and organizational restructuring, the Secretariat was operating at less than 50% capacity for the majority of the fiscal year. As such, operations were greatly impacted and the CMHR has since begun to work with an external ATIP contractor in the year 2022-2023 to ensure that the CMHR is able to process requests in a timely fashion despite future operational interruptions.

6. Education and Training

No ATIP information sessions were delivered to CMHR staff during the reporting period. However, all new staff receive a conceptual introduction to ATIP during the onboarding process through an orientation session. There were many informal conversations throughout the year to educate staff on protection of privacy.

7. Policies, Guidelines and Procedures

The CMHR did not implement any new policies, guidelines or procedures during the reporting period.

8. Complaints/Investigations

During the reporting period, the CMHR received one complaint which the Office of the Privacy Commissioner deemed well founded but resolved.

9. Monitoring Compliance

Due to the small number of requests received, the Museum does not actively monitor the length of time it takes to process requests under the *Privacy Act*.

10. Material Privacy Breaches

No material privacy breaches occurred during the reporting period.

11. Privacy Impacts Assessments (PIA)

No privacy impact assessments were completed during the reporting period.

12. Disclosures under Section 8(2)(m) of the *Privacy Act*

There were no requests during the reporting period.



ACCESS TO INFORMATION ACT AND PRIVACY ACT DELEGATION ORDER

The Chief Executive Officer of the Canadian Museum for Human Rights, pursuant to section 95 of the *Access to Information Act* and section 73 of the *Privacy Act*, hereby designates the person holding the position set out in the schedule hereto, or the person occupying on an acting basis that position, to exercise the powers, duties and functions of the Chief Executive Officer as the head of the Canadian Museum for Human Rights, under the provisions of the Act and related regulations set out in the schedule opposite each position. This designation replaces all previous delegation orders.

Schedule

Position	<i>Access to Information Act and Regulations</i>	<i>Privacy Act and Regulations</i>
Access to Information and Privacy Coordinator	Full authority	Full authority
Vice President, People, Culture and Growth	Full authority	Full authority

Dated, at the City of Winnipeg, this 18th day of July, 2022



Chief Executive Officer



Statistical Report on the *Privacy Act*

Name of institution: Canadian Museum for Human Rights

Reporting period: 2021-04-01 to 2022-03-31

Section 1: Requests Under the *Privacy Act*

1.1 Number of requests received

		Number of Requests
Received during reporting period		1
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		1
Closed during reporting period		1
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	0
E-mail	1
Mail	0
In person	0
Phone	0
Fax	0
Total	1

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							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	1	0	0	1
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	0	0	0	0	1	0	0	1

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	1
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		

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 and e-record formats

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
806	806	1

3.5.2 Relevant pages processed by request disposition for paper and e-record 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	0	0	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	1	806	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	1	806	0	0	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
0	0	0

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
Total	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	1	0	1
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	1	0	1

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	0
Percentage of requests closed within legislated timelines (%)	0

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
1	1	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	1	0	1
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	1	0	1

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 Subsections 8(2) and 8(5)

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

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
Total	0	0	0	0	0	0	0	0	0	0

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	49	0	0	0
Total	49	0	0	0

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		\$10,000
Overtime		\$0
Goods and Services		\$0
• Professional services contracts	\$0	
• Other	\$0	
Total		\$10,000

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	0.000
Students	0.000
Total	0.250

Note: Enter values to three decimal places.

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

Name of institution: Canadian Museum for Human Rights

Reporting period: 2021-04-01 to 2022-03-31

Section 1: Capacity to Receive Requests under the Access to Information Act and the Privacy Act

Enter the number of weeks your institution was able to receive ATIP requests through the different channels.

	Number of Weeks
Able to receive requests by mail	52
Able to receive requests by email	52
Able to receive requests through the digital request service	0

Section 2: Capacity to Process Records under the Access to Information Act and the Privacy Act

2.1 Enter the number of weeks your institution was able to process paper records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Paper Records	0	42	10	52
Protected B Paper Records	0	42	10	52
Secret and Top Secret Paper Records	0	42	10	52

2.2 Enter the number of weeks your institution was able to process electronic records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Electronic Records	0	0	52	52
Protected B Electronic Records	0	0	52	52
Secret and Top Secret Electronic Records	0	0	52	52



Section 3: Open Requests and Complaints Under the Access to Information Act

3.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2022	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	1	2	3
Received in 2020-2021	0	2	2
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 or earlier	0	0	0
Total	1	4	5

Row 8, Col. 3 of Section 3.1 must equal Row 7, Col. 1 of Section 1.1 of the 2021-2022 Statistical Report on the Access to Information Act

3.2 Enter the 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 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 2019-2021	0
Received in 2015-2016 or earlier	0
Total	0

Section 4: Open Requests and Complaints Under the Privacy Act

4.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2022	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	0	0	0
Received in 2020-2021	0	0	0
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 or earlier	0	0	0
Total	0	0	0

Row 8, Col. 3 of Section 4.1 must equal Row 7, Col. 1 of Section 1.1 of the 2021-2022 Statistical Report on the *Privacy Act*

4.2 Enter the 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 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 or earlier	0
Total	0

Section 5: Social Insurance Number (SIN)

Did your institution receive authority for a new collection or new consistent use of the SIN in 2021-2022?	No
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