

ANNUAL REPORT TO PARLIAMENT ON THE
PRIVACY ACT

Public Service Health Care Plan Administration Authority

April 1, 2023 – March 31, 2024

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1. Introduction

1.1 The Privacy Act

The *Privacy Act* (the Act) and its Regulations govern the collection, use, disclosure, correction, protection, retention, and disposal of personal information, including informing the public about the government institution's collection and use of personal information. The Act also provides individuals with a basic right of access to all of their personal information held by government institutions, subject only to the limited and specific exclusions and exemptions outlined in the Act.

The Act requires the head of every federal government institution to submit an Annual Report to Parliament on the administration of the Act following the close of each fiscal year. This report describes how the Federal Public Service Health Care Plan Administration Authority (the Administration Authority) fulfilled its privacy responsibilities during the reporting period of April 1, 2023, to March 31, 2024. The report has been prepared and will be tabled in Parliament in accordance with section 72 of the Act.

1.2 The Federal Public Service Health Care Plan Administration Authority

The Federal Public Service Health Care Plan Administration Authority (the Administration Authority) is a corporation without share capital established under authority of the subsection 7.2(1) of the *Financial Administration Act* by letters patent issued by the President of the Treasury Board effective on May 1, 2007. Nine Directors and one Chairperson form its Board of Directors.

The Administration Authority is accountable to the Treasury Board of Canada and the Public Service Health Care Plan Partners Committee. The Partners Committee is composed of representatives of the employer, the portion of the National Joint Council of the Public Service which represents the employees, and an individual appointed by the National Joint Council who represents the pensioners.

The Administration Authority is charged with oversight of the Public Service Health Care Plan (the PSHCP). Its mandate is to ensure that benefits and services to members and their covered dependants, as defined in the PSHCP documentation, are delivered in a manner that ensures the effective and efficient administration of the PSHCP.

The PSHCP covers members who are federal public service employees, members of the Canadian Forces and the Royal Canadian Mounted Police (who can cover their dependants only), members of Parliament, federal judges, employees of a number of designated agencies and corporations, and persons receiving pension benefits based on service in one of these capacities, and members of the Veterans Affairs Canada client group, as well as eligible dependants of Plan members.

2. Organizational Structure

2.1 The Access to Information and Privacy Office

The Access to Information and Privacy (ATIP) Office within the Administration Authority is responsible for administering the *Privacy Act*. During the period covered by this report, one full-time employee performed the administration of the Act on a part-time basis.

The ATIP Office:

- Develops corporate-wide access to information and privacy protocols, policies, procedures and practices to guide employees and senior officials on ATIP-related matters;
- Responds to access to information and privacy requests and to the consultations received from other institutions;
- Produces Annual Reports to be tabled in Parliament by the President of the Treasury Board;
- Produces and maintains the organization's *Info Source* chapter;
- Provides information about submission and completion of access to information requests on the Administration Authority website (www.pshcp.ca); and,
- Works with the Information Commissioner, the Privacy Commissioner, government departments and agencies, and other key stakeholders as required.

2.2 Service Agreements

The Administration Authority was not party to any service agreements under section 73.1 of the *Privacy Act*.

3. Delegation Order

Delegation orders set out what powers, duties, and functions apply for the administration of the *Privacy Act*. These have been retained by the Chief Executive Officer (the CEO) of the Administration Authority acting as the head of the institution. The CEO oversees the administration of the Act within the Administration Authority and ensures compliance with it. The Communications Officer has been appointed as the Access to Information and Privacy (ATIP) Coordinator of the Administration Authority.

4. Performance

The Administration Authority's Statistical Report on the Privacy Act and Supplemental ATIP Statistical Report are attached as an Appendix and cover the period between April 1, 2023, and March 31, 2024. Both reports have been validated by the Treasury Board of Canada Secretariat.

4.1 Requests under the Privacy Act in 2023-2024

The Administration Authority received and processed 15 privacy requests during the period covered by this report, 100% of which were responded within legislated timelines.

Active requests and complaints

There were no active request or complaint that were outstanding from previous reporting periods during the period covered by this report.

4.2 Multi-year Trends

The Administration Authority has received 33 privacy requests in the last five years, all of which were received during the period covered in this report. All of these requests were submitted by members of the public. Of these, 31 of the requested records did not exist, and 2 were partially disclosed.

4.3 Disposition and completion time

All 15 cases submitted to the Administration Authority were closed during the reporting period within 20 days of receipt.

4.4 Consultations received from other institutions and organizations

The Administration Authority did not receive any requests for consultations from other institutions or organizations during the reporting period.

4.5 Percentage of records “all disclosed” and “disclosed in part”

During the reporting period, 2 of the requests were either “all disclosed” or “disclosed in part”. This demonstrates that 13% of all requests received were fully disclosed or disclosed in part.

5. Training and Awareness related to the Privacy Act

No training specific to the Privacy Act took place for Administration Authority staff over the reporting period.

6. Policies, Guidelines, and Procedures

No new policies, guidelines or procedures related to privacy were implemented over the reporting period.

7. Initiatives and Projects to Improve Privacy

No new policies, guidelines or procedures related to privacy were implemented over the reporting period.

8. Summary of Key Issues and Actions Taken on Complaints or Audits

Complaints to the Administration Authority

The Administration Authority did not receive any complaints with regard to privacy during the period covered by this report.

Complaints to the Office of the Privacy Commissioner of Canada

There were no complaints under the *Privacy Act* filed with the Office of the Privacy Commissioner of Canada during the period covered by this report.

Types of Complaints and Disposition

Not applicable.

Applications / Appeals Submitted to the Federal Court of Appeal

There were no applications or appeals submitted to the Federal Court or the Federal Court of Appeal during the period covered by this report.

The Administration Authority's Response to Recommendations raised by other Agents of Parliament

There were no recommendations raised by other Agents of Parliament during the period covered by this report.

9. Material Privacy Breaches

No material privacy breaches were reported to the Office of the Privacy Commissioner and to Treasury Board of Canada Secretariat (Information and Privacy Policy Division) during the reporting period.

10. Privacy Impact Assessments

The Administration Authority did not complete any PIAs during the reporting period.

11. Public Interest Disclosures

No disclosures were made under paragraph 8 (2)(m) of the Privacy Act during the reporting period.

12. Monitoring Compliance

The time taken to process access to information requests is documented on an individual basis by the staff members responsible for the file. The hours are compiled and tracked in a document used for year-end reporting purposes. Once a new request file is opened, the individual responsible for the file assesses the type of documentation being requested and the applicable records and provides an opinion to management as to whether time beyond the established 20-day response period may be required (e.g. for consultations with third parties or other government institutions). This assessment is conducted on a case-by-case basis.

Appendix

Statistical Report on the
ACCESS TO INFORMATION ACT
April 1, 2023 – March 31, 2024

And

Supplemental Statistical Report on the
ACCESS TO INFORMATION ACT
April 1, 2023 – March 31, 2024



Statistical Report on the *Privacy Act*

Name of institution: Federal PSHCP Administration Authority

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		15
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		15
Closed during reporting period		15
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	15
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	15

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							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	0	0	0	0	0	0	0	0
Disclosed in part	0	2	0	0	0	0	0	2
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	13	0	0	0	0	0	13
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	0	15	0	0	0	0	0	15

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	2
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	
1	1	0	0	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
15	15	2

3.5.2 Relevant pages processed per request disposition for paper, e-record and dataset 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	2	15	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	2	15	0	0	0	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	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	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

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	15
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

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		\$1,400
Overtime		\$0
Goods and Services		\$0
• Professional services contracts	\$0	
• Other	\$0	
Total		\$1,400

12.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	0.020
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	0.020

Note: Enter values to three decimal places.



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

Name of institution: Federal PSHCP Administration Authority

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	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 1.1 must equal Row 7, Col. 1 of Section 1.1 of the 2023-24 Statistical Report on the *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	1
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	1

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
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Section 4: Universal Access under the *Privacy Act*

How many requests were received from foreign nationals outside of Canada in 2023-24?	0
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Row 1, Col. 1 of Section 4 must be equal to or less than R Section 1.1 of the 2023-24 Statistical Report on the *Privac*