



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
2023-2024**

Canadian Museum for Human Rights

Annual Report on the Administration of the *Privacy Act*

2023-2024

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 2023-2024, 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. Moreover, this annual report will be submitted and tabled to Parliament.

2. Institution and 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."*

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 Board of Trustees appoints the CEO of the Museum, with the approval of the Governor in Council.

3. The ATIP Secretariat

During the reporting period, the Access to Information and Privacy (ATIP) Secretariat was located within the People, Culture and Growth Division and reported to the Vice-President, People, Culture and Growth. The ATIP Secretariat was comprised of the ATIP Coordinator, who also held the position of Director, Organizational Growth and Legal Services as well as the ATIP Officer, who also held the position of Policy and Compliance Specialist.

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 ATIP requests and providing professional advice and training to CMHR employees. The new Policy and Compliance Specialist was hired on September 18, 2023. This person exercises the functions of the ATIP Officer on a permanent basis. Due to this position being vacant until September 18, 2023, these responsibilities were onboarded to the role of Governance Coordinator from April to August of 2023.

The CMHR was not party to any service agreements under section 73.1 of the *Privacy Act* during the reporting period.

4. Institution and Delegation Order

Pursuant to Section 73 of the *Privacy Act*, the Museum has delegated authority to the following persons for the 2023-2024 fiscal year,

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

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 2023-2024 is appended.

5. Highlights of the Statistical Report (2023-2024)

Requests

The CMHR received one request under the *Privacy Act* in 2023-2024. There are no active requests or complaints outstanding in the previous reporting periods. The statistical report and the supplemental statistical report for the period April 1, 2023, to March 31, 2024, is appended.

During the 2023-2024 fiscal year, the CMHR responded to the Privacy inquiries within the legislated timelines a 100% of the cases. The only Privacy request received was completed within 30 to 60 days. As a result, there are no active requests at the end of this fiscal year. We required an extension of this privacy request under section 15 (a) of the *Privacy Act*, due to the potential risk of an interference with operations at the museum.

The chart below illustrates the number of requests received in the last 10 fiscal years.

<i>Fiscal Year</i>	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
<i>Privacy Requests</i>	0	0	0	0	0	0	0	1	0	1

Consultations

No privacy consultations were received during the reporting period.

6. Training and Awareness

As part of a systemic review of ATIP operations undertaken by the ATIP Secretariat in September 2022, a revised formal training program was tested and began institutional role out in 2022-2023. The training consists of two parts, each one and a half hours long, delivered in a synchronous hybrid learning model. Part One focuses on the *Access to Information Act* and Part Two on the *Privacy Act*. The training has multiple supplemental handouts for ease of reference for participants.

We continued our training efforts during this fiscal year and provided ATIP Part 1 (Access to Information Act) and 2 (Privacy Act) training to all our Leadership team. We are building our training capacity to provide ATIP Part 1 (Access to Information Act) and 2 (Privacy Act) to additional staff in key positions on an ongoing basis. In addition, we are working with our recruitment team, to include modified aspects of this training as part of our onboarding process for all staff. Our goal is to have a schedule in place for the fiscal year 2024-2025. In addition, we have provided our legal expertise in Privacy, to members of our staff and the executive at the Museum, on an as needed basis.

As we prepared for the official launch of our Respectful Workplace Policy Introductory Course for CMHR Staff (July 2024), the department of People and Culture, in conjunction with the ATIP Secretariat, provided three information sessions regarding the new Respectful Workplace Policy, to members of our staff on leadership roles. The ATIP Officer was present to assist the People and Culture advisor with any additional details regarding the policy and questions related to Privacy and Access to Information matters.

7. Policies, Guidelines and Procedures

The People, Culture and Growth division of the CMHR, after two years of consultations with different partners, concluded the process of updating the Respectful Workplace Policy in August 2023. This policy includes several sections that refer to the application of ATIP legislation, particularly the requirements regarding the protection of our staff, volunteers and contractors' privacy and personal information during the conduct of investigations regarding conflicts in the workplace.

Moreover, this fiscal year we initiated a systematic review of all the current policies, guidelines and procedures at CMHR. As part of this review, we have identified the Information Management Policy as a core policy to be updated along with supporting guidelines and/or procedures. This process is ongoing during the fiscal year 2024-2025.

8. Initiatives and Projects to Improve Privacy

The ATIP Secretariat began a review of the Museum's ATIP processes in September 2022 with the goal of (1) addressing the knowledge gap across the institution on ATIP responsibilities and requirements, (2) ensuring ongoing compliance with the updates to the *Privacy Act* and (3) examining possibilities to implement ATIP best practices within a smaller institution and a museum context. This process is ongoing into the 2024- 2025 fiscal year.

Towards the end of the fiscal year 2023-2024, the ATIP Officer started the creation of an Artificial Intelligence Policy for CMHR. After the initial research stage, the ATIP Secretariat worked collaboratively with the Director of Information Services and came up with a draft that is currently being reviewed for approval. This new policy is based on the Artificial Intelligence guidelines that the Government of Canada provides, as well as the *Privacy Act* and the *Access to Information Act*. This AI Policy is pending approval.

In addition, the ATIP secretariat conducted a privacy review of our current protocols and guidelines for visitor evaluation studies in galleries. We requested the services of our Privacy consultant, as well as the collaboration of the union representatives and the People and Culture team. The finalized version of these guidelines will be concluded in the fiscal year 2024-2025.

9. Complaints and Investigations

During the reporting period, the CMHR did not receive complaints and did not initiate or conclude any privacy-related investigations.

10. Monitoring Compliance

As part of the CMHR's ATIP review process, there is an ongoing examination of how the Museum may make available frequently requested types of information by means other than ATIP. As part of the review process initiated in this fiscal year, we are evaluating how we might improve our assurance that appropriate privacy protections are included in contracts, agreements, and arrangements.

Due to the small number of requests and consultations received, the Museum did not actively monitor the length of time it took to process requests under the *Privacy Act*. This area had been flagged for review as part of the CMHR's wider systemic review of ATIP operations. During this reporting period, we implemented a monitoring system, with the assistance of our ATIP and Privacy consultant. This monitoring system makes sure that we stay on top of our ATIP and Privacy formal and informal requests. We have met all the established timelines, and, in most cases, we were able to complete requests within 90 days.

11. Material Privacy Breaches

No material privacy breaches occurred during the reporting period.

12. Privacy Impact Assessments (PIA)

No Privacy Impact Assessments were completed during the reporting period.

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

There were no requests during the reporting period.



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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</i> and Regulations	<i>Privacy Act</i> and Regulations
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 July 18, 2024

Chief Executive Officer

Statistical Report on the *Privacy Act*

Name of institution: Canadian Museum for Human Rights

Reporting period: 2023-04-01 to 2024-03-31

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	1
E-mail	0
Mail	0
In Person	0
Phone	0
Fax	0
Total	1

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							
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	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							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	1	0	0	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 transferred	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	1	0	0	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
60	60	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	1	60	0	0	1	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	1	60	0	0	1	0	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	Number of 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	Number of 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	Other	Total
All disclosed	0	0	0	0
Disclosed in part	0	0	1	1
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
Neither confirmed nor denied	0	0	0	0
Total	0	0	1	1

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	1
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
Total	0	0	0

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

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 (Section 70)	External	Internal	
1	0	0	0	1	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	0	0	0	0
Total	0	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		\$41,182
Overtime		\$0
Goods and Services		\$16,020
. Professional services contracts	\$16,020	
. Other	\$0	
Total		\$57,202

12.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	0.540
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.050
Students	0.000
Total	0.590

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: 2023-04-01 to 2024-03-31

Section 1: Open Requests and Complaints Under the *Access to Information Act*

1.1 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, 2024	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	1	0	1
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	0	0	0
Received in 2014-15 or earlier	0	0	0
Total	1	0	1

Row 11, Col. 3 of Section 1.1 must equal Row 7, Col. Of Section 1.1 of the 2023-2024 Statistical Report on *Access to Information Act*

1.2 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 2023-24	0
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	0
Received in 2014-15 or earlier	0
Total	0

Section 2: Open Requests and Complaints Under the *Privacy Act*

2.1 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, 2024	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2024	Total
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	0	0	0
Received in 2014-15 or earlier	0	0	0
Total	0	0	0

Row 11, Col. 3 of Section 2.1 must equal Row 7, Col. 1 of Section 1.1 of the 2023-24 Statistical Report on the Privacy Act,

2.2 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 2023-24	0
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	0
Received in 2014-15 or earlier	0
Total	0

Section 3: Social Insurance Number

Has your institution begun a new collection or a new consistent use of the SIN in 2023-24?

No

Section 4: Universal Access under the Privacy Act

How many requests were received from foreign nationals outside of Canada in 2023-24?
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0

Row 1, Col. 1 of Section 4 must be equal to or less than Row 1, Col. 1 of Section 1.1 of the 2023-2024 Statistical Report on the *Privacy Act*

The logo for the Government of Canada, featuring the word "Canada" in a serif font with a small crown above the letter 'a'.

