



CANADIAN
MUSEUM
OF HISTORY
-
MUSÉE
CANADIEN
DE L'HISTOIRE



CANADIAN
WAR
MUSEUM
-
MUSÉE
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DE LA GUERRE

2020-2021 Annual Report on the Administration of the *Privacy Act*

April 1, 2020 to March 31, 2021

Canada

2020-2021 Annual Report on the Administration of the *Privacy Act* Canadian Museum of History

Introduction

The Canadian Museum of History (CMH) presents to Parliament its Annual Report on the Administration of the *Privacy Act* for fiscal year 2020-2021 (reporting period April 1, 2019 to March 31, 2020). This report is tabled in Parliament in accordance with section 72 of the Act.

The purpose of the *Privacy Act* is to protect the privacy of individuals with respect to personal information about themselves held by government institutions and to provide individuals with a right of access to that information.

In accordance with Treasury Board of Canada Secretariat (TBS) requirements, this report provides an overview of the activities of the CMH in administering its responsibilities under the *Privacy Act*.

Mandate

The CMH is a federal Crown corporation that is responsible for two national museums: the Canadian Museum of History and the Canadian War Museum. The mandate of the CMH is to enhance Canadians' knowledge, understanding and appreciation of events, experiences, people and objects that reflect and have shaped Canada's history and identity and also to enhance their awareness of world history and cultures.

Access to Information and Privacy Office

The Access to Information and Privacy (ATIP) office is the focal point for access to information and privacy matters and is responsible for the effective administration of the *Privacy Act* at the CMH. The ATIP office is accountable for developing and implementing effective policies, guidelines, systems and procedures to ensure that the CMH fulfils its privacy-related obligations.

For much of the reporting period, the ATIP Coordinator was the sole CMH employee in the ATIP office. However, a second employee, an ATIP and Integrity Officer, was hired through a job competition undertaken during the second half of the reporting period. The ATIP and Integrity Officer position was not included in statistical reporting since they were onboarded in the last days of the fiscal year.

Delegation Order

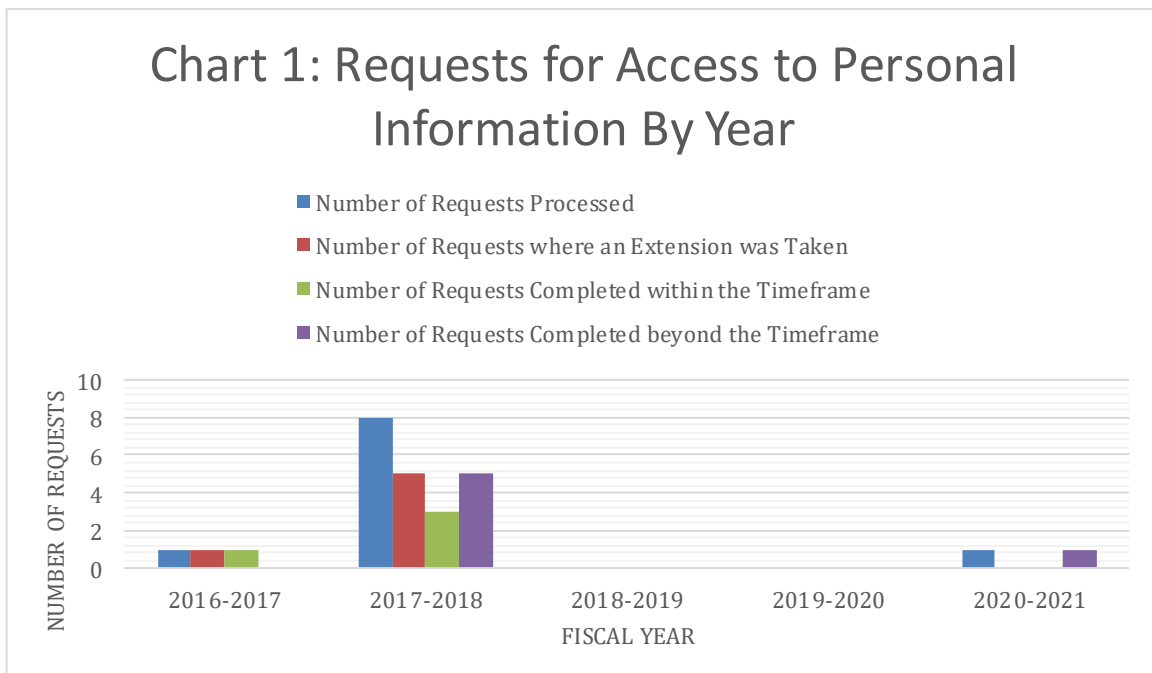
In accordance with section 73(1) of the *Privacy Act*, the President and Chief Executive Officer (CEO) (the head of the CMH) has delegated the powers, duties and functions for the administration of the *Privacy Act* to the Corporate Secretary. The signed and dated delegation of authority order is included at Appendix A of this report.

Highlights of the *Privacy Act* Statistical Report

The statistical report on the *Privacy Act* for the 2019–2020 fiscal year is included at Appendix B of this report.

2020-2021 was an unprecedented time for the country and its government institutions. COVID-19 took the country by surprise and required exceptional measures to be put in place to protect the health and safety of federal employees, businesses and Canadians. Like many other government institutions, openness, transparency and accountability are engrained in the governance of the Museums. However, the Museum had to consider its operational realities and balance it with requirements mandated by the *Privacy Act*. Undoubtedly the pandemic had other impacts on the ability to process requests and public reporting. The Museum published a public notice on its website to advise potential requestors and visitors to its website of the impact of COVID-19 on ATIP activities.

One request for access to personal information was received by the CMH during the reporting period. This request was closed within 31 to 60 days of arrival with a “no records found” disposition. The request was closed slightly after the initial 30-day window with no extension taken (0% of requests closed within legislative timeframes). No consultations were received from other organizations. As noted in Chart 1 below, this trend is consistent with low volumes experienced in previous reporting periods, other than 2017-2018.



Training and Awareness

No formal training sessions on the Act were held due to a realignment of priorities and resource challenges.

The ATIP office remains responsible for providing education and training activities upon employee request. In addition, the ATIP office provides ongoing advice to employees, to ensure the fulfilment of the CMH's privacy-related obligations.

Policies, Guidelines, Procedures, and Initiatives

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

Complaints, Investigations, and Audits

The *Privacy Act* provides a system of review to help ensure government institutions comply with their obligations. Under this system of review, an individual has the right to file a complaint concerning a government institution's privacy practices with the Privacy Commissioner of Canada, who will investigate the matter on behalf of the individual. After the complaint investigation is carried out, the Commissioner issues a finding on the matter.

No complaints were received during the reporting period and no investigations were carried out. In addition, no audits regarding the CMH's obligations under the *Privacy Act* were carried out during the reporting period.

Monitoring Compliance

Although no requests for access to personal information were handled during the reporting period, as a matter of course, for any request received under the *Privacy Act*, the ATIP office carefully monitors the proceedings and associated timelines. Clear deadlines are indicated in record retrieval letters received by the Office of Primary Interest (OPI). An OPI is the holder of relevant personal information for a privacy request. If a deadline is not met, the ATIP office promptly contacts the OPI to follow-up on the status of their response and, when required, escalates the issue to the OPI's immediate supervisor.

In addition, weekly status reports are provided to the ATIP Coordinator advising on all key actions and timelines associated with request processing. Pertinent information is shared by the ATIP Coordinator with the President and CEO during regular bi-lateral meetings.

No requests for correction to personal information were received during the reporting period.

Material Privacy Breaches

TBS defines a material privacy breach as one involving "sensitive personal information and could reasonably be expected to cause serious injury or harm to the individual and/or involves a large number of affected individuals". TBS requires government institutions to report material privacy breaches to both TBS and the Privacy Commissioner of Canada.

There were no material privacy breaches during the reporting period and, accordingly, no reports were submitted to TBS or the Privacy Commissioner of Canada.

Privacy Impact Assessments

A privacy impact assessment (PIA) is a tool used to determine whether privacy risks may be present in new or existing initiatives that involve personal information for administrative purposes.

No new privacy impact assessments were undertaken by the CMH during the reporting period.

TBS requires government institutions to post summaries of their completed PIAs on their corporate websites. The fulfilment of this requirement is in progress by the CMH.

Public Interest Disclosures

At the discretion of the head of the institution, paragraph 8(2)(m) of the *Privacy Act* permits the disclosure of personal information, without consent, if upon careful examination such disclosure is deemed to be in the public interest.

No disclosure was made pursuant to paragraph 8(2)(m) of the *Privacy Act* during the reporting period.

APPENDIX A: DELEGATION ORDER



PRIVACY ACT

Delegation of Authority

Pursuance to Section 73 of the *Privacy Act*, I, Mark O'Neill, Head of the Canadian Museum of History (CMH) hereby delegate the responsibilities covered by the under-listed sections and subsections of the *Act*, to the CMH's Corporate Secretary and Director of Strategic Planning and Privacy Coordinator:

Sections and subsections	Sections and subsections	Sections and subsections	Sections and subsections
8 (2) (j), (m)	18 (2)	25	35 (1), (4)
8 (4), (5)	19 (1), (2)	26	36 (3)
9 (1), (4)	20	27	37 (3)
10	21	28	51 (2) (b), (3)
14	22	31	72 (1)
15	23	33 (2)	77
17 (2) (b)	24		9, 11 (2) and (4), (13) (1) and 14 of the <i>Privacy Regulations</i> .

Mark O'Neill
President and Chief Executive Officer

AUG 01 2018

Date:

Chrissie Unterhoffer
Corporate Secretary and Director of Strategic Planning

August 1, 2018

Date:

APPENDIX B:
STATISTICAL REPORT
ON THE
PRIVACY ACT

Statistical Report on the *Privacy Act*

Name of institution: Canadian Museum of History and Canadian War Museum

Reporting period: 2020-04-01 to 2021-03-31

Section 1: Requests Under the *Privacy Act*

1.1 Number of requests

	Number of Requests
Received during reporting period	1
Outstanding from previous reporting period	0
Total	1
Closed during reporting period	1
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	0	1	0	0	0	0	1
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	0	0	1	0	0	0	0	1

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

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
1	1	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	1	0	1
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	1	0	1

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
	45	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	\$25,503
Overtime	\$0
Goods and Services	\$0
• Professional services contracts	\$0
• Other	\$0
Total	\$25,503

11.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	0.170
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	0.170

Note: Enter values to three decimal places.